

# Access on Demand

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In February 2018, WeGo Access along with third-party providers launched a premium, user choice service for Access-eligible customers called Access On Demand (AOD).

The service was very popular with customers with AOD trips making up 13 percent of total WeGo Access ridership. The service has been consistent with other WeGo Access services in per rider subsidy and can serve as an alternative for some people displaced by other service reductions.

Whether or not you have used the service, we are considering permanently adopting the program. We are looking for your feedback to help as part of our service and fare change proposals to inform the Nashville MTA Board final recommendations.

To ensure that we can continue to offer this valuable transportation option for Access-eligible individuals, WeGo is proposing three changes to the program:

1. Increase the base fare from \$6.00 to \$6.50;
2. Reduce the trip distance at which the additional \$1.00 per mile charge begins (from 16 miles to 14 miles); and,
3. Allow providers to group trips together on the same vehicle when customers are going similar directions at similar times.