

# Connections Program

ELIGIBILITY AND APPLICATION PROCESS

**ACCESS**

The Connections Program provides ACCESS service for anyone with a disability age 18 to 64 who does not have Port Authority bus service in their area, or who is traveling to an area without Port Authority bus service. Connections is sponsored by Port Authority of Allegheny County with funding from the Pennsylvania Department of Transportation.



## Connections Service

Riders can use ACCESS service for any destination within Allegheny County, and destinations in adjoining counties within 1.5 miles of the county line. Rides are available seven days per week, from 6 a.m. to 11 p.m. There are no restrictions on the purpose or number of trips.

The type of service available depends on the details of your planned trip. When using the Connections Program, you can take:

- An ACCESS ride to the closest accessible Port Authority bus or light rail stop if the bus stop is more than  $\frac{3}{4}$  mile from your home or destination, where you'd then board the bus or light rail.
- A direct ACCESS ride from your origin to your destination if: the trip on the bus is less than five miles and would take you more than 90 minutes; if there is no bus service at all; or if there is no bus service within an hour of the time you need to travel.



## Travel Planning and Help with Navigation

ACCESS program staff are available to help you determine trip eligibility, and to help plan your trips. They can assist with:

- Determining the best Port Authority bus routes to use for your trip
- Deciding which bus stop to use for your origin or destination
- Choosing accessible stops with amenities like seats and shelters
- Scheduling the ACCESS trip to get you to and from the bus stop or directly to your destination



## Application Process

Connections Program applicants complete an application form, and provide proof of age and verification of a disability. Verification can come from your health care provider, your school district (as an IEP), or an agency from which you receive disability-related services.

Application forms can be requested and submitted by mail, online or in person at the ACCESS program office.



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

## **ACCESS Service Amenities**

Amenities include:

- Door-to-door service, with driver assistance throughout journey
- Real-time trip tracking and alerts for trip arrival and departure
- Hand-to-hand service for riders who can't be left unattended
- Electronic fare payment, so riders don't have to handle fares on-board
- Fleet of lift-equipped vans and sedans

### **Need Help?**

If you need help understanding ACCESS programs or with any part of the application, please call **(412) 562-5353** or **TTY 711**. All materials are available upon request in accessible formats (Large print, Braille, Audio Cassette, Word or Text files via e-mail).

## **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.



**ACCESS Transportation Systems**  
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Pittsburgh, PA 15222-3907



[myaccessride.com](http://myaccessride.com)



**(412) 562-5353**  
TTY 711



**8 a.m.–4:30 p.m.**  
Monday–Friday