



NEWS RELEASE

FOR IMMEDIATE RELEASE:

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FURTHER INFORMATION:

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Nashville MTA launches Access on Demand

A same-day, point to point service for current AccessRide customers

NASHVILLE – In late February, Nashville MTA began testing a pilot program offering an additional mobility option for customers of MTA’s paratransit service. Access On Demand provides a premium, same-day scheduling option and single-user trip service, all with the ability to give the rider more power over their transportation options.

“Access on Demand has been a great service so far, allowing me to spend more time living and less time waiting and riding,” said Rhonda Clark, a client of AccessRide since 1996. “Rather than scheduling a pick up window, now I can count on a pick up time. Having this option available is wonderful, because not everything in life gives you 24 hours’ notice.”

Access On Demand is a partnership between Nashville MTA and several local service providers. Customers can now enjoy flexibility and freedom to accommodate last minute medical appointments or work schedule changes with as little as two hours’ notice and their choice of service provider.

With this new service, registered AccessRide customers can:

- Get a direct ride to their destination with no additional pickups or stops along the way.
- Schedule their pickups by phone up to two hours before their desired departure time Monday through Friday from 6:00 a.m. – 6:00 p.m.
- Request their preferred driver or service provider when available.
- And, the ability to pay with a Credit or Debit card (cash option also available).

Access On Demand is available to all registered AccessRide customers and will remain in a pilot stage until Fall 2018, when staff will evaluate the feasibility and reliability of the program before considering it as a permanent mobility option. Interested AccessRide customers can learn more about the program by visiting nashvillemta.org/accessondemand or by calling 615-862-5678 to book their first trip today.

AccessRide is the Nashville MTA’s publicly funded paratransit service, which operates specialized van services for persons who are unable to use regular fixed-route buses due to physical disabilities and limitations. AccessRide provides door-to-door paratransit service within Davidson County for eligible riders who meet the criteria of the Americans with Disabilities Act.

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Editor’s Note: To request this information in an alternative format, please call (615) 862-5950 and ask to speak with the ADA coordinator.