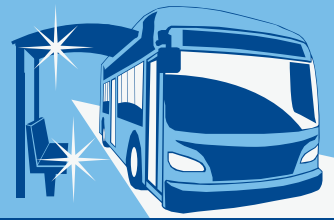


ADOPT-A-STOP



Adopt-A-Stop FAQ

Can an individual sign up to Adopt-A-Stop or does it have to be a group or business?
Yes, individuals, community groups, businesses, organizations may adopt a stop.

How do I sign up?

All of our application forms and information can be found on our website at nashvillemta.org. You can sign up online using our automated application form, or if you do not have access to a computer or if you simply wish to sign up over the phone, you may call Customer Care at (615) 862-5950. They will send you an application form along with a packet of information which will include the application form, the safety guidelines, the volunteer liability release form, commonly asked questions and the answers. Once you complete the application, please mail the form to:

**MTA Adopt-A-Stop
430 Myatt Drive
Nashville, TN 37115**

Or you may scan the application and email it to: MTA.AdoptABusStop@nashville.gov

What if I don't know which stop to adopt?

We can help you. Just give us a general area of where the stop you would like to adopt is located and we can let you know which stops in the area are available.

After I send in my application form, how long will it take to process and when can I begin?

We will need three to four weeks to process your application. Once your application form has been processed, you will receive a letter in the mail. This letter will contain all of the information you need about cleaning your bus stop including:

- Letter of thanks and congratulations on adopting a bus stop
- Bus stop number and area map
- Safety guidelines (Dos and Don'ts)
- Safety training presentation
- Instructions and directions telling you how and where to pick up supplies
- Liability Release form

Once we have received your signed liability form(s), we will contact you, and you may then pick up your supplies from Public Works and start your pick up.

Where do I pick up my supplies?

You may pick up your supplies from Public Works. Please see instructional packet for directions and more information. If you cannot pick up your supplies from public works, please email us at MTA.AdoptABusStop@nashville.gov or call Customer Care at (615) 862-5950 and other pick up options can be made.

Who has to sign a liability form?

Any adult who is volunteering must sign a liability form and either email it to: MTA.AdoptABusStop@nashville.gov or mail it to:

**MTA Adopt-A-Stop
430 Myatt Drive
Nashville, TN 37115**

If you are part of a volunteer group, your group's coordinator is responsible for getting adult group members to sign and return the liability form before you can begin your pick-up duties.

What if I have minors in my clean-up group?

The adult who signs the liability form assumes complete responsibility for all minors in the group.

How far around the bus stop do I have to clean up trash?

You only need to pick up trash on the sidewalk surrounding the bus stop - about a five foot radius. Please DO NOT go in the street or on private property. Your safety is of the utmost importance to us. For more detail about where to pick up and other safety tips, please review the Safety Guidelines at nashvillemta.org.

What do I do with my trash?

We encourage participants to take their trash bags with them and dispose of them in their home trash receptacle or in their businesses trash receptacle. If you cannot dispose of the trash bags yourself, please email us at MTA.AdoptABusStop@nashville.gov or call Customer Care at (615) 862-5950 to let us know. You may then leave the trash bag at your designated stop, and it will be picked up by a member of the Adopt-A-Stop team.

What if there is glass at the stop?

DO NOT pick up broken glass, razor blades, or other anything that might cause a cut or injury to your hands. We suggest you use a broom or litter tongs to safely pick-up dangerous litter.

What do I do if there is hazardous material present at my stop?

DO NOT pick up any hazardous materials! If you see needles, pill bottles, drug paraphernalia, dead animals, or any other hazardous materials, please call MTA Customer Care at (615) 862-5950, and we will ensure that the hazardous material is disposed of.

My trash bag still hasn't been picked up from last week. What should I do?

If your trash bag from the previous week is still at your bus stop, email us at MTA.AdoptABusStop@nashville.gov and let us know. If you do not have access to email please call the MTA Customer Care at (615) 862-5950, and we will have it taken care of it for you!

My bus stop sign/shelter/bench has been vandalized/damaged. What should I do?

Email us at MTA.AdoptABusStop@nashville.gov and let us know. If you do not have access to email please call the MTA Customer Care at (615) 862-5950 and notify them about the damage. We will make repairs as soon as possible.

I have run out of bags and other supplies. Where can I get more?

Notify Public Works that you will be returning within 24 hours for more supplies.

What do I do with recyclable materials?

We encourage you to recycle and dispose of items collected in your personal recycling receptacles.

I have had something come up and was not able to pick up trash at my designated bus stop this week. What should I do?

It is very important that you pick up trash from your designated bus stop every week; however, we understand that instances arise that prevent you from picking up. If that should happen please email us at MTA.AdoptABusStop@nashville.gov or call Customer Care at (615) 862-5950 to let us know. If we do not hear from you, we will send you a reminder email after the first missed trash pick-up week. If after 3 weeks you have not contacted us and you continue to not pick up trash at your designated bus stop, you will forfeit your Adopt-A-Stop sponsorship and that stop will be made available for someone else.

I would like to discontinue my Adopt-A-Stop Sponsorship.

Send us an email so that we may take the necessary measures for terminating your Adopt-A-Stop sponsorship.

This program is funded under an agreement with the State of Tennessee



**Metro Nashville
Public Works**
Improving the Quality of Life for Nashvilleans and our Visitors

