

## Reasonable Modification Requests and ADA Complaint Process for Persons with Disabilities

The Mid-Cumberland Human Resource Agency is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. In some cases, individuals with disabilities may need reasonable modifications to policies and procedures to ensure access to transit services. Mid-Cumberland Human Resource Agency will provide reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. Mid-Cumberland Human Resource Agency will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

To request a reasonable modification of an existing Mid-Cumberland Human Resource Agency service or policy, individuals should contact:

Anna Perry • Phone: 615-517-8940  
Email: [aperry@mchra.com](mailto:aperry@mchra.com)  
Mailing address: 1101 Kermit Drive;  
Suite 300, Nashville, TN 37217  
Fax: 615-832-8624 • TTY # 1-800-848-0298

Any person who believes she or he has been discriminated against under the Americans with Disabilities Act (ADA) including but not limited to obtaining a reasonable modification may file a complaint by contacting Anna Perry whose contact information is listed above.

Copies of this document are available in alternative formats upon request.

## Filing a Complaint with Mid-Cumberland

Customers will be given the opportunity to file a complaint with Mid-Cumberland if they feel treatment has been unfair. The agency will follow the following procedure:

1. Complaints can be made in writing to the Transportation Director.  
Attn: Jeff Simpson, 1101 Kermit Drive; Suite 300, Nashville, TN 37217 or by email: [jsimpson@mchra.com](mailto:jsimpson@mchra.com)
2. The Director will investigate all complaints within five working days and respond to the client.

3. If the client is not satisfied with the resolution of the complaint, they may request a meeting with the Transportation Director and the Office of Public Transportation.
4. All documentation will be copied to:
  - a. The person filing the complaint
  - b. All parties involved in the procedure
  - c. Program files.

*\*Drivers should be aware that all complaints or comments received on driver performance are thoroughly researched. This procedure does not necessarily mean that a driver has been deemed at fault. Management will look for patterns*

## All information is confidential.

Operating Hours:	Operation Center
Monday through Friday	Office Hours:
6:00 a.m. to 6:00 p.m.	Monday through Friday
	6:00 a.m. to 6:00 p.m.

Call 1-800-945-4125 to schedule a ride or for more information about services in the following counties: Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson and Wilson

For those individuals that may be deaf or hard of hearing, please call Tennessee Relay Services at 1.800.848.0298, provide the operator with the phone number 1-800-945-4125 and you will be connected to us free of charge.

*Pursuant to the Title VI Policy and the Mid-Cumberland Human Resource Agency's policy of non-discrimination, the Transportation Program does not discriminate on the basis of race, age, sex, religion, color, disability, or national origin. Any person that believes he or she has been discriminated against should contact the Tennessee Department of Transportation, Title VI Director at 1-888-370-3647.*

# Mid-Cumberland Public Transit Ride Guide

*The Rural Public Transit System  
for the Mid-Cumberland Region  
of Tennessee*

- ★ Rider Eligibility Requirements
- ★ Rider Rules
- ★ Filing A Complaint
- ★ Policy on Personal Hygiene for Riders



To request this brochure in an alternate format please call: 615-331-6033 or visit our website [www.mchratransit.org](http://www.mchratransit.org)

[www.mchra.com](http://www.mchra.com)



## Mid-Cumberland PUBLIC TRANSIT

### Rider Eligibility Requirements

*All persons will be considered without regard to race, color, sex, age, religion or disability which can be reasonably accommodated.*

#### Physical and Cognitive Requirements:

1. Maintain self control while on board. Violent, disruptive or illegal behavior is prohibited. Conduct which is annoying or inconvenient to a reasonable person is prohibited unless a result of a physical or mental impairment.
2. Must not have any communicable disease transmitted by close proximity to fellow riders.

*\*A companion/escort is required for riders under 16 years of age, and is permissible for any other rider needing any additional assistance. A personal care attendant that is required for the health of the rider or an escort shall not be charged a fare.*

#### Rider Rules

1. All customers must wear seat belts while in transit aboard the vehicle until arrival at the destination.
2. Customers must have correct change ready for driver before boarding the vehicle.
3. All customers must comply with the no use of tobacco products, no eating or drinking while on board the vehicle. Exceptions will be made if a customer has a medical condition (diabetic) and must snack after dialysis. Please schedule all stops at time of reservation. Additional stops on scheduled route are \$1.00.

4. The waiting time for pick-ups will be 5 minutes. Customers are advised the time of pick-up when the appointments are scheduled. Therefore, customers should be ready and watching for the van at least 30 minutes prior to pick-up time.
5. The driver is not allowed to sign out any customer from any type of medical facility or school. Also, the driver is not allowed to sign for any customer's medication.
6. The driver is not to assist in administering medication or using the rest room.
7. The driver is never to give any food, drink, or medications of any kind to a customer.
8. All customers are responsible for their belongings but are limited to 4 bags per trip. The driver is allowed to assist customer with these bags to the door of customer's residence only. The driver is not allowed to enter the customer's home under any circumstance.
9. Customers should call the dispatcher with any and all cancellations. Cancellations need to be at least two hours prior to scheduled pick up or charges may apply.
10. Customers under the age of 16 and those who need assistance in getting to their appointment are required to have an escort. One escort per customer is allowed, when needed. The agency is not required to provide escorts.
11. Drivers are not to accept any gifts or tips for their services. Customers may make donations to our transportation system on our website [www.mchra.com](http://www.mchra.com).
12. Service animals only are allowed on the vehicles.
13. All customers shall maintain orderly conduct while aboard the vehicle. The driver should not have to discipline the customer and tend to driving responsibilities at the same time. Disagreements between customers should be resolved by the customer without the involvement of the driver. No loud, violent, or abusive conduct (physical or verbal) will be permitted. Rude, vulgar or unwelcome comments to the driver or other customers will not be permitted.
14. State law requires that children between the ages of 4 and 8 who are less than five feet in height are to be in a belt positioning booster seat. Children under the age of four must be properly restrained in an approved child restraint device. Car seats must be provided by parent/guardian.
15. No guns, knives, or weapons of any kind will be permitted on our vehicles.
16. Riders are transported to scheduled stops only.

## Policy on Personal Hygiene for Riders

Mid-Cumberland strives to make the transport of clients a pleasant experience. Any person(s) that are transported by Mid-Cumberland should be mindful of other customers and their right to a clean environment. Good personal hygiene is necessary to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area. Therefore, all clients will be required to adhere to the guidelines set forth by the transportation program regarding this policy. Any client that refuses to follow the good personal hygiene policy, which includes proper bathing and wearing clean clothing, may be refused transportation services. Mid-Cumberland will follow the agency policy for refusing transportation.