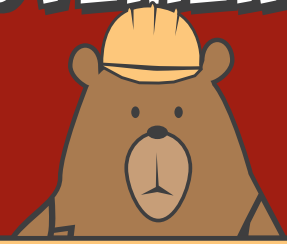


# MUSIC CITY CENTRAL IMPROVEMENTS FAQ



## Frequently Asked Questions

6/20/18

### **Q: What is the purpose of this project?**

**A:** Nashville MTA began work on an aggressive renovation schedule to Music City Central, the main bus terminal, to bring the facility up to a state of good repair. The first phase of renovations began in May and will be complete in late 2018. The second phase of the renovations is still in the early stages of planning and design with a construction timeline expected to begin later this year.

October 26, 2018 marks 10 years of transit operations at the facility. Having served nearly 20,000 customers a day for the past decade, the facility is beginning to show its age. These much needed improvements will make sure the next decade continues to see Music City Central serve a critical role in our services for the people of Middle Tennessee.

### **Q: How long will this project last?**

**A:** The first phase of renovations began in May and will be complete in late 2018. The second phase of the renovations is still in the early stages of planning and design with a construction timeline expected to begin in fall of 2018 and span through winter of 2019.

### **Q: What can I expect to experience during the renovations?**

**A:** During renovations, customers, visitors, and other members of the public can expect to experience temporary conditions, such as:

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

### **Q: How will I know what is going on during the renovations?**

**A:** You will be able to get monthly updates on the renovations status by visiting [nashvillemta.org](http://nashvillemta.org). In addition to these updates, customer ambassadors will be on-site to assist with your questions and signage will be throughout the facility letting you know where to go.

### **Q: Will bus service be impacted? Will I still be able to catch my bus?**

**A:** Buses will continue to operate as normal during the renovations. The only impact to bus service will be where you board the bus. Some buses may be relocated to different bays, different levels of the facility, or boarded outside the facility on the street. Customer ambassadors and signage at the facility will be available to help customers get around.

**Q: Who do I contact if I need accessibility assistance?**

**A:** Please see staff at Music City Central to assist with special accommodations.

**Q: Will public restrooms still be available?**

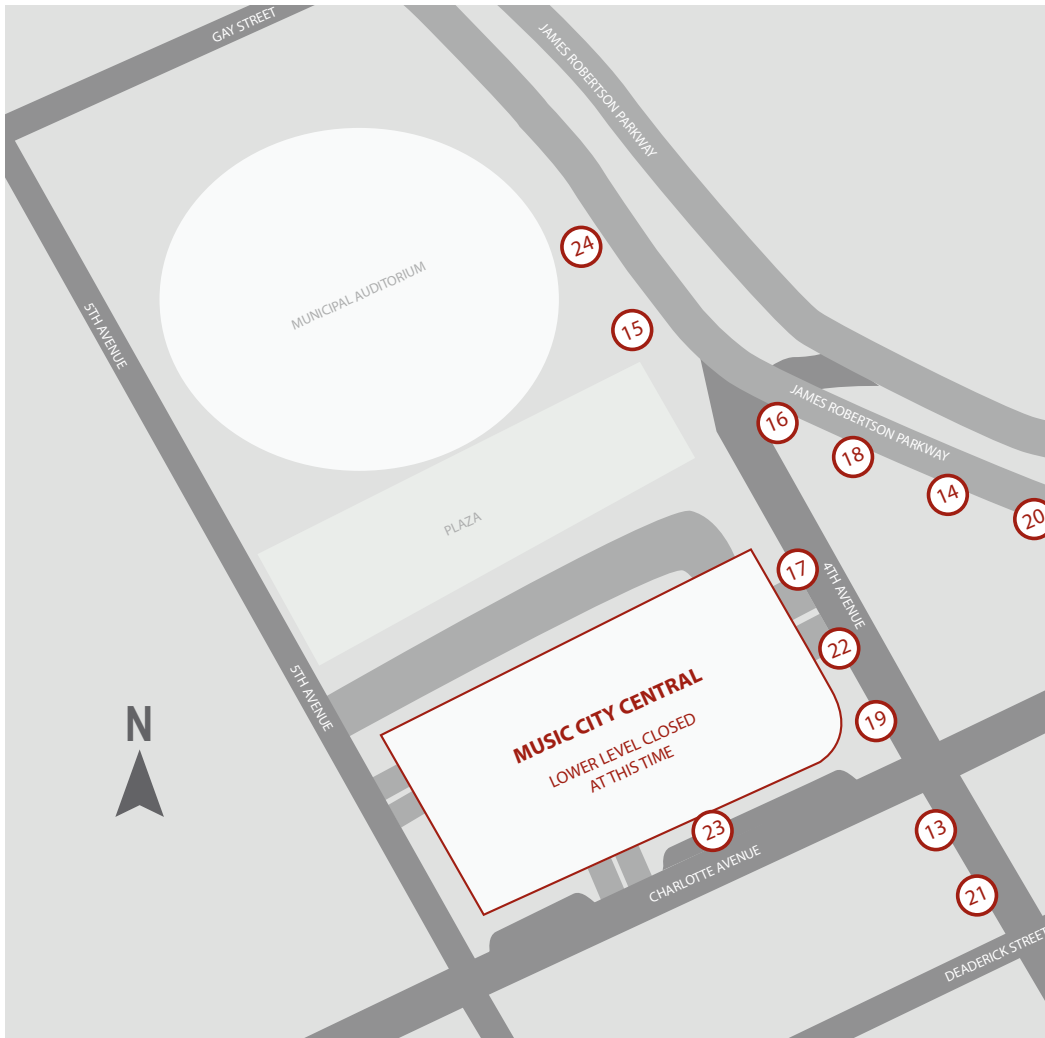
**A:** Yes. Another major part of the renovations is building new restrooms for customers. This will require the existing restrooms to be demolished. Temporary restrooms will be available, and the location of those restrooms will be accessible to all customers.

**Q: Where will I be able to purchase my bus ticket?**

**A:** During the rebuilding of the Customer Care ticketing area, we are setting up a temporary area to purchase tickets on the upper level of MCC. Later in the project, the ticket windows will likely be moved when we begin renovating the upper level of MCC. We will advise customers when this move will take place and provide directional signage to help you get there. Remember, you can also purchase tickets on the bus or at one of our vending machines at any time.

**Q: Where do I catch my bus when the Lower Level is closed?**

**A:** The Lower Level bays will be temporarily located on 4th Avenue between James Robertson Parkway and Deaderick Street, on James Robertson Parkway between 3rd and 4th Avenues, and on Charlotte between 4th and 5th Avenues.



**Q: How will parking at Music City Central be impacted?**

**A:** One of the aspects of the project is to extensively reseal parking levels to protect against internal and external water damage. This will result in areas of the garage being locally closed and on a limited basis access to the entire garage being restricted.

**Q: Where do I catch my bus when the Upper Level is closed?**

**A:** Details will be provided later this summer.

**Q: I regularly hold meetings at Music City Central. Will the meeting spaces still be available?**

**A:** No. During the renovation period, meeting spaces will not be available for public use.

**Q: Where will the Nashville MTA board and committee meetings be held during MCC renovations?**

**A:** The Nashville MTA Board meetings will be held at the Metro Nashville Police Department West Precinct located at 5500 Charlotte Pike, Nashville, TN 37209.

**Q: Where will the RTA board and committee meetings be held during MCC renovations?**

**A:** The RTA Board meetings and Executive Committee meetings will be held at the Bradley L. Barrett Training Center at the Tennessee Banking Association Office located at 211 Athens Way, Nashville, TN 37228. The RTA committee meetings will be held at the GNRC Large Conference Room, Suite 200, located at 220 Athens Way, Nashville, TN 37228.

**Q: Who can I contact if I have questions about this project?**

**A:** Questions should be directed to Customer Care at 615-862-5950.

**Q: Where do I direct comments about the renovations?**

**A:** Comments should be directed to Customer Care at 615-862-5950 or by going to <http://nashvillemta.org/Nashville-MTA-customer-comments.asp>.

**Q: Will the businesses located inside Music City Central (Music City Market and Dunkin' Donuts) remain open during renovations?**

**A:** Yes, both the Music City Market and Dunkin' Donuts are open and operating normal business hours throughout the renovation process.