



TRIP TIPS

**A GUIDE FOR ACCESS ADA
CUSTOMERS**

(412) 562-5353
TTY 711

MyACCESSRide.com

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WELCOME TO ACCESS!

ACCESS is a shared-ride, public transportation program sponsored by Port Authority of Allegheny County. The ACCESS program is part of Port Authority's family of services. Port Authority's bus and light rail service is accessible to people with a variety of disabilities. All Port Authority buses are equipped with ramps and "kneelers" to lower the first step. You can also ask the driver to wait until you sit down before pulling away from a stop. Other accommodations such as stop announcements and easy-to-read signs make using the bus easier than ever. People with disabilities are eligible for a half-fare card with Port Authority. Make Port Authority's accessible bus and light rail service your first transportation choice whenever possible. For more information on Port Authority's accessibility, go to portauthority.org/accessibility.

ACCESS service is provided throughout Allegheny County, seven (7) days per week between the hours of 6:00 am and midnight. Before 6:00 am and after midnight, ACCESS ADA service is provided for trips with origins and destinations within $\frac{3}{4}$ mile of any Port Authority rail station or non-commuter bus route operating at that time.

ADA service is provided to adjoining counties, provided the origin of the trip is within Allegheny County and the destination is within one and a half miles of the Allegheny County line. ACCESS ADA service is also provided for trips with origins in Beaver, Washington and Westmoreland Counties as long as the origin is within $\frac{3}{4}$ mile of any Port Authority rail station or non-commuter bus route operating at that time.

The ACCESS program offers only shared-ride transportation, which means that passengers must share the vehicle with other riders traveling at the same time. The vehicle may make several stops along the way before dropping you off. Ride-sharing helps make the best use of available vehicles and keeps the cost down. The ACCESS program does not provide exclusive-ride service.

SERVICE PROVIDERS

Transportation is provided by a number of service providers under contract to ACCESS Transportation Systems. These providers are the companies which own and operate the vehicles and actually provide the transportation.

To book a trip, call the ACCESS service provider in your neighborhood. Their specific reservation number is listed below.

Your ACCESS Service Provider is:

ACCESS PROGRAM OFFICE

The ACCESS program is managed from a central office with experienced customer service staff available to answer questions or provide assistance. This office is located in Downtown Pittsburgh in Centre City Tower at the corner of Seventh Avenue and Smithfield Street.

Office Hours: Monday through Friday, **8:00 a.m. – 4:30 p.m.**

Mailing address:

ACCESS Transportation Systems
Centre City Tower
650 Smithfield Street, Suite 440
Pittsburgh, PA 15222

Telephone number: (412) 562-5353 or TTY 711

Website: myaccessride.com

Accessible Formats: Upon request, materials can be provided in: Braille; large print; audio cassette tape; and Word or .txt files by email.

We want to hear from you! Providing high quality service is a top priority for the ACCESS program. Customer service representatives are available to assist riders with any questions or concerns.

When to call the ACCESS program office:

- You would like to file a complaint or compliment. ACCESS service providers are not permitted to accept these.
- You cannot get through on the telephone after trying for **fifteen (15) minutes**.
- Your pre-scheduled vehicle is **more than twenty (20) minutes** late.
- You have waited over **thirty (30) minutes** for your will-call return.
- You have missed your pre-scheduled pick-up from your home and are requesting that another vehicle be sent for you.
- You would like to place your trip reservation more than one day in advance
- You have a question about your ePurse account.
- You would like to learn how to take your trip on a Port Authority bus
- You are traveling to or from Pittsburgh International Airport. Eligible riders and their personal assistants or companions may each take two pieces of luggage and one carry-on bag. Please keep luggage to a reasonable size and weight.

FARES

All ACCESS fares are predetermined based on trip length. When you place your trip reservation, the reservationist will tell you how much your trip will cost each way. Based on trip length, your fare will cost \$3.15, \$3.90, or \$5.25. Fares are paid from a personal electronic account that you establish called **ePurse**. See the enclosed **ePurse User Guide** for information about setting up and using your ePurse.

Personal Assistants & Companions

If you require the assistance of another person to complete your trip or its purpose, you may take **one (1) personal assistant** at no additional charge:

- You must pre-schedule your personal assistant and she/he must be picked up and dropped off at the same point as you
- If you are being accompanied by someone whose presence is desired but not necessary, that person will be your **companion**
- You may take one companion who must also be pre-scheduled. You will pay a fare equal to yours for your companion. Additional companions may be scheduled on a space available basis

Discounts

Groups of **four (4)** or more passengers traveling from the same origin to the same destination may be eligible for a discount. More information about discounts is available from the ACCESS program office.

SCHEDULING A TRIP

To schedule a trip, call the service provider listed on the front page:

- All trips must be placed **one day in advance** between the hours of **7:00 AM and 3:30 PM**
- Reservations are accepted Saturday for Sunday, and Sunday for Monday. You may call Friday for trips on Sunday or Monday, but this is not required.
- Requests for same-day service may be made by calling your ACCESS service provider
- When you call your provider to book your trip, have the following information ready:
 - ✓ Your full name
 - ✓ PIN number for your ePurse
 - ✓ The day and date of your trip
 - ✓ Your complete address, including neighborhood (*Ex. Troy Hill*) and any special entrance information
 - ✓ Your apartment number and intercom or bell number
 - ✓ Your home or cell phone number
 - ✓ Appointment time **or** pick-up time. If you do not have an appointment time, the call taker will help you determine a pick-up time that will ensure your on-time arrival.
 - ✓ Return time. Only trips for appointments with non-predictable ending times may be scheduled with a “will-call” return.
 - ✓ Complete address of your destination, including specific entrance. The call taker may specify a specific entrance for hospitals, malls, etc.
 - ✓ Phone number at your destination, whenever possible
 - ✓ If you’ll be using any mobility aids
 - ✓ If someone will travel with you
 - ✓ Be sure the call taker tells you his or her name, repeats your itinerary back to you, and tells you the fare for your trip; please keep record of this information

Keep In Mind...

You may be asked to adjust your pick-up or return time to accommodate a shared-ride schedule. You will always be offered a time **within one (1) hour** of the time you requested.

- When traveling during rush hours, allow some extra time to reach your destination
- Traffic and heavy demand for service during peak periods may add to your trip time
- The vehicle may make stops for other riders along the way

Standing Orders

Riders may request “standing order” reservations for trips taken on a regular basis. The vehicle automatically comes as scheduled unless you call to change or cancel the order. A standing order trip must meet the following criteria:

- Taken at least **three (3) times** per week at the same time
- Has the same origin and destination **all three (3) days**

A cancellation rate of 50% or more may result in the cancellation of your standing order.

Standing orders are automatically cancelled on the following major holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. If you need your regular standing order trip on these days, you must call your service provider.

Will-Call Returns

If you are traveling to an appointment with a non-predictable ending time, you may choose to call for return when you are ready to leave. Call your service provider directly:

- Make the call yourself and go directly to the entrance specified to wait for the vehicle
- You must return from the same place you were dropped off unless the pick-up location is very close by (i.e. a different entrance at a hospital, a different shop in a strip mall, etc.). Please communicate the new location to the calltaker.
- If you choose to call for a return trip, you should expect to wait anywhere from **5-45 minutes**
- Will-call returns are not permitted on weekends, on a holiday, or after 5:00 PM, even for medical appointments. You **must** schedule your return trip during these times.

On-Time—Defined

Drivers are permitted to arrive **ten (10) minutes before** or **twenty (20) minutes past** the scheduled time and still be considered on-time. Riders must be ready to go and waiting at the door **ten (10) minutes** before the scheduled pick-up time. The driver is only permitted to wait **five (5) minutes** for a late passenger.

In-Touch Automated Call Outs

You will receive a phone call or text when the vehicle is within approximately **ten (10) minutes** of arrival at your pick-up location. You can also request a call or text within approximately **ten (10) minutes** prior to the vehicle arriving at your destination location for your return trip. In-Touch Calls are a courtesy and are not guaranteed.

Cancellations & Reservation Changes

You may not change your destination or time once you have boarded the vehicle. Drivers are not permitted to accept information regarding cancellations or changes. If you wish to make a change, call your service provider.

If you need to cancel a trip, you can:

- 1) Call your service provider
- 2) Cancel online at myaccessride.com
 - Click “My Rides” in the upper right-hand corner of the screen.
 - Login by entering your Username, and, if you are a first time user, your PIN. You will be prompted to set up a password. You will use this password to login in the future.
 - Click “View Scheduled Trips.”
 - Select the trip you would like to view.
 - Click “Cancel Trip.” You will be prompted to enter your PIN (4-digit number) to confirm the cancellation.

You can cancel your trip online, as long as you are cancelling at least **1 hour before** your scheduled pick-up time. If you need to cancel your trip **within 1 hour** of your scheduled pick-up time, you must call your service provider to avoid a no-show.

No-shows

A no-show happens when the driver arrives on-time at the correct location, announces their arrival properly, but the rider has not cancelled the trip and does not go.

- Trips you do not wish to take should be **cancelled at least one hour before the scheduled pick-up** time
- Failing to cancel a trip at least **fifteen (15) minutes** before the scheduled time is considered a no-show
- If the vehicle is late and you decide to leave before it comes, your cooperation in calling to cancel the ride before leaving is appreciated
- Riders with excessive no-shows will receive a letter of explanation within thirty (30) days

If your first trip of the day is a no-show, please call your service provider to either confirm or cancel your return trip. Cancellations at the door and no-shows are a serious violation of ACCESS program policy, a waste of valuable resources, and may result in suspension of ACCESS service.

RIDER GUIDELINES:

As a rider, you:

- Must be ready to leave when the driver arrives, to avoid delaying other trips
- Must ride in the vehicle that comes for you. Both vans with lifts and sedans are used for ACCESS service
- Must wear a seat belt
- Must carry your ACCESS card or a form of identification with you as you may be asked to present identification before boarding the vehicle
- Can only bring up to four (4) reasonably sized packages
- Cannot smoke, eat, or drink in vehicles

- Must use headphones when listening to radios or other audio devices
- Must refrain from using cell phones on the vehicle except in emergencies
- Must refrain from abusive, seriously disruptive or illegal behaviors
- Can ride with a pet so long as the pet carrier fits on your lap

ASSISTANCE

Your driver is a professional. Drivers in ACCESS service are thoroughly trained, have good driving records and have had criminal history background checks and drug/alcohol screenings.

Drivers **will**:

- Wear a Photo I.D. Badge, clearly displayed, with their name, employee number and company name and will identify themselves to you upon arrival
- Knock on the door, ring the bell, or have the office call to announce his/her arrival
- Assist you to and from the door if there are no more than **four (4) steps**
- Assist you in boarding the vehicle, getting to your seat, and getting off the vehicle
- Assist you with fastening your seatbelt and securing your wheelchair or mobility aid
- Assist you with carrying up to four (4) reasonably sized packages

Drivers **are not permitted** to:

- Enter your home, or look for you beyond the lobby of any building in which you are waiting
- Drop you off at any destination other than what you have scheduled
- Assist you up or down more than **four (4) steps**, or over uneven surfaces such as gravel or grassy slopes
- Accept tips

Children

Children under the age of ten (10) must be accompanied by an adult. Children aged four (4) and under must use a car seat provided by the parent. PA State law requires that children over the age of four (4) but under age eight (8) must be secured in a seat belt and a child booster seat provided by the parent.

USE OF MOBILITY AIDS

Mobility aids are accommodated in all ACCESS vehicles and drivers are trained to assist.

- Portable oxygen, personal respirators or other life support equipment are permitted on board.
- Service animals are permitted on board.
- The equipment must be small enough to fit into the vehicle and be secured.
- You cannot request a specific vehicle type unless you require the use of the lift or cannot go up or down steps.
- If you are not able to walk up and down the steps of the van, you can ride up and down standing on the lift. There are handrails on both sides for you to hold on to, and the driver will help you.

- If you use a wheelchair or scooter:
 - Any wheelchair or scooter up to 50” long and 32” wide can be accommodated.
 - The total combined weight of the rider and the wheelchair or scooter must not exceed 800 lbs.
 - Requests for service from people whose mobility aid exceeds this size or weight are considered on a case-by-case basis. Contact the ACCESS program office for assistance.
 - You may choose to board the lift either facing outward or facing the vehicle.
 - All wheelchairs and scooters must be secured by the driver using a four-point securement system
 - The driver will secure the seat belt. If you use a wheelchair, the use of the shoulder harness is strongly recommended, but not required. Ask the driver to adjust the height of if it is not comfortable.
 - If you use a power wheelchair or scooter, the driver is not able to provide any assistance up or down curbs or steps
 - Other than assisting you on and off the lift, the driver will not operate your power wheelchair or scooter

HAND-TO-HAND SERVICE

In addition to the basic paratransit service offering, hand-to-hand service is provided for individuals who require constant supervision and cannot be left alone. These riders carry a special code in their file alerting drivers to ensure they are met by a responsible person. The driver cannot leave the rider unless there is someone available to receive them both at home and at their destination. A safety net is in place in the event of a problem. Contact the ACCESS program office for more information.

INCIDENT REPORTING

Drivers are required to report incidents, which are then individually investigated by ACCESS program staff. Although they may not be strictly transportation-related issues, the ACCESS program works with its network of community agencies to resolve individual issues including: lack of accessibility to the house; a change in condition (onset of confusion or poor balance); signs of abuse; or problems with personal hygiene or nutrition.

SPECIAL REQUESTS

If there is an ACCESS program rule or policy that, due to your disability, makes it difficult or prevents you from using the service, you may call or write to the ACCESS program office to discuss your situation. When at all possible, requests should be made in advance. They are considered on a case-by-case basis and implemented as long as they are reasonable and do not create a direct threat to others or a fundamental change to basic ACCESS service.

DRIVER TRAINING

Drivers receive a combination of classroom and on-the-road training to proficiency, including the following areas:

- Defensive driving
- Substance abuse training
- Passenger assistance techniques
- Use of lifts and wheelchair securements
- Quality customer service
- ACCESS program policies and procedures
- Radio and emergency procedures
- Age and disability awareness
- Pre-trip vehicle inspection
- Use of on-board technology

VEHICLES

Every vehicle used in ACCESS service is equipped with on-board video recording devices and GPS technology including Automated Vehicle Location (AVL) which displays, in real time, the location of every vehicle. All vehicles are inspected regularly and meet all state and federal requirements for safety. Vehicles are equipped with two-way radios, air conditioning and emergency equipment.

WINTER WEATHER

Path of Travel Between Home and the Vehicle

It is the responsibility of riders to make sure that the entry way of their home is free of snow and ice, and clear year-round. Local resources, like Snow Angels ((412) 255-0846), 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. You can meet the driver at the curb.

Road Conditions

Throughout the winter, every effort will be made 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.