

**We kept rolling | 2020-2021**





It has indeed been a tumultuous season for everyone as we have been faced with new sets of challenges over the past year. Throughout the pandemic, we kept rolling while keeping you safe. To ensure the safety of all utilizing public transit, we installed compartment shields on all of our buses as our team wore and continue to wear face coverings and practice social distancing. We continue to disinfect high touch point surfaces and follow stringent health and safety protocols.

As we adhered to safety guidelines, we kept things moving and completed several projects within our nMotion strategic plan. These include facility enhancements, new bus shelters and more. We also have exciting new projects on the horizon including the North Nashville Transit Center.

We look forward to evolving with the changes that come with the continued growth of our city and most importantly, providing you with great service.

**Gail Carr Williams**, Nashville MTA Chair

**Randall Hutto**, RTA Chair

**Steve Bland**, WeGo Public Transit CEO



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WeGo Public Transit's mission is to connect people to their lives and communities.

## nMotion

To accomplish our mission, we are adhering to the nMotion strategic plan.

What does this mean for you and the communities you live in?

- Make Service Easier To Use
- Improve Existing Services
- Improve Access to Transit
- Make Service More Comfortable
- Develop a Network of Regional Transit Centers
- Expand Services to New Areas
- Build High-Capacity/Rapid Transit Network

Click [here](#) to view the complete plan.

# Key Projects

## Improved access to transit

- Nolensville Pike is WeGo's third busiest route, serving an average of 58,000 passengers per month. The Nolensville Stop Improvement project enhanced and improved 18 bus stop locations on Route 52 from downtown to Harding Road and includes bus shelters, sidewalks, connectivity to crosswalks, retention of bicycle lanes and more.

The project was completed in partnership with Tennessee Department of Transportation (TDOT) and Metro Public Works (PW). The end result is an improved experience for our customers, pedestrians, and cyclists in the area.

Throughout Nashville, riders will notice new and improved shelter facilities as we continue to expand our shelter program and replace damaged or outdated shelters.

## Improved existing services

- The Murfreesboro Pike Transit Signal Priority offers state-of-the-art technology by enabling a bus that is two or more minutes behind schedule to receive more traffic signal green time to traverse an intersection and get back on schedule. Additionally, improvements have been made to 42 traffic signal intersections along the Murfreesboro Pike corridor including 12.5 miles of fiber optic cable connecting all signals to the central traffic control system.

The project also includes five queue jumps which enable a bus to jump ahead of a queue of vehicles at intersections. WeGo coordinated with PW and Metro Information Technology Services (ITS).







## **WeGo Star Commuter Rail**

- The WeGo Star Park and Ride expansion at Mt. Juliet has added 95 parking spaces. RTA coordinated with the City of Mt. Juliet to provide a multi-use path for increased connectivity to the railroad station. The project also included stormwater infrastructure improvements, new lighting, and bike racks.
- New upgraded cars were added with padded seating and headrests. WeGo completed its overhaul of its four locomotives, bringing existing engine and systems equipment to a like-new condition, along with new wheels and brakes, extending the locomotives' service life an estimated 15 years.



## We heard you...

“

“I suggest plastic smartcards, because customers can load money onto a reusable card and use it as they need it in other cities.

”

Get on board faster with  
**QuickTicket**

“

I don't have time to ride downtown from Charlotte Ave to change buses to get to Green Hills for a Dr. appt.

”

Catch the bus at a new  
**Transit Center**  
coming 2022

“

“direct service to/from other hubs (Antioch, etc., and other job-dense Davidson County areas would help”

”

Get to a bus stop via  
**Uber at a discount**



## Board faster with QuickTicket

*Faster boarding. Faster buses.*

We are ditching the paper tickets and going digital. Get on board faster with a QuickTicket. Simply download the app or create an online account after purchasing a reloadable card.

### How it works



#### Download the App

- Download Quickticket by WeGo app
- Create an account on QuickTicketTN.com
- Add money by using a debit or credit card



#### OR

#### Purchase Reloadable Card

- Purchase card at Walgreens and other participating retailers
- Create account on QuickTicketTn.com to add money
- Add reloadable card to the account
- Add money by using a debit or credit card

[Click to watch instructional video](#)





## Catch the bus at a new **Transit Center**

Transit centers are designed to be a multimodal focal point of transportation. They are typically applied at the junction between local service, rapid service, and other modes of transportation at layover stops or transfer points and can be a mixture of on-street stops and off-street bus berths depending on the types of routes served.



### **The North Nashville Transit Center**

The North Nashville Transit Center is one of the first neighborhood mobility centers designed specifically to create and enhance multimodal transportation options and connections in Nashville. Once completed, this transit center will greatly improve access to job opportunities, workforce skills training for residents, and provide better access to health care and other needed services, creating a level of equity, through transit offerings.

WeGo Public Transit is designing the North Nashville Transit Center project in alignment with nMotion, the Middle Tennessee Region's adopted 25-year integrated and multimodal transportation strategy.

This will be the first of several centers for Nashville as identified in the nMotion plan and the Nashville Transportation Plan recently adopted by Metro Council.

This specific project will be a community-led and influenced transit center, coordinating transfer activity away from WeGo Central and improving route wait times and efficiency. It will also provide a safe, reliable mobility for existing and future customers. Currently, three routes (22 Bordeaux, 25 Midtown, 42 St. Cecilia/Cumberland) connect at this location and two additional routes (9 MetroCenter, 21 Wedgewood) will connect there. If Better Bus is fully funded, an additional crosstown route will serve the transit center.

## The Hillsboro Transit Center

The Hillsboro Transit Center is coming soon. It will be located along Hillsboro Pike adjacent to Hillsboro High School and across from The Mall at Green Hills.

This is a heavily utilized stop that is significantly undersized. The stop will be part of the Hillsboro High School renovation project which includes intersection improvements. The transit center will serve Route 7 Hillsboro Pike along with future extensions of nearby routes, including 17 12th Avenue South. The project is funded with federal and local sources and is scheduled for completion in spring 2022. WeGo buses will continue to serve the high school throughout construction.



Get to a bus stop via  
**Uber at a discount**



Improve access to bus stops  
Does getting to a bus stop pose to be a challenge?

WeGo Public Transit is partnering with Uber and Mobility Solutions to launch a new program in south Nashville. WeGo Link is designed to help you get from your home to two Route 55 bus stops along Murfreesboro Pike for just \$2.



## Connected to the Community

WeGo is engaged with the community and proud to be a strong city partner through diverse partnerships.

- **Poetry in Motion | Metro Arts**  
A national program showcasing poetry in transit systems throughout the country. The program features artwork from all ages on WeGo buses during National Poetry Month in April.
- **The Change Up | Acme Radio Live and LoveNoise**  
Live Bus Stop Sessions featuring Rap, Hip Hop, and R&B artists.
- **We Keep on Going | Found Movement Group**  
A dance celebration to remind Nashvillians of the small spaces in which we might find the courage to keep going while supporting the artists impacted by lack of safe public spaces.
- **Design Your Neighborhood | Civic Design Center and Metro Nashville Public Schools**  
Student art featured on bus benches showcasing what makes their community unique.
- **Youth Action Team | Oasis Center**  
The action team assists in promoting youth ridership and participates in WeGO outreach events.
- **Homeless Impact Division**  
Provide the vulnerable ride access.



[Click to view](#)





# Our Commitment to Diversity



WeGo is committed to advancing diversity as well as being an inclusive marketplace for all businesses.

We have a diverse team throughout the organization and celebrate our differences as we seek to identify opportunities of growth.

Our outreach programs reflect our values as we embrace the diversity in our community. This includes offering workshops and forums throughout the year to equip diverse businesses on how to conduct business with us.

We offer a robust procurement program for Disadvantaged Business Enterprises (DBEs) and provide the necessary resources to ensure the success of our partners.



# WeGo routes and what they mean:

## **Frequent**

Service operates every 15 minutes or less on major corridors throughout Davidson County.

## **Local**

Service operates every 20-60 minutes and offers convenient, regular stops throughout Davidson County.

## **Connector**

Service that bypasses Downtown, crossing neighborhoods throughout Davidson County.

## **Express**

Commuter bus service where customers can leave their cars at park & rides and travel to downtown Nashville.

## **Train Shuttles**

Connecting bus service to and from Riverfront Station to downtown and West End.

## **WeGo Access**

WeGo Access is a publicly funded paratransit service which offers specialized vans for persons with disabilities who are unable to use regular fixed-route buses. [Click for more information.](#)

## About us

WeGo Public Transit is the combination of two operating bodies, Nashville Metropolitan Transit Authority (Nashville MTA) and the Regional Transportation Authority (RTA) of Middle Tennessee.

WeGo provides 26 local bus routes, eight regional routes, and one train serving Davidson and Wilson Counties.

### **Get Noticed! Advertise with us**

Contact: [rick.rodriguez@nashville.gov](mailto:rick.rodriguez@nashville.gov)

[Click here for details](#)

### **WeGo Customer Care**

615-862-5950

6:30 a.m. - 8:00 p.m. | Mon.-Fri.

8:00 a.m. - 5:00 p.m. | Sat.

10:30 a.m. - 2:30 p.m. | Sun.

[Click here for more information](#)







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