Mister Rogers’ Neighborhood of Make-Believe Tour FAQs

When can I take the tour?
Tours will be open to the public on Saturday, November 7 and Sunday, November 8 from 9 a.m. to 5 p.m. You will not be able to enter the building until 9 a.m. Doors will open at 9 a.m. and will be closed at 5 p.m. to finish out tours for those remaining in the line. If you are not in line by 5 p.m. you will not be able to take the tour. Times will be strictly enforced. WQED will make its best effort to accommodate everyone who comes for the tour.

What if I can’t make the November 7 & 8 dates? Can I come and see the Neighborhood of Make-Believe on another day or time?
No. November 7 & 8 between the hours of 9 a.m. and 5 p.m. is the only time when public tours of the Neighborhood of Make-Believe will be given. King Friday XIII’s Castle and “X” the Owl & Henrietta Pussycat’s Tree are always at the WQED studios however. If you or your group is interested in taking a tour of the WQED studios at another time, please go to: http://www.wqed.org/about/tours.php for more information and fill-out the WQED Tour Request form.

Do I need to make reservations?
No. There will be no advance ticketing for the November 7 & 8 tours. Visitors have to wait in line for access to the Fred Rogers Studio and tours will be given on a first come, first served basis. Please be prepared to wait in line anywhere from 5-30 minutes. Due to great interest in the tour, you should expect to wait in line and make proper accommodations based on your needs (i.e. bring a folding chair that can be carried if you are unable to stand for long periods of time, etc.)

*If you are traveling by tour bus, or have groups larger than 25 people, you are asked to contact Maria Pisano at 412-622-1459 or mpisano@wqed.org to make arrangements. While WQED wants bus tours and groups larger than 25 to provide an estimated time of arrival for tours on November 7 & 8, this does not mean that bus tours or groups larger than 25 will move to the front of the line, have reservations or not have to wait in line with the general public. The estimated time of arrival will be used to make sure that multiple tour buses and large groups will not be arriving at the same time and create parking and traffic flow issues.

Is there a cost for the Neighborhood of Make-Believe Tour?
No, there is not a cost for the Neighborhood of Make-Believe Tour on November 7 & 8.

WQED Pittsburgh is a non-profit entity that operates through the generosity of members, the community and foundations. If you would like to make a contribution to renew your WQED Membership, or become a WQED member, please go to: http://www.wqed.org/support

Is WQED accessible?
Yes. WQED is completely accessible with wide hallways and accessible restrooms. The WQED visitors’ lot located on the left side of the building will be reserved for those with
accessibility needs. All visitors with accessibility issues wishing to park in the visitors’ lot should have current valid disabled parking permits.

Where is WQED and how do I get there?
WQED is located at 4802 Fifth Avenue, Pittsburgh, PA 15213 in the Oakland section of Pittsburgh. For MapQuest® directions go to: [http://tinyurl.com/yd4daym](http://tinyurl.com/yd4daym)

IF YOU ARE TRAVELING FROM THE NORTH:
(Wexford, Hampton, Cranberry, Erie, North Hills, Shaler, etc.)

Take I-79 South to Exit 72, which is I-279 South (the Parkway North). Follow I-279 South to exit 8A - I-579 South / Veterans Bridge. Follow I-579 South across the Veteran's Bridge, staying to the left side. After crossing the bridge, take the exit to the right to I-376 East / Boulevard of the Allies. Remain on the Boulevard of the Allies for a mile or so. As you pass the exit ramp to I-376 East, and the road begins up a hill, there will be a small sign and a quick turn to the right for the Forbes Avenue exit.

Follow Forbes through several lights, past the Cathedral of Learning on your left, then past the Carnegie Museum on your right. At the light immediately after the Carnegie Museum, turn left onto Craig Street. At the first light on Craig Street, turn right onto Fifth Avenue. Go through one light on Fifth, and WQED is the third building on your right.

IF YOU ARE TRAVELING FROM THE SOUTH:
(Baldwin, Mt. Lebanon, Pleasant Hills, Bethel Park, etc.)

Take Route 51 North all the way to Downtown Pittsburgh, through the Liberty Tunnels, and across the Liberty Bridge. Stay in the right lane, and turn right on to the Boulevard of the Allies toward Oakland. As you pass the exit ramp to I-376 East, and the road begins up a hill, there will be a small sign and a quick turn to the right for the Forbes Avenue exit.

Follow Forbes through several lights, past the Cathedral of Learning on your left, then past the Carnegie Museum on your right. At the light immediately after the Carnegie Museum, turn left onto Craig Street. At the first light on Craig Street, turn right onto Fifth Avenue. Go through one light on Fifth, and WQED is the third building on your right.

IF YOU ARE TRAVELING FROM THE EAST:
(Monroeville, Penn Hills, Johnstown, Altoona, etc.)

Take I-76, the Pennsylvania Turnpike, to Exit 57- Monroeville. Take I-376 West, the Parkway East, toward Pittsburgh, through the Squirrel Hill Tunnels to Exit 3B - Oakland. Continue straight on Bates Street, which is a steep hill going up from the parkway, until it ends at Bouquet Street. Turn left onto Bouquet, then right onto Forbes Avenue, which is a four-lane, one-way street at this point.

Follow Forbes through several lights, past the Cathedral of Learning on your left, then past the Carnegie Museum on your right. At the light immediately after the Carnegie
Museum, turn left onto Craig Street. At the first light on Craig Street, turn right onto Fifth Avenue. Go through one light on Fifth, and WQED is the third building on your right.

IF YOU ARE TRAVELING FROM THE WEST/PITTSBURGH INTERNATIONAL AIRPORT:  
(Pittsburgh Intl. Airport, Moon Twp., Weirton, W. Va., etc.)

Take Route 60 South toward Pittsburgh. This is the Parkway West. Eventually, the parkway becomes I-376. You do not need to exit to continue toward Pittsburgh.

Continue on this road to downtown Pittsburgh. Go through the Fort Pitt Tunnels, onto the Fort Pitt Bridge.

Stay in the right lane on the bridge, and exit onto I-376 East toward Monroeville. Take Exit 2A - Forbes Avenue / Oakland. Go uphill on Forbes Avenue.

Follow Forbes through several lights, past the Cathedral of Learning on your left, then past the Carnegie Museum on your right. At the light immediately after the Carnegie Museum, turn left onto Craig Street. At the first light on Craig Street, turn right onto Fifth Avenue. Go through one light on Fifth, and WQED is the third building on your right.

IF YOU ARE TRAVELING FROM THE NORTHEAST:  
(Fox Chapel, New Kensington, Freeport, Kittanning, etc.)

Take Route 28 South toward Pittsburgh. Exit Route 28 at the Highland Park Bridge, and stay in the left lane on the bridge. Turn right at the first light onto Washington Boulevard. Go straight through several lights, and finally up a long hill, under two railroad trestles. Near the top of the hill, Washington Boulevard becomes Fifth Avenue. At the intersection with Penn Avenue, there is a traffic light and Fifth bends to the right. Remain on Fifth, past Mellon Park on the right and left, and through several lights. The last cross street on Fifth Avenue before WQED is Morewood Avenue where there is a traffic light. Continue on past a private road on the left, and WQED is the first large building on the left.

IF YOU ARE TRAVELING FROM DOWNTOWN PITTSBURGH:  
Follow either the Boulevard of the Allies to Forbes Avenue directions, or the Parkway East I-376 to Exit 5 - Forbes Avenue directions.

Follow Forbes through several lights, past the Cathedral of Learning on your left, then past the Carnegie Museum on your right. At the light immediately after the Carnegie Museum, turn left onto Craig Street. At the first light on Craig Street, turn right onto Fifth Avenue. Go through one light on Fifth, and WQED is the third building on your right.

Where can I park?  
Parking will be available at Central Catholic High School located at 4720 Fifth Avenue, next door to WQED. Central Catholic’s parking lot is accessible via Neville Street off of Fifth Avenue. Street parking will also be allowed on Fifth Avenue. Parking in the WQED
visitors’ lot will be reserved for those with accessibility needs and is located on the left side of the building. Those coming by tour bus should call Maria Pisano at 412-622-1459 or e-mail her at mpisano@wqed.org to make arrangements for parking.

For those coming on Port Authority buses, the 71D and 500 buses stop in front of WQED. The 61 and 67 series buses stop at Forbes Avenue and Craig Street. Port Authority schedules may be obtained at: www.portauthority.org

**Where do I enter the building?**
All guests will enter through WQED’s main entrance on Fifth Avenue.

**What will I see on the tour?**
You will see original Neighborhood of Make-Believe set pieces including: King Friday XIII’s Castle; “X” the Owl and Henrietta Pussycat’s Tree; Curator Lady Elaine Fairchilde’s Museum Go-Round; Cornflake S. Pecially’s “Rockit” Factory; Grandpere’s Eiffel Tower; Dr. Duckbill, Elsie Jean and Ana Platypus’ Mound; and a small replica of Daniel Tiger’s Clock. The original clock currently resides at Saint Vincent’s College in Latrobe, Pennsylvania at the Fred Rogers Center for Early Learning and Children’s Media.

During the tour, visitors will learn fun facts about *Mister Rogers’ Neighborhood* and the set pieces and will be able to read select quotes from Mister Rogers on posters that will be displayed.

**Will I have access to the set pieces?**
Stanchions will create a barrier between the public and the set pieces. As the set pieces are older and owned by FCI, WQED wants to make sure that they are not damaged.

**Will I be able to take pictures or videotape my tour?**
Yes. You will not be able to distribute or sell pictures or video of the event or make a profit from them. The set pieces are the property of FCI and consent needs to be granted by FCI for duplication or use of images of their set pieces and other licensed property. Please limit your picture taking to two pictures per set piece to keep the flow of traffic moving through the Fred Rogers Studio so that we may accommodate everyone who is waiting to take the tour.

**Will the “Neighbors” be there?**
Mr. McFeely of the *Mister Rogers’ Neighborhood* “Speedy Delivery Messenger Service” will be at the public tours. Visitors will have the opportunity to get an autograph from and take pictures with Mr. McFeely after they have gone through the Fred Rogers Studio for the Neighborhood of Make-Believe tour. **Mr. McFeely will have a lunch break on November 7 & 8 from Noon-1 p.m.** Visitors who finish taking the tour during that time will be able to wait until 1 p.m. to meet Mr. McFeely if they wish to do so. None of the other Neighbors will be able to be at the event.

Once you have your picture taken with and receive your autograph from Mr. McFeely, you are asked to make your way to the exit or go to the ground floor cafeteria for other activities. As there will be many visitors, WQED wants to ensure that everyone who
comes for the tour has equal time to visit with Mr. McFeely and that the flow of the tour traffic is kept moving.

**How long will the tour take?**
The tour will take approximately 5-10 minutes once you enter the Fred Rogers Studio. You may wait in line anywhere from 5-30 minutes depending on the number of visitors waiting in line to take the tour in front of you. Once you exit the Fred Rogers Studio, you may exit WQED.

**Will there be any give-aways for visitors?**
Once the tour is finished and while supplies last, guests will receive refreshments as they exit the Studio including a chocolate bar courtesy of Sarris Candies. The refreshments are to be enjoyed in the concourse area located on the 1st floor and the cafeteria and concourse areas located on the ground floor. Refreshments may not be taken into the Fred Rogers Studio.

A limited number of Fred Rogers’ “You Are Special” books and the 2003 commemorative issue of Pittsburgh magazine’s tribute to Fred Rogers will be given to visitors while supplies last. WQED will not be able to mail or obtain any more of the above items once supplies are gone.

A special register-to-win opportunity will be available for those who sign the Neighborhood of Make-Believe Tour Guestbook. Winners will be drawn after the November 7 & 8 tours and notified via e-mail, written letter and a phone call by November 13, 2009. All applicable register-to-win rules will apply.

**Will there be any other activities?**
In the cafeteria, children will have the opportunity to participate in artistic activities designed by Mister Rogers and FCI including coloring Neighborhood character bookmarks and pages. Information will be available about the WQED Education Department’s training programs and home care provider services.

**Will I be able to see tour other parts of the WQED Studios?**
No. This tour is an exclusive opportunity to view the Neighborhood of Make-Believe for the very last time. With staffing limitations, we are not able to accommodate a full studio tour on November 7 & 8. If you or your group is interested in taking a tour of the WQED studios at another time, please go to: [http://www.wqed.org/about/tours.php](http://www.wqed.org/about/tours.php) for more information and fill-out the WQED Tour Request form.

**What is the Neighborhood of Make-Believe Memory Collection and how do I participate?**
In advance of the tour, WQED is asking the public to send their favorite memory of *Mister Rogers’ Neighborhood*. Memories may be edited into a future WQED promotion. Those who wish to submit stories will need to obtain and provide a signed release along with their submissions to WQED by Monday, October 26.

Release forms can be obtained by calling WQED Member Services at 1-800-622-1370 or by going online to: [www.wqed.org/neighborhood-of-make-believe](http://www.wqed.org/neighborhood-of-make-believe). Pictures and handwritten letters should be sent to: Maria Pisano, WQED Pittsburgh, 4802 Fifth Avenue,
Will I get my materials back?
If viewers wish to receive their materials back such as hard copy photos and hand-written letters, they will need to provide a self-addressed stamped envelope.

What if it rains or snows? Will I be able to get into the building earlier?
Please be prepared to weather the elements as the length of the line may mean that you will stand outside for a portion of your wait. The doors will open at 9 a.m. and close at 5 p.m. despite weather conditions.

If it snows, will there be a reschedule date?
No. Due to local production and staff demands, the tour will go on November 7 & 8 despite weather conditions.

Will there be a coat check?
Yes. WQED will provide a coat check service once you enter the building. You will be provided with a ticket. Please retain this ticket as it will indicate to our volunteers which coat(s) to return to you. WQED cannot be held responsible for any damage or lost items placed in the coat check area and visitors who leave personal items do so at their own risk.

When does Mister Rogers’ Neighborhood air on WQED?
Mister Rogers’ Neighborhood airs Saturdays at 6 a.m. on WQED: The Create Channel (13.2 digital) and Sundays at 8 a.m. on WQED-TV (13.1 digital.)

How long has Mister Rogers’ Neighborhood been airing on PBS?
The longest running weekday children’s program on PBS, Mister Rogers’ Neighborhood celebrated its 40th Anniversary on American television and at WQED in February 2008.

Why didn’t WQED have tours of the Neighborhood of Make-Believe in 2008 for the 40th Anniversary of Mister Rogers’ Neighborhood?
WQED was not able to obtain a sponsor in 2008 to hold public tours of the Neighborhood of Make-Believe set. Thanks to the generosity of and partnership with The Children’s Institute of Pittsburgh, WQED is able to offer these tours to the public FREE of charge on November 7 & 8.