

## A Better Wait

Better Bus is all about giving riders better service. If you've already been reading the plan, then you know it means buses would run more often, run earlier and later, and get you more places faster. But another equally important way we can improve customer service is by providing a safer, more comfortable place to wait for the bus. Riders want and deserve better stops, which is one of the reasons we established clear guidelines for what a bus stop should look like. [Read more](#).

Unfortunately, with more than 2,000 bus stops across the city, we've got a long way to go toward implementing those standards everywhere. But over the past few years, we have made some notable progress on this front. Our current project on Nolensville Pike is a prime example. When we finish construction next year, we'll have 230 stops with bus shelters across Davidson County. It may not sound like much compared to that total of 2,000 stops systemwide, but more than 70 percent of all riders board either at one of those sheltered stops or at WeGo Central downtown. In fact, 65 percent of our stops serve less than five riders a day. It's important those stops exist for the people that do rely on them, but it's just not feasible to provide shelters at every location. By focusing on stops used by more riders, we can make sure that the majority of customers have a shelter at their stop.

With our guidelines, we've committed to prioritizing shelters at any stop with 25 or more boardings a day. Currently, we have 68 stops that fit that definition but lack a shelter, and we have another 25 stops that have shelters that are not big enough. At busy stops with as many as 10 people waiting, a shelter doesn't do much good if only two or three people fit under it. If we add/upgrade shelters at all these stops, we estimate that 81 percent of all boardings will occur at a sheltered stop or transit center, which will provide a tremendous benefit to our customers.

For most of these bus stops, it isn't quite as simple as just placing a shelter at the site. In many cases, it's a large construction project requiring new or improved sidewalks. This takes money and time to complete but is a key part of building a better bus system.

Riders must also be able to get to our stops. Sidewalks connecting neighborhoods to major corridors and crosswalks are needed so they can safely cross the street. Nashville's way behind in these areas. Unfortunately, some of the more dangerous places to be a pedestrian in Nashville are also where a lot of people are trying to get to/from on transit.

Plans to address the issue (WalkNBike, Mayor's Plan, Vision Zero) are in place, and WeGo will continue to coordinate with the city on sidewalk and intersection projects to make sure improvements make it easier and safer to use our bus system.

Information on the rest of the Better Bus Plan is available on our website and you can [click here](#) to learn more about the Mayor's Transportation Plan.