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

VEHICLE FACT SHEET

ACCESS service is provided with a combination of 4-15 passenger, lift-equipped vans and sedans owned, operated and maintained by ACCESS service providers. All ACCESS service providers must comply with specific requirements including insurance, maintenance, driver training, and vehicle safety and accessibility standards.

VEHICLE SAFETY

Vehicle safety requirements include:

- Current Pennsylvania State Inspection
- Fire extinguishers, first aid kits, safety triangles and marked emergency exits on vans
- Maintainance plans that meet or exceed minimum DOT / FTA requirements
- Current certified lift inspections
- Pre and post trip inspections by drivers
- Meet or exceed American with Disabilities Act (ADA) requirements
- Functioning communication & technical equipment
- Interior/exterior cleanliness
- Proper interior vehicle temperature
- Compliance with State & Federal regulations

MONITORING AND OVERSIGHT

Service providers must implement U.S. Department of Transportation (U.S. DOT) requirements for Commercial Motor Vehicles in compliance with state law and applicable regulations and policies of the Port Authority of Allegheny County and the Pennsylvania Department of Transportation (PennDOT) including:

- Compliance with Hours of Service and fatigue awareness training requirements
- Submitting a current U.S. DOT medical certificate for all covered drivers
- Maintaining and inspecting required safety and emergency equipment
- Maintaining pre and post trip inspection records and documenting corrective action
- Providing current certificates of qualifications for mechanics performing state inspections, and retain evidence of ongoing qualifications

All aspects of safety and compliance with all regulatory requirements are monitored. Multiple audits are routinely conducted including:

- Annual maintenance audits
- Maintenance to Federal Transportation Administration standards
- U.S. DOT compliance
- ADA compliance

CUTTING EDGE TECHNOLOGY

Vehicles are equipped with cutting edge technology to ensure a safe timely ride including:

- Onboard security cameras on every vehicle
- Automatic Vehicle Location (AVL) technology utilizing Global Positioning Satallite (GPS) mapping on each vehicle
- Onboard computer tablets for driver schedules
- Dispatchers remain in constant communication with drivers using two-way radio communication
- Computer-assisted dispatch and scheduling, providing color-coded mapping with the location and timeliness of each vehicle in real time
- "In-touch" automated call-outs advise riders that their vehicle will arrive within 10 minutes, of a low ePurse balance, weather cancellations and trip confirmation
- Website and Interactive Mobile Webpage Application

ACCIDENT & INCIDENT REPORTING

In the event of an accident or incident involving a vehicle in ACCESS service, protocols are in place to assure swift reporting and investigation.

- Drivers report accidents to appropriate authorities and dispatch immediately
- Providers report accidents to the ACCESS program office within one hour of occurrence at **(412) 562-5353** or **TTY 711**
- Providers promptly report severe difficulties such as seriously disruptive, violent or illegal behavior

ACCIDENT & INCIDENT INVESTIGATION

A certified PA state investigator and a Training and Safety Manager determine the level of investigation required. Assessment is determined by an analysis of the accident or incident by:

- Reviewing documentation and on-board video
- Internal and external interviews
- Identifying causal factors

Upon completion of the investigation, ACCESS program staff:

- Determine corrective actions necessary
- Create an action plan for implementing corrective actions
- Prepare and communicate a report to all involved parties
- Track and documents successful completion of corrective actions