

How many packages may I carry on the vehicle?

You may carry up to 10 bags or packages with the assistance of a PCA or escort. Bags or packages cannot exceed 20 pounds. **Drivers are not required to assist in loading or unloading the bags or packages.**

Are animals allowed on the vehicle?

Service animals are permitted to travel with AccessRide passengers. Small animals that are not service animals must be in an enclosed cage to ride in the vans.

If I am a visitor, can I use AccessRide?

AccessRide service may be provided on a limited basis to visitors that are ADA certified in another county. To qualify for certification in Davidson County, ADA visitors are required to complete in advance an ADA Registration Form for Davidson County. After the visitor has registered in Davidson County, the visitor can use AccessRide service for 21 days within a 365-day period, beginning on the first day of service. After 21 days of service, the visitor must reapply for certification.

ADA visitors are encouraged to submit an application for AccessRide service if they are planning to return to Davidson County within the year, frequently visit or stay more than 21 days.

Important Numbers

AccessRide Reservations

(615) 880-3970, Fax: (615) 880-3294
accessreservations@nashville.gov

Customer Care Call Center

(615) 862-5950
Monday-Friday, 6:30 a.m. to 6:30 p.m.
Saturday, 8 a.m. to 5 p.m.
Sunday, 10:30 a.m. to 2:30 p.m.
Closed holidays

Ticket Sales and Information at Music City Central

400 Charlotte Avenue
Monday-Friday 6 a.m. to 6:30 p.m.
Saturday 8 a.m. to 5 p.m.
Sunday, 10:30 a.m. to 2:30 p.m.
Closed holidays

MTA Administrative Offices

430 Myatt Drive, Nashville, TN 37115
(615) 862-5969
Monday-Friday 8 a.m. to 4:30 p.m.
Closed weekends and holidays

AccessRide Eligibility

(615) 880-3596

Travel Training

(615) 880-3597

Lost and Found

(615) 862-5950

MTA ADA Coordinator

(615) 862-5950

Individuals who have any other questions or comments should contact **Customer Care at (615) 862-5950**, visit the MTA website at NashvilleMTA.org, or email customercomments@nashville.gov.



Call (615) 862-5950 to request this information in an alternative format.

April 2014

AccessRide

Paratransit door-to-door service
for people with disabilities



NashvilleMTA.org
AccessRide (615) 880-3970
430 Myatt Drive, Nashville, TN 37115

What is AccessRide?

AccessRide is a door-to-door, shared-ride public transportation service available to people with disabilities who are not able to use the fixed-route bus service. All AccessRide vans are accessible and operate in conjunction with service times and areas of the fixed-route buses. Other vehicles such as a taxi also may be used when AccessRide vans are not available.

Who is eligible?

AccessRide provides service to people whose temporary or permanent disabilities prevent their independent use of fixed-route service. To determine eligibility, individuals must complete an application and demonstrate that because of a disability, they are unable to use MTA's fixed-route service for one (or more) of the following three reasons:

- Unable to independently ride a bus
- Unable to get on or off a bus
- Unable to get to or from a bus stop

How do I apply?

People interested in applying for AccessRide service may call (615) 880-3970, or download an application from the MTA website at NashvilleMTA.org. An AccessRide Eligibility Specialist is available to assist you with the application process and answer questions regarding eligibility. After the application and medical certification are complete, call the Eligibility Office at (615) 880-3596 to schedule an interview. Please bring the completed application with you for the interview. A decision on eligibility will be made within 21 days following the interview.

How do I schedule a ride?

After your application is approved, you can schedule a ride by calling AccessRide at (615) 880-3970. Reservations also can be made online at accessmta@nashville.gov or by fax at (615) 880-3294.

Reservations are accepted weekdays from 6:30 a.m. to 4:30 p.m., Saturdays from 8 a.m. to 2:30 p.m. and Sundays from 10:30 a.m. to 2:30 p.m., up to seven days before the day of the trip and no later than the day before the trip.

Multiple rides may be scheduled at one time and pick-up and return times may be negotiated within a two-hour window, one hour before and one hour after, of the requested pick-up time. If a return trip is required, the return trip must be scheduled at the same time the reservation is made.

AccessRide does not accommodate same-day changes or same-day trips.

What are the service hours or service area?

AccessRide provides door-to-door paratransit service within Davidson County. The service operates weekdays from 4:30 a.m. to 11:30 p.m., Saturdays from 4:30 a.m. to 10:30 p.m. and Sundays/Holidays from 4:45 a.m. to 9:30 p.m. On the following holidays, AccessRide operates service on a Sunday/Holiday schedule: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. On Martin Luther King Jr. Day, AccessRide operates service on a Saturday schedule.

How do I pay?

The AccessRide fare is collected at each boarding, and the driver cannot make change. For your convenience, one-ride AccessRide tickets are available for purchase at Music City Central (400 Charlotte Avenue), by phone at (615) 880-3970 or online at NashvilleMTA.org. In addition, tickets may be requested via mail by sending the request to MTA, 430 Myatt Drive, Nashville, TN 37115. A shipping fee will be applied to all mail, phone or online orders. Please note: There are no cash refunds on tickets, and there is no charge for children age 4 and younger.

Is AccessRide only for medical purposes?

No, you may use AccessRide for any reason. Many of our riders use AccessRide to go shopping, visit family, or run errands.

What if I need a Personal Care Attendant (PCA) with me?

If you have qualified for a personal care attendant (PCA), this person may ride with you at no additional charge. The PCA must be picked up and dropped off at the same location as the passenger, and the PCA must be at least 10 years old. If you would like to have another person ride with you who is not a PCA, then that person is considered an escort and will be charged the regular fare. If you have a PCA or escort, the Customer Care representative must be informed when you make your reservation.