

## Visitors

### Riding WeGo Access as A Visitor

Welcome to WeGo Access Services! In accordance with ADA regulations, an individual residing outside of Davidson County who is unable to use accessible, fixed-route transportation services due to disability-related functional limitations is eligible for complementary paratransit service as a Visitor. As a Visitor, you may travel up to 21 days within one calendar year (365 days) from the first day of travel. Travel days do not have to be consecutive. If you are planning to travel in Davidson County, here are a few things you would need to know to prepare for your visit.

To register, you will need to submit one (1) of the following options:

Documentation confirming ADA paratransit eligibility from your home jurisdiction.

Or

Documentation showing proof of residency outside of Davidson County and of your disability. Proof of disability could include a letter from a medical provider, Handicap Parking Permit, or letter from an assisted living center.

Submit your documentation using one of the following methods:

Mail: WeGo Access Eligibility 430 Myatt Drive Madison, TN 37115

Email: [WeGoeligibility@nashville.gov](mailto:WeGoeligibility@nashville.gov)

Fax: 615-880-3294

All requests are processed within one business day from receipt.

Important items to know before traveling with WeGo Access:

WeGo Access provides Door to Door, shared ride service. This means a rider must be at the door of their pickup at the scheduled pick-up time, ready to board the vehicle when it arrives. Share ride means that the trip will consist of picking up and dropping off other riders in route to your destination.

Travel time on WeGo Access will be comparable to traveling on a fixed route (bus or train). When traveling with WeGo Access please plan to be on the vehicle for the same amount of time it would take if you were traveling using fixed route.

Fares: \$3.70 each way within Davidson County

Riders can travel with up to two individuals, such as one Personal Care Attendant (PCA) and one guest. PCAs ride for free, the guest will pay the same fare as the eligible visiting rider.

A child who is four (4) years of age or younger ride free.

For the safety of all passengers, carry on packages are limited to the equivalent of two large paper grocery bags, with a total weight of no more than 25 pounds per rider. You must be able to maintain

control of your packages while riding. The driver may help you load and unload your bags and packages when asked.

How to contact our office to make a reservation:

First, contact Access Customer Service as far in advance as possible of the day(s) you plan on traveling. A Customer Care Representative at 615-880-3970. The hours of operation for Customer Care is Monday through Friday 6 a.m. to 8 p.m. CST.

Reservations are accepted all seven (7) days of the week, including major holidays.

To make a reservation call 615-880-3970 between 6 a.m. and 8 p.m. CST.

Be sure to have the following items ready when scheduling your reservation:

The full addresses of the places you will be traveling to and from, including any landmarks that would help the driver find you.

The mobility equipment you will be using to travel.

The number of guests you will be traveling with.

A reliable mobile number to help our office contact you regarding your trip(s).