NOTICE OF PUBLIC MEETINGS AND COMMENT PERIOD

WeGo Public Transit will hold two public meetings on January 29, 2020 on proposed changes to the Nashville Metropolitan Transit Authority and Regional Transportation Authority of Middle Tennessee fare structure and fare policy as part of the new fare payment program. The proposals are available for review at www.WeGoTransit.com, and are open for comment starting Thursday, January 9, 2020 until Wednesday, January 29, 2020.

WeGo is proposing fare structure and fare policy changes as part of the new fare payment program. The proposal includes fare media costs, minimum card reloading, auto-loading and maximum value limits, WeGo Star monthly pass, and WeGo Access-related topics such as WeGo Access non-Personal Care Attendant (PCA) companion fare, booking trips and payment processing time, and Access customer fares on fixed route service, to be **effective when the program starts in 2020**.

Public meetings for comment will be held on Wednesday, January 29, 2020 at 11:30 a.m.-1 p.m. and 4:30 p.m.-6 p.m. in the WeGo Central Community Meeting Room, 400 Dr. Martin L. King, Jr. Blvd. (formerly Charlotte Ave.). A brief presentation will be made at each meeting about the proposals.

Attendance at the meetings is not required in order to comment. Comments may be submitted by mail to WeGo Public Transit Attn: Community Engagement, 430 Myatt Drive, Nashville, TN 37115; by email to WeGoTransit@nashville.gov; or by phone to 615-862-4620 through January 29, 2020.

For detailed information on proposed changes and meeting locations, visit www.WeGoTransit.com, the WeGo Central Information window, or call Customer Care at 615-862-5950.

To request this information in an alternative format, please call 615-862-5950 and ask to speak with the ADA Coordinator.

Para solicitar esta información en un formato alternativo, llame al 615-862-5950 y pida hablar con el Coordinador de ADA.
## WeGo Fare System Upgrade
### Board-Approved Items June 2019

<table>
<thead>
<tr>
<th>Approved Item</th>
<th>Approved Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfers</td>
<td>Replace onboard paper/magnetic transfer tickets with automated transfers on smart media (smart card, smart ticket, or mobile payment). Transfers would be in the form of a two-hour pass automatically activated when smart media is used on a bus. Implement with the issuance of the new fare card technology with elimination of all magnetic transfer tickets no later than December 31, 2020.</td>
</tr>
<tr>
<td>Onboard Sale of Passes</td>
<td>Cash will continue to be accepted on board vehicles as an accepted fare payment for a single ride. In order to speed the boarding process, no fare media will be sold on board vehicles. Implement with the issuance of the new fare card technology with elimination of all magnetic transfer tickets no later than December 31, 2020.</td>
</tr>
<tr>
<td>Magnetic Media</td>
<td>Phase out magnetic media once the new system is implemented and all existing products are supported. Implement with the issuance of the new fare card technology with elimination of all magnetic transfer tickets no later than December 31, 2020. This includes products such as paper transfers, change cards and one-day passes.</td>
</tr>
<tr>
<td>Existing Products</td>
<td>Support all existing fare products on the new fare system (i.e.: period and multi-trip passes and tickets). Implement with the issuance of the new fare card technology.</td>
</tr>
<tr>
<td>Stored Value</td>
<td>Introduce stored value on transit accounts. Stored value allows customer to add cash to their accounts in increments of their choice, rather than having to purchase specifically priced products. Implement with the issuance of the new fare card technology.</td>
</tr>
</tbody>
</table>
Reduced Fare Media

After application process, issue reduced fare (senior/ADA and youth) cards (or register virtual/mobile cards as reduced cards) at Central ticket window. Require all reduced fare products be purchased/loaded to a qualifying reduced fare card/account. Currently, only customers requesting a discount fare on the basis of disability are required to go through an application process. Implement with the issuance of the new fare card technology.

Support Third-Party Payment Systems

Design the system to be capable of accepting payment through widely available third-party payments systems, such as Apple Pay, Google Wallet, etc. Implement with the issuance of the new fare card technology.

To read the official board documents [click here](#).
## Proposed WeGo Fare System Policy Changes

### January 2020

<table>
<thead>
<tr>
<th>What's being proposed?</th>
<th>Proposal Details</th>
<th>How would this affect you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reloadable Smartcards will cost $3.00</td>
<td>Reloadable smartcards will cost $3.00 per card. The reloadable smartcards cost up to $5.00 to manufacture, print, and sell.</td>
<td>You'll be charged a one-time fee of $3.00 when purchasing a new or replacement reloadable smartcard. Once you create an account for that card, you'll get your $3.00 back as a credit to your account within 24 hours to be applied toward future fare purchases. To avoid the one-time charge, you may download a mobile app to use for payment.</td>
</tr>
<tr>
<td>Non-Reloadable, Single-Use Cards will cost 25 cents each</td>
<td>Non-reloadable cards will have a fee of 25 cents per card. These cards will be issued at ticket vending machines, the WeGo Information Window, and online. They will also be available for bulk purchases.</td>
<td>Non-reloadable cards may be purchased when you want a pass product but do not want to get a reloadable smartcard or use the mobile app. This is like the current fare media. However, each time you purchase this card, it will cost an extra 25 cents, and you will not be permitted to load additional passes or money to the card. For example, an All-Day pass would now cost you $4.25 with a non-reloadable card. You must purchase a new card each time you want a new pass. All passes sold on non-reloadable cards are also available on reloadable cards and the mobile app without the extra 25 cent charge.</td>
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<tr>
<td>Special Services Cards cost reduced from $10.00 to $3.00</td>
<td>Special Services Cards will become individualized reloadable smartcards with your picture on it. The card itself will cost the same as the standard-issue reloadable smartcard and can similarly be linked to a registered account.</td>
<td>If you are a senior, youth, or person with disability and qualify for a Special Services Card, it will cost you less for the card itself as compared to current pricing. You will also be able to load passes to this card. Remember: All customers purchasing discount fare passes will need a Special Services Card, including Youth and Senior Citizens.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>Additional Information</td>
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<td>--------------------------------------------------------------</td>
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<tr>
<td>Reloadable smartcard minimums and maximum value added</td>
<td>The minimum amount of money added to a reloadable smartcard is $1, and the maximum amount is $500.</td>
<td>The minimum amount of money you can add to your reloadable smartcard will vary depending on where you add the money. At third-party retailers and online, the minimum reload amount will be $5.00. At ticket vending machines and the WeGo Information window, you will be able to add as little as $1 at a time.</td>
</tr>
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<td>Account reload minimum amount</td>
<td>Customers will have the option to set up money to be automatically loaded to their reloadable smartcard. The minimum amount you can have automatically loaded to your card is $15.00.</td>
<td>This optional feature is only available if you choose to set up an online account with your reloadable smartcard or mobile app. It allows you to keep a certain amount money available for use at all times. The minimum amount you can have automatically loaded to your card is $15.00.</td>
</tr>
<tr>
<td>Star Monthly Passes are now 31-Day passes</td>
<td>Change the existing fixed-month pass on the Star to a pass that can be used for a period of 31 consecutive days regardless of when it is activated.</td>
<td>A 31-Day WeGo Star pass gives you more flexibility on how you choose to ride and simplifies purchasing. The new 31-Day Star pass will activate when you use it for the first time. The pass will then be good for a period of 31 days starting with first use.</td>
</tr>
<tr>
<td>Charge for Access trips at time of reservation</td>
<td>WeGo Access customers with an online account on the new fare system will be automatically charged for scheduled trips at the time of the reservation. If a trip is cancelled for any reason, the customer will immediately be credited the amount of the trip.</td>
<td>If you have an online account, you will be charged at the time of reservation. If you do not have an online account, you may still pay using cash onboard.</td>
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<tr>
<td>Access customers will automatically qualify for discount fares on fixed route buses.</td>
<td>If you are eligible for Access services and have a registered online account, you will now automatically qualify for fixed-route discount fares.</td>
<td>Access customers will be able to use one account for both Access and fixed-route services, eliminating additional paperwork or the need to keep up with two different types of passes. By being approved for Access, you are automatically eligible for discount rides on fixed route, but you'll still need to get a Special Services Card.</td>
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<td>Up to two Access guests will ride free</td>
<td>Access customers will be allowed to bring up to two guests with them on their trip at no additional cost.</td>
<td>Up to two guests will be able to ride without additional charge, regardless of whether they are a PCA. There is still a limit of three passengers (the customer plus up to two guests) per reservation.</td>
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Fare System Upgrade Project Proposals
Outline of Materials

- Project Goals & Overview
- Board-Approved Items
- Proposed Items for Board Approval
- Public Comment Opportunities
Fare System Project Goals

• Speed up boarding times
• Reduce onboard cash, increase prepaid and cashless transactions
• Simplify interactions (for customers and bus drivers)
• Improve fare collection reliability
• Increase equity and accessibility
Fare System Project Overview

• Replace all fareboxes (complete)
• Install smartmedia validators on all vehicles
• Replace all Ticket Vending Machines (TVMs)
• Deploy account-based system, including
  – Smart cards
  – Mobile payments
  – Point-of-sale system
  – Customer website
  – New “Stored Value” fare product
• Create network of 3rd party retail partners for convenient smart card purchase and reload locations.
Anticipated Project Schedule

- **Summer/Fall 2019**
  - Equipment installation on WeGo buses

- **Winter/Spring 2020**
  - Beta testing

- **Summer/Fall 2020**
  - Go Live!
Onboard Technology
June 2019 Board-Approved Items

• Transfers
• Onboard Sale of Passes
• Magnetic Media
• Existing Products
• Stored Value
• Reduced Fare Media
• Support Third-Party Payment Systems

• Details on these items are available at www.WeGoTransit.com

• A number of support policies are necessary to put these policies into action, and are outlined in the following slides.
Reloadable Smartcards will cost $3.00

- Details: Reloadable smartcards will cost $3.00 per card. The reloadable smartcards cost up to $5.00 to manufacture, print, and sell.

- What that means: You’ll be charged a one-time fee of $3.00 when purchasing a new or replacement reloadable smartcard. Once you create an account for that card, you’ll get your $3.00 back as a credit to your account within 24 hours to be applied toward future fare purchases. To avoid the one-time charge, you may download a mobile app to use for payment.
Non-Reloadable, Single-Use Ticket will cost 25 cents each

- Details: Non-reloadable tickets will have a fee of 25 cents per ticket. These tickets will be issued at ticket vending machines, the WeGo Information Window, and online. They will also be available for bulk purchases.

- What that means: Non-reloadable tickets may be purchased when you want a pass product but do not want to get a reloadable smartcard or use the mobile app. This is like the current fare media. However, each time you purchase this ticket, it will cost an extra 25 cents, and you will not be permitted to load additional passes or money to the card. For example, an All-Day pass would now cost you $4.25 with a non-reloadable ticket. You must purchase a new ticket each time you want a new pass. All passes sold on non-reloadable tickets are also available on reloadable smartcards and the mobile app without the extra 25 cent charge.
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- What that means: If you are a senior, youth, or person with disability and qualify for a Special Services Card, it will cost you less for the card itself as compared to current pricing. You will also be able to load passes to this card. Remember: All customers purchasing discount fare passes will need a Special Services Card, including Youth and Senior Citizens.
Reloadable smartcard minimums and maximum value added

- Details: The minimum amount of money added to a reloadable smartcard is $1, and the maximum amount is $500.

- What that means: The minimum amount of money you can add to your reloadable smartcard will vary depending on where you add the money. At third-party retailers and online, the minimum reload amount will be $5.00. At ticket vending machines and the WeGo Information window, you will able to add as little as $1 at a time.
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- Details: Change the existing fixed-month pass on the Star to a pass that can be used for a period of 31 consecutive days regardless of when it is activated.

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• What that means: Access customers will be able to use one account for both Access and fixed-route services, eliminating additional paperwork or the need to keep up with two different types of passes. By being approved for Access, you are automatically eligible for discount rides on fixed route, but you'll still need to get a Special Services Card.
Up to two Access Guests will ride Free

- Details: Access customers will be allowed to bring up to two guests with them on their trip at no additional cost.

- What that means: Up to two guests will be able to ride without additional charge, regardless of whether they are a PCA (Personal Care Attendant). There is still a limit of three passengers (the customer plus up to two guests) per reservation.
The policy recommendations that will go before the MTA and Regional Transit Authority (RTA) Boards in February 2020. Public comment on the recommendations can be made at the public meetings held on Wednesday, January 29, 2020 at 11:30 a.m.-1 p.m. and 4:30 p.m.-6 p.m. in the WeGo Central Community Meeting Room, 400 Dr. Martin L. King, Jr. Blvd. (formerly Charlotte Ave.).

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