
Transportation Plan for the Cold Weather Overflow Shelter

Updated: November 5, 2021

Background

On evenings when the cold weather overflow shelter is open (e.g., on nights during which the temperature is expected to be at or below 28 degrees), Metro will open the shelter at the new location at 3230 Brick Church Pike at roughly 7:00pm. The shelter closes at 7:00am the next morning.¹ This document summarizes the transportation plan to ensure persons experiencing homelessness can access this new location.

Building in Prior Years

Several practices have proved successful in recent years regarding transportation and communications. We are continuing with these, including the following:

- **Cold Weather Bus Passes:** Metro and WeGo (formerly known as MTA) will continue to provide 350 cold weather bus passes. This is the same number of passes available last year, and the passes will function in the same way.
- **Parking:** Individuals who drive to the shelter can park there overnight.
- **Text Notifications:** Both outreach workers and persons experiencing homelessness can sign up to receive text notifications about the cold weather overflow shelter. Text the word **Nashvillewinter** to 84483. You will get a text roughly 24 hours in advance of each 7:00pm. opening of the cold weather overflow shelter.
- **“Day of” Flyers:** Neighborhood Health will distribute “day of” flyers announcing the shelter will be open on a specific day. See attached draft. You can copy and distribute the flyers. Email bhaile@neighborhoodhealthtn.org to be added to the listserv.

In addition, outreach workers will canvas across Davidson County on nights the cold weather overflow shelter is open to make people aware of the shelter and help them get indoors.

Overview Hub-and-Spoke Approach

The transportation plan relies on WeGo, canvassers and outreach workers, and contract shuttle providers. It works as follows:

- **Downtown:** Canvassers and outreach workers downtown can direct individuals on the street to WeGo Central.² These individuals can then take the #23B bus to the cold weather overflow shelter at 3230 Brick Church Pike.

¹ Metro Social Services may extend the 7:00am closing time, etc. in the event of ongoing inclement weather.

² WeGo Central is located at 400 Dr. Martin L. King, Jr. Boulevard (formerly 400 Charlotte Avenue). We reference 400 Charlotte Avenue here since this is the address identified in Google Maps.

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- **Other Areas:** Canvassers and outreach workers can help individuals on the street or in encampments to get designated pick-up locations across West, South, and East Nashville. A free shuttle will arrive at these locations at scheduled times to transport individuals to WeGo Central or directly to the cold weather overflow shelter itself. Individuals dropped off at WeGo Central can then take the #23B bus to the cold weather overflow shelter at 3230 Brick Church Pike.

On evenings when the cold weather overflow shelter is open, individuals who cannot pay the bus fare for the #23B bus originating at WeGo Central will still be allowed to ride. Individuals staying at the cold weather overflow shelter can get free bus passes the next morning to return downtown. This system also makes accommodations for persons with pets (since these individuals cannot ride WeGo with animals that are not service animals).

Role of WeGo

Working closely with stakeholders, WeGo developed an innovative solution to help transport individuals from downtown to the cold weather overflow shelter. Specifically:

- On nights that the cold weather overflow shelter is open, WeGo operators on the #23B route will use a counting mechanism to tally the number of riders who board the #23B bus at WeGo Central but who cannot pay their fare. They will allow these individuals to board the #23B there starting at 7:00pm through the end of the night.
- WeGo will bill a designated funding mechanism for the cost of the bus passes (\$2) for each of these riders.³
- Neither Metro nor nonprofit organizations will need to provide staff at WeGo Central to facilitate this process. For the first few nights, though, 1-2 outreach workers will be at WeGo Central to guide individuals experiencing homelessness to the #23B bus, etc.

Special Care: The #23B bus will pull into the parking lot at 3230 Brick Church Pike on nights when the cold weather overflow shelter is open in order to allow patients to disembark directly in front of the shelter.

Also, individuals with pets (other than trained service animals) cannot ride WeGo buses. To address this gap, a free shuttle will run from WeGo Central at least two times per night to take these individuals and their pets to the cold weather overflow shelter. The shuttle can also bring them to a designated location in downtown Nashville the next morning.

Metro Social Services will distribute bus passes to individuals at the cold weather overflow shelter so they can board the #23B bus in the morning to return to downtown.⁴ Metro Social Services will rely on the contracted shuttle service to transport individuals with pets in the morning (since these individuals cannot ride WeGo with animals that are not service animals).

³ The estimated total cost for the WeGo services would be \$6,000 if we assume 100 riders per night for 30 nights the shelter is open and \$2 per ride (i.e., 100 x 30 x \$2). Metro Social Services is seeking funding from American Rescue Plan allocations and other sources to cover these costs and has executed an agreement with WeGo to pay these costs.

⁴ Metro Social Services will provide to WeGo by 3:00am an estimate of the number of individuals at the cold weather overflow shelter requiring such transportation that morning.

Role of Canvassers/Outreach Workers

Outreach workers and service providers can promote the new transportation system during their ongoing work downtown and in encampments. On nights the cold weather overflow shelter is open, outreach workers and canvassers will help individuals downtown to get to WeGo Central – and help those in West, South, and East Nashville and Madison to get to designated pickup locations to catch the free shuttle to WeGo Central or the shelter. Metro’s new Flex Team will also assist.⁵

Special Care: Outreach workers and canvassers may offer to write “23B” using Sharpie pens on the hands of those who go to WeGo Central to help them remember the correct bus line. The drivers of the free shuttle will also offer riders bracelets with “23B” printed on them if the drivers drop off these riders at WeGo Central.⁶

WeGo bus schedules could be disrupted by incoming snow and ice. Outreach workers should encourage persons experiencing homelessness to get to shelter closer to 7:00pm opening time rather than later in the evening.

Role of Free Shuttle Service

Metro Social Services has contracted with Mobility Solutions to operate a free shuttle service on nights when the cold weather overflow shelter is open. The free shuttle service by Mobility Solutions shall:

1. Pick up passengers at designated locations in West, South, and East Nashville to transport them to WeGo Central (where they can catch the #23B bus to the shelter) or directly to the cold weather overflow shelter itself.

Pick-up Location	Address	Pick-up Time #1	Pick-up Time #2
<i>West</i>			
Brookmeade Park	7002 Charlotte Pike	6:00 pm	9:45 pm
Shoney’s	365 White Bridge Rd	6:30 pm	10:15 pm
<i>East & Downtown</i>			
Holy Name Cath. Church	521 Woodland St S.	7:00 pm	10:45 pm
WeGo Central (for people with pets; others take #23B bus)	400 Charlotte Pike (next to Dunkin Donuts)	7:20 pm	9:50 pm
<i>South</i>			
Southeast Library Branch	5260 Hickory Hollow Pkwy, Antioch	6:00 pm	8:30 PM
Walmart @ South. Hills	4040 Nolensville Pike	6:30 pm	9:00 pm
Dollar General Market	301 East Thompson Ln	7:00 pm	9:30 pm
<i>Madison</i>			
Walmart @ Rivergate	2232 Gallatin Pike N.	8:00 pm	11:30 pm
City Road Chapel United Methodist Church	701 Gallatin Pike S.	8:30 pm	11:45 pm

Note: Metro may update the times above based on early experience with the new process.

⁵ This work would not result in new costs to Metro because funding for the Flex Teams has been secured. No additional contracting is needed.

⁶ Stakeholders recommend against relying only on paper handouts with the bus number as these may be easily lost.

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2. Pick up passengers with pets at WeGo Central to transport them and their pets to the cold weather overflow shelter;
 3. Pick up all passengers with pets at the cold weather overflow shelter on each morning after Metro operates the cold weather overflow shelter and transport them to a designated location in downtown Nashville; and
 4. Pick up passengers (with or without pets) at locations as requested on an *ad hoc* basis by the Office of Emergency Management and transport these passengers to the cold weather overflow shelter.

Special Care: The shuttle service may offer Sharpie pens to riders so they can write “23B” using Sharpie pens on their hands to help them remember the correct bus line. Alternatively, they can provide bracelets with “23B” printed on them.

Also, the vans will be clearly labeled with “Mobility Solutions” branding. Drivers and outreach workers will wear neon-colored hats, etc. for ease of identification.

Frequently Asked Questions

1. **Do you have a template poster and flyer that explain the changes to Metro’s cold weather shelter program? We would like to distribute this information now rather than wait for the “day of” flyers when the shelter opens.**

Thank you for this suggestion. Please find attached a template handout you can photocopy and distribute immediately. We are also making posters for our Downtown Clinic with this information using this same template. If you would also like some posters, email bboyd@neighborhoodhealthtn.org.

2. **Will Metro’s shelter number at 615-862-6391 provide callers with information about the pick-up locations and pick-up times for the free shuttle?**

Per Metro Social Services, the recorded script for the voicemail at 615-862-6391 contains current information about the pick-up locations and pick-up times for the free shuttle.

3. **You say that the pick-up locations and pick-up times for the free shuttle may change. How will persons experiencing homelessness get these updates?**

The “day of” flyers announcing the opening of the shelter each night will include the most current information about the pick-up locations and pick-up times for the free shuttle. Either Metro Social Services or a service provider will send this out to this listserv every morning the shelter is open. We will also post these updates at <https://www.coldweathernashville.com/>. As noted above, Metro Social Services reports the recorded script for the voicemail at 615-862-6391 will contain up-to-date information.

4. **Can we change the pick-up locations and pick-up times?**

Metro Social Services may revise pick-up times, etc., depending on the experience in the first few nights with traffic, etc. The list of pick-up locations and pick-up times was

vetted by as many people as possible within the limited timeframe we had before finalizing these. Please share your feedback, though, we certainly want to provide input to Metro Social Services about improvements for next year.

5. Where can individuals at War Memorial get picked up?

These individuals can walk down to WeGo Central at 400 Charlotte to take the #23B bus to the cold weather overflow shelter.

6. Where can individuals in North Nashville get picked up?

These individuals can use cold weather bus passes to go to WeGo Central or directly to the cold weather overflow shelter. Outreach workers will also be canvassing this area to help these individuals get to a shelter.

7. If there are multiple successive days during which the temperature will be at or below 28 degrees, will Metro keep the shelter open during the day?

Metro Social Services may extend the 7:00am morning closing time, etc. in the event of ongoing inclement weather. They will make this decision based on current weather conditions and the forecast.

8. Is the text notification system about shelter openings for both outreach staff and persons experiencing homelessness?

Yes. Anyone can sign up to get a text each time Metro opens the cold weather overflow shelter. Text **Nashvillewinter** to 84483.

9. How do we make sure people experiencing homelessness know when Metro opens the cold weather overflow shelter?

This is a perennial challenge. Please:

- Put up posters about the new cold weather shelter and transportation plan in prominent places where you provide services
- Hand out flyers (attached) with information about the new cold weather shelter and transportation plan
- Ask people to text **Nashvillewinter** to 84483 in order to get notices when Metro opens the shelter
- Suggest people check the following to see if Metro has opened the shelter:
 - <https://www.coldweathernashville.com/>,
 - <https://www.facebook.com/ExtremeWeatherNashville/>
 - 615-862-6391

And please do share your ideas about how we can better get the word out!

10. I forward these emails to my colleagues. How do they get on this listserv?

They can email bhaile@neighborhoodhealthtn.org with their request to be added to this Homelessness Listserv.

Changes in Metro's Cold Weather Shelter

(for 2021-2022 season)

New Details

- **Location:** Metro will open a cold weather shelter when the temperature is 28 degrees or lower. The new shelter is at **3230 Brick Church Pike**.
- **Hours & Services:** The shelter will open for 12 hours starting at 7:00 pm. It will have hot meals and showers. The shelter closes at 7:00 am the next morning.
- **Group Space:** Everyone will sleep in 1 large room. Mats will be 6 feet apart.
- **Safety:** You must wear a mask. If you feel sick or have a fever, you will stay in a separate space there.
- **Pets:** Dogs are welcome. The shelter has kennels.
- **News & Updates:** Text **Nashvillewinter** to 84483 to get texts when the shelter opens. Or call 615-862-6391 or visit www.ColdWeatherNashville.com for news.

Getting There

- **Parking:** You can park at the shelter if you drive.
- **From Downtown:** Bus line #23B goes to the shelter. You can ride for free if you get on the bus downtown at WeGo Central (400 Charlotte Ave).
- **Other Areas:** A free shuttle will stop at:

Pick-up Location	Address	Pick-up Time #1	Pick-up Time #2
<i>West</i>			
Brookmeade Park	7002 Charlotte Pike	6:00 pm	9:45 pm
Shoney's	365 White Bridge Rd	6:30 pm	10:15 pm
<i>East & Downtown</i>			
Holy Name Cath. Church	521 Woodland St S.	7:00 pm	10:45 pm
WeGo Central (for people with pets; others take #23B bus)	400 Charlotte Pike (next to Dunkin Donuts)	7:20 pm	9:50 pm
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<i>Madison</i>			
Walmart @ Rivergate	2232 Gallatin Pike N.	8:00 pm	11:30 pm
City Road Chapel United Methodist Church	701 Gallatin Pike S.	8:30 pm	11:45 pm

Note: The locations and times above may change. Call 615-862-6391 to get updated information.



neighborhood
health



Emergency Winter Shelter Open Tonight

Metro will open a shelter on _____ at 7:00pm. The shelter is at **3230 Brick Church Pike**. You can get a free ride there.

Details

- **Hours & Services:** The shelter will open for 12 hours starting at 7:00 pm. They have hot meals and showers. The shelter closes at 7:00am the next morning.
- **Group Space:** Everyone will sleep in 1 large room. Mats will be 6 feet apart.
- **Safety:** You must wear a mask. If you feel sick or have a fever, you will stay in a separate space there.
- **Pets:** Dogs are welcome. The shelter has kennels.

Getting There

- **Parking:** You can park at the shelter if you drive.
- **From Downtown:** Bus line #23B goes to the shelter. You can ride for free if you get on the bus downtown at WeGo Central (400 Charlotte Ave).
- **Other Areas:** A free shuttle will stop at:

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City Road Chapel United Methodist Church	701 Gallatin Pike S.	8:30 pm	11:45 pm

- **Urgent Needs:** Metro Police can also drive you. Call (615) 862-8600.

Text the word Nashvillewinter to 84483.
You will get a text each time Metro opens this shelter.

Keeping Up to Date

To find out if the shelter is open on other nights:

- **Text** the word **Nashvillewinter** to 84483. We will text you each time Metro opens the shelter.
- **Call** (615) 862-6391.
- **Visit** www.coldweathernashville.com.

Alternatives

- **The Mission** will let you stay overnight if you get there by 7pm. Note:
 - Kennels for pets are available.
 - You can go inside the Mission during the day during cold weather.
 - The Mission will lift a bar if you have a non-violent offense.

You can call (615) 255-2475 to check if your barred status is lifted.

- **Room in the Inn** has a day room and some shelter. Call (615) 251-7019.

Special Groups

Families can call (615) 862-6444. Metro may help you find a place. Metro works with the Salvation Army and Safe Haven. These programs are not for immediate shelter but for longer range housing. (The place for immediate shelter is the Mission.)

- **Teenagers** age 13-17 can call (615) 327-4455. This is open 24/7.

Tell us if you need supplies.

The Downtown Clinic (DTC) may be able to help you get tents, sleeping bags, and blankets. DTC may also have socks and other supplies.

