



Pittsburgh Regional Transit

PRT to Expand Digital Customer Service Hours July 1

FOR IMMEDIATE RELEASE (June 27, 2024) – Pittsburgh Regional Transit is extending its digital customer service hours by two hours every weekday and one hour on Saturdays and Sundays starting July 1.

During these extended hours, PRT's digital customer service representatives will post service alerts on social media and TrueTime, and respond to inquiries via the chat feature at www.rideprt.org.

The agency intends to continue expanding its digital customer service hours in phases throughout the year.

“The way we reach our riders and how they reach us has evolved a lot over the years, and we’re excited to be able to provide additional information when and how our riders want it,” said PRT CEO Katharine Kelleman. “By expanding our digital customer service hours, we can equip transit riders across Allegheny County with more information so they can be more confident and capable of getting to their destinations.”

Riders can manually check @pghtransitalerts on X (formerly Twitter) or sign up for push notifications at <https://truetime.rideprt.org>. The alerts will also be available from the TrueTime homepage.

“This is the first extension of our digital hours but not the last,” added Jim Ritchie, PRT’s chief communications officer whose division includes the Customer Service Department. “Whether it’s a bus that has to detour for an unexpected road closure, a trip we’re unable to staff, or a notice of a delay, it’s important for us to make sure our riders well-informed.”

Starting July 1, digital customer service representatives will be available:

- Monday through Friday: 5 a.m. to 8 p.m.
- Weekends and holidays: 8 a.m. to 5:30 p.m.

Customer service phone representatives will remain available:

- Monday through Friday: 6 a.m. to 7 p.m.
- Weekends and holidays: 8 a.m. to 4:30 p.m.

PRT’s Downtown Service Center will also remain open:

- Monday through Friday: 7:30 a.m. to 5 p.m.
- Weekends and holidays: Closed

Riders with questions are encouraged to contact PRT Customer Service by calling 412-442-2000 on X (formerly Twitter) @pghtransitcare or via live chat at www.rideprt.org. PRT Customer Service is available (until June 30) on weekdays from 6 a.m. to 7 p.m. and from 8 a.m. to 4:30 p.m. on weekends and holidays.