

trip. If you would like to have another person ride with you who is not a PCA, then that person is considered an Escort and the regular fare will apply to both riders.

■ How many packages may I carry on the van?

You may carry up to 10 bags or packages with the assistance of a PCA or Escort. Bags or packages cannot exceed 20 pounds and must fit under the seat. Drivers are NOT REQUIRED to assist in loading or unloading the bags or packages.

■ Are animals allowed on the van?

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

■ What if I have a compliment or complaint?

Please call with your compliment or complaint by phone to MTA Customer Care at (615) 862-5950, online at the MTA Web site www.nashvillemta.org or in writing to:

MTA Customer Care
130 Nestor Street
Nashville, TN 37210.

Important Numbers

AccessRide Reservations
(615) 880-3970 (press 2)
(615) 880-3286 (TTY)

AccessRide Manager
(615) 862-6167, ext. 1031

AccessRide Eligibility Specialist
(615) 880-3970, ext. 1107

MTA Travel Training Office
(615) 880-3970, ext. 1552

MTA Customer Care
(615) 862-5950
(615) 880-3286 (TTY)

MTA ADA Coordinator
(615) 862-5950

Individuals who have any other questions should contact **Customer Care** at (615) 862-5950, the TTY number at (615) 880-3286, or visit the MTA Web site at www.nashvillemta.org.



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

Effective May 2007



AccessRide



Metropolitan Transit Authority

130 Nestor Street

Nashville, TN 37210

E-mail: accessmta@nashville.gov

www.nashvillemta.org

■ What is AccessRide?

AccessRide is a door-to-door, shared-ride transportation service available to people whose disability prevents them from using the fixed-route bus service. All AccessRide vans are wheelchair accessible and operate in conjunction with service times and areas of the fixed-route buses.

■ Who is eligible?

AccessRide service is available to those who meet eligibility criteria as outlined by the Americans with Disabilities Act and have received eligibility confirmation from MTA. Service also will be provided to visitors who have been pre-approved. Call (615) 880-3970, ext. 1107 for details at least 30 days in advance.

■ How do I apply?

People interested in receiving an application for AccessRide service may call (615) 880-3970, ext. 1104. Once the application is completed, including the medical certification, please call 880-3970, ext. 1107 to set up an interview. A decision on the eligibility will be made within 21 days following the interview. Applications are not accepted by mail or fax.

■ How do I schedule a ride?

To schedule a trip, please call the AccessRide Office at (615) 880-3970 and press menu option 2. Requests also may be sent by fax to (615) 880-3294 or e-mail to accessmta@nashville.gov.

Reservations are accepted from 6:30 a.m. to 4:30 p.m. Monday through Friday, 8 a.m. to 2:30 p.m. on Saturday and 10:30 a.m. to 2:30 p.m. on Sunday, up to seven days before the day of the trip and no later than the day before the trip. If you require a return trip, it must be scheduled when you make your trip request. AccessRide does not accommodate same-day changes or requests.

Customer Care is open for questions and inquiries from 6:30 a.m. to 6:30 p.m. Monday through Friday, 8 a.m. to 5 p.m. on Saturday and 10:30 a.m. to 2:30 p.m. on Sunday. The Reservation Office is closed on all major holidays.

■ What is the service area?

AccessRide travels within 1.5 miles of any Davidson County regular fixed bus route. If your pick-up or drop-off location is more than 1.5 miles from

a fixed bus route, every effort will be made to accommodate your needs, but we cannot guarantee you will receive a trip.

■ How do I pay?

The AccessRide fare is collected each time you board an AccessRide van. Drivers cannot make change. If you prefer to have your tickets in advance, you may purchase a book of 10 tickets by contacting MTA Customer Care at (615) 862-5950 or online at www.nashvillemta.org. A shipping fee of \$2.50 (\$5 for certified mail) will be applied to all phone and online orders.

■ Is AccessRide only for medical purposes?

No, you may use AccessRide for any trip purpose. 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 require the assistance of another person, a PCA may ride with you for no extra charge. You must inform the reservationist if you will have a PCA when you schedule your