



ACCESS Transportation Systems
PHONE: (412) 562-5353 or TTY 711
650 Smithfield Street
Centre City Tower, Suite 440
Pittsburgh, PA 15222
MyACCESSRide.com

REGISTERING COMPLAINTS & COMPLIMENTS

We Want to Hear From You

Your comments and suggestions help continue to improve the ACCESS system and are very valuable in planning and evaluating the transportation service.

We need your help to keep us informed about your service. Please let us know promptly when you have had a problem so that we can try to prevent it from happening again. (Every complaint is reviewed the same day it is received. All complaints are investigated and responded to – usually within two weeks.)

When you have a positive experience, we appreciate hearing about that as well. Compliments about drivers or call takers or service in general, are passed along and help to highlight superior performance.

Where to Call or Write

You may file a compliment or complaint by telephone, in writing or in person at the ACCESS program office. Complaints must be registered with the ACCESS program office; not with the local carrier providing your service. Neither your carrier nor your driver is permitted to accept a complaint.

Office Hours are Monday-Friday, 8:00 AM – 4:30 PM

Call: (412) 562-5353 or TTY 711

Write: ACCESS Transportation Systems
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650 Smithfield Street
Pittsburgh, PA 15222

Information Needed From You

Prompt, accurate reporting of complaints makes follow-up easier and more effective. Your complaint should include as much of the following information as you can provide:

- Your name and address
- The date and day of the week of your trip (ex: Monday, January 25)
- The carrier providing your service
- Scheduled pickup and return time, or the time you called for return
- The address of your destination
- The name or number of the operator who took your call
- An exact description of the incident

When You Should Register a Complaint:

Please notify the ACCESS program office promptly whenever you have any of the following problems:

- Your prescheduled vehicle is more than 20 minutes late
- Your prescheduled vehicle is more than 10 minutes early
- The telephone operator or driver is rude, or fails to provide assistance
- The vehicle is dirty, does not meet safety standards (working seat belts, tiedowns for wheelchairs, etc.) or you notice anything about the service which seems unsafe
- You waited more than 45 minutes for a will call return
- You think you were charged the wrong fare
- Your ride took well over one hour
- You can't get through to your carrier on the telephone within 15 minutes
- Anything else regarding your service you would like us to know about