



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

## HAND-TO-HAND SERVICE

This fact sheet is designed to provide information about “hand-to-hand” service with ACCESS. This service is for a select group of riders who cannot be left alone without supervision, and is provided upon request by the individual’s family or care team.

### **Hand-to-hand means the driver must receive the rider from a responsible adult, and hand the rider over to a responsible adult, on each end of the trip.**

- This applies both at the home address, as well as any program or other destination that the rider visits.
- Hand-to-hand means that a responsible adult must be present not only when a rider is dropped off at home, but also when they are picked up from home.
- Under no circumstances will a hand-to-hand passenger be left alone.

### **Someone must be home to receive the rider.**

- If no responsible adult is present when the rider returns home on ACCESS, the rider may need to be dropped off at another location.
- **Three emergency contacts** within a ten-minute drive of the rider’s home address are required in order to be able to receive hand-to-hand service.
- If no one is home to receive a rider who is designated “hand-to-hand,” service may be cancelled for the next day. Repeat violations may result in suspension of service.
- If you know you will not be home to receive your ACCESS rider, call your service provider immediately.
- Drivers cannot enter buildings beyond the ground floor lobby to look for riders, nor go past the lobby to escort the rider to the adult who will receive them. Wait for your rider near the door, where the driver can find you.

### **Family members and program staff can get real-time updates on the vehicle’s arrival time.**

- Members of a rider’s family or care team can receive an automated call when the vehicle is within about 10 minutes of arriving, or use **RealTime** to track the vehicle’s estimated time of arrival. Learn more at [www.MyACCESSRide.com](http://www.MyACCESSRide.com).

**You can find the Hand-to-Hand Application and Family Agreement online at:**

[www.MyACCESSRide.com/Is-ACCESS-For-Me/](http://www.MyACCESSRide.com/Is-ACCESS-For-Me/)