

The ADA Program provides ACCESS service for individuals whose disability prevents them from using Port Authority bus or light rail service either all of the time, temporarily, or under certain circumstances. ACCESS ADA service is part of Port Authority's family of services including bus, light rail, and inclines.

Port Authority's Accessible Service

Public transportation in Allegheny County has become more accessible and Port Authority is committed to providing service that everyone can use. 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 any 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 kneeler and a ramp to assist riders who use wheelchairs or those who have difficulty getting up and down the step.
- Reserved spaces with securements are available for riders who use wheelchairs
- Ongoing improvements to Port Authority stops and stations improve accessibility.
- People with disabilities pay half fare, and people age 65 and over ride free!

ACCESS ADA Program Eligibility

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.

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 there is a barrier that 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 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.



Please visit myaccessride.com for important information about service, safety, additional program options, and more. You can also call **(412) 562-5353** or **TTY 711**.

ADA Program Application Process

If you have a disability that prevents you from using Port Authority service, you can apply as follows:

1 Request an Application

Start the process by calling the ACCESS program office to request an application. 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 Participate in an In-Person Interview and Mobility Evaluation

Once you have returned a completed application you will be contacted to schedule an appointment for an interview conducted at the ACCESS program office. Your appointment will be confirmed in advance including the date, time and location. Upon request, assistance is provided with transportation to the appointment at no charge.

The process begins 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 provides 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 entire application process has been completed. If a decision about your eligibility has not been made within 21 days, you are eligible to use the service for any trip until a decision has been made and you have been notified of your eligibility status.

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 services, you may appeal the decision by requesting a Case Review Appeal, 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 Appeal Procedure in your eligibility determination letter.

? Need Help?

If you need assistance with any part of the application, please call **(412) 562-5353** or **TTY 711**, Monday through Friday 8 a.m.–4:30 p.m.

All materials are available in accessible formats (Large print, Braille, Audio Cassette, Word or Text files via e-mail) upon request.

Language Line services are available for individuals who need an English language interpreter.

Upon request, aids and services are provided to communicate with people who have communication disabilities.



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myaccessride.com



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TTY 711



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Monday–Friday