

Public Transportation Services for Customers with Disabilities

Public transportation in the Pittsburgh area has become more accessible to people with disabilities. Thanks to the Americans with Disabilities Act (ADA), improvements in accessibility make traveling on buses and light rail vehicles easier for all riders.

- For everyone's benefit, drivers are required to announce major stops, intersections and connecting points and every other stop requested to help riders recognize their bus stop or point of transfer.
- Priority seating is available for riders who have difficulty standing on the bus.
- Every Port Authority bus is equipped with a lift or a ramp to assist riders who use wheelchairs or others who have difficulty getting up and down the stairs.
- Reserved spaces with securement straps are available for riders who use wheelchairs to provide a safe and secure ride.
- Fares are reduced for people with disabilities, and people aged 65 and over can ride free!

We are committed to developing a public transportation system that everyone can use. We encourage people with disabilities to take advantage of the independence and flexibility that is provided by Port Authority bus service.

If you have a disability that prevents you from using Port Authority bus service, applying for ACCESS ADA service includes:

1. Call Us

Start the process by calling ACCESS to request an application. Once you have returned a completed application you will be contacted to schedule an appointment for an interview.

Your appointment will be confirmed in advance including the date, time and location. You will be informed well in advance of any additional documentation that may be required. Upon request, assistance is provided with transportation to appointments.

The purpose of the application process is to determine whether you can use Port Authority bus service and, if not, what specific circumstances would prevent you from independently getting to and from the bus stop and riding the bus independently.

2. Interview

Your appointment will begin with a short interview where you have the opportunity to explain your travel abilities in more detail.

A mobility evaluation may be part of your appointment. This is a "mock" bus trip designed and conducted by independent professionals that gives us a better idea of your travel abilities and limitations.

The mobility evaluation considers your functional ability, the

environment in which you will travel, and the barriers that may exist along your path of travel.

3. Receive a Decision

You will be notified of your eligibility by letter within 21 days after the application process has been completed.

4. If you do not agree with the decision...

If you are determined not eligible, or if you do not agree with the conditions established for your use of ACCESS, you may appeal the decision by requesting a Case Review, which must be filed within 60 days of the date you receive your eligibility notification letter.

You will receive specific instructions regarding the Case Review Procedure in your eligibility determination letter.

5. Need Help?

If you need assistance completing the application form, Customer Service Representatives at ACCESS are available to help. Call our office at (412) 562-5353 or PA Relay 711 for assistance.

All materials are available in accessible formats (Large print, Braille, Audio Cassette or E-mail) upon request.

ACCESS ADA Service

The ACCESS ADA Program is a service for individuals whose disability prevents them from using Port Authority bus service either all of the time, temporarily, or under certain circumstances.

Disability alone does not create eligibility. Individuals must apply and be found eligible according to ADA guidelines, which require that functional ability to use bus service be evaluated. It is not a medical decision.

Types of Eligibility

If you are determined eligible for ACCESS ADA service, you will receive one of the following types of eligibility:

Conditional Eligibility

You are able to use buses for some of your trips. You are not able to use the bus in circumstances where a barrier prevents you from getting to and from the bus stop. (For example, if you use a wheelchair and there are no curb cuts at the corner where you can cross the street.)

Unconditional eligibility

Your disability always prevents you from using the bus independently, even with training.

Temporary Eligibility

You have a disability that temporarily prevents you from using the bus, or you are participating in training to learn to ride the bus.

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ACCESS

ACCESS is sponsored by
Port Authority of Allegheny County

ADA PROGRAM



Eligibility Criteria

412-562-5353
PA Relay 711