



WeGo Public Transit

Service Change Survival Guide

September 2019

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Eliminated Routes

	Route	Alternate Route
1	100 Oaks	Redesigned 21 Wedgewood 8 8th Avenue South
2	Belmont	7 Hillsboro 17 12th Avenue South Redesigned 25 Midtown
20	Scott	4 Shelby 56 Gallatin Pike
27	Old Hickory	6 Lebanon Pike 76 Madison
36X	Madison Express	56 Gallatin Pike 76 Madison 35 Rivergate (Park & Ride lot)
37X	Tusculum/ McMurray Express	52 Nolensville Pike 72 Grassmere/Edmondson
44	WeGo Shuttle	6 Lebanon Pike
60	Music City Blue Circuit	Reinstated 29 Jefferson
61	Music City Green Circuit	17 12th Avenue South

Bay Changes

Route

New Bay

4 Shelby ----- 18

6 Lebanon Pike ----- 22

28 Meridian ----- 21

29 Jefferson ----- 8

34 Opry Mills ----- 22

35 Rivergate ----- 14

87 Gallatin ----- 10

89 Springfield/Joelton ----- 17

92 Hendersonville ----- 10

Bus Stop Changes

Nearly 1,000 bus stops are changing in some way. Some are being eliminated; some will have new routes stopping at them; others will have fewer routes stopping at them; and some are being added.

Bus stops along Gallatin, Charlotte, and Murfreesboro Pikes will undergo modifications. Look for the shelters and signs below to indicate active stops.



The stickers below will be placed on bus stops to indicate any changes. Check your bus stop sign for any updates. If your stop is being eliminated, please check to see where another bus stop is located prior to September 29. If you do not see a red or green sticker on a bus stop sign, there are no changes to that stop.

**Route(s) _____
will no longer stop here
effective September 29.
Visit WeGoTransit.com
or call 615-862-5950
for more information.**

**Route(s) _____
will begin stopping here
effective September 29.
Visit WeGoTransit.com
or call 615-862-5950
for more information.**

Bus Service to Schools

Schools that currently have WeGo bus service will **not** be affected by route eliminations or route adjustments. Contact your school administrator or WeGo Customer Care (615-862-5950) for information about school service.

Schedule Adjustments

The following routes will change.

3 West End/White Bridge

- This route has time changes.

5 West End/Bellevue

- This route has time changes.

6 Lebanon Pike

- Buses for this route now depart from Bay 22 at Central.
- This route has time changes.

23 Dickerson Road

- This route has time changes.

35 Rivergate

- Buses for this route now depart from Bay 14 at Central.
- This route has time changes.

38 Antioch

- The midday bus departing WeGo Central at 12:15 p.m. has been eliminated.

42 St. Cecilia/Cumberland

- This route has time changes.

72 Grassmere/Edmondson

- Buses on this route will operate hourly service during peak times.
- Weekday service will end at 8:45 p.m.; Saturday service will end at 6 p.m.; Sunday service has been eliminated.
- This route has time changes.

77 Thompson

- On weekdays, buses will no longer depart Kroger at 9:30 p.m.

84 Murfreesboro

- This route has time changes.

89 Springfield/Joelton

- Buses for this route now depart from Bay 17 at Central.
- This route has time changes.

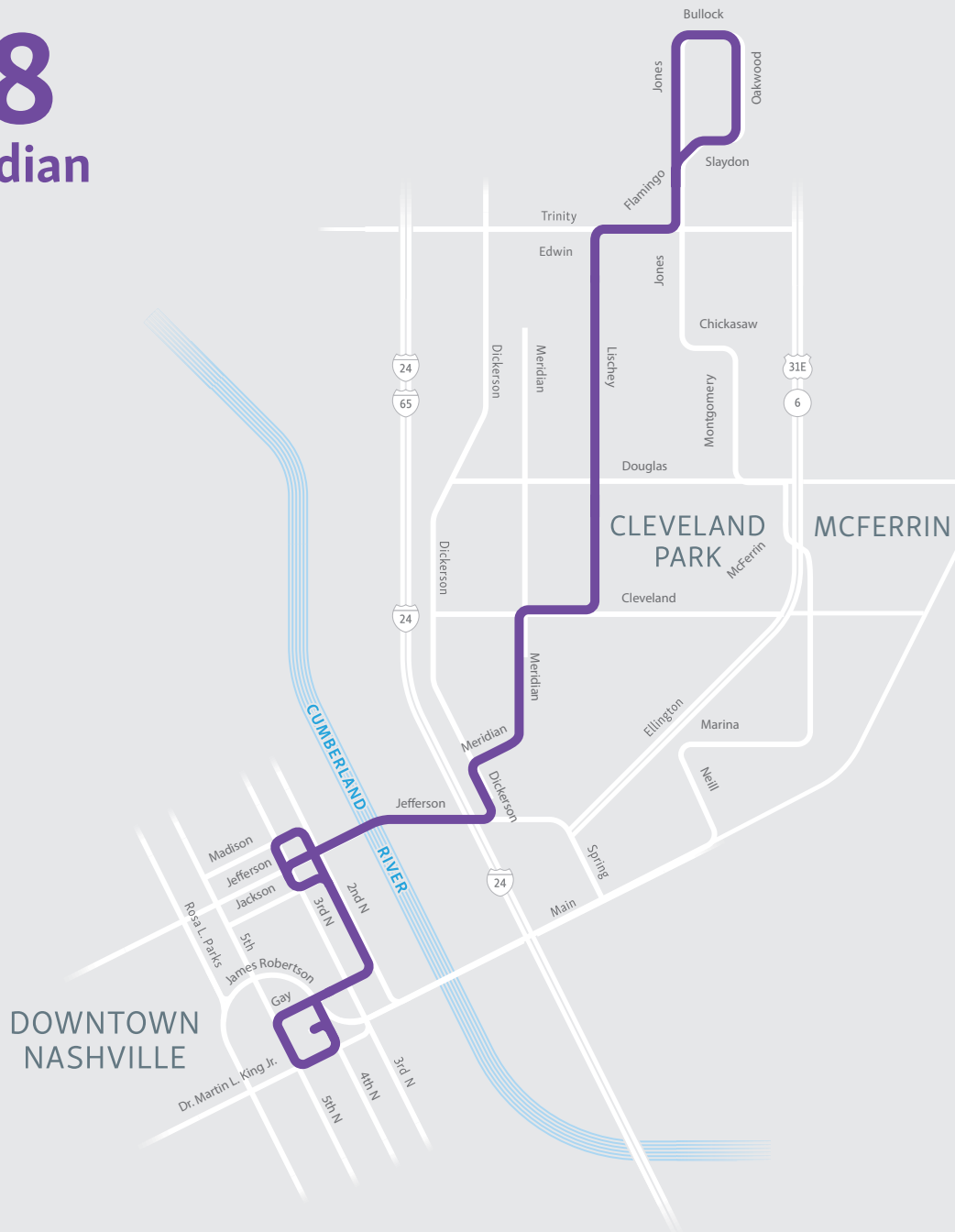
95 Spring Hill

- This route has time changes.

Please contact Customer Care at 615-862-5950 or visit WeGoTransit.com for more details.

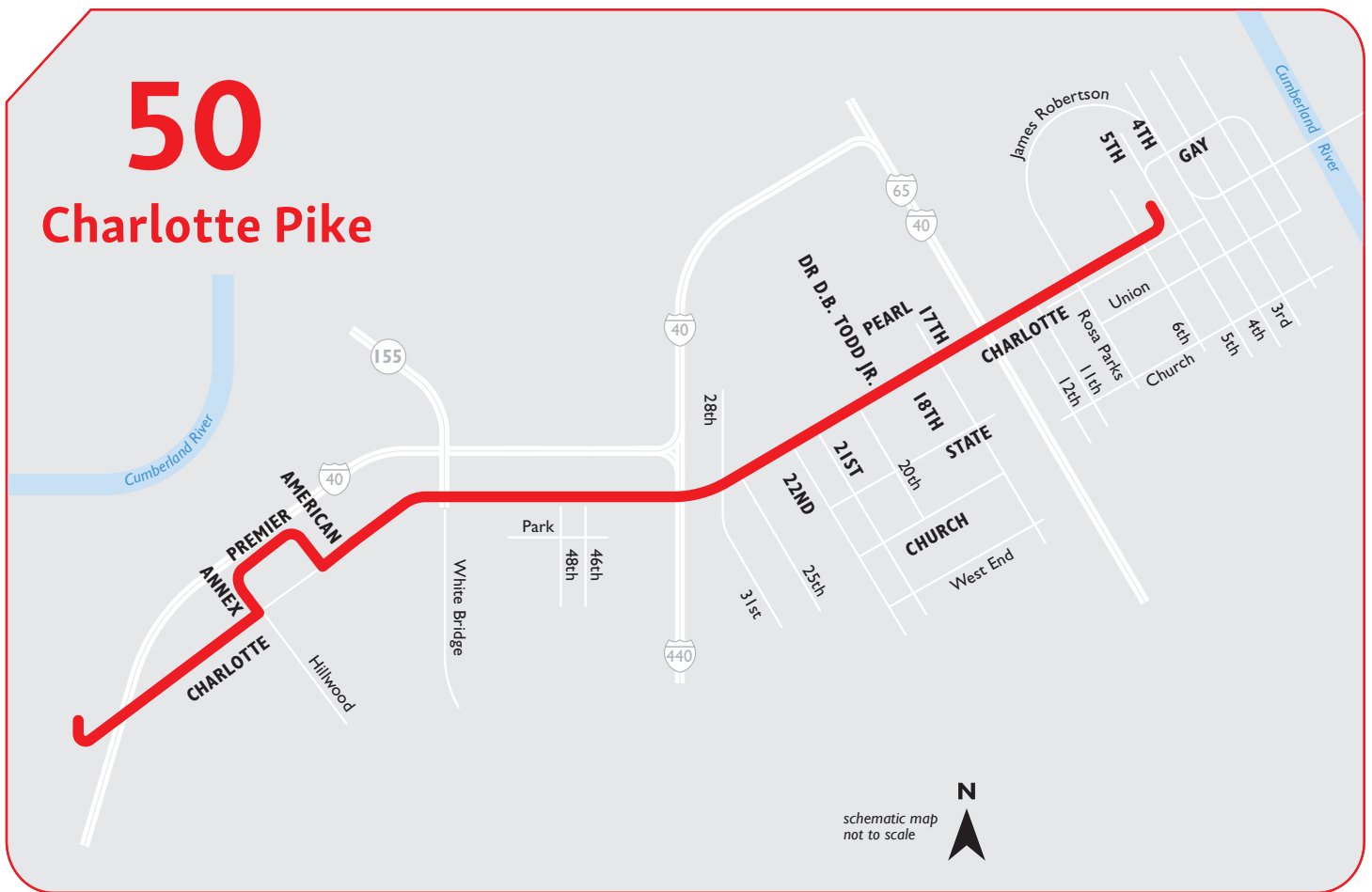
Combined Routes

28 Meridian



- This route has been combined with Route 30 McFerrin.
- Buses will serve the Oakwood, Bullock, Jones loop previously served by Route 30.
- Buses for this route now depart from Bay 21 at Central.
- This route has time changes.

Combined Routes



- This route has been combined with Route 10 Charlotte.
- Buses will serve Premier and American but will not travel to Church Street, which was previously served by Route 10.
- Weekday service will operate every 15 minutes during peak and midday, every 20 minutes from 6:15 p.m. -7:15 p.m., and every 30 minutes after 7:15 p.m.
- Saturday service will operate every 25 minutes from 6 a.m. to 6 p.m. and every 30 minutes after 6 p.m.
- Sunday service will operate every 45 minutes from 6 a.m. to 6 p.m. and every 60 minutes after 6 p.m.
- This route has time changes.

Stop locations by cross street

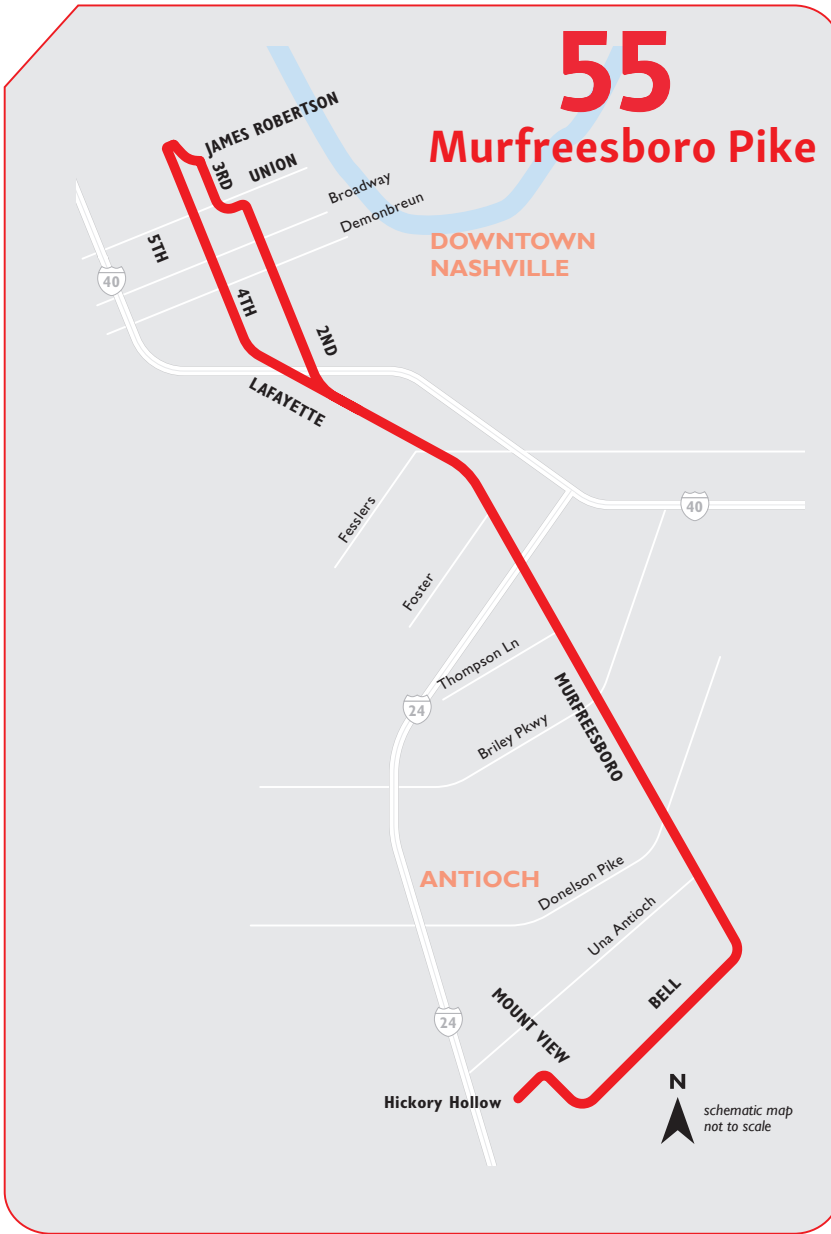
To downtown

- Davidson
- Nashville West
- Annex
- Premier/Annex
- Rolling Hills
- American
- Eastboro
- Lellyett
- White Bridge
- 53rd/Morrow
- 46th
- 42nd
- 39th
- 37th
- 33rd
- 28th/31st
- 23rd
- 20th
- 17th
- Rosa Parks
- 11th/Gulch

From downtown

- Rosa Parks
- 11th/Gulch
- 17th
- 20th
- 23rd
- 28th/31st
- 33rd
- 37th
- 39th
- 42nd
- 46th
- 53rd/Morrow
- White Bridge
- Lellyett
- Eastboro
- American
- Rolling Hills
- Premier/Annex
- Annex
- Nashville West
- Davidson

Combined Routes



Stop locations by cross street

To downtown

- Southeast Community Center & Library
- Mt. View
- Zelida
- Hickory Highlands
- Preakness
- Morris Gentry
- Bell Road
- Dover Glen
- Edge O Lake
- Brooksboro Terrace
- Nashboro
- British Woods/Borowood
- Franklin Limestone
- Harding Place
- Reedwood
- Donelson/Dell
- Dell Parkway
- Knight Valley
- McGavock
- Glengary
- E. Thompson Lane
- Millwood
- Wilhagen
- Plus Park
- Arlington
- Foster
- Fesslers Lane
- Elm Hill Pike
- Lester/Expressway Park
- Fairfield
- Wharf
- 1st
- Fulton
- Peabody
- Convention Center
- 4th & Church

From downtown

- This route has been combined with Route 15 Murfreesboro Pike.
- Weekday service will operate every 12 minutes during peak, every 15 minutes after peak until 7:15 p.m., and every 20 minutes after 7:15 p.m.
- Weekend service will operate every 20 minutes from 6 a.m. to 7:15 p.m. and every 30 minutes after 7:15 p.m.
- This route has time changes.
- 4th & Church
- Convention Center
- Peabody
- Fulton
- 1st
- Wharf
- Fairfield
- Lester/Alumni
- Elm Hill Pike
- Fesslers Lane
- Foster
- Arlington
- Plus Park
- Wilhagen
- Millwood
- E. Thompson Lane
- Glengary
- McGavock
- Knight Valley
- Dell Parkway
- Donelson/Dell
- Reedwood
- Harding Place
- Franklin Limestone
- British Woods/Borowood
- Nashboro
- Brooksboro Terrace
- Edge O Lake
- Dover Glen
- Bell Road
- Morris Gentry
- Preakness
- Hickory Highlands
- Zelida
- Mt. View
- Southeast Community Center & Library

Combined Routes



- This route has been combined with Route 26 Gallatin Pike.
- Weekday service will operate every 12 minutes during peak, every 15 minutes after peak until 7:15 p.m., and every 20 minutes after 7:15 p.m.
- Weekend service will operate every 20 minutes from 6 a.m. to 7:15 p.m. and every 30 minutes after 7:15 p.m.
- This route has time changes.

Stop locations by cross street

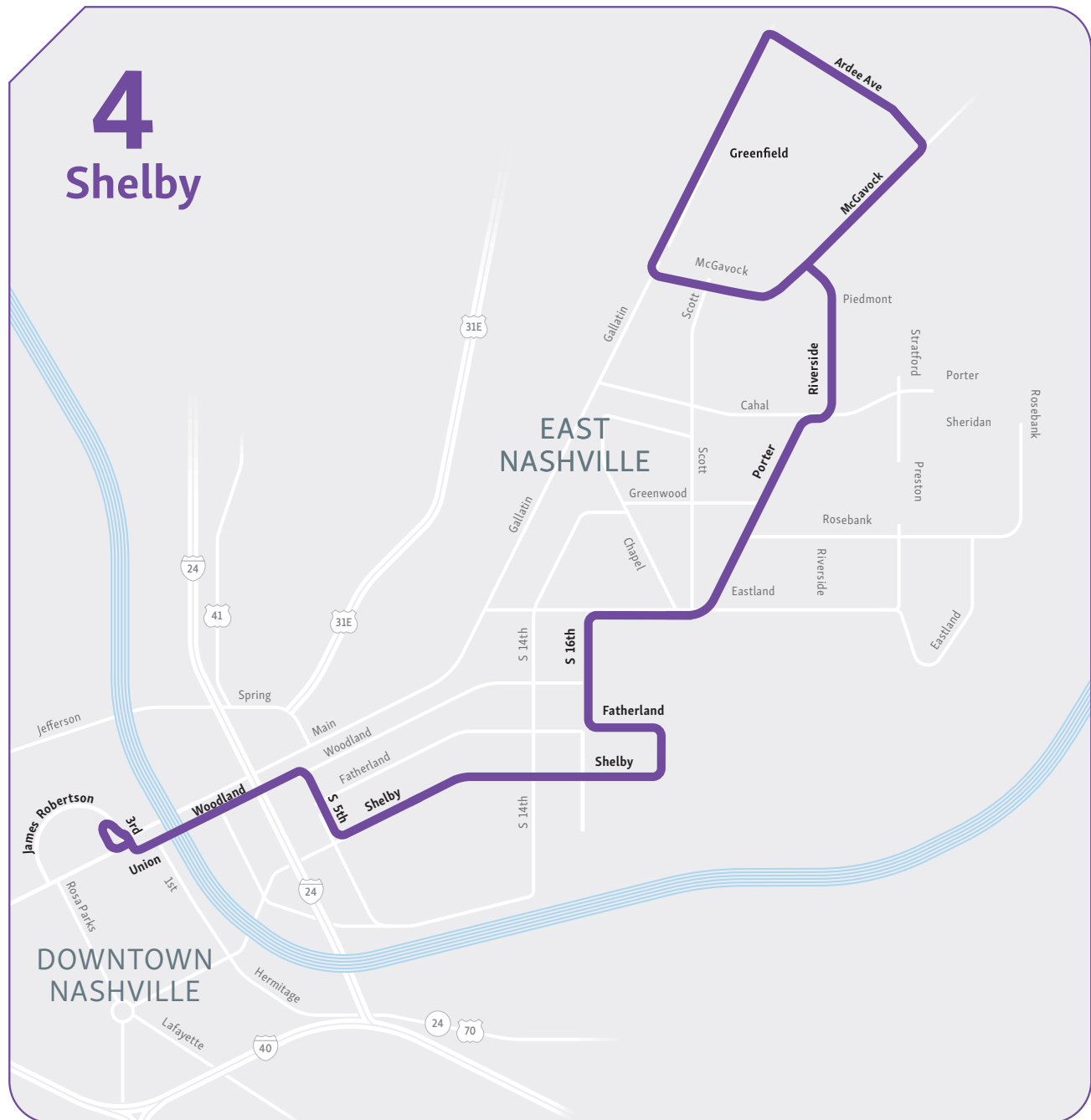
To downtown

- Walmart
- Conference
- Rivergate
- Myatt
- Alta Loma
- Edenvold/Monticello
- Edgemead/One Mile
- Anderson
- Lovell
- Old Hickory
- Maple
- Madison
- Emmitt
- Due West
- Berkley
- Walton
- Broadmoor
- Riverwood
- Ardee
- Gillock/Stratford
- Greenfield
- Trinity/East Hill
- Burchwood
- Carolyn
- Douglas
- Greenwood/Sharpe
- Petway
- Eastland
- Five Points
- McFerrin
- 8th
- 5th
- 2nd

From downtown

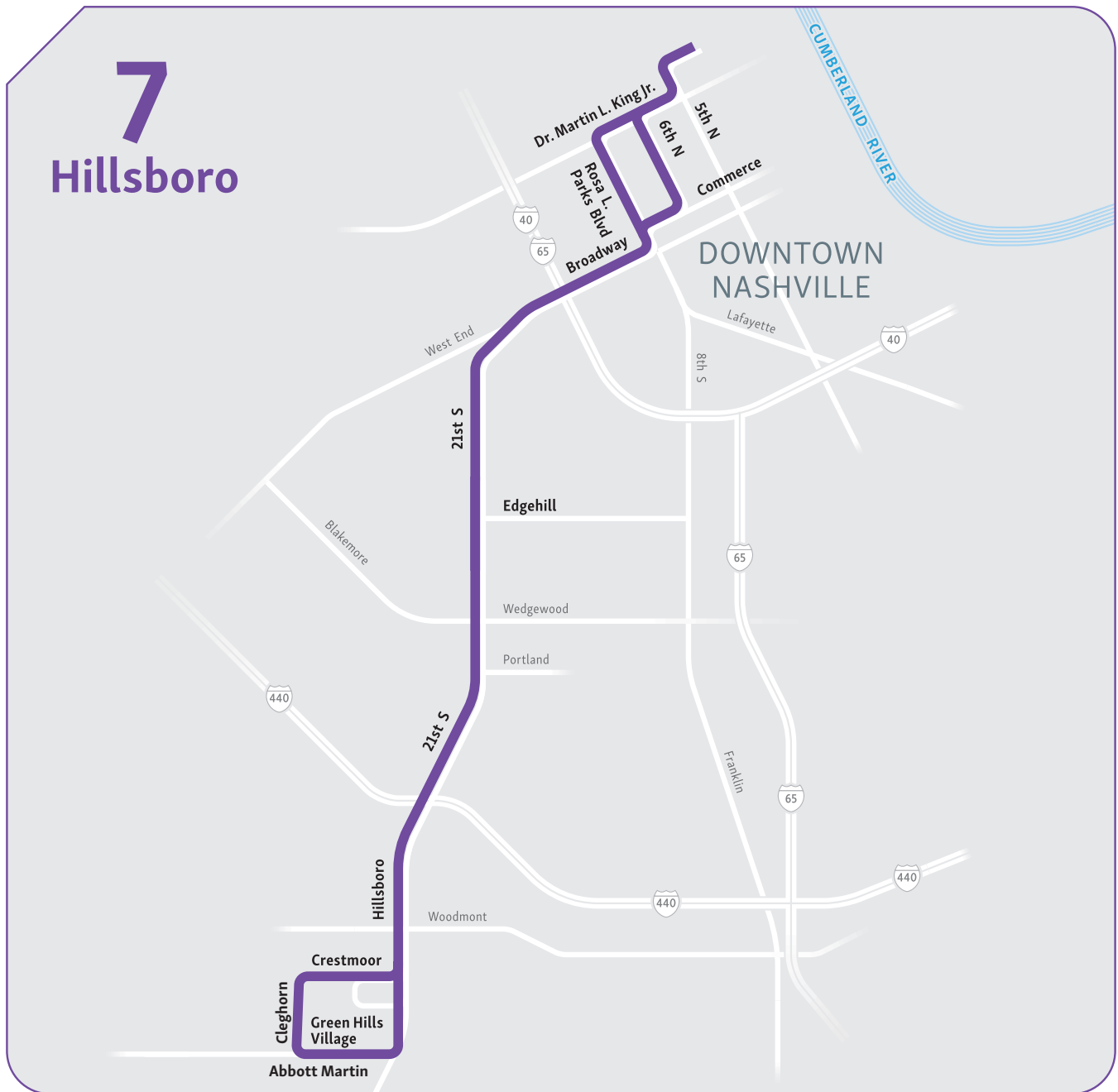
- | | |
|---------------------|-----------------------|
| • 2nd | • Walton |
| • 5th | • Berkley |
| • 8th | • Due West |
| • McFerrin | • Emmitt |
| • Five Points | • Madison |
| • Eastland | • Maple |
| • Petway | • Old Hickory |
| • Greenwood/Sharpe | • Wiley |
| • Douglas | • Anderson |
| • Carolyn | • Edgemead/One Mile |
| • Burchwood | • Edenvold/Monticello |
| • Trinity/East Hill | • Alta Loma |
| • Greenfield | • Myatt |
| • Gillock/Stratford | • Rivergate |
| • Ardee | • Conference |
| • Riverwood | • Walmart |
| • Broadmoor | |

Route Adjustments



- This route has been streamlined to provide simpler and more consistent service.
- Buses will no longer alternate between Rosebank and Porter; will continue on Porter only.
- This route will serve a portion of the eliminated Route 20 Scott (McGavock, Gallatin, and Ardee) to improve access for displaced Scott riders.
- Buses for this route now depart from Bay 18 at Central.
- This route has time changes.

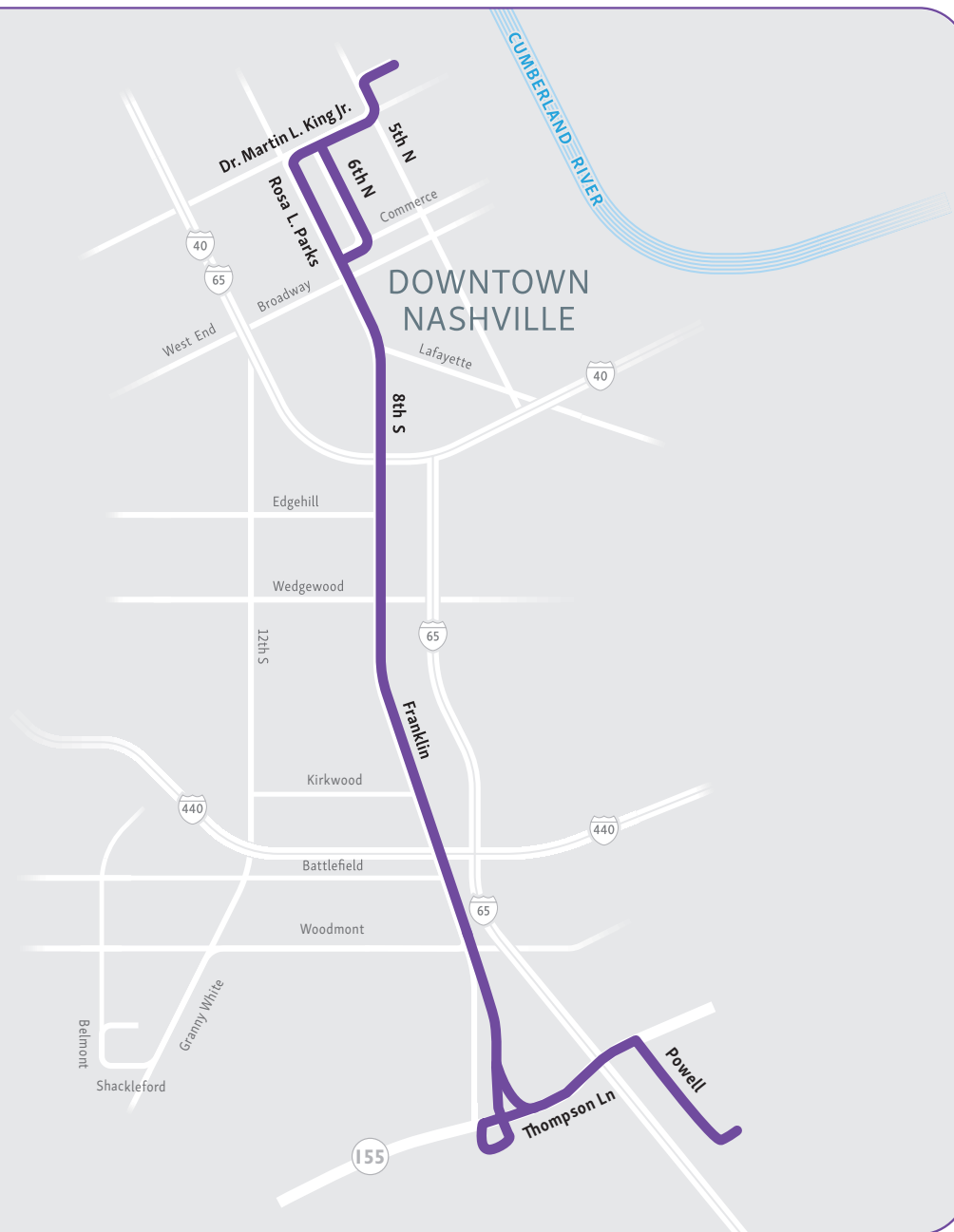
Route Adjustments



- This route has been realigned in Green Hills around The Mall at Green Hills and will provide all-day service to the Abbott Martin Kroger.
- This route has time changes.

Route Adjustments

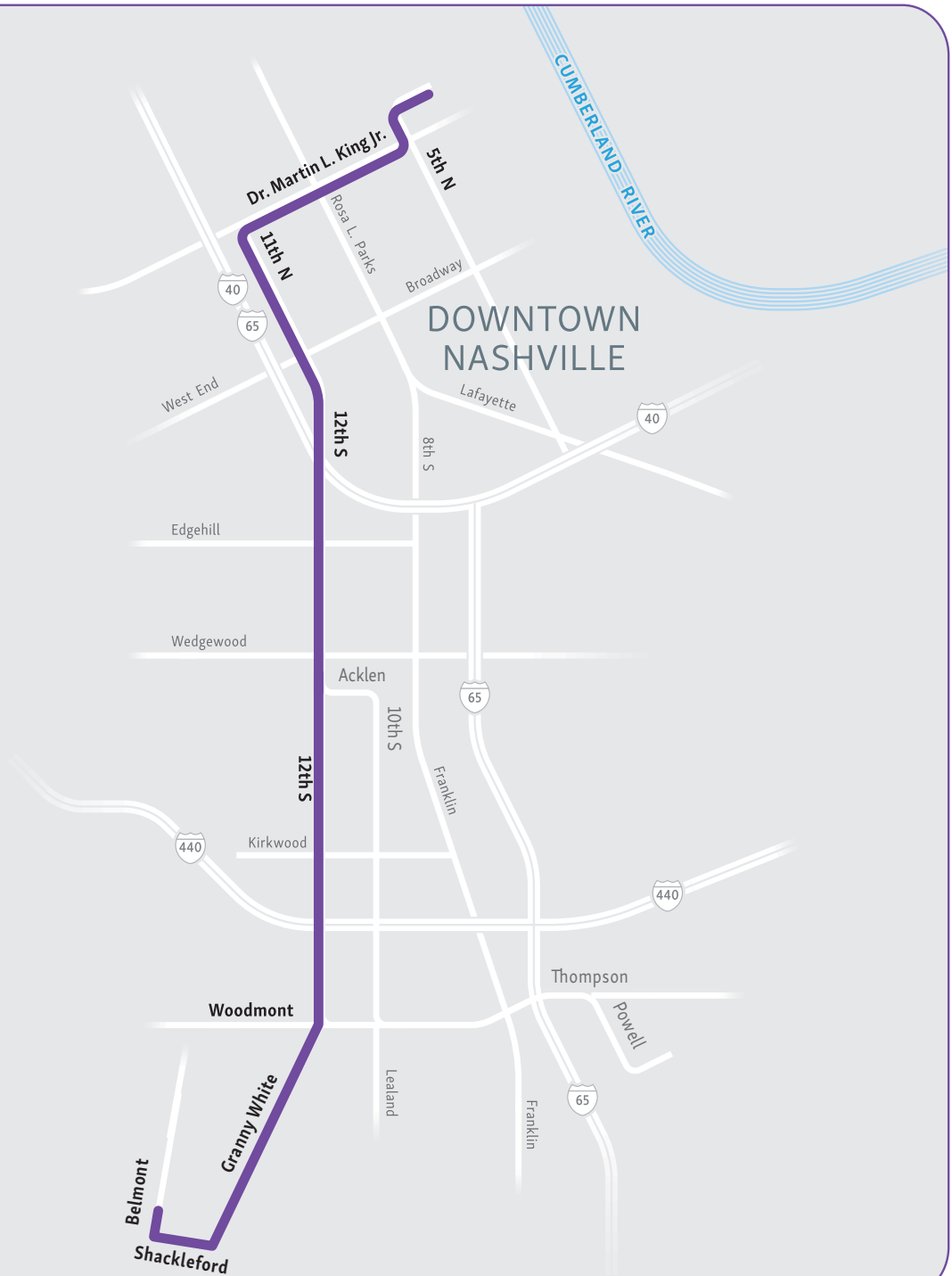
8 8th Avenue South



- This route has been realigned to serve 100 Oaks and will no longer serve Lipscomb University.
- At Woodmont, buses will continue on Franklin Road, turn left on Thompson Lane, and right on Powell to 100 Oaks.
- This route has time changes.

Route Adjustments

17 12th Avenue South



- This route has been realigned to serve Lipscomb University and will no longer serve 100 Oaks.
- At Woodmont, buses will continue on 12th Avenue South/Granny White Pike, turn right on Shackleford and right on Belmont Boulevard.
- This route has time changes.

Route Adjustments



- Buses on this route will no longer provide service on the Marriott loop.
- This route has time changes.

Route Adjustments



- This route has been renamed 21 Wedgewood and has been realigned to serve parts of the discontinued Route 1 100 Oaks, including the portion from Wedgewood to Bransford Avenue and on Bransford Avenue to 100 Oaks.
- The northbound end of the line is at Tennessee State University. See revised Route 25 Midtown (page 15) for service between Midtown, Metro General, and North Nashville.
- Weekday service will operate from 5 a.m. to 9:30 p.m., with 30-minute peak and 45-minute off-peak service.
- Saturday service will operate every 40 minutes from 6 a.m. to 9 p.m.
- Sunday service has been eliminated.
- This route has time changes.

Route Adjustments



- This route has been realigned to eliminate the downtown segment, making a pure crosstown route improving on-time performance and overall reliability.
- Routes 3, 5, 6, 7, 8, 17, 18, 19, 22, 29, 34, 42, 50, 52, and 55 connect to WeGo Central from this route.
- Weekday service will operate from 5 a.m. to 8:30 p.m., with 30-minute peak and 45-minute off-peak service.
- Saturday service will operate every 45 minutes from 6 a.m. to 9 p.m.
- Sunday service will operate every 45 minutes from 6 a.m. to 8 p.m.
- This route has time changes.



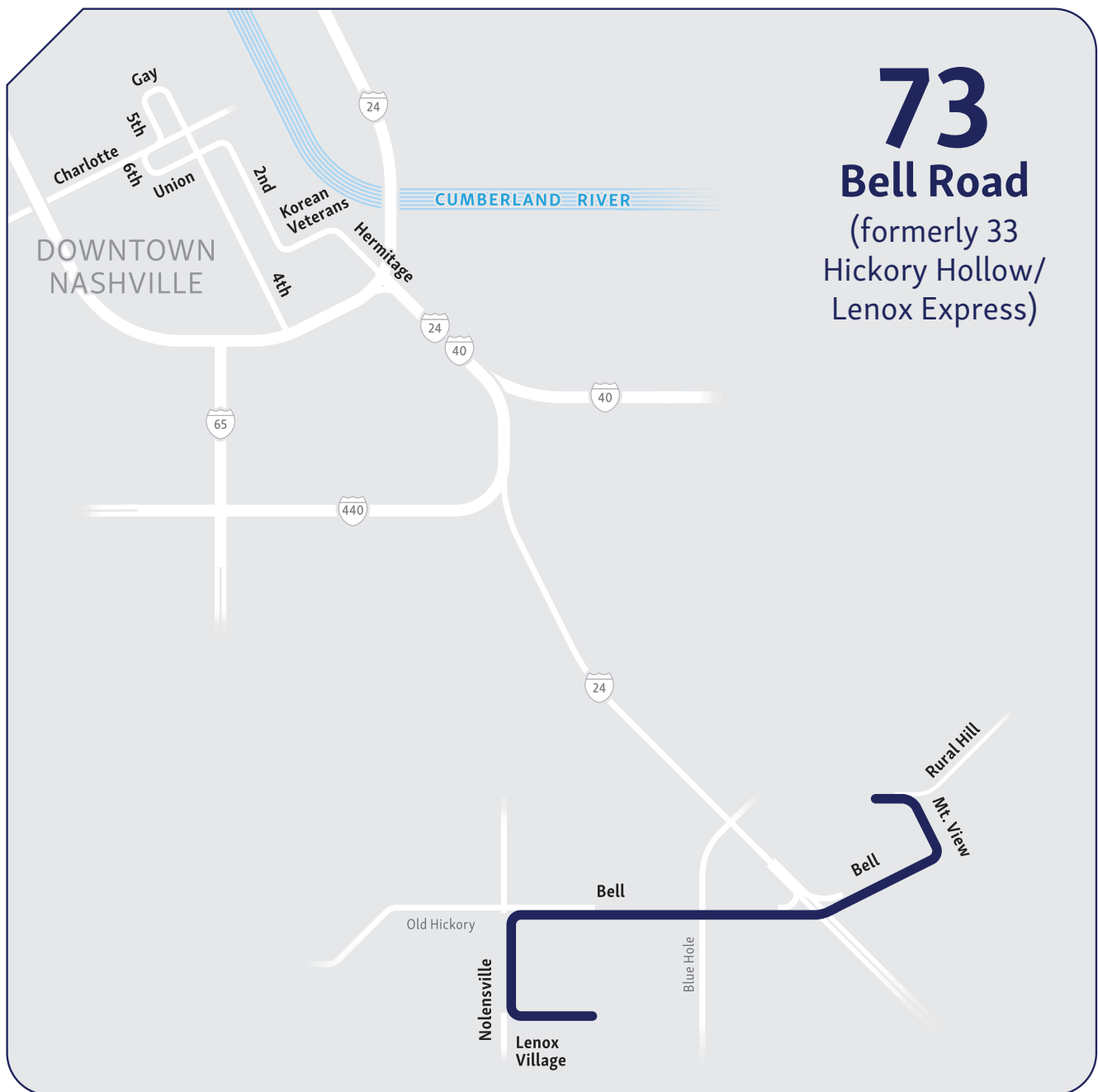
- The reinstated Route 29 Jefferson will serve a portion of the former 60 Music City Blue Circuit.
- Buses for this route will continue to travel to North Nashville/Jefferson Street.
- The downtown portion from WeGo Central to Riverfront of this route has been eliminated.
- Fares have been reinstated.
- This route has time changes.

Route Adjustments



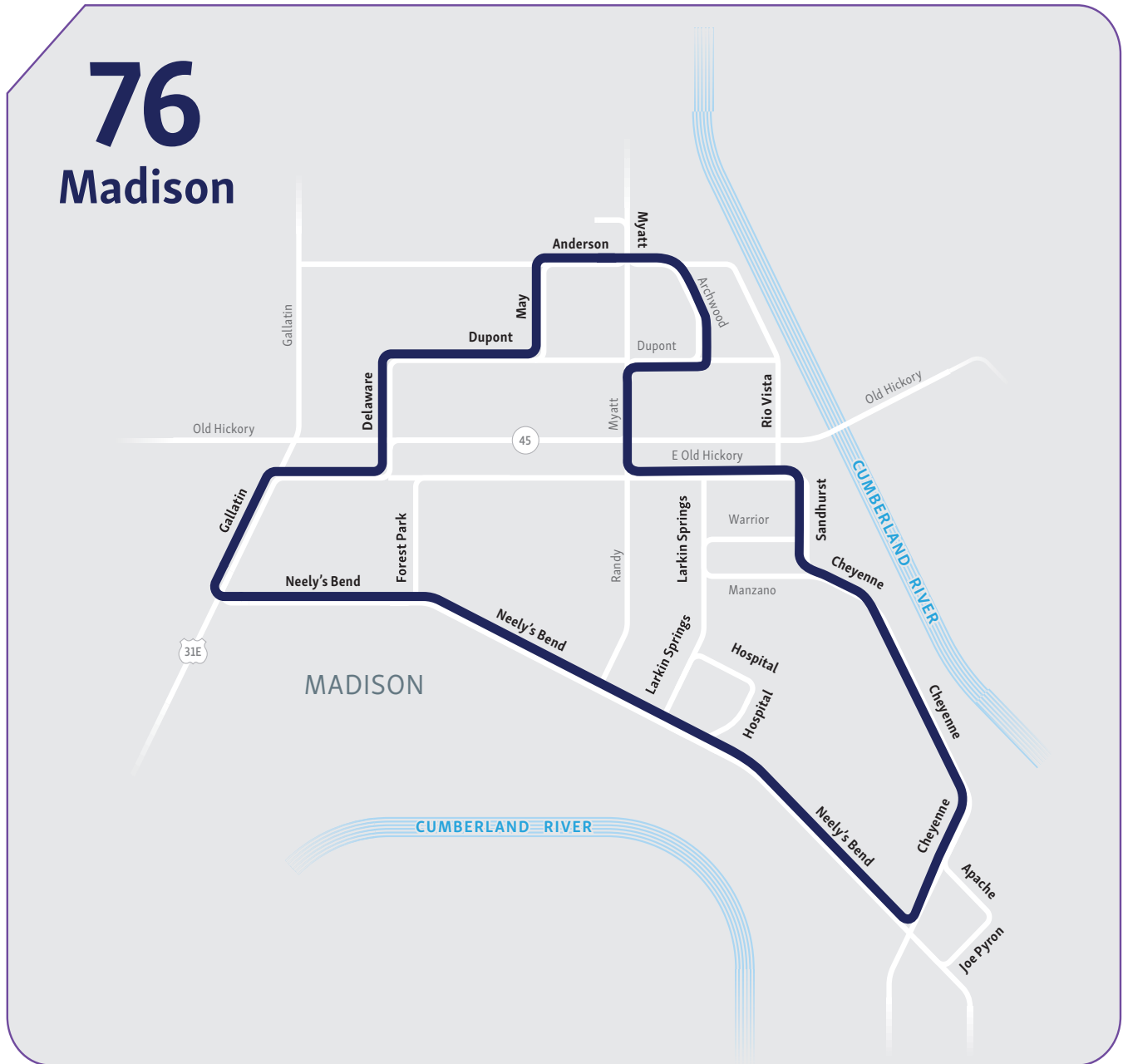
- This route has been named 64 Star Downtown Shuttle.
- It will operate in similar fashion to Route 93 Star West End Shuttle and will provide connecting bus service for Star customers to and from Riverfront Station, WeGo Central, and state offices.
- Buses for this route operate during peak hours in the mornings and afternoons.

Route Adjustments



- This route is now a connector route and no longer provides direct service downtown.
- Transfers to downtown routes can be made at the Hickory Hollow Park & Ride stop to the Route 55 or at Nolensville and Old Hickory stop to Route 52B Nolensville Pike.
- This route has time changes.

Route Adjustments



- The alternating Anderson Lane/Neely's Bend loops on this route have been combined.
- This route has time changes.

Access on Demand

Frequently Asked Questions

Q: Is Access On Demand replacing Access?

A: No. This is an additional service offered to give customers more options to get around. Access services will not be impacted in any way. You can still schedule trips on Access as you normally do.

Q: How is Access On Demand different from normal Access services?

A: It gives Access customers the option to book a ride with the provider of their choice as few as two hours in advance.

Q: Are Access-On-Demand drivers as well trained as those currently driving for Access?

A: Yes. Drivers undergo background checks, drug and alcohol testing, and training as required by Federal guidelines for transporting customers with disabilities. We will be tracking driver licensing and currently qualified drivers.

Q: Who is eligible to use Access On Demand?

A: Anyone currently registered with Access.

Q: What times does Access On Demand operate?

A: The service is available from 6 a.m. to 6 p.m. Monday through Friday.

Q: How do I schedule a trip with Access On Demand?

A: To schedule a trip with Access On Demand, call 615-862-5678. A trip must be scheduled at a minimum of two hours in advance or at most 30 days in advance.

Q: How much does a ride using Access On Demand cost?

A: You will pay \$7 for a trip up to 14 miles from the starting location. For a trip 14 miles or more from your starting location, you will be charged a \$1 for every additional mile.

Q: How do I pay?

A: Trips are paid at the time of booking by credit or debit card. For providers that can accept cash, please inform the representative when booking a ride. Payment is due at the beginning of the trip.

Q: Is there a limit on the number of trips you can make using Access On Demand?

A: You are limited to four Access-On-Demand trips per day.

Q: Can my Personal Care Attendant (PCA) or a guest use the service?

A: Yes. One PCA can ride at no cost. You must notify the dispatcher at the time of booking if a PCA will join you on the trip. Up to two guests, including your PCA, can join you on your trip. There is an additional fare of \$3.70 for non-PCA guests.

Q: Will Access On Demand accommodate my service animal?

A: Yes. Service animals can ride at no cost. You must notify the dispatcher at the time of booking if a service animal will join you on the trip.

Access on Demand

Frequently Asked Questions: continued

Q: I use a mobility aid. Will Access On Demand be a choice for me?

A: Yes. Access On Demand is available for all Access qualified customers. Please inform the dispatcher when placing your request that you will be using a mobility device.

Q: What happens if I cancel an Access-On-Demand trip?

A: Customers must cancel at least two hours before scheduled pick up. For customers who have prepaid for a trip, either a credit will be issued for their next trip or the full amount will be credited back to their credit card.

Q: What happens if the provider cancels an Access-On-Demand trip I scheduled?

A: If the scheduled provider (e.g. a favorite driver) becomes unavailable, the customer shall be notified of the new driver and vehicle identifying information (name, license plate number, color, taxi medallion number, etc.) as soon as feasible.

