

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 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 (2) 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 (5) minutes after the vehicle arrives for pick-up
- ✚ Customer cannot be located at the scheduled pick-up location

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

- ✚ Family emergency
- ✚ 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

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. Prior to suspension, each no-show will be verified and the customer will receive a warning letter of the excessive no-shows. The warning letter 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.

The following are no-show penalties calculated on a 12-month rolling period:

✚ Fourth through Sixth no-shows	Warning Letter
✚ Seventh no-show	One day Suspension
✚ Eighth no-show	Three days Suspension
✚ Ninth no-shows	Five days Suspension
✚ 10+ no-shows	10 days Suspension

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 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:

**MTA ADA Coordinator
Metropolitan Transit Authority
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.