



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

## In Touch with You!

Everyone deserves to be able to plan their day and know when their ride will arrive. ACCESS riders have the opportunity to receive an automated call or text message at a phone number of their choosing when their vehicle is within about 10 minutes of arriving.

You may choose to receive a callout when the vehicle is:

- nearing your home to pick you up
- nearing your destination and you will be dropped off soon
- nearing your destination location to pick you up for your return trip
- nearing your home during the return trip and you will be dropped off soon

You will choose the phone number where the call or text message is sent, and it does not have to be the same number for every part of your trip. For example, you could get a callout on your home phone when you are being picked up at home, and a callout on your cell phone when the vehicle is picking you up from the grocery store.

### **Trip Tip:**

Set a special ringtone just for calls from ACCESS, so you'll know when your vehicle is close!



- You will also receive callouts to advise you of a low ePurse balance, weather-related cancellations, and/or system-wide updates about the service.
- Family members or staff can receive the callouts on your behalf.
- Callouts are a courtesy and are not guaranteed. If there is a malfunction in communication between the cell service tower and our devices, a callout may not be activated.
- Call the main ACCESS office at 412-562-5353 to register for a callout.

### **What People are Saying:**

"We have come to rely on the callout and it has greatly reduced the number of times we call into the office for a 'status update'."

-Sheila, sister of an ACCESS rider