



Get an automated call or text message when your vehicle is about 10 minutes away.

As an ACCESS rider, you can receive live updates about your trips using automated callouts catered to your preferences. You can receive an automated call or text message at a phone number of your choosing when your vehicle is within about 10 minutes of arrival.

You can personalize these callouts and have them go to different phone numbers for different parts of your trip! Riders and care partners can receive calls or texts when a vehicle has arrived or departed from home and any destination.

Tips for Using In-Touch Callouts

- Please remember that these callouts are a courtesy and not guaranteed, as there may be issues in communication beyond our control. It's always good to be ready at least 10 minutes prior to your scheduled pick-up time.
- Set a special ringtone just for ACCESS trip calls or text messages, so you'll know when your vehicle is close!

Callout Examples

- Donna receives a text to her cell phone when the vehicle is arriving to pick her up from home, and receives a text when she is being picked up from the grocery store.
- Edward and his family receive a call to his home phone number when he is being picked up, and his mother receives a call to her cell phone when he is dropped off at his day program.
- Callouts are also sent to advise you of a low ePurse balance, weather-related cancellations, and system wide updates about the service.

Setting Up In-Touch Callouts

To set up the callouts that work best for you, you can call the ACCESS program office during regular business hours at **(412) 562-5353** or **TTY 711**.

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myaccessride.com



(412) 562-5353
TTY 711



8 a.m.–4:30 p.m.
Monday–Friday