

[Login \(/web/20210119153607/https://www.portauthority.org/Store/Login/\)](/web/20210119153607/https://www.portauthority.org/Store/Login/) | [Cart \(/web/20210119153607/https://www.portauthority.org/Store/ShoppingCart/\)](/web/20210119153607/https://www.portauthority.org/Store/ShoppingCart/)

[Home \(/web/20210119153607/https://www.portauthority.org/\)](/web/20210119153607/https://www.portauthority.org/) > [SafeToGo](#)

LEARN ABOUT OUR IN-DEPTH PLAN TO KEEP YOU SAFE

As most of us attempt to get back on schedule with our daily routines, Port Authority assures all riders that we will continue to make health and safety our top priority. We appreciate your trust in us and we thank you in advance for complying with all of our new policies and procedures designed for your protection.

HERE ARE JUST SOME OF THE NEW PRACTICES THAT YOU SHOULD KNOW:

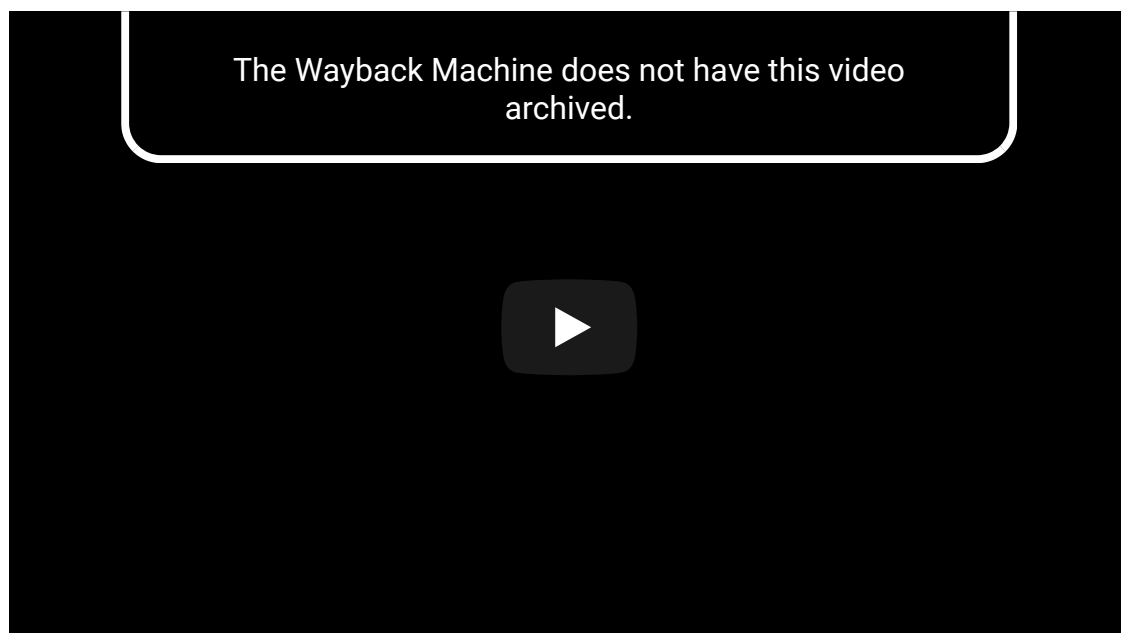
- **We're going the extra mile to ensure your safety.** From door handles, safety bars and seats, to fareboxes and stop request pull cords, every bus and light rail vehicle is being sanitized daily from top-to-bottom using a registered EPA disinfectant that eliminates germs and viruses.
- **But we also have limits.** Limits to ensure proper social distancing, that is. These include limiting the number of riders on our buses, light rail vehicles and Monongahela Incline. Look to our new tool, [PortAuthority.org/Room2Ride \(/web/20210119153607/https://www.portauthority.org/link/29fceca5cb524e61894101a0df560ad4.a\)](https://www.portauthority.org/Room2Ride) to know how many riders to expect on your bus route, and plan your transport accordingly. We've also designated special waiting areas at heavily used stops and station platforms to limit overcrowding.
- **Communication is key.** We're staying in constant communication with local health officials and Port Authority management teams at each facility to ensure we implement the latest safety mandates.



IT'S A SIGN OF THE TIMES



- **New signage has been installed throughout the system** encouraging riders to follow all recommended guidelines while on the vehicles or waiting at our high-volume stations/stops to keep yourself and other riders safe.
- **Finally, there's one last thing we need to cover.** Our faces. All employees and riders are now asked to wear a protective face covering at stops, stations and on any Port Authority vehicle in order to help protect against the spread of germs.



WE DISINFECT EVERY VEHICLE, EVERY ROUTE.



Here's everything Port Authority has been doing—and will continue to do—to make sure bus and light rail transit are safe to go.

BUS MAINTENANCE/CLEANING PROCEDURES

Port Authority's Bus Cleaning Team consists of 54 employees who fuel and service each vehicle. An additional 24 employees are dedicated to the nightly disinfecting of all vehicles.

Each night, the interior of every bus is thoroughly sanitized using a disinfecting fogger to apply a registered EPA disinfectant. Surface areas cleaned include:

- Floors
- All stanchion bars
- Hand railings and hand straps
- All doors and handles
- Backs of doors
- Step wells
- Walls
- Ceilings
- Lights and fixtures
- Rear window grab bars, both sides
- All seat armrests and hold bars
- Plexiglass panels near entrance and rear doors
- Take one boxes
- Wheelchair securements and priority seats
- Pull cords and stop request button
- Farebox area
- Operator's cab (including steering wheel, dash, side controls, radio handset and microphone)
- Driver's protection shield
- Bicycle racks, release handles, and any securing high-touch points
- All glass

LIGHT RAIL MAINTENANCE/CLEANING PROCEDURES

Port Authority's Light Rail Cleaning Team consists of 9 employees who service each vehicle. An additional 4 employees are dedicated to the nightly disinfecting of all light rail vehicles.

Each night, the interior of every light rail vehicle is thoroughly sanitized using a disinfecting fogger to apply a registered EPA disinfectant. Surface areas cleaned include:

- Floors
- Step wells
- Accessible ramp
- All stanchions
- All hand railings
- All hand straps
- All doors and handles
- Backs of doors
- Walls, side walls, bulkhead walls

- Ceilings
- Lights and fixtures
- Overhead panels
- Cab door
- Operator's cab
- All glass
- Seats



OUR SAFETY PLAN COVERS BUS SHELTERS, STATIONS & GARAGES.



Our light rail and busway stations, bus shelters, garages and maintenance facilities are part of your journey. Rest assured, they're also part of our safety plan.

STATION MAINTENANCE/CLEANING PROCEDURES

Downtown/North Shore Light Rail Stations

Port Authority's Gateway, Wood Street, Steel Plaza Stations, along with North Side and Allegheny Stations are cleaned daily by a team of 10 employees. Three employees work the daylight shift and 7 employees work the night shift to ensure each station is maintained regularly throughout the business day.

All high-touch surface areas are cleaned and disinfected twice daily, including on Saturdays and Sundays. Surface areas include:

- Door handles
- Elevator cars and buttons
- Escalator handrails
- All glass
- ConnectCard Ticket Vending Machines
- Benches

Once a month and on a rotating basis, each station platform is also power washed and receives a detailed cleaning.

Other Stations and Bus Shelters

Port Authority deploys a team of 11 employees dedicated solely to cleaning and maintaining all other light rail and busway stations. Every station is maintained regularly with routine surface cleaning, trash removal and is pressure washed weekly. Daily maintenance includes wiping down hard surfaces with an approved disinfectant.

Surface areas that get wiped down/disinfected include:

- Benches

- Trash receptacles
- ConnectCard Ticket Vending Machines
- ConnectCard Validators
- Platform handrails
- All glass

BUS GARAGE AND LIGHT RAIL FACILITY MAINTENANCE/CLEANING PROCEDURES

Each bus garage and our light rail facility is cleaned daily to limit the exposure to the virus. This includes having our maintenance staff wear proper PPE, including masks and gloves. Buses are sanitized before repairs as a precautionary measure. Facilities and other common areas at each location are cleaned/disinfected daily. Tools and other shared shop items are cleaned before each use.



HAND SANITIZING DISPENSERS AT 60 LOCATIONS.



For your safety, we have installed hand sanitizing dispensers at the following locations. These dispensers are checked throughout the day and refilled as necessary. If you notice that a dispenser is empty, please let us know by calling 412-442-2000 ([https://web.archive.org/web/20210119153607/tel: 1-412-442-2000](https://web.archive.org/web/20210119153607/tel:1-412-442-2000)).

LOOK FOR HAND SANITIZING DISPENSERS ON YOUR ROUTE.

East Busway (inbound platform)

- Penn Station
- Herron Station
- Negley Station
- East Liberty Station
- Homewood Station
- Wilkinsburg Station
- Hamnett Station
- Roslyn Station
- Swissvale Station

West Busway (inbound platform)

- Sheraden Station
- Ingram Station
- Crafton Station
- Idlewood Station
- Bell Station
- Carnegie Station

South Busway (inbound platform)

- South Hills Junction
- Palm Garden
- Dawn
- Pioneer Ave. Ramp
- Edgebrook Shelter
- Whited St. Shelter
- South Bank
- Central Shelter
- Inglewood Shelter
- Overbrook Shelter
- Glenbury Ave. Ramp

Incline

- Upper Station
- Lower Station

Rail Stations (inbound platform)

- Allegheny
- North Side
- Gateway
- Wood Street
- Steel Plaza
- First Avenue
- Station Square
- South Hills Junction
- Fallowfield
- Potomac
- Dormont
- Mt. Lebanon
- Castle Shannon
- Overbrook Junction
- Washington Junction
- South Hills Village
- Boggs
- Bon Air
- Denise
- South Bank
- McNeilly
- Killarney
- Memorial Hall
- Willow
- Lytle
- West Library
- Library

Additional Locations

- Sixth Avenue and Smithfield Street Bus Stop
- Sarah Station ConnectCard Ticket Vending Machine
- St. Anne Station Ticket Vending Machine
- ConnectCard Ticket Vending Machine at Representative Dan Deasy's Office
- ConnectCard Ticket Vending Machines at 5th Avenue and Atwood Street in Oakland



MAKE SURE YOU'RE SAFE TO GO.



As you can see, Port Authority is going above and beyond to keep our riders safe. But we need your help. Please adhere to our safety practices. It's the best way to protect yourself and others.

- Keep your distance. When waiting, boarding, riding, and exiting our buses, light rail vehicles, or incline please be patient and avoid crowding together.
- Wear a mask or some type of protective face covering to help protect against the spread of germs.
- Cooperate with our drivers if they ask you to wait for the next bus. Please understand this request is to keep you safe.

HAVE QUESTIONS OR CONCERNS?

CONTACT PORT AUTHORITY CUSTOMER SERVICE AT 412-442-2000

([HTTPS://WEB.ARCHIVE.ORG/WEB/20210119153607/TEL:1-412-442-2000](https://web.archive.org/web/20210119153607/tel:1-412-442-2000))

ON TWITTER @PGHTRANSITCARE

([HTTPS://WEB.ARCHIVE.ORG/WEB/20210119153607/HTTPS://TWITTER.COM](https://web.archive.org/web/20210119153607/https://twitter.com)

OR

LIVE CHAT AT [PORTAUTHORITY.ORG](https://www.portauthority.org)

([/WEB/20210119153607/HTTPS://WWW.PORTAUTHORITY.ORG/LINK/DAC2BI](https://web.archive.org/web/20210119153607/https://www.portauthority.org/link/dac2bi)

