

PARK & SHUTTLE AT VA HIGHLAND

Questions & Answers

What is the Park & Shuttle at VA Highland?

The Park & Shuttle at VA Highland is a free transportation service for Veterans. Veterans can park their vehicle at the Highland Drive location and ride a shuttle bus to and from health care appointments at the busy University Drive location in Oakland.

When is the Park & Shuttle available?

The Park & Shuttle is available now and VA Pittsburgh is considering making it a permanent service. Visit www.pittsburgh.va.gov or facebook.com/VAPHS for Park & Shuttle updates.

Where is the Park & Shuttle located?

7180 Highland Drive, Pittsburgh, PA—just five miles Northeast of University Drive.

What is the schedule?

The Park & Shuttle operates Monday through Friday from 6 a.m. to 6 p.m., excluding federal holidays. Shuttle buses leave Highland Drive and University Drive every 30 minutes.

Do I have to sign up? What time should I arrive?

No. Simply show up at the time that is convenient for you. We recommend that you catch a shuttle 30 to 45 minutes ahead of your scheduled appointment in order to check in 15 minutes early.

What are the benefits of using the Park & Shuttle?

You save time, gas and—perhaps most importantly—the stress of city driving to important health care appointments. It will also alleviate some congestion in the University Drive parking garage, making it easier for Veterans using wheelchairs and with mobility challenges.

If I use the Park & Shuttle, will my travel pay be affected?

You will not notice a significant difference in travel pay.

Why not reserve the parking spaces at University Drive for Veterans and require VA employees to use the Park & Shuttle instead?

Federal law prohibits VA Pittsburgh Healthcare System from operating a shuttle system for VA employee use only.

Can VA employees use the Park & Shuttle?

Yes. VA employees may use extra seats or space on parking lot shuttles once Veterans and their visitors or companions have boarded the shuttles.

I am traveling from far away. Are restrooms available at the Park & Shuttle lot?

Yes. Restrooms and a waiting shelter are available at the Park & Shuttle lot. All accommodations comply with the Americans with Disabilities Act requirements.

Is the shuttle bus handicap accessible?

Yes. Shuttle buses are handicap accessible and wheelchair service is available.

We encourage Veterans using wheelchairs or reliant on motorized scooters to continue to use the University Drive parking garage.

Can the public use the Park & Shuttle?

No. Only Veterans (VA patients and their visitors or companions) and employees may use the service to and from health care appointments, or work site.

Is this Park & Shuttle at VA Highland different than the Heinz Shuttle?

Yes. The Heinz Shuttle primarily transports Veterans who reside at the Heinz location to health care appointments at University Drive. Additionally, shuttle vans run between University Drive and the Federal Building, the Fisher House and the Research Office Building.

All shuttles depart from the ground floor of the University Drive parking garage, and are designated by the original destination location: Highland, Heinz, Federal Building, Fisher House and Research Office Building. Our full schedule is available at pittsburgh.va.gov.

Where can I get more information?

Visit VA Pittsburgh Healthcare System's website at pittsburgh.va.gov for a toolkit containing a Q&A, fliers, posters and shuttle schedules. You can also call us at 412-822-3591.