

Policy ID: 24-015

Title: BNA Cares Accessible Parking Program

Effective Date: December 19, 2024

Purpose: To offer complimentary parking to our registered Tennessee accessibility community.

Scope: To set forth and adopt a policy for the BNA Cares Accessible Parking Program stating policy, standards and process to which the Program is administered and is consistently applied.

Responsibility: The Operations, Customer Service Department is responsible for administering this policy.

Approvals:

Signed by:

 0451CA894A804DD

12/19/2024

Adam Bouchard, VP of Operations **Date**

DocuSigned by:

 C5EA43CC2D8C458

12/19/2024

Adam Floyd, CM, SVP & COO **Date**

Definitions:

Airport Issued Access Card (Card): MNAA issued card to present at the exit of the parking facility to parking attendant for complimentary parking under the Program.

Airport Issued Hangtag: MNAA issued hangtag for Participants with difficulty reaching card readers to operate entrance and exit machines.

Airport Issued Window Decal (Decal): MNAA issued decal to apply on the driver’s side, lower portion of the vehicle’s front windshield.

Applicant: An individual or guardian who has applied for BNA Cares Accessible Parking Program by submitting Tennessee Department of Revenue issued license plate/placard/decal, registration of placard or decal and vehicle registration, awaiting approval or denial from MNAA or program management designee.

BNA Cares Accessible Parking Program (Program): A program for individuals that allows an approved Participant to receive complimentary parking at specific public parking locations at Nashville International Airport.

MNAA: Metropolitan Nashville Airport Authority.

Participant: An individual or guardian who has submitted a BNA Cares Parking Application-Agreement, along with required documentation, and has been approved within the Program.

Travel Instance: The time a Participant takes during a trip or visit to MNAA is defined as a travel instance. The maximum benefit per Travel Instance will be ten (10) consecutive days. Any additional days must be paid for upon exiting the lot by the Participant at the published public parking rate.

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I. Policy

The BNA Cares Accessible Parking Program provides complimentary parking for Participants who have self-identified, applied and been accepted within the Program. Participants will receive up to ten (10) consecutive days of complimentary parking at any BNA public parking area, with the exception of Valet, per Travel Instance.

II. BNA Cares Accessible Parking Program Guidelines

A. Eligible Applicant:

1. A Tennessee resident possessing a valid Tennessee Department of Revenue disabled person license plate/placard/decal.
2. To maintain active status within the Program, the Participant is required to resubmit the Application/Agreement and required documentation annually. Failure to renew and receive approval in the Program before the annual expiration date will result in the revocation of access. The expiration date is indicated on the Card, which takes precedence over the expiration date of the license plate/placard/decal issued by the Tennessee Department of Revenue. A parent or guardian may apply for the Program on behalf of an Eligible individual.

B. Ineligible Applicant:

1. All MNA A SIDA badge or MNA A parking badge holders and/or;
2. Airline badge holders, including individuals who meet the commuter, employee and flight crew definitions
3. The Airport's Badging Office will confirm any applicant who may have an active badge to determine ineligibility. Audits by the Airport's Badging Office will be conducted periodically throughout the year.

C. Approval within the Program requires submittal of BNA Cares Accessible Parking Program Application/Agreement and must include all required documentation.

D. Prior to receiving Program benefits, an Applicant must be approved by MNA A or program management designee, and the applicant must be in receipt of their BNA Cares Card, decal and hangtag, if issued.

E. Participants must have their decal affixed to the exterior of the driver's side vehicle windshield on the Participant's vehicle.

F. Participant or guardian must present their BNA Cares Card to the cashier at the exit of parking facility, along with matching driver's license or guardian's license for the Participant for verification.

1. The Program member is required to be in the vehicle upon exit, or
2. The individual driving the Participant's registered vehicle will be required to present the Participant's boarding pass, along with his/her BNA Cares Card.

G. Participants will receive a maximum of ten (10) consecutive days of complimentary parking upon exit of approved parking locations, excluding Valet, per Travel Instance.

H. Any Applicant or Participant may be denied and/or removed from the Program for reasons that include but are not limited to:

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1. Providing inaccurate information on their BNA Cares application;
2. Failing to renew their BNA Cares application;
3. Failing to follow the requirements of exiting the parking facility;
4. Disrupting the flow of parking operations;
5. Circumventing the requirements of this policy; and/or
6. Providing this benefit to an unapproved individual.

III. BNA Cares Accessible Parking Program

A. Application Process:

1. The BNA Cares Accessible Parking Application/Agreement is located on website at flynashville.com/airport-accessibility or by requesting information at BNACaresParking@flynashville.com.
2. All applicants will submit (1) a completed BNA Cares Accessible Parking Program Application/Agreement, (2) a clear picture of their Tennessee Department of Revenue disabled persons license/placard/decal, as well as registration of placard or decal, and (3) a clear copy or picture of vehicle registration for the vehicle.
3. Applications may be submitted through FlyNashville.com or by emailing BNACaresParking@flynashville.com.
4. MNAA staff or program management designee will review application and documentation for sufficiency of the required information.
5. Applications will be approved or denied within (60) days of submission of all required information:
 - a. If the application is approved, the BNA Cares Card, decal and/or hangtag will be mailed to the address provided
 - b. If the application is denied, the applicant will receive a letter of denial along with reason(s) for the denial.

B. Entering the Parking Facility:

1. The Participant will enter the parking facility and pull a parking ticket from parking equipment upon entry into the parking facility.
 - a. If a Participant has been issued a hangtag or transponder, the gate should automatically open upon entrance into parking facility.
2. The Participant can park in any available, legal parking spot, which excludes:
 - a. Electrical charging stations, unless vehicle meets specifications and is being charged during travel, or
 - b. "Authorized Parking Only".

C. Exiting the Parking Facility:

1. All Participants will exit the parking facility through a staffed cashier lane.
 - a. If no exit lanes are staffed, the Participant will use the help button located on the parking facility exit lane to request assistance.
2. Participants must have Decal affixed to the exterior of the driver's side vehicle windshield of the Participant's registered vehicle.

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3. Participants or guardian must present their BNA Cares Card to the cashier at the exit of parking facility, along with matching driver's license or guardian's license or Participant's boarding pass for Participant verification.
 - a. If a Participant or guardian is not able to present active and approved documentation listed in Section III.C.3. to the cashier at the exit of the parking facility, then the Participant will not receive complimentary parking benefit and must pay the parking fee due at the published parking rate for the parking facility used.
 - b. If the BNA Cares Card expired while the Participant was traveling, the now expired Participant is eligible for up to ten (10) days of parking after to expiration of the Card only.

IV. Program Amendment

- A. MNAA reserves the right to amend the BNA Cares Accessible Parking Program from time to time, at its sole discretion, and will communicate these changes to active Participants through the email addresses provided on a Participants most recent approved application.

Records & Related forms:

F-24-009: BNA Cares Accessible Parking Program Information and Application-Agreement

Exhibit 1: Airport Issued Access Card & Window Decal Exhibit

References:

Procedure ID: 24-018 [BNA – Employee Parking Procedure](#)

Revision History:

December 19, 2024: Original Issue