



NEWS RELEASE

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WeGo Public Transit announces QuickTicket *New technology offers reloadable cards, smartphone app to pay fares*

NASHVILLE – WeGo Public Transit introduces QuickTicket, a new way to pay your bus, train, and paratransit fares using reloadable cards and a smartphone app. WeGo is now recruiting testers to put the system through its paces and help the agency bring it to the public in early 2021.

“We’re excited to begin testing QuickTicket,” says Dan Freudberg, Director of Service Quality and project manager for QuickTicket. “But we still have work to do. That’s why we are recruiting riders to test out the system early and provide feedback. Once we identify any remaining issues, we’ll be ready to cross the finish line and launch the system for the general public.”

Customers interested in being a beta tester should email QuickTicket@nashville.gov to sign up for participation in the beta testing in the next several weeks.

QuickTicket provides a scan, tap, and go fare payment experience and addresses common customer frustrations:

- Having to carry cash to pay for the bus
- Having to go to WeGo Central to purchase passes
- Passes getting wrinkled or wet
- Lost change cards
- Out of service Ticket Vending Machines

QuickTicket will feature a smartphone app, a website to manage your account online, more durable cards, money protection, and the ability to get passes in more locations, all with the intention of making the fare payment process from purchase to boarding simpler and quicker for everyone.

The new system will be able to be used on any WeGo services, from paying fares onboard regional buses to the Star commuter train to WeGo Access paratransit services to local bus service for a seamless experience.

Regional residents interested in testing out the new technology should subscribe to the newsletter, follow WeGo on social media, or email QuickTicket@nashville.gov. Staff will also be on site at WeGo Central in coming weeks to recruit additional testers. Those eligible to participate will begin testing next month.

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