

Metro EasyRide Questions & Answers

Welcome to the Metro EasyRide transit program, an initiative between the Metropolitan Government of Nashville & Davidson County (Metro) and the Nashville Metropolitan Transit Authority (MTA) and the Regional Transportation Authority (RTA) for the use of fixed route bus, select Relax & Ride (R&R) regional bus, and Music City Star regional rail services.

We are pleased to announce the addition of two regional commuter routes available to Metro employees. Effective March 28, 2011, EasyRide participants may ride RTA Relax & Ride (R&R) services within Davidson County. For those living in or around the Joelton community you may ride the 89X service. If you live in the southeast portion of Davidson County, you may ride the 96X between a stop at Old Hickory Blvd at Murfreesboro Road and downtown Nashville.

We hope you enjoy the cost-savings, convenience and relaxing option of using transit to get to and from home and your workplace at Metro. Below is an easy-to-follow list of commonly asked questions to help you best use your benefit.

Q. How do I enroll in the Metro EasyRide program?

A. You can enroll online at one of two places. On the Metro intranet site, go to “Green Resources for Metro Employees” under “MTA’s EasyRide Program.” You can also go to www.nashville.gov, under the “Employment” drop down screen. Click on “Human Resources Home.” Click on “HR Dept. Representative Resources.” Look for “EasyRide Application.” Print an application and fill it out completely. Turn it into your HR Coordinator. They will submit it for processing. In approximately 30 days you will have your EasyRide card delivered to you by your HR Coordinator. Enrollment is limited to full-time employees of Metropolitan Government and does not include employees of the School Board or Hospital Authority.

Q. How do I find out bus, parking shuttle, Music City Circuit or Music City Star Regional Rail schedule information?

A. Simply call the MTA Customer Care line at 862-5950 or go online to www.NashvilleMTA.org. Route and schedule information is found under the “Bus Services” drop-down menu.

For the Woodland Street Parking Lot schedule and map, go online to www.nashville.gov. Go to the “Employment” drop down screen. Click on “Human Resources Home.” Click on “HR Coordinator Resources.” Look for “Woodland Street Shuttle Schedule.” These routes are a part of the regular MTA bus service. The four (4) MTA routes serving this lot are: 4-Shelby, 14-Whites Creek, 20-Scott, and 23-Dickerson Road.

Music City Star Regional Rail information can be found online at www.RTARelaxandRide.com under the “Music City Star Commuter Rail” drop-down menu.

Information on R&R commuter bus routes 89X and 96X can be found online at www.RTARelaxandRide.com under the “Commuter Services” drop-down menu then “Commuter Bus”.

Q. When can I use my card?

A. As a benefit to you as an employee of Metropolitan Government, your card is valid for use to and from your bus stop of origin or a Davidson County Music City Star rail station and your worksite. Your card is valid as soon as you receive it on both MTA local and express routes, aboard AccessRide, if you qualify, R&R routes 89X and 96X and the Music City Star. Depending upon the location of your residence or your Metro office, you may need to transfer to a second route to complete your trip. That transfer is also covered under your EasyRide benefit. Transfer options include the Music City Circuit that serves the Riverfront Station and downtown and mid-town offices. Please note that you are responsible to pay bus or train fare for any non-work trips aboard the MTA or Music City Star. A list of fares and discounted passes is available at www.NashvilleMTA.org or www.RTARelaxandRide.com or by contacting the MTA Customer Care line at 862-5950.

Q. How do I use my card?

A. Your EasyRide Card is a proximity card with a “smart chip” inside that identifies you. As you board the bus you simply tap your card on the “bull’s eye” located on top of the farebox. You will hear a beep that your card has been successfully read as valid. As the smart chip signal is strong, you may also tap your purse or billfold on top of the target and it will read your card as valid. Take caution that you don’t tap your card more than once as it may read to the bus driver that your card as invalid.

To ride the Music City Star you must present your EasyRide card to the train conductor. From time-to-time a representative of the RTA will ask to see your EasyRide card and will write your name down on a roster. This is done to ensure that only current, qualified riders are using the system. Failure to present your card will result in having you disembark at the next station and purchasing a train ticket and/or being faced with a fine.

Q. Can I use my pass to ride the Relax & Ride commuter bus services?

A. Yes. Effective March 28, 2011, EasyRide participants may ride RTA Relax & Ride (R&R) services within Davidson County. This includes routes 89X-Joelton and 96X-Antioch.

The 89X is served by the Joelton Park-and-Ride lot located at Hwy. 431/Whites Creek Pike and Gifford Place. The 96X route, which serves southeast Nashville, offers trips between downtown Nashville and a stop at Old Hickory Blvd. and Murfreesboro Road. Inbound riders will be picked up on Murfreesboro Road at Old Hickory Blvd. Those traveling outbound on the 96X may board anywhere along the route between downtown Nashville and Bell Road, but will only be let off at the stop at Old Hickory Blvd. on Murfreesboro Road.

Q. I live outside the county. Do I still qualify for the program?

A. Yes. However, you must access MTA, RTA or Music City Star Regional Rail services within Davidson County. Park-and-ride lots are available along certain commuter routes. Go online to www.NashvilleMTA.org or www.RTARelaxandRide.com or call the MTA Customer Care line at 862-5950 for specific location information.

Q. I may need special assistance or my disability does not allow me to use MTA’s fixed-route service. What are my options?

A. All MTA and RTA buses and Music City Star rail cars are ADA accessible and compliant. For those individuals whose disability prevents them from using fixed-route bus service, they may qualify for MTA’s AccessRide service. To determine eligibility or for an application, call AccessRide at 880-

3970, ext. 1104. Individuals who may or may not have a disability and would like to learn how to ride the bus or build confidence doing so may access MTA's Travel Training Office at 880-3597.

Q. I would like to ride my bike to and from my bus stop or the rail station. Can I bring my bike on board?

A. Yes. All MTA and RTA route 96X buses are equipped to accommodate two bicycles and are available on a first-come basis. Passengers are responsible for loading and unloading their bicycle from the holder located on the front of the bus. No additional charge is required.

A car in each Music City Star train set has a designated rail car for bicycles. Please see the conductor for the appropriate car.

Route 89X riders may store their bike in a large luggage area under the bus. While we can accommodate anyone who wants to utilize the space, the operator cannot be responsible if any damage occurs.

Q. I looked at the MTA, Relax & Ride and Music City Star route schedule. The bus and rail service simply won't work for me. What are my options?

A. Unfortunately, some routes do not run at the times or near your place of residence or Metro office. If you are interested in exploring other options, including carpooling or vanpooling, contact the Regional Transportation Authority (RTA) at 862-8833 or go online to (www.RTARelaxandRide.com) see how to place a ridematch or learn more about van- or carpooling from your area.

Q. Can other members of my family or co-workers use my EasyRide card?

A. No. The EasyRide benefit is provided free of charge exclusively for Metro Government employees, and each card is registered to an individual employee. Abuse of the program outside its intended use will result in confiscation of your EasyRide card.

Q. I vanpool to work. Will Metro pay for my vanpool fare?

A. Only the cost of MTA fixed route service, AccessRide (for qualified users), Relax & Ride (R&R) or the Music City Star Regional Rail service in Davidson County is covered at this time.

Q. What do I do if I have an emergency during the day and need to leave work immediately?

A. The RTA offers the Emergency Ride Home program for situations such as these. To enroll in this free program go online to www.RTARelaxandRide.com, and look under the "Commuter Services" heading at the top of the page. You can submit an on-line application under the Emergency Ride Home section.

To qualify, you must do one of the following commuting options three (3) times a week, or 15 times a month: carpool, vanpool, ride an express or R&R bus with limited peak service, or be a Music City Star passenger. Once enrolled, you will be mailed two (2) vouchers for either a taxi-cab or rental car, for up to a total of eight (8) vouchers per year. Cab vouchers are given if you are less than 20 miles from your vehicle or pick-up spot; rental car vouchers will be given to those more than 20 miles away.

You may use the Emergency Ride Home service only for the following reasons:

- You or an immediate family member is sick or has an immediate need for your assistance.
- You are asked to work late that day by your supervisor during the day.

- Your regular driver cannot drive you because he or she has left unexpectedly or must unexpectedly work late.

This service is specifically NOT intended to cover the following:

- Medical appointments made in advance.
- Overtime when requested in advance.
- Getting home during periods of bad weather, including sleet or snow.

For further information, refer to the guidelines on the RTA website.

Q. I lost my card. What do I do?

A. Contact your HR Coordinator. You will be asked to fill out a replacement card form. The form is found on the “Human Resources Home Page” of www.nashville.gov website (see above). MTA issues one card per employee. Replacement cards are \$10. Payment may be made by check only and should be written to the order of “Metropolitan Transit Authority.” Please put “Replacement Card Fee” in the check notation section so that it is processed appropriately. Your HR Coordinator will forward your check and form via Metro mail to: Metropolitan Transit Authority, Attn: Amanda Watson. It will take MTA approximately 5-7 business days to replace the card once payment and all information has been received.

Q. I got on board the bus and my card didn't work. What do I do?

A. Your card may have been read as invalid if you passed it on or near the farebox more than once. The bus driver is not able to determine your qualification as a valid rider and will request you to pay a cash fare to board the bus. Should you experience the same problem on your next trip, note the route, stop location, time, and bus number and email your information to mta.easyride@nashville.gov. You may have to drop your card at the MTA Customer Care window at Music City Central for testing. Testing can take up to a week. Unfortunately, you will be responsible for payment of your fare should you continue to ride the bus until your card is returned to you, and you will not be reimbursed for this expense.

Please note: if you puncture, chip, crack, bend or mutilate your card it will not work and you will need to purchase a replacement card in order to ride again. Payment to ride MTA during the time you are awaiting your replacement card will be the responsibility of the individual and will not be reimbursed.

Q. I'm leaving Metro. What happens to my card?

A. Your EasyRide card is the property of the MTA. You will be required to surrender your card to your HR Coordinator upon your separation from Metro. Your card will be become blocked from future use.