



WINTER REMINDERS

Your transportation and safety are important, especially during severe winter weather! Please read these policies regarding winter weather carefully, as some policies have changed due to the coronavirus pandemic. The ACCESS program office is available to answer any questions at **(412) 562-5353** or **TTY 711**.

All ACCESS service will remain scheduled in the event of severe winter weather. **No trips will be automatically cancelled.** You may still take your trip so long as your walkway is clear and the roads are passable.

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. The ACCESS program office is available to connect you with community resources for 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 at home 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.

How to Cancel Your Trip

You can call your service provider directly to cancel your trip, or cancel the trip online up to an hour before your scheduled pick-up time:

- Go to myaccessride.com and 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" and elect 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 canceling at least one hour before your scheduled pick-up time. If you need to cancel your trip within one hour of your scheduled pick-up time, you must call your service provider to avoid a no-show.