



## ***AccessRide***



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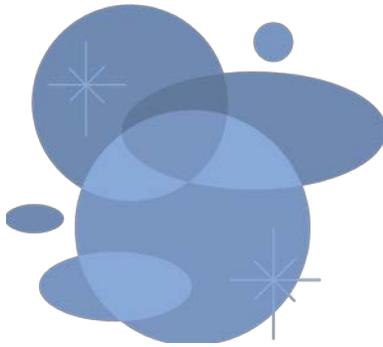
*Paratransit door-to-door service for  
people with disabilities*

**(615) 880-3970**

***NashvilleMTA.org***

***430 Myatt Drive, Nashville, TN 37115***

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*To request this information in an alternative format, please call (615) 880-3970 and ask to speak with the ADA Coordinator.*

## Americans with Disabilities Act (ADA)

In 1990, the Americans with Disabilities Act (ADA) was signed into law. As a major piece of civil rights legislation, the ADA protects the rights of all people without regard to their physical and/or cognitive disabilities. The ADA specifies all individuals have a right to be able to use available public transportation. The ADA requires that individuals not able to independently ride public buses be provided with an equivalent service for their transportation needs within the established service area.

### ADA Paratransit

This equivalent service or ADA Paratransit service is provided to persons who, because of their disabilities, are unable to independently ride a bus. **ADA Paratransit must be provided within the same geographic service area and during the same service hours as fixed-route bus service.** The maximum fare a public transportation provider can charge for standard ADA Paratransit service is twice the adult one-way bus fare.

### Categories for ADA Eligibility

AccessRide, an ADA Paratransit service at the Nashville MTA, is offered to persons whose temporary or permanent disabilities prevent their independent use of public transportation. To determine eligibility for paratransit service, individuals must complete an application and demonstrate that because of their disability, they are unable to use MTA's fixed-route bus service for one (or more) of the following three reasons:

- **Unable to independently ride a bus.** This applies to an individual who cannot independently negotiate the fixed-route system (board, ride or disembark from a bus.) [Code (Section 37.123(e)(1))]
- **Unable to get on or off a bus.** This applies to an individual who would have been able to use the fixed-route system if it were accessible (i.e., if a low-floor or lift-equipped bus is not available). [Code (Section 37.123(e)(2))]
- **Unable to get to or from a bus stop.** This applies to an individual who, because of his/her disability, cannot access a bus stop to board the fixed-route bus and cannot access his/her final destination after disembarking from a fixed-route bus. Eligibility is determined each time the eligible customer calls. Two important qualifiers to this category are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. Inconvenience in using the fixed-route system is not a basis for eligibility. [Code (Section 37.123 (e)(3))]

In some instances, ADA-eligible persons may be transported by paratransit vehicles to the transit center or to other points where they can access the fixed-route bus system. All MTA buses are ADA-accessible, which include a wheelchair lift or ramp and drivers announce major bus stops and street intersections. In addition, schedules and information brochures are available online at *NashvilleMTA.org* and in alternative formats, including audio tape and Braille.

AccessRide is a door-to-door, shared-ride, public transportation service for people with physical, cognitive or visual disabilities who are functionally unable to independently use MTA's fixed-route bus system either all the time, temporarily or only under certain circumstances. All AccessRide vans are accessible and operate in conjunction with service times of fixed-route buses in Davidson County. Other vehicles, such as a taxi, also may be used when AccessRide vans are not available. Passengers who are unable to navigate AccessRide services independently will be required to travel with a Personal Care Attendant (PCA).

## AccessRide Eligibility Process

- Call MTA Customer Care at (615) 880-3970 for an AccessRide Application or download an application online at *NashvilleMTA.org*. The application is also available in other formats.
- Complete an AccessRide Application (including the requested Professional Verification section of the application before scheduling the interview.)
- Make an appointment for an in-person interview by calling (615) 880-3596.
- Complete an in-person interview and Functional Assessment.

For more information, please call the AccessRide Eligibility Office at (615) 880-3596.

## In-Person Interview

Once the application is complete, including the Professional Certification section required by your medical provider, call (615) 880-3596 and schedule an appointment for an in-person interview and Functional Assessment. Transportation to and from the interview will be provided for you and your guest if necessary at no cost.

This process will take approximately 45 minutes to an hour. **Do not mail or fax your application. Bring the completed application to the interview.** The in-person interview is a requirement for anyone seeking eligibility for paratransit service. During the interview, the Eligibility Specialist will review the application or help complete it if necessary and explain details about AccessRide service. The assessment of your travel abilities and limitations will be discussed in more details. The primary mobility aid or aids that would be used when traveling in the community has to be present during the assessment. You may be asked to participate in a functional assessment which might involve travel or climbing steps. Please dress accordingly.

## Functional Assessment

The Functional Assessment is a mechanism to help determine whether an individual has the ability to use MTA's fixed-route service and, if so, under what circumstances. The assessments will also evaluate and determine if your disability is either physical or cognitive.

- The physical functional evaluation consists of a simulated trip to and from the bus. This includes boarding a bus, negotiating a curb and curb cut, and crossing the street. Skills evaluated include balance, strength, coordination and range of motion.
- The Functional Assessment of Cognitive Transit Skills (FACTS) will be administered to people with cognitive disabilities. FACTS is a validated assessment tool designed to assess the transit skills of a person by using a simulated bus trip. Skills evaluated include bus travel skills, community safety skills and general orientation.

- Those individuals with visual impairments will be given FACTS for determining eligibility for a person with a visual disability and guidelines for evaluating environmental barriers. Variables in the environment as well as the individual's ability to perform the tasks required to use the bus are considered.

## Types of ADA Paratransit Certifications

An individual may obtain full ADA Paratransit certification without conditions, conditional certification or temporary certification for AccessRide service. An individual who is determined to be eligible for ADA paratransit without conditions can use AccessRide service at any time service is available. An individual eligible for ADA paratransit for a temporary period or an expected duration of the disability can use AccessRide service only during a specified period of time. If an individual's condition changes or the disability continues beyond the certified time, AccessRide will require a revised certification from the person's Health Care Professional.

A person who is eligible for ADA paratransit under conditional circumstances, AccessRide service would only be available to the individual when the condition exists. The following are categories of conditional or temporary ADA Paratransit certifications:

**Conditional – Path of Travel:** Passenger is eligible for ADA paratransit trips when the interaction between the passenger's disability and a specific environmental condition encountered in the path of travel would prevent the passenger from getting to or from the fixed route bus stop for a particular trip. Such environmental conditions include curb cuts, distance to bus stop, street crossing, and/or sidewalk condition or absence.

**Conditional – Winter Months: Ice/Snow:** Passenger is eligible for ADA Paratransit trips only from November 15 through March 31. The above conditions may be used by AccessRide to determine if and when you may be able to use the fixed-route bus.

**Conditional – Variable Disability:** Passenger is eligible for ADA paratransit trips only on days when the passenger self-determines that his/her disability prevents use of fixed route service.

**Conditional – Summer Months:** Passenger is eligible for ADA paratransit only from July 15 through August 31. If your situation changes outside of this time period, please contact the office for a re-assessment.

**Temporary – Training:** Passenger is eligible for ADA paratransit trips for all travel during a period when travel training will be made available to the passenger. At the condition of either the temporary period or the travel training, a final eligible determination will be made. Failure to follow the training schedule could result in termination of service.

For more information on types of ADA Paratransit Certification requirements or to obtain temporary certification prior to your in-person interview, call (615) 880-3596.

## Certification Letter

A decision on your eligibility for service will be made within 21 days of application and assessment. Applicants will receive a Certification Letter advising them of approval and eligibility status (or denial) and further instructions. After five business days of receiving the

Certification Letter, you may call Customer Care at (615) 880-3970 to make a reservation for service. Reservations also can be emailed at [accessreservations@nashville.gov](mailto:accessreservations@nashville.gov), made online at *NashvilleMTA.org*, or faxed to (615) 880-3294.

**Customer Care Hours: 6:30 a.m. to 6:30 p.m. weekdays, 8 a.m. to 5 p.m. Saturdays and 10:30 a.m. to 2:30 p.m. Sundays. For service hours or Customer Care hours on holidays, please refer to the section on Holiday Service, page 13.**

Reservations must be scheduled by **4:30 p.m. weekdays** and **2:30 p.m. Saturdays and Sundays and observed holidays listed on page 13**, from one to seven days in advance. Multiple rides may be scheduled with one call. 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.**

The Customer Care representative or scheduler may need to negotiate the pick-up and return times within a two-hour window—one hour before and one hour after the requested pickup time. In order to reserve your trip, the following information must be provided:

- Your first and last name
- The date of your trip
- The expected arrival time at the destination (appointment or work schedule) or the pickup time (**only provide one**)
- The departure time for the return trip or if the trip is one-way only
- The complete address (including the business name and building) and the zip code of the pickup and drop off locations. All locations must be in **Davidson County**
- If you are planning to have a Personal Care Attendant (PCA), a guest (escort) or service animal
- If you are traveling with a mobility device (i.e., wheel chair, scooter, etc.)

### **Appeal Process for a Denied Application, Suspension or other Penalties**

The ADA requires that transportation providers establish a process for persons to appeal decisions if they are denied access to paratransit service. MTA has established an appeals procedure for persons whose applications for paratransit eligibility are denied or for persons who have received suspension notices for other reasons.

An individual may file an appeal when AccessRide denies paratransit service for any of the following reasons:

- Denial of Eligibility
- Suspension resulting from excessive No-Shows or Cancellations
- Suspension for Seriously Disruptive Behavior

**A copy of the appeals process is available by calling MTA Customer Care at 880-3970.**

*Appeals for denial of eligibility must be made in writing and postmarked or emailed within **60 days** of receipt of a denial letter. Send your Appeal for Eligibility Denial to:*

**Attn: AccessRide Appeal Committee**

Nashville MTA  
430 Myatt Drive  
Nashville, TN 37115

[Marilyn.yokley@nashville.gov](mailto:Marilyn.yokley@nashville.gov)

AccessRide passengers who have received suspension notices for other reasons may request an Appeal Hearing. The Appeal *must be made in writing and postmarked or emailed within **ten (10) days** of the suspension or exclusion letter to:*

**Attn: ADA Coordinator**

Nashville MTA  
430 Myatt Drive  
Nashville, TN 37115

[Tanesha.simmons@nashville.gov](mailto:Tanesha.simmons@nashville.gov)

**Appeals for Denial of Eligibility for AccessRide Service** – The AccessRide Appeal Committee will review the letter of Appeal and the corresponding file to make a determination within fifteen (15) days if the denial will be upheld, modified or overturned. The decision of the Appeal Committee is final.

The individual can attend the hearing to address the committee in person or by phone. AccessRide will provide free transportation to and from the hearing. If the person No-Shows for the hearing, the person will be marked as a No-Show and the hearing rescheduled. In the case of rescheduling, the hearing date may be more than 15 days from the date the request for a hearing was received. If this is the second request for a hearing after a No-Show and the person No-Shows again, the person will be marked as a No-Show and the hearing will not be rescheduled.

**Appeals for Suspension or Exclusion Letter** – The Chief Executive Officer (CEO) will review the letter of appeal and the corresponding file on the excluded or suspended individual to make a determination as to whether the exclusion or suspension will be upheld, terminated or modified. The CEO will communicate his decision to the individual seeking the appeal in writing within ten (10) days of receipt of the letter requesting the appeal. The decision of the CEO is final.

## **Recertification Process**

It is required that AccessRide customers submit an application for recertification every **three years** or whenever certification expires (i.e., temporary disability status). At the appropriate time, AccessRide will send a recertification packet to verify continuing eligibility. The packet will provide detailed instructions on the recertification process. A copy of the recertification application is online at MTA's website at *NashvilleMTA.org* or you may call MTA Customer Care at (615) 880-3970 to request an application.

In the case of customers whose functional ability is not expected to change over time and as previously determined and approved by MTA, a phone call to verify the customer's status and

information will be conducted instead of a full recertification process. This will help lower the cost of eligibility determination while maintaining an up-to-date register of AccessRide customers.

## Tips for Scheduling Service

When booking a reservation for appointments, you should allow adequate time to be ready to board the vehicle at the scheduled pick up time. Be aware of opening or closing times at a business to avoid waiting outside the building before or after business hours. When scheduling trips, you should consider the following:

- Allow adequate time to reach your destination.
- Allow extra time for the pickup and drop off of other passengers before reaching your destination.
- Allow for traffic conditions and weather delays.
- The drop off and pick-up times must be a minimum of 30-minutes apart, even if you only need to be at a location a short period of time. The driver will not wait for you at any destination location after drop off.
- Be prepared to accept trip times up to an hour earlier or later than the preferred pick-up time. When the time of arrival is important (i.e., work, school or doctor's appointment), the **required** or appointment time should be provided instead.

If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using AccessRide service. Ask them how much time should be allowed for the appointment. This will help you to set your return time. It is your responsibility to determine with your doctor how much time to allow for the medical appointment. If you miss your ride home because you under-estimated how long the appointment will take, you can call AccessRide and reschedule for a later pick up time. However, the needs of other customers may not allow AccessRide to return immediately or at your expected time. Generally, a rescheduled trip could take up to one and one-half hours before AccessRide is able to return a second time. In this case, please be patient.

## Pick-up Window

**THERE IS A 30-MINUTE PICK UP WINDOW AT EACH PICK-UP LOCATION** – Passengers must be ready to board the vehicle **anytime** within the 30-minute pick up window. **When the vehicle arrives, it will wait five minutes before it leaves.** If the passenger does not board the vehicle, the passenger will be marked as a No-Show, and the van will leave.

For example, if your pick up window is between 10:00 a.m. and 10:30 a.m., the vehicle can arrive anytime (i.e., 10:05 a.m.) during that 30-minute window, even if you have a routine trip. The vehicle will only wait five minutes and then leave (i.e., the vehicle arrives at 10:05 a.m. and will leave at 10:10 a.m. if you are not at the location).

***The driver or dispatcher will not call the passenger in advance or to advise that the vehicle has arrived. It is the responsibility of the passenger to be at the location when the van arrives.*** If you are unsure of your pick-up window, please call Customer Care at (615) 880-3970.

## Confirming your Trip

Your trip and the 30-minute pick up window will typically be confirmed at the time you place the trip request (the exception is for new subscription trips). If you are provided the 30-minute pick up window when you placed the trip request, there is no need to recall AccessRide. If the 30-minute pick up window is not provided to you at the time of the trip request, you will need to call the day before the trip to get the pickup window (this will be the case for new subscription trips). However, in unusual circumstances when your 30-minute window is adjusted more than five (5) minutes from the confirmed time, you will receive a call in advance with a new pick up window.

## Subscription Service

Subscription service is limited to riders who are unconditionally eligible and traveling to the same place at the same time at least twice a week for a minimum period of 30 days. AccessRide will terminate any subscription service that is cancelled 50 percent or more of the time during any 30-day period or if there is a consistent pattern of cancellations for any part of the subscription.

## Pick-up/Drop-off Procedures

AccessRide paratransit service is a door-to-door, shared ride service that compliments fixed-route bus service. Riders must be waiting as close as possible to the entrance of the pickup location. The driver will go to the door or lobby of the location to alert the passenger of their presence. AccessRide drivers cannot enter a building, but will assist passengers from the door to the vehicle. If a rider needs assistance exiting the pickup location or entering the destination location, a companion or personal care attendant must be available to assist. For drop offs, the driver will assist the rider to the door of the location, or as close as possible to the door of the location upon request.

If your pick up is at an apartment complex, nursing home, or adult program/day care center, it is the rider's responsibility to let the Customer Care representative know if there are any special instructions needed, such as security gated entries, apartment building numbers, or multiple entrances to large institutions. Otherwise, the drivers will pick up and drop off at the main entrance or designated/predetermined points of entry. If the rider fails to inform the Customer Care representative of special instructions and the pick-up cannot be made, it will be recorded as a No-Show.

## Rider Conduct

In order to ensure the safety and comfort of everyone, riders, their personal care attendant and any companion(s) traveling with riders must adhere to the following rules of conduct:

- No eating, drinking (unless there is a specific need for food accommodation), or smoking while onboard the vehicle.
- No riding under the influence of alcohol or illegal drugs as defined in MTA's Code of conduct.
- No abusive, threatening or obscene language or actions.
- No deliberate fare evasion.
- No physical or verbal abuse of another rider or the driver.

- No operating or tampering with any equipment while on the vehicle.
- Unless a headset or earphones are used, iPods, MP3 players or other sound generating equipment shall not be played on the vehicle.
- No petting guide dogs or other service animals without the permission of the owner.
- Baby strollers must be folded and stowed so as not to block the aisle or cause injury to persons on the vehicle.
- Heads, arms and other body parts must be kept inside the vehicle and objects must not be thrown from vehicle windows.
- Except when they are boarding and unloading, passengers shall remain seated and shall refrain from actions that divert or distract the driver from operating the vehicle.
- For safety reasons, passengers may not transport car batteries, fireworks, flammable liquids, or propane bottles on transit vehicles.

For additional rules of conduct, please download the Code of Conduct brochure at [NashvilleMTA.org](http://NashvilleMTA.org), *News & Archives/Publications* or call (615) 880-3970 for a copy.

## General Policies

### Passenger Assistance by drivers DOES NOT include the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs
- Locking/unlocking doors or activating/deactivating alarms to any facility or residence
- Loading and unloading personal items
- Handling service animals
- Handling the controls of electric wheelchairs or scooters
- Providing medical treatment
- Scheduling trips, changing schedules, confirming future trips, purchasing tickets, making change for fares or keeping track of fare overpayments
- Carrying groceries or packages
- Escorting a passenger after entering a building or residence (Passengers will be escorted to the door/lobby of a building or the residence).

**Use of Wheelchairs and other Mobility Devices**—AccessRide will make every attempt to accommodate wheelchairs, scooters, and other mobility devices. AccessRide will transport individuals using wheelchairs if their devices meet the definition of a wheelchair and can be accommodated on the vehicle (e.g., they fit on the lift or ramp and in the securement area). For passenger safety, AccessRide will not transport riders using broken mobility devices. Since DOT ADA regulations' definition of a wheelchair does not include a requirement for brakes, working brakes on wheelchairs and similar mobility devices CANNOT be required. However, for safety reasons, AccessRide strongly recommends that wheelchairs and similar devices be equipped with working brakes. Please be sure that wheelchairs, scooters and other mobility devices are clean, safe, and in good working condition before using the AccessRide Service. Individuals who cannot board the vehicle using the steps may use the wheelchair lift.

**Securing of Wheelchairs and Other Mobility Devices**—AccessRide will make every attempt to secure standard wheelchairs and scooters. If it is too difficult or impossible to secure the wheelchair or mobility device, the van driver may suggest that the rider transfer to a van seat if that is possible for the person to do. It is the rider's choice to transfer or remain in his/her mobility device. The Federal Transit Administration has advised that the ADA does not allow transportation to be denied if the mobility device cannot be secured.

**Use of Safety Belts**—MTA requires all passengers to wear a safety belt while the vehicle is in motion. Refusal to wear a safety belt will result in refusal of service.

**Use of Portable Oxygen**—The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. For safety reasons, it is the policy of AccessRide to require the rider to maintain control of the oxygen bottle. If the rider cannot pull an oxygen bottle cart or carry or maintain control of the bottle by him or herself, then the rider shall provide a Personal Care Attendant (PCA) to perform those functions. When choosing to ride shared public transportation, it is the responsibility of the rider to select a size of oxygen bottle that they can control.

**Late Vehicles**—AccessRide vehicles experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, our vehicles may be late for a pick up. If the vehicle has not arrived by the end of your 30 minute pick up window, please call AccessRide at (615) 880-3970. Please wait until the 30 minute window expires before calling. We will advise you of the status of the vehicle and what time to expect its arrival. If your ride is late and it is after hours when Customer Care is closed, at the end of the after-hour message, your call would be transferred to the dispatcher to assist you. If you need to make reservations for another day or assistance with any other business not related to a late vehicle, you must call during regular business hours.

**Cancellations/No-Shows**—Trips must be cancelled at least two hours before the scheduled pick-up time. It is important to call Customer Care to cancel trips as soon as possible so others can be scheduled in your place. Trips that are not cancelled at least two hours before the beginning of the 30 minute pick up window or trips cancelled at the door shall be considered late cancellations. Missing a scheduled trip (failure to board the vehicle when the vehicle arrives within your 30 minute pick up window) or failing to cancel a trip is a No-Show trip.

**Excessive No-Show trips or excessive Cancelled at the Door trips are subject to a penalty, such as temporary suspension of service.**

**Actions resulting from No-Shows/Cancellations at the Door** – A No-Show will be logged on the customer's record for the following reasons:

- A ride is cancelled with less than two hours before the pick-up time
- A ride is cancelled at the pickup time (at the door), or not cancelled at all
- A passenger is not ready to leave within five minutes after the vehicle arrives for pick up
- A passenger cannot be located at the scheduled pick up location at the schedule time

AccessRide will notify customers with a written warning if No-Shows or cancellations at the door are excessive. For more details of the No-show Policy and penalties, please download a copy of the **No-Show Policy** at [nashvillemta.org](http://nashvillemta.org) or to request a copy call (615) 880-3970.

**Return Trip Cancellations**—You must cancel your return trip if you cancel or No-Show the first part of your trip. You will receive an additional No-Show for return trips that are not canceled.

**Packages**—Except when transported by way of a shopping cart described below, packages are limited to 10 grocery bags or similar sized packages. Bags or packages cannot exceed 20 pounds. Drivers are not required to assist in loading or unloading the bags or packages. If the

passenger is unable to handle the packages by themselves, then a PCA needs to be provided to perform that function.

Provided there is space available, a shopping cart or similar device may be used by the rider to transport packages or other items if:

- The rider can handle the cart without assistance from the driver;
- The cart will not cause damage to the paratransit vehicle; and,
- The size of the cart allows it to be placed next to the rider and not overhang the aisle or otherwise pose a safety hazard.

**Denial of Service Policy**—Riders, their PCAs, or companions traveling with riders who violate rules of conduct are subject to penalties, including suspension of service. Riders, their PCAs, or companions traveling with riders who engage in physical abuse or cause physical injury to another rider or the driver, or who engage in other illegal activities, may be subject to immediate and permanent suspension, and possible criminal prosecution.

Riders or their PCAs, or companions who engage in activity that disrupts the operation of the AccessRide service, may also be subject to a suspension of service. If a rider is disruptive to AccessRide, the Nashville MTA reserves the right to require that a PCA travel with the rider as an option to service suspension.

In addition, AccessRide service will be denied to any person who poses a potential public health threat. The existence of excrement on clothes or on hands poses the potential for the spread of diseases like shigellosis. Contact with other body fluids, such as blood or vomit, poses an HIV or hepatitis B or C threat.

If the vehicle arrives for a pick up and the passenger or his or her clothing is soiled with feces, urine, vomit, blood or the passenger displays a draining sore or an open wound, which is not dressed in a manner that prevents seepage of bodily fluids, the passenger has the choice of:

- Re-scheduling the trip until they have cleaned themselves or clothes have been changed or the sore or wound is dressed in manner to prevent the seepage of bodily fluids, or
- Having the incident considered as a "refusal of service".

In the case of re-scheduling the trip, a second vehicle will be dispatched when permitted by daily trip load and a "No-Show" will not be recorded for the initial scheduled pick up.

In the case of a refusal of service, the driver shall seek prior approval from an operations supervisor/dispatcher before refusing service to any individual. If the operations supervisor/dispatcher determines that a potential threat to public health exists as described above:

- Service will be refused,
- A No-Show will not be recorded, and
- The Director of Operations or Director of Customer Care will give the person a letter explaining the reason for the refusal of service.

## **Pets**

Service animals are permitted to travel with AccessRide passengers. Animals that are not service animals may ride only if they are properly secured in a cage or kennel. For safety reasons, drivers are not permitted to carry cages or kennels on or off of the vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you.

## **AccessRide FAQs**

### **What if I do not know what time I will need to return?**

You must ask for both a pick up and return trip when you make your trip requests. If you do not request a return trip, we will assume you have made other arrangements for your return trip.

### **How do I pay?**

The AccessRide fare of \$3.70 is collected at each boarding, and the driver cannot make change. For your convenience, 1-Ride AccessRide tickets are available for purchase at WeGo Central (400 Dr. Martin L. King Jr. Blvd.), by phone at (615) 880-3970 or online at [nashvillemta.org](http://nashvillemta.org) for \$3.70 per ticket. In addition, tickets may be requested via mail by sending the request to MTA, 430 Myatt Drive, Nashville, TN 37115. A shipping fee of \$3.50 (\$12.00 for certified mail or bulk orders exceeding 101 tickets) will be applied to all mail, phone or online orders. For bulk ticket orders please contact the Fare Media Inventory Manager at (615) 862-6142. Please note: there are no cash refunds on tickets and there is no charge for children 4 and younger.

### **What type of training have the drivers had?**

All AccessRide drivers have been carefully selected and have undergone extensive training in both vehicle operation and passenger assistance, including sensitivity training.

### **What if my health status changes?**

MTA must be notified of any changes to your health or changes in your mobility aids so we can provide the appropriate vehicle to meet your needs.

### **How do I cancel a scheduled trip?**

If you have a change of plans and will no longer need your trip, you must call AccessRide at (615) 880-3970 to cancel your trip at least two (2) hours in advance. Riders who consistently cancel their trips less than two (2) hours in advance may be subject to a penalty, such as temporary suspension of service.

### **What happens if I miss a scheduled trip?**

If you miss a scheduled trip due to illness or an unavoidable circumstance, you should contact AccessRide as soon as possible and explain your situation. The reason for your missed trip will be recorded, but the trip will not be counted as a No Show unless No Shows have become

excessive. In the case when missed trips are excessive, the rider will receive a warning in writing and will be subject to temporarily suspension of service if the practice continues.

### **What if I change my mind about where I want to go when I board the vehicle?**

Changes in your destination are not allowed due to the detailed scheduling of AccessRide routes. You MUST notify AccessRide staff of any changes in destination no later than 4:30 p.m. weekdays or 2:30 p.m. Saturday and Sunday the day before your trip. Unless it is a deemed emergency situation approved by an MTA supervisor, we cannot honor any changes with your trip request on the same day of your trip.

### **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 children allowed to ride on the vans?**

Yes. Dependent children may travel with a rider on a space available basis. The customer care representative must be informed at the time you make your reservation. All children are required to pay the full fare (4 and younger ride free). Parents are responsible for providing a car seat for children that are age four and younger. Any child older than four who is not riding in a car seat must remain seated and use a safety belt. Children may not be held on an adult's lap.

### **What if I have a concern, complaint or my ride is late?**

If you have a problem or concern, please contact Customer Care at (615) 880-3970 as soon as possible. If your ride is late and it is after hours when Customer Care is closed, at the end of the after hour message, your call would be transferred to the dispatcher to assist you.

If you have a complaint, inform the customer care representative and he/she will assist you with filing a complaint. A complaint number will be assigned and MTA staff will investigate the issue. The customer will receive a response back from MTA once the results of the investigation are available. Please reference the complaint number if you need to call to ask about the complaint..

### **What if I lost an item on the vehicle?**

For lost items, you should call Customer Care at (615) 880-3970 as soon as possible.

### **What if I need someone to ride with me or have a guest?**

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.

## If I am a visitor, can I use AccessRide?

AccessRide service may be provided on a limited basis to visitors that are ADA certified outside of Davidson County. To qualify for certification in Davidson County, ADA visitors are required to complete in advance an ADA Registration Form for Davidson County. The registration form is available from Customer Care or online at NashvilleMTA.org. 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 their application for AccessRide service if they are planning to return to Davidson County within the year, frequently visit or stay more than 21 days.

## Service Hours

|                 |                         |
|-----------------|-------------------------|
| Monday – Friday | 4:30 a.m. to 11:30 p.m. |
| Saturday        | 4:30 a.m. to 10:30 p.m. |
| Sunday/Holiday  | 4:45 a.m. to 9:30 p.m.  |

## Holiday Service

All subscription service is cancelled on holidays. If you still need your subscription ride on the holiday, call Customer Care at (615) 880-3970 weekdays by 4:30 p.m. or by 2:30 p.m. Saturday and Sunday at least the day prior to the holiday.

## Observed Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

On holidays, service operating hours for AccessRide will be Sunday/Holiday hours, except on Martin Luther King Jr. Day, operating hours will be Saturday hours. **AccessRide service hours and the service area are based on regular fixed-route bus service.**

*Service is subject to change without notice. For more information on holiday service, please call Customer Care at (615) 880-3970.*

## Paratransit Fare

- The standard paratransit fare is \$3.70 per one-way trip. Passengers may travel with a Personal Care Attendant (PCA) or a child age 4 and younger at no charge.

- The fare for a guest (or escort) is \$3.70 per one-way trip for regular paratransit service.
- Passengers may travel with a Service Animal at no additional charge.

Inform the Customer Care representative when booking the reservation that you are traveling with a PCA, a guest, child or a service animal.

For your convenience, 1-Ride tickets are available for purchase at WeGo Central (400 Dr. Martin L. King Jr. Blvd.) by calling (615) 880-3970, online ([NashvilleMTA.org](http://NashvilleMTA.org)) or by mail for \$3.70 per ticket. Mail request for tickets to: MTA Finance Department, 430 Myatt Drive, Nashville, TN 37115.

A shipping fee of \$3.50 (\$12.00 for certified mail or bulk orders exceeding 101 tickets) will be applied to all mail, phone or online orders.

**NOTE: Drivers cannot make change.**



## Contact Us

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|                       |  |
|-----------------------|--|
| <b>(615) 880-3970</b> | AccessRide Reservations, New Applications and General Information  |
| <b>(615) 862-5950</b> | Customer Care, Lost and Found and Customer Comments  |
| <b>(615) 880-3596</b> | AccessRide Eligibility ( <i>appointments for assessment interviews and to check the status of an application</i> ) |
| <b>(615) 880-3970</b> | Information on Appeals   |
| <b>(615) 880-3597</b> | Travel Training  |
| <b>(615) 862-5969</b> | Administrative Offices   |

**AccessRide Email:** [accessreservations@nashville.gov](mailto:accessreservations@nashville.gov)

**AccessRide Fax:** (615) 880-3294 (*Reservations and General Information*)

### Contact Information:

Nashville MTA  
 430 Myatt Drive  
 Nashville, TN 37115  
 (615) 880-3970