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## **AccessRide customers may experience delays**

Effective immediately, both Nashville MTA and Taxi USA (Taxi Taxi of Nashville and Allied Taxi) staff are working hard to lessen the effects of Taxi USA's recent software implementation issues that may be causing disruption to AccessRide service. A number of issues have arisen since implementation, and we realize that you may have experienced late or missed trips resulting from these ongoing problems. We sincerely apologize for any disruptions in service that you may have experienced recently and realize these problems may have caused difficulties for you and your family. Thank you for your patience and understanding as we work to resolve all remaining issues.

For more information, please call Customer Care at 615-862-5950 weekdays from 6:30 a.m. to 8 p.m., Saturdays from 8 a.m. to 5 p.m. and Sundays from 10:30 a.m. to 2:30 p.m.



ADA Coordinator: 615-862-5950