

Nashville Metropolitan Transit Authority **AccessRide No-Show Policy**

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulation allows transit agencies to suspend, for a reasonable period of time, the provision of paratransit service to customers who establish a pattern or practice of missing scheduled trips, also known as no-shows. The DOT ADA regulation acknowledges that paratransit customers who repeatedly fail to appear for their prearranged rides can have a detrimental effect on operational efficiency, cost, and the quality of the service for other customers. However, the ADA does not allow transit agencies to base a suspension of service on any trips missed by a customer for reasons beyond his or her control, including trips missed due to transit agency error or delay. These trips are not a basis for determining a pattern or practice of missing scheduled trips or no-shows.

Under the Nashville MTA's AccessRide No-Show Policy, a no-show will be logged on the customer's record for the following reasons, with the exception of reasons not allowed under ADA regulations:

- ✚ Ride cancelled with less than two hours before the beginning of the pick-up window
- ✚ Ride cancelled at the pick-up time (at the door) or not cancelled at all
- ✚ Customer not ready to depart within five minutes after the vehicle arrives for pick-up
- ✚ Customer cannot be located at the scheduled pick-up location

Below are some circumstances Nashville MTA will consider beyond the customer's control:

- ✚ Scheduled ride arrived outside the scheduled pick-up window
- ✚ Illness that precluded the rider from calling to cancel
- ✚ Personal attendant or another party who didn't arrive on time to assist the customer
- ✚ Customer was inside calling to check the ride status and was on hold for extended time
- ✚ Customer's appointment ran long and did not provide opportunity to cancel in a timely way
- ✚ Another party cancelled rider's appointment
- ✚ Customer's mobility aid failed
- ✚ Sudden turn for the worse in someone with a variable condition
- ✚ Adverse weather impacted customer's travel plans, precluding the customer from cancelling in a timely way

The Nashville MTA keeps customers apprised of recorded no-shows such as door hangers left by the operator, or the customer may receive a phone call, etc. from AccessRide staff alerting them of no-shows. If a customer's record forms a pattern or practice of excessive no-shows considered to be within the customer's control, a suspension could be imposed. No-shows are tracked on a monthly basis according to the criteria below, with each month of excessive no-shows counting as an occurrence:

- **Five or more no-shows in one calendar month AND**
- **15% or more of all scheduled trips are no-shows**

For example, a customer with five no-shows in the month out of 25 scheduled trips would receive an excessive no-show occurrence because he or she meets both criteria (five no-shows, 20% of scheduled trips). However, a customer with five no-shows out of 50 trips would not, because he or she was a no-show on only 10% of his or her scheduled trips. No customer with fewer than five no-shows per calendar month will receive an excessive no-show occurrence.

No-show penalties are calculated on a 12-month rolling period (by monthly occurrence):

✚ First monthly occurrence	Warning Letter
✚ Second monthly occurrence	Five-day Suspension
✚ Third monthly occurrence	10-day Suspension
✚ Fourth and beyond monthly occurrence	15-day Suspension and Eligibility review

Prior to suspension, each no-show will be verified and the customer will receive a phone call warning of the excessive no-shows. The warning call will allow the customer to dispute the no-shows if the customer notifies the AccessRide staff in writing within a reasonable period of time. If a suspension is imposed, the individual will receive a letter of the suspension and will have the right to appeal within 60 days of the suspension letter.

Appeal

Customers receiving a suspension penalty under the No-Show Policy have the right to appeal. A customer's suspension letter will include information on the appeal process. Once the request for an appeal is received, a five-member Appeal Panel will convene. The Appeal Panel consists of two MTA staff members, two AccessRide stakeholders and an individual with the Metro ADA Office.

Customers who appeal a suspension for no-shows will be permitted to continue to use Nashville MTA AccessRide service pending the outcome of the appeal hearing. All AccessRide policies and procedures still apply. Customers will be notified by letter of the outcome.

Requests for an appeal must be sent in writing to the MTA ADA Coordinator at the following address:

**ADA Coordinator
Nashville MTA
430 Myatt Drive
Nashville, TN 37115**

Customers needing this information in an alternative format should call the AccessRide Eligibility Office at (615) 880-3596.

AccessRide Contacts

AccessRide Reservation	(615) 880-3970
Customer Care and ADA Coordinator	(615) 862-5950

For more information, please visit NashvilleMTA.org or call (615) 880-3970.