



PRESS RELEASE

FOR IMMEDIATE RELEASE:

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FURTHER INFORMATION:

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WeGo Central Upper Level to close August 12

Bus bays temporarily relocating to street, Lower Level to reopen same day

NASHVILLE – Effective Sunday, August 12, all upper level bus bays at WeGo Central will temporarily relocate operations to the streets surrounding the downtown bus station to allow construction crews to perform work as part of ongoing renovations of the facility. The lower level bays that have been closed since early June will reopen simultaneously to minimize impact on customers.

On-street boarding will take place along Charlotte Avenue immediately in front of Central, on 5th Avenue North next to where the upper level bus bays are located, 4th Ave and James Robertson Parkway. These temporary relocations are expected to last for the next several months.

Maps of the temporary boarding locations are available online on WeGoTransit.com. Additionally, Customer Care staff will be on-site to provide information and assistance.

Please note that on Saturday, August 11, prior to the closure of the upper level bays and reopening of the lower level that the WeGo Central information booth will close at approximately 3:00 p.m. and will reopen on the lower level Monday morning, August 13 at 6:00 a.m. To assist passengers with the use of Ticket Vending Machines, a Ticket Sales Agent will be stationed on the lower level in the short-term waiting area at 4th Avenue and Charlotte Ave on Sunday, August 12 from 10:30 a.m. – 2:45 p.m.

During the renovations project, which began in May and is expected to conclude this fall, customers, visitors, and other members of the public can expect to experience temporary conditions, such as:

- Boarding buses at different bays and outside the facility on the street;
- Detours when moving around the facility, such as limited to no escalator and elevator access;
- Periods of limited public parking accessibility;
- Inability to hold public meetings and other community meetings at the facility; and
- Relocation of customer service windows.

Detailed updates on the project, including frequently asked questions and monthly updates on the renovation progress, are available at wegotransit.com. Anyone arriving at Central should be on the lookout for wayfinding signage and Customer Ambassadors to help them navigate the space during improvements.

We apologize for the inconvenience and thank you for your patience as we work to improve the customer experience for all those who use public transportation in Nashville.

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Editor's Note: To request this information in an alternative format, please call 615-862-5950 for an ADA Coordinator.