

ACCESS Airport Rider Guide

Welcome to Pittsburgh! Please review the following information before your trip to or from Pittsburgh International Airport.

Drop-offs at the Airport

All ACCESS riders will be dropped off at the upper-level Departures curb. Drivers will assist with unloading luggage but are not permitted to leave the vehicle to assist you to the door.

Pick-ups at the Airport



After retrieving any checked luggage from baggage claim on the Ground Level, proceed through **Door #7 to the green Commercial Curb** to meet your vehicle.

All ACCESS rides to and from the airport are provided by ACCESS service provider AirStar. AirStar's fleet includes lift vans, minivans and sedans, and are white with green lettering.

AirStar drivers are not permitted to leave the vehicle at the curb to search for you in the airport. **You must be outside Door #7.**

Check on the Status of your Trip

- Call AirStar directly at **412-381-7230**.
- Text “ETA” to **412-727-8262** to receive a text with the vehicle ETA, vehicle number, and number of stops before yours. Or **call the same number** to hear an automated message with the same information. Make sure your cell phone number is on file at the main ACCESS office before your trip.



ACCESS Transportation Systems
Centre City Tower
650 Smithfield Street, Suite 440
Pittsburgh, PA 15222-3907



(412) 562-5353
or TTY 711



8 a.m.–4:30 p.m.
Monday–Friday



For information, visit
myaccessride.com

Luggage

Each rider is permitted two (2) reasonably sized pieces of luggage on ACCESS vehicles.

Assistance in the Airport

If you need wheelchair assistance at the airport, you must contact your airline directly before arriving at the airport. Airlines coordinate wheelchair services from ticket counters to gates and from arrival gates to the baggage claim area.

Pittsburgh International Airport has Volunteer Ambassadors stationed throughout the airport to help with wayfinding. Volunteer Ambassadors can be identified by their distinctive purple vests.

Customer Service Representatives are located at two information desks; one on the Ground Level near Door 8, and one in the post-security terminal between the A and B gates.

For more information about accessibility at the airport, visit flypittsburgh.com.

**If you miss your pick-up or
your flight is delayed:**

Call AirStar directly

412-381-7230