



Drivers ensure riders who need a higher level of supervision are not left alone.

The safety of riders is a top priority of the ACCESS program. One safety feature is Hand-to-Hand service, which is offered for riders who cannot be without supervision. Drivers ensure the rider is met by a responsible person on each end of the trip.

Hand-to-Hand service occurs at both at the home address as well as any program or other destination that the rider visits. A responsible person must be present at both the pick-up and drop-off locations to meet the rider and driver.

Family members, program staff, and riders can get real-time information about a rider's trip, as well as receive an automated callout when the vehicle is within about 10 minutes of arriving. Call the ACCESS program office to customize these options.

Setting Up Hand-to-Hand Service

Riders must complete an application and family agreement form to get started with Hand-to-Hand service. These documents and more information can be found online at myaccessride.com, or requested from the program office.

Hand-to-Hand policies include:

- Three emergency contacts within a 10-minute drive of the rider's home address must be on file with the ACCESS program office.
- Drivers will bring the rider to a designated entrance at the destination.
- If no responsible adult is present when the rider returns home, the rider may need to be dropped off at another location.
- If no one is home to receive the rider, service may be canceled for the next day. Repeat violations may result in suspension of service.
- If someone will not be home to receive the rider, they must contact their service provider immediately.

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8 a.m.–4:30 p.m.
Monday–Friday