

JOURNEY PASS PROGRAM – PILOT PHASE

Fact Sheet | October 2025

The **Journey Pass Program**, an initiative of WeGo Public Transit in partnership with the Choose How You Move transportation program, is designed to provide **free transit rides** to Davidson County residents who need it most. The goal is to make sure everyone can get where they need to go, like work, school, the doctor, or the grocery store.

Who can get a Journey Pass?

To get a Journey Pass, you must **live in Davidson County**.

During this pilot phase, residents who **currently receive services** from partnering Metro departments can sign up for a Journey Pass with partnering Metro departments and/or at a scheduled program outreach event.

Those not receiving services from partnering Metro departments will be considered as part of the **next phase of program expansion** in 2026.

How does the Journey Pass work?

- The Journey Pass uses **WeGo's QuickTicket cards**.
 - If you already have a QuickTicket, your free rides will be added to your card.
 - If you don't have one, we will give you a **new card**.
- Each Journey Pass must be **registered** using a participant's **name, date of birth, and phone number/email address**.
- Once you're registered, your Journey Pass lets you ride for **free** on:
 - **WeGo Local and Regional Buses**
 - **WeGo Access** (for riders with disabilities)
 - **WeGo Link** (base fare only)
 - **WeGo Star**

This does not include WeGo Access On-Demand and regional Vanpool Services.

Why is the Program being launched in phases?

The phased rollout allows us to test operations, gather feedback, and ensure the program is efficient, sustainable, and user-friendly before the program is expanded in 2026. As we continue to define the program and future expansion phases, please send us your feedback at customer.comments@nashville.gov.

Can children in my household receive a Journey Pass?

While children 4 years and younger always ride free, members of your household that are **5 to 18 years old** may receive a Journey Pass if they do not already have a **StriDe pass** (MNPS student program) or **WeGo Ride pass** (through an employer or partner).

Code of Conduct

You must follow **WeGo's Code of Conduct** when riding. This helps keep buses and trains **safe and respectful** for everyone. Passes may be revoked if you do not follow the Code of Conduct.

Lost or Stolen Journey Pass

If you lose your card or it's stolen, you must get a new one **in person** at:

Elizabeth Duff Transit Center at WeGo Central
400 Dr. Martin Luther King Jr. Blvd.
Nashville, TN

Monday - Friday: 6:00 a.m. - 6:30 p.m.
Saturday: 8:00 a.m. - 5:00 p.m.
Sunday: 10:30 a.m. - 2:30 p.m.

Partnering Metro Departments and Upcoming Registration Events

Residents who **currently receive services** from the below partnering Metro departments can sign up for a Journey Pass at one of their department's scheduled program outreach events.

- **Metropolitan Development and Housing Agency (MDHA)**
Housing Choice Voucher Program (Section 8) and Project-Based Rental Assistance only
 - October 27th - Preston Taylor, 12:00 p.m. - 4:00 p.m.
 - October 28th - JC Napier, 10:00 a.m. - 1:00 p.m.
- **Metropolitan Action Commission (MAC)**
 - November 6th - MAC Main Office, 10:00 a.m. - 1:00 p.m.
 - November 7th - MAC Main Office, 10:00 a.m. - 1:00 p.m.
- **Metro Public Health Department (MPHD)**
 - October 30th - Woodbine Public Health Center, 10:00 a.m. - 1:00 p.m.
 - November 17th - Lentz Public Health Center, 10:00 a.m. - 1:00 p.m.
- **Community Activations (MDHA, MAC, MPHD)**
 - November 11th - Southeast Library (tentative)
 - November 13th - Coleman Park Community Center (tentative)
 - November 18th - East Park Community Center (tentative)
 - November 20th - Donelson Library (tentative)
 - November 25th - Madison Library (tentative)

As the pilot phase advances, additional Metro departments will be added to this list and additional activation events will be scheduled. Visit WeGoTransit.com for the latest information.

Need Help or Have Questions?

WeGo Customer Care: 615-862-5950

Journey Pass Email: journeypass@nashville.gov

Visit WeGoTransit.com for updates.