



# Unraveling the Transportation Puzzle in Allegheny County

**T**ransportation services for people with special needs can be confusing and overwhelming for anyone to figure out. Sometimes it seems like you have to be a professional resource coordinator to understand how to access these systems. When all a person needs is a little help getting to important appointments, it shouldn't be so hard to find out how to get there. Here is some plain information about special transportation services.

## Medical Assistance Transportation Program (MATP)

The Office of Community Services administers the MATP, which provides **non-emergency medical transportation (door-to-door service)** for people who are unable to take public transportation due to certain medical or mental health conditions or if public transportation is not available where they live.

A second MATP program provides monetary assistance in the way of **reimbursement** of bus fares for people who are able to take public transportation. To be eligible for this service, a person must be a resident of **Allegheny County** and have a valid Pennsylvania ACCESS or **Medical Assistance Card**.

Both of these MATP programs provide rides for both physical health appointments such as doctor, dentist or pharmacy visits and behavioral health services such as mental health or drug and alcohol counseling, as long as the provider of the service accepts the medical assistance card for payment.

Although MATP vehicles carry the ACCESS logo on them, MATP and ACCESS are two quite different transportation programs.

**To apply for MATP,  
call or visit their office:  
One Smithfield Street, Second Floor  
Pittsburgh, PA 15222**

**412-350-4476 or 1-888-547-MATP (6287)  
office hours: 8am-4:30pm**

### Important web sites to visit:

<http://www.county.allegheny.pa.us/dhs/CS/matp.html>  
<http://www.portauthority.org/ride/pgAccess.asp>

## ACCESS

ACCESS is a transportation program sponsored by the Port Authority of Allegheny County and is available to the **general public**. Here are some important features to know about the ACCESS program:

- ◆ ACCESS primarily serves persons with disabilities and senior citizens
- ◆ ACCESS is a door-to-door transportation service
- ◆ ACCESS is provided throughout Allegheny County
- ◆ ACCESS provides service seven days/week from 6:00 a.m. to midnight
- ◆ You must make advance reservations for your trips
- ◆ You will often share a ride with other passengers who are traveling at the same time and in the same direction
- ◆ There are no restrictions on the purpose or number of trips you can take with ACCESS
- ◆ ACCESS riders pay for their trips with tickets purchased from ACCESS

## ACCESS ADA Program

The ACCESS ADA program is for people with disabilities, regardless of age, who are functionally unable to independently use Port Authority bus services. Persons who qualify receive a 90% discount off ACCESS fares.

**To apply for ACCESS,  
call for an evaluation appointment:**

**412-562-5353**

**office hours 8am-4:30pm**

**650 Smithfield Street  
Centre City Tower, Suite 440  
Pittsburgh, PA 15222**