

- ***How do I know if my route is changing and what my new service will be?***
 - Not all routes are changing on April 4.
 - Use the [Route Converter Tool](#) to determine if your route is changing on April 4. The tool will tell you if your route is changing or not, what the route's new designation will be once it changes, and offer a brief description of the change along with a PDF map link.
 - Pick up a brochure at any major schedule rack.

- ***I am visually impaired. How can I access the service change information?***
 - To request a brochure or a new schedule in Braille, call our Customer Service at 412-442-2000 and leave your name, address and route information. Be sure to specify that you need your route information in Braille format.

- ***How do I know when my route is changing?***
 - Use the [Route Converter Tool](#) to determine if your route is changing on April 4. The tool will tell you if your route is changing or not, what the route's new designation will be once it changes, and offer a brief description of the change along with a PDF map link.
 - Only those changes taking place in April will have detailed routing and schedule information. Look for more routes to change in June!
 - You can also [sign up here](#) to receive an email alert prior to when your route changes.

- ***Will I be informed prior to when my route is changing?***
 - [Sign up here](#) to receive an email alert prior to when your route changes.
 - After April 4, the next round of route changes will occur in June.
 - Check for information on our web site and watch for announcements in the news media and on your bus or railcar.
 - Follow us on [Twitter](#) and [TransitBlog](#).

- ***How can I plan my trip if I transfer and one route is changing but the other is not?***
 - You can still use Port Authority's [Trip Planner](#) or call our Customer Service at 412-442-2000.

- ***Where can I find printed materials about the service changes?***
 - Port Authority's Downtown Service Center, on buses and rail cars and at major schedule rack locations.

 - To request a printed brochure or a new schedule, call our Customer Service at 412-442-2000 and leave your name, address and route information or click [here](#) to submit an online request.

- ***What is the System Map showing me?***
 - The map shows how Port Authority's routes will look once all the changes are made over the next two years. This is not the current system map.
 - Click on any square to get a closer view and see what changes will be made in that area on April 4. A box will appear on the right side of the page with a list of all routes that are changing within the square that are changing in April.
 - Only those changes taking place in April will have detailed routing and schedule information. Look for more routes to change in June!

- ***How do I navigate the map to get the route information I need?***
 - Click on the square you travel in to get a closer view of the changes.
 - A box will appear on the right side of the page with a list of all routes that are changing within the quadrant that are changing in April.
 - Only those changes taking place in April will have detailed routing and schedule information. Look for more routes to change in June!

- ***Why aren't there details about my route on the map?***
 - If there are no details about your route available on the map, then your route is not changing on April 4.
 - Only those changes taking place in April will have detailed routing and schedule information. Look for more routes to change in June!

- ***Where do I go to find out more information about the TDP?***
 - Click [here](#) to see a presentation about the transit improvements and new services that the TDP will provide!

- ***I like my bus service the way it is now. Why are you changing it?***
 - Click [here](#) to see a presentation about the TDP and the reasons Port Authority is implementing these transit efficiencies and improvements.

- ***Are you eliminating my bus stop?***
 - Stop consolidation has not taken place yet nor have stops been identified for elimination. Click [here](#) to see a presentation about the TDP including information about stop consolidation.

- ***If I have more questions, where do I go to get them answered?***
 - Questions about your route should be submitted [here](#) or by calling 412-442-2000.

- ***What is Rapid Bus?***
 - Rapid Bus has frequent service, simple route structure, transit priority measures, special branding to differentiate the service, special buses, distinctive stops or stations and greater distances between stops and stations. To further increase travel speeds, fares are not collected at a farebox on the vehicle. For greater convenience to riders, information on the actual arrival times of buses is provided at stops and stations.
 - Rapid Bus is planned for the 71 series routes, 61 series routes and the 28X Airport Flyer.
 - Rapid Bus can be phased in as resources become available.
 - The full implementation of Rapid bus is dependent upon funding and planning coordination with the City of Pittsburgh.

- ***What is Radial Service?***
 - A transit route serving Downtown.

- ***What is a Crosstown Route?***
 - Routes which do not focus on Downtown, but, instead, serve secondary hubs and provide links between radial routes.

- Will [Trip Planner](#) show my trip requests using the routes that are changing on April 4th?
 - Yes. You must enter a travel date of April 4 or later. Note that April 4 is a Sunday and April 5 would be the first weekday under the changes. Also, on the [Advanced Trip Planner](#) page, the “Schedule Finder” and “Stop Finder” tools only will provide current information – not schedules and stops as they will change on April 4.