



Registering Compliments and Complaints

We want to hear from you

Your comments and suggestions help continue to improve the ACCESS system and are very valuable in planning and evaluating the transportation service.

Please let the ACCESS program office know promptly when you have had a problem so that every effort can be made to prevent it from happening again. Every complaint is reviewed the same day it is received. All complaints are investigated and responded to—usually within two weeks.

Hearing about a positive experience you have is always appreciated as well. Compliments about drivers, call takers, or service in general are passed along and help to highlight superior performance.

Where to call or write

You may file a compliment or complaint by telephone, in writing or in person at the ACCESS program office. Complaints must be registered with the ACCESS program office. Neither your service provider nor your driver is permitted to accept a complaint.

ACCESS Transportation Systems

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



Questions? Call
(412) 562-5353
or TTY 711



Office hours are
Monday–Friday
8 a.m.–4:30 p.m.



Find ACCESS
information online at
myaccessride.com

Information needed from you

Prompt, accurate reporting of complaints makes follow-up easier and more effective. Your complaint should include as much of the following information as you can provide:

- Your name and address
- The date and day of the week of your trip (ex: Monday, January 25)
- The service provider for your trip
- Scheduled pickup and return time, or the time you called for return
- The address of your destination
- The name of the call taker who took your call
- An exact description of the incident

If you do not have all the above information, you are still encouraged to call. When necessary, the identity of the caller is kept confidential. You do not need to be an ACCESS customer to file a complaint.

When you should register a complaint

Please notify the ACCESS program office promptly whenever you have any of the following problems:

- Your prescheduled vehicle is more than 20 minutes late.
- Your prescheduled vehicle is more than 10 minutes early.
- The telephone operator or driver is rude, or fails to provide assistance.
- The vehicle is dirty, does not meet safety standards (working seat belts, tiedowns for wheelchairs, etc.) or you notice anything about the service which seems unsafe.
- You waited more than 45 minutes for a will-call return.
- You think you were charged the wrong fare.
- Your ride took well over one hour.
- You can't get through to your service provider on the telephone within 15 minutes.
- There is anything else about your service you would like to share.