



MEDIA ADVISORY

FOR IMMEDIATE RELEASE:

May 3, 2018

FURTHER INFORMATION:

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Real-Time bus information unavailable this Saturday

May 5 software upgrade in preparation for Murfreesboro Pike corridor improvements

NASHVILLE – This Saturday, May 5, Nashville MTA’s software that feeds the real-time bus arrival information will undergo a day-long system upgrade. This will make the real-time feature unavailable to the public on a number of platforms throughout the day.

The upgrade is necessary in preparation of our transit signal priority implementation along the Murfreesboro Pike corridor, a project currently under construction in partnership with Metro Nashville Public Works.

Customers may notice an impact by the system upgrade on Saturday, due to the fact that:

- Real-time data will be unavailable on the Music City Transit Tracker app, as well as third-party apps that receive MTA’s real time tracking data, such as the Transit app;
- The website Trip Planner at ride.nashvillemta.org will be unavailable;
- On-street BRT-lite shelter signs along Murfreesboro Pike, Gallatin Pike, and Charlotte Pike will not display bus arrival information;
- Electronic Bay Signs at Music City Central (MCC) and waiting area monitors will not display bus arrival information.

We apologize for any inconvenience this outage may cause, and encourage customers needing bus schedule information to consult the PDF route maps and schedules located on nashvillemta.org, the paper pocket schedules located on information racks on both the upper and lower levels of MCC, or by engaging Customer Care representatives at Music City Central at the upper level ticket window or by phone at 615-862-5950.

We appreciate your patience while we work to help riders move smarter while using public transit and aim to restore real-time bus information by Sunday for regular service hours.

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Editor’s Note: To request this information in an alternative format, please call 615-862-5950 and ask to speak with the ADA coordinator.