

September 30, 2025

Dear Valued Community Members and Travelers,

On September 15, Nashville International Airport® (BNA®) experienced an unprecedented traffic event that caused significant congestion and inconvenience for our passengers. We want to take this opportunity to share our commitment to addressing this matter directly and transparently. Our goal is to prevent an event of this magnitude from occurring again. This initial report is the first step in improving this process.

Through this experience, the Metropolitan Nashville Airport Authority (MNA) has identified five areas that we can improve to strengthen our operations, enhance our communications, and improve the overall travel experience at BNA.

We recognize the trust you place in us every day, and we do not take that responsibility lightly. Thank you for your patience, your understanding, and most importantly, your continued support of Nashville International Airport.

Sincerely,



Douglas E. Kreulen, A.A.E.  
President & Chief Executive Officer  
Metropolitan Nashville Airport Authority

Attachments: Traffic Event – Summary and Timeline  
MNA Path Forward and MNA Commitment to Stakeholders  
Business Media and Partner Statements – Uber, Lyft, AtkinsRéalis



**Nashville International Airport® (BNA®)**  
**Traffic Event – Summary and Timeline**  
**September 2025**

**SEPTEMBER 15 PASSENGER TRAFFIC SUMMARY**

Based on Transportation Security Administration (TSA) passenger projections and airline schedules, September 15 should have been an average day at Nashville International Airport® (BNA®) from a passenger volume perspective (approximately 77,000 total passengers - excluding connecting passengers). Between September 1, 2023 – September 20, 2025, it was only the 96<sup>th</sup> busiest day in the past two years.

On Monday, September 15, the unprecedented volume of passengers requesting rideshare services significantly impacted passenger access to the terminal. This disruption was the result of multiple, concurrent high-volume requests for rideshare services creating extraordinary demand on the airport's roadway and ground transportation systems.

**SEPTEMBER 15 TIMELINE**

***1 – 2 p.m. Flight Activity***  
***24 Arrivals | 22 Departures***  
***3,484 Arriving Seats | 3,696 Departing Seats***

- 1 p.m.** The Ground Transportation Center (GTC), where rideshare operators conduct pickups and drop-offs, began to see elevated levels of traffic. Airport Operations immediately deployed additional resources to assist.
- 1:30 p.m.** BNA Operations initiated a Phase I response. Phase I, directed BNA Department of Public Safety (DPS) to mitigate traffic by manually operating two traffic lights on Terminal Drive. Officers were dispatched shortly after the request.
- 1:48 p.m.** The Airport Communications Center sent high-volume traffic notices to airport partners and stakeholders.

***2 – 3 p.m. Flight Activity***  
***23 Arrivals | 22 Departures***  
***3,531 Arriving Seats | 3,075 Departing Seats***

- 2:15 p.m.** Traffic volume continued to increase resulting in deteriorating traffic conditions. BNA Operations Team directed DPS to implement Phase II of the Airport's contingency plan, diverting all traffic onto Donelson Pike. Because the Airport's roadway is a one-mile circle that loops, mitigation efforts like



this were made to ensure the Airport's roadway loop did not lock up on itself and come to a standstill. At this time, additional BNA Operations staff were deployed to manage intersection traffic (rental car facility, parking lots and the GTC).

BNA Corporate Communications posted an alert on social media and website alerting passengers to heavy traffic volume and congestion.

The Airport Communications Center requested mutual aid from Tennessee Highway Patrol and Metropolitan Nashville Police Department.

***3 – 4 p.m. Flight Activity***  
***22 Arrivals | 24 Departures***  
***3,450 Arriving Seats | 3,707 Departing Seats***

**3:10 p.m.** The Airport's terminal roadway system was completely locked (complete standstill).

**3:20 p.m.** First DPS unit arrived at Donelson Pike light.

***4 – 5 p.m. Flight Activity***  
***23 Arrivals | 18 Departures***  
***3,645 Arriving Seats | 2,927 Departing Seats***

**4 p.m.** DPS began to divert exiting vehicles onto Donelson Pike and some slight improvements were noted. An additional request for mutual aid was made by MNAA's Chief Operating Officer to the Tennessee Highway Patrol and to the Metropolitan Nashville Police Department by DPS leadership.

**4:20 p.m.** Tennessee Department of Transportation reached out to MNAA's Chief Development Officer offering assistance.

Mutal aid (THP and MNPd) arrived at 5 p.m.

***5 – 6 p.m. Flight Activity***  
***19 Arrivals | 20 Departures***  
***2,745 Arriving Seats | 3,061 Departing Seats***

**5:45 p.m.** Traffic conditions were noticeably improving, and the Chief Development Officer informs TDOT they may depart the scene. BNA posts an update on social media and website alerting passengers.

***6 – 7 p.m. Flight Activity***  
***29 Arrivals | 24 Departures***  
***4,427 Arriving Seats | 3,621 Departing Seats***

**6 p.m.** Roadways improved slightly, but the congestion returned to the GTC and Terminal Drive due to the evening peak of aircraft arrivals and departures.

**6:30 – 11 p.m.** BNA Operations, DPS and mutual aid partners continue to manage traffic, but with unprecedented request for rideshare services, coupled with existing congestion, very little improvement was realized.

***7 – 8 p.m. Flight Activity***  
***20 Arrivals | 26 Departures***  
***3,335 Arriving Seats | 3,959 Departing Seats***

***8 – 9 p.m. Flight Activity***  
***19 Arrivals | 16 Departures***  
***2,886 Arriving Seats | 2,712 Departing Seats***

***9 – 10 p.m. Flight Activity***  
***16 Arrivals | 5 Departures***  
***2,112 Arriving Seats | 968 Departing Seats***

***10 – 11 p.m. Flight Activity***  
***11 Arrivals | 0 Departures***  
***1,631 Arriving Seats***

***11 p.m. – 12 a.m. Flight Activity***  
***6 Arrivals | 0 Departures***  
***1,098 Arriving Seats***

**11 – 11:15 p.m.** Traffic volume and flow return to normal volume.

BNA posts update online letting public know that traffic volume and flow have returned to normal.



## Nashville International Airport® (BNA®)

### Traffic Event – MNAA Path Forward and MNAA Commitment to Stakeholders

September 2025

#### MNAA PATH FORWARD

Metropolitan Nashville Airport Authority (MNAA) leadership is committed to ensuring that an incident of this magnitude does not occur again. Following a comprehensive after-action review and the identification of root causes, operational stress points, and coordination gaps, the following five (5) corrective measures will be taken to prevent future occurrences.

1. **MNAA Traffic Management:** Further strengthening internal staffing procedures for traffic response and mitigation for both planned and unplanned high-volume surges.
2. **TNC Collaboration and Coordination:** Exploring additional opportunities for further coordination in partnership with Transportation Network Companies (TNC) (rideshare partners) to improve efficiencies on a day-to-day basis such as through improved signage and sharing of real-time data during surges. See attached statements from Uber and Lyft (*Page 6*).
3. **Traffic Modeling and Data Assumptions Reassessment:** Reevaluating capacity of the GTC with supporting data from a third-party engineering firm to inform potential maximum pick-up and drop-off requests in coordination with TNC partners. Validating geofencing capabilities and maximum dwell times for rideshare pickups. See attached letter from AtkinsRéalis (*Page 7*).
4. **Maximizing Technological Resources:** Implementing technological advancements such as Light Detection and Ranging (LiDAR) to enable real-time traffic monitoring and predictive analytics in the GTC.
5. **Traffic Management with Mutual Aid:** Strengthening traffic management and enforcement capabilities in partnership with state and local agencies through improved communication and coordination.

#### MNAA COMMITMENT TO STAKEHOLDERS

This action plan is not all inclusive, but it is designed to enhance BNA's ability to manage major surges in passenger traffic utilizing the GTC. MNAA recognizes the frustration and disruption experienced by travelers and remains committed to ensuring safe, efficient, and reliable traffic operations.

By applying lessons learned, strengthening collaboration with public and private partners and continuing to invest in the terminal roadways, MNAA will enhance the travel experience for all users.

***Note: Some of the above measures have already been implemented successfully. As of September 30, 2025, MNAA has had four (4) days larger than September 15 with minimal traffic disruptions or delays. Two of the four (4) days are now in our top 10 record-setting days for passenger traffic.***

STATEMENTS FROM TRANSPORTATION NETWORK COMPANIES  
SEPTEMBER 26, 2025



**Media Statement**

*"On September 15, Nashville International Airport experienced an unanticipated landside disruption caused by an unexpected spike in trip demand, leading to extreme roadway congestion and challenges for riders and drivers. Upon thorough investigation, the cause of these conditions remains unknown. Out of an abundance of caution, we are partnering with the airport to accelerate mitigations to future disruptions—including roadway and pickup area signage enhancements, technology updates, and real-time response protocols—to improve the rideshare experience at the airport and avoid any similar future event."* - **Uber Spokesperson**



**Media Statement**

*"Lyft is actively collaborating with the BNA authorities and transportation partners to analyze unprecedented congestion on Sept. 15 and develop enhanced coordination protocols for high-volume events. We are committed to working with airport officials to implement mitigation strategies that prevent similar disruptions and ensure reliable transportation access for Nashville travelers."* - **Matthew Van Name, Senior Public Policy Manager, Lyft**



Robert L. Ramsey, PE, AAE, IAP  
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Metropolitan Nashville Airport Authority  
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Nashville, TN 37228

**OUR REFERENCE:**  
BNA TARI – GTC Special  
Analysis - 100083571

**YOUR REFERENCE:**  
MNAA CIP 1801A: Traffic  
Analysis

Dear Robert,

**Subject: Support to MNAA on the September 15, 2025 Traffic Event**

26 September 2025

In response to the traffic event that occurred at BNA on September 15<sup>th</sup>, AtkinsRéalis looks forward to continuing its support to MNAA by providing traffic modelling services for the Ground Transportation Center (GTC) and adjacent roadways at BNA. This modeling effort will include sensitivity analysis of key traffic and infrastructure inputs to help identify potential contributing factors as to why the traffic event occurred in the GTC on September 15<sup>th</sup>. This task will also include the development of proposed mitigation strategies to help avoid severe traffic congestion in the GTC and minimize the GTC's impact on adjacent roadways.

Thank you for this opportunity for AtkinsRéalis to continue its partnership with MNAA on this critical task.

Kind regards

David Schilling, P.E.

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