



WINTER REMINDERS

Winter is upon us again and to use ACCESS successfully during periods of severe winter weather, you should know about these policies. Your transportation and safety are important to ACCESS!

Cancellation of ACCESS 65 Plus and OPT Service

All ACCESS 65 Plus service is automatically cancelled when the City of Pittsburgh Public Schools are closed due to severe winter weather. If Pittsburgh City Schools are closed due to severe winter weather, then ACCESS 65 Plus and Older Persons Transportation (OPT) service (*except dialysis*) is cancelled for that same day.

You will receive a call from ACCESS to inform you if your trip is cancelled due to severe weather conditions, but you should also be aware of City of Pittsburgh school closures. Check the school closing information on local TV channels or given on Pittsburgh radio stations early in the morning. If weather conditions require cancellation on the weekend, you will receive a call from ACCESS.

Special Exceptions

Even though 65 Plus and OPT trips are cancelled (*except dialysis*) when the City of Pittsburgh Schools close due to severe weather, if your walkway is clear and the roads are passable, you can call your ACCESS service provider to request that your trip still be provided. If there is space in a vehicle available, your ride will be provided. Call (412) 562-5353 or TTY 711 for assistance.

Path of Travel Between Home and the Vehicle

It is the responsibility of riders to make sure that the path of travel between home and the vehicle is free of snow and ice, and clear year-round. Local resources, like Snow Angels (412) 255-4773, may be able to assist with snow/ice removal. If there is an accumulation of snow or ice on the walkway, the driver may not be able to assist you to and from the door. If the driver can't get to your door, you will receive a phone call from the service provider.

Road Conditions

Throughout the winter, ACCESS will make every effort to provide your service. However, if your driver cannot find a safe, passable route to your home, you will receive a call to tell you that it is not possible to pick you up that day.

Traffic Delays

Snowy and icy conditions make travel slower and create more traffic. You may wish to allow a little more time to get to your destination if the weather forecast is for snow. Your patience is appreciated during times when late arrivals due to severe weather conditions are beyond the driver's control.

Questions or concerns? Call ACCESS at **(412) 562-5353** or **TTY 711**. *Thank you for your cooperation!*