



# Nashville MTA Board Meeting

## WebEx Videoconference:

February 25, 2021 | 2:30 p.m.

### Board Members:

Gail Carr Williams, Chair  
Hannah Paramore Breen  
Mary Griffin

Janet Miller, Vice Chair  
Walter Searcy

1. **Call to Order**
2. **Roll Call**
3. **Approval of the January 28, 2021 MTA Board Minutes**
4. **Public Comments** – Those requesting to leave a public comment were to submit their request to Monica Howse no later than 5:00 p.m. on Wednesday, February 24, 2021. The Chair will acknowledge those that requested to speak.
5. **Operations & Finance Committee – Walter Searcy, Chair**
  - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO **OF-D-21-003** **Pg. 8**
  - Monthly Operating Statistics – Dan Freudberg, Director of Service Quality **OF-D-21-004** **Pg. 11**
  - Quarterly Route Performance Report – Dan Freudberg, Director of Service Quality **OF-D-21-005** **Pg. 16**
  - Purchase of WeGo Access Vehicles – Bill Miller, COO **M-A-21-002** **Pg. 19**
  - Nestor Facility Pavement Repair – Patrick Hester, Facility Manager **M-A-21-003** **Pg. 20**
  - Ground Maintenance Contract Value Increase – Patrick Hester, Facility Manager **M-A-21-004** **Pg. 21**
  - Upcoming Procurement Projects List **Pg. 22**
6. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
  - Spring 2021 Service Changes & Title VI Analysis – Felix Castrodad, Director Planning & Grants **M-A-21-005** **Pg. 23**
  - WeGo Business Diversity Program – Amber Gooding, Director of Procurement & Business Diversity **NICE-D-21-002** **Pg. 29**
  - Nolensville Stop Improvement Project – Design Update – Lydia Benda, Project Manager **NICE-D-21-003** **Pg. 30**
7. **CEO’s Report – Stephen G. Bland, CEO**
8. **Chair’s Report – Gail Carr Williams, Chair**
9. **Other Business**
10. **Adjournment**

**NASHVILLE METROPOLITAN TRANSIT AUTHORITY**  
**Board of Directors Meeting**

**January 28, 2021**

- I. **Call to Order:** Due to the outbreak of COVID-19 and the declaration of a state of emergency by Governor Bill Lee, the Nashville Metropolitan Transit Authority (Nashville MTA) held a special, limited agenda meeting via videoconference on Thursday, January 28, 2021 to conduct essential business to protect the health, safety and welfare of Tennesseans in light of the COVID-19 outbreak. This meeting was held in accordance with Executive Order No. 71 in order to discuss essential business.
- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice Chair; Hannah Paramore-Breen, Member; Mary Griffin, Member; Walter Searcy, Member; Secretary Margaret Behm; Chief Executive Officer Stephen G. Bland, Chief Financial Officer Ed Oliphant, Chief Operating Officer Bill Miller, Director of Service Quality Dan Freudberg, Chief Development Officer Trey Walker, Project Manager Lydia Benda, and Sr. Executive Assistant and Board Liaison Monica Howse.

A quorum was established, and Chair Williams called the meeting to order at 2:31 p.m.

**Approval of Minutes:** Hannah Paramore-Breen made a motion to approve the December 17, 2020 minutes. The motion was seconded by Vice Chair Janet Miller and unanimously approved by the board by roll call vote.

- III. **Public Comments:** Chair Williams opened the floor for public comments. The public was reminded that comments were limited to three minutes.

**Darius Knight**

Mr. Darius Knight's comments were as follows:

- Mr. Knight said that he was concerned for all customers and operators and support staff with the continuing pandemic .
- Mr. Knight said that he was looking forward to the upcoming service changes and he hopes that there would be open dialogue with customers and operators.
- Mr. Knight said that he hoped that staff would look at possible ways and efforts to improve the upcoming QuickTicket roll out system. He suggested having a "help" option on the main line for QuickTicket issues, and assigning at least 2 main people to deal with QuickTicket issues. He also suggested that operators take a refresher course for the QuickTicket system.
- Mr. Knight said the speaker system could best be used to address the main points of interest stops to help cut down customers interacting with operators, especially during this pandemic.
- Mr. Knight recalled when there was a request to increase customer service hours. He made a suggestion for customer service to have split shift representatives who would take calls up to 11:30 p.m. Hopefully, this wouldn't increase the pay, but would just be a shuffling of hours.

**John Bull**

Mr. John Bull's public comments were as follows:

- Mr. Bull said that he was a pre-covid frequent rider (4-8 times a day) and he continues to encourage people to use bus service for essential trips only.
- Mr. Bull said that he continues to shelter in place and wears double masks, head coverings, gloves and goggles when he does go out.

- Mr. Bull said that buses 52, 23, 14 and 50 are all on time and clean.
- Mr. Bull said that he was in favor of spring changes, particularly with bus #23 addressing the overcrowding issues by running more frequently.
- He likes the QuickTicket system, but there are a few technical issues that need to be worked out and he will relay those concerns with staff.

**IV. Operations & Finance Committee Report:** Walter Searcy introduced the following items for discussion and action:

- Monthly Financial Report Compared to Budget (OF-D-21-001):** Chief Operating Officer Ed Oliphant reported and reflected on the statement of operations for the month of November 2020 compared to the budget and balance sheet as of November 30, 2020. There was no further discussion at this time.
- Monthly Operating Statistics (OF-D-21-002):** Director of Service Quality Dan Freudberg reported and reflected on the monthly operating statistics report through November 30, 2020.

There was general discussion about how to model ridership for the next fiscal year. Dan Freudberg said that we can't be certain of what the demand curve will look like over time, but we can ramp up the level of service on our most frequent corridors as ridership grows. This could be done on an ad hoc basis through the deployment of our helper buses wherever needed, with these extra trips being built back into the schedule as ridership changes become more permanent. CEO Bland said that we can look at our significant markets were pre-COVID, such as Metro Nashville Public Schools and downtown office commuters. He said when schools were in session, they made up almost 10% of ridership, so when we schools are back in session and when we see the downtown employees returning to work it will trigger a service response on our end. Our expectation is we will see gradual changes over time vs. a one-day flood of returning riders.

There was additional discussion regarding the safety of our bus drivers during this pandemic and what protocols we have in place with passenger compliance. Dan Freudberg said that we have processes in place to manage the levels of facial covering compliance on our vehicles. He said that we've noticed that the mass majority are complying with our policy. However, there continues to be challenges with passengers wearing their facial coverings correctly. CEO Bland said that we continue to work very closely with Metro Public Health to examine all of our practices. In operator protection, we've installed protective shields and the mandate of masks has been key. We continue to monitor compliance via live monitoring onboard, and video surveillance systems. The most recent data shows that our passengers were approximately 85% compliant with the facial covering policy, with the majority of the 15% not in compliance wearing the mask improperly, as opposed to refusing to comply. We also rely on our Security personnel to go out periodically to hand out masks and to educate passengers about being safe during this pandemic. CEO Bland said our Sr. Safety Manager, Nick Oldham is in constant communication with Metro Public Health and is becoming a national expert on transit efforts in conveying pandemic information. COO Bill Miller concluded this discussion by saying protective barriers have been installed and we have a repeat audio message that is played reminding passengers of the proper wearing of the masks.

- Gresham Smith and Partners A&E Contract Task Order Increase for Murfreesboro Transit Signal Priority Project (M-A-21-001):** Project Engineer Lydia Benda reported the following:

The Gresham Smith and Partners (GS&P) contract has a remaining balance of \$1.1 million. Due to delays in final acceptance testing for the TSP software, completion of the Murfreesboro project is currently projected for June 2021. These delays were primarily caused by

unavailability of necessary Public Works staff due to tornado recovery efforts and the impacts of the pandemic, and slower than anticipated completion of necessary software adjustments by the traffic signal software supplier, Econolite. As project management consultant, GS&P's services are required through project completion and project closeout at an additional cost of \$115,000, bringing the total cost of the assignment to \$758,000. Sufficient authorization remains in the contract balance to cover the cost of the additional work, so it will not be necessary to increase the overall contract value. With GS&P's involvement in the project since its inception, it would be impractical and not cost-effective to engage a new consultant to provide project management services in this late stage of the project. Only an extension of the termination date of the contract is being sought.

The contract has a Disadvantaged Business Enterprise (DBE) participation goal of 15%. The DBEs participating in the contract are ARTifice, Civil Infrastructure Associates, Connico, Inc., and Geotek Engineering. Through October 31, 2020, DBE participation on the contract has reported the following: reached 15.73%.

Chair Williams asked what percentage of the delay was due to the contract vs. Covid and the tornado delays? Trey Walker said the delay was due to everything that happened last year and having to freeze project effort while Metro was having to understandably adjust their attention elsewhere. As for the software development, this is a relatively new and innovative technology and this represents a normal learning curve. Nashville is only the second city to install this software, with Charlotte being the first. Charlotte had a much broader rollout of this software and also had similar experience. He reported that our most recent system acceptance testing has gone well, leading to optimism for full system acceptance in the next few months.

CEO Bland said the delays were due to all of the crises that Nashville faced last year, as well as the innovative nature of the technology. He reminded the Board that GS&P is not the software supplier, and so is not responsible for the delays. He said the overall project is still within budget.

Walter Searcy asked for a DBE Participation list of the persons or entities that fall within the 15.73% to be sent to the board.

The Operations & Finance Committee recommended that the Board approve an increase of \$115,000 for the Murfreesboro TSP project management services task order for a new not-to-exceed task order value of \$758,000, with no increase to the overall contract value and to be funded using 5307 flexed and local funds.

Mary Griffin made a motion to approve the Gresham Smith and Partners A&E Contract Task Order Increase for the Murfreesboro Transit Signal Priority Project. It was seconded by Mr. Searcy and it was unanimously approved by the board by roll call vote.

V. **NICE Committee: Chair Janet Miller reported the following:** Vice Chair Janet Miller introduced the following item for discussion:

a. **Applications of Innovative Technology to Enhance Service Reliability (NICE-D-21-001):** Director of Service Quality Dan Freudberg and Faye DiMassimo, Senior Advisor for Transportation and Infrastructure to Nashville Mayor John Cooper presented the following:

Over the past few years, WeGo Public Transit has implemented a variety of technology projects to enhance operations, including automatic vehicle locations systems, automated passenger counters, next stop announcement systems, transit signal priority, and (most recently) account based next generation fare collection equipment. Information generated through these systems has been extremely beneficial in terms of both system planning

(such as measurements of corridor delay leading to schedule adjustments) and in providing better information in real-time to our customers.

Within the past month, Nashville received notification of two highly competitive Federal Grant Awards that will help to facilitate more rapid deployment of innovative technologies to help improve transit service reliability (as well as advance other city mobility goals). The Metropolitan Government of Nashville and Davidson County was awarded \$1.5 million in Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) funding through the Federal Highway Administration (FHWA) to support a \$3 million project in the Charlotte Avenue Corridor involving traffic management system upgrades, and featuring advanced transit system headway management techniques. Closely related, WeGo Public Transit has been notified of an award of \$585,000 in Federal Transit Administration (FTA) Funds under its COVID-19 Research and Demonstration Grant Program to support real-time and predictive approaches to passenger load management. Director of Service Quality Dan Freudberg described the overall objectives and approaches of the WeGo Public Transit dynamic operations management approach. Faye DiMassimo, Mayor Cooper's Senior Advisor for Transportation and Infrastructure expanded on Mr. Freudberg's presentation and outlined the City's broader mobility goals for the Charlotte Avenue Project.

Vice-Chair Miller said the Mayor's transportation plan will help us with grant money and to have such an early win on this is a great endorsement of the plan.

Chair Williams said that she was excited about the enhancements on Charlotte and she agreed that the plan poises us to be ready to advance a project at any time.

Faye DiMassimo also mentioned other forthcoming projects which are multimodal opportunities, including the Downtown Neighborhood Traffic Project, which will examine how we prioritize operation of the downtown street network to accommodate all of our users, including public transit. We are also aiming at the Bloomberg Mayor's Challenge which focuses on the equity by design tool development so that we can build much strength into equity in all of our improvement projects and systems. She said that there's a lot more coming down the pike.

Mary Griffin stated that she was excited about the real-time monitoring. She said that she was excited about other projects that are in the pipeline.

**VI. CEO's Report:** CEO Bland reported the following:

1. Tragically, we lost our first active employee to COVID-19 this past month. Larry Williams was a 10-year Bus Operator with an exemplary safety, attendance, and customer relations record. He enjoyed working on the extra board for the variety it offered and glowed whenever he spoke of his daughter. To say he will be missed by all of us – including our riders – is a severe understatement.
2. Hopefully, on a more positive note, after significant concern with the post-Thanksgiving spike in cases resulting in as many as 40 of our employees being off – either having tested positive or awaiting test results – active cases have come back to the 10 – 15 range. Hopefully, we will hold the line until our employees can be vaccinated. Right now, they fall into the “critical infrastructure category” for vaccine priority.
3. As vaccinations have begun to become available for highly vulnerable populations, we have partnered with Metro Health, Neighborhood Health Services and the Metropolitan Development and Housing Authority (MDHA) to provide Access service to those senior citizens receiving vaccines who do not have an alternate mode of transportation. When seniors arrange their vaccination appointments with the Health Department, they can indicate that they need transportation. Each Thursday, the Health Department gives

Access details for trips the following week. This weekend, we are scheduled to deliver our first trips under this program. Unlike the program we developed with Neighborhood Health Services to transport folks to testing, these trips can be accommodated on our normal Access service because these individuals are not exhibiting any symptoms.

4. CEO Bland said that he continues to be impressed with all our staff for the enormous efforts being put into COVID safety practices, from frequent announcements about facial coverings on our buses to the “between trip” disinfecting of buses being done by our custodians at Central, to the efforts of our contracted security personnel to educate riders about our mask policy. At the outset of the pandemic, the Federal Transit Administration provided us with 23,000 masks to distribute to our customers, and we have fully exhausted that supply. Metro Health is working with us to keep those supplies flowing.
5. Based on Board discussion last month, we are out for public comment on a series of proposed service changes that will come back before the Board in February. Adopted changes will take effect in April. In large part, the proposed changes are reflective of the alterations we’ve made to the system based on the pandemic and will result in a net service increase this spring. However, we do anticipate some confusion and opposition, as some of the services we’ve suspended would be discontinued until ridership demand and available funding call for their reinstatement. Particularly with respect to our commuter express services, this will be heavily dependent on the return of downtown employees to their offices. Although MTA has suspended all commuter express services, those that are operated by the RTA are still seeing ridership reductions in the 80-90% range – a far higher loss of ridership than the MTA is experiencing.
6. Speaking of funding, Metro Finance has requested – and we have submitted – requests for funding under the City’s capital spending plan. The projects we requested were drawn from previously adopted MTA Capital Budgets and the recently adopted City Transportation Plan. They include \$5 million to match available State & Federal Grants; \$3 million for stop and shelter upgrades; \$3.3 million to advance additional transit centers; and \$10.2 million for fleet expansion to support future Better Bus improvements.
7. Our Operating budget proposal is due to Metro on February 16 and following last month’s extensive Board discussion, will include a request of \$54,835,900 to restore the funds cut in last year’s budget and allow us to keep our baseline level of service. This also includes \$3.2 million to fund 9 months of service improvements as outlined in the Better Bus program and the Mayor’s Adopted City Transportation Plan. These improvements would focus on our off-peak services.
8. Over the past few months, we have been providing support to Mayor Coopers Sustainability Advisory Committee as they developed recommendations to the Mayor for the city’s overall carbon footprint. The Committee’s recommendations were published this week. Among those that could affect MTA are aggressive trip reduction recommendations and possible conversion of Metro’s fleet – including WeGo Public Transit buses – to electric propulsion.
9. This past month, we participated in meetings with the Airport Authority and their consultants relative to planning for the extension of their Runway 2L. This is a major project that would lengthen the runway to allow for direct air service to Asia and would require the runway to extend over Murfreesboro Pike, as the parallel taxiway does now. Our discussions centered on planned and potential transit service upgrades in the corridor to assure that their project allows for possible upgrades. The Airport has been tremendously supportive of developing future transit upgrades in the corridor and to the Airport itself.
10. Progress on a number of our capital projects continues at a good pace:
  - a. For the North Nashville Transit Center, TDOT notified us that our Improve Act funding application was successful, and we are being awarded \$2.7 million for this project. This fully funds our project budget goal of approximately \$8.4 million. We initiated

discussions with our designers to start the public engagement and design process. DuGuard Communications will be supporting our outreach efforts in North Nashville. We anticipate design to take most of this year, with construction bidding in the Spring of 2022.

- b. The Nolensville Pike shelter project continues to move at a fast pace, with all sites completed except our inbound and outbound stations at Walmart, where construction of the structures is underway now. We are also advancing the design of an inbound/outbound station pair at the Fairgrounds, which is complicated somewhat by the evolving site plan for the Fairgrounds and the presence of the stop in the Browns Creek Floodplain. Next month, Trey Walker will present an overview of this project, and the concepts we're examining for the Fairgrounds stop.
- c. We anticipate bringing forward a construction contract award recommendation for the Green Hills/Hillsboro Pike Transit Center at your March meeting. This will keep us on pace to complete the construction of the center this summer. Work on related right of way activities along Hillsboro Pike is occurring now.
- d. The Quick Ticket Fare Collection project keeps moving along in its current beta test mode. If COVID has had one benefit, it's that the reduced level of ridership has made managing the volume of transactions more manageable. Along with customer testing of the mobile payment and proximity card products, Finance can test the various reports and internal control tools for accuracy and thoroughness. We anticipate project completion this year.

11. On the RTA side:

- a. Two of the four STAR locomotives have been completely rebuilt and are in service, working well. The third locomotive is currently at the rebuilder in St. Louis, in the early stages of its rehabilitation.
- b. Upgrades and parking expansion at Mt. Juliet Station are complete, with just a few punch list items remaining. We are currently working with the City of Mt. Juliet on a long-term maintenance agreement. The developer of the Vintage Station North Mixed-Use Development on the opposite side of the tracks from the station is working with us, the City, and the railroad to construct a platform on their site to enable boarding on both sides of the train.
- c. The Procurement Staff are currently preparing a "Request for Information" to the consulting community to support an examination of options for significantly enhancing the Star, with a focus on how to add additional trips, possibly even encompassing the Positive Train Control technology that limits us to 12 one-way trips per day. Mayor Cooper's Transportation Plan includes the Star enhancements among its recommendations. Earlier this week, Eric Beyer, Trey Walker, and CEO Bland met with Lebanon's new Mayor, Rick Bell, to discuss the RTA and the Star in particular. Mayor Bell has been a long-time advocate of the Star, and we discussed some potential partnership opportunities with the City of Lebanon.
- d. This month the RTA Board approved the purchase of 10 additional commuter coaches. Aside from RTA information, this project is important to the MTA Board because 7 of these buses will replace coaches the MTA operates under contract to the RTA for its Rutherford County corridor service, and it also means that there will be 10 more purple buses traversing the highways of Middle Tennessee.

VII. **Other Business:** There was no other business at this time.

VIII. **Chair's Report:** Chair Williams reported the following:

Chair Williams expressed her condolences to the family of Larry Williams, who recently passed due to Covid. She said that her heart also breaks for other families that have lost loved ones

due to Covid. She said if there is anything that the Board can do to please let them know. She said that the Board members are available to assist in whatever way that they can, especially with the enforcement of the mask mandate.

Chair Williams gave special thanks to MTA Board Members, CEO Bland and staff for the work they do and how they continue to serve the citizens of Nashville. She said that she was especially proud of the way MTA responded to the Downtown bombing that happened on Christmas Day. She said MTA always rises to the occasion and is always very supportive in responding to the needs of the city.

Chair Williams thanked Ms. Faye DiMassimo for her presentation at the Board Meeting and for her continued hard work in the community.

As for the FY2022 Budget, Chair Williams expressed her appreciation to Ms. Mary Griffin for offering to draft a letter, on behalf of the Board to the Mayor's office, advocating for our funding request.

Last, but not least, Chair Williams thanked Mr. Knight, Mr. Bull and Ms. Hansen for their comments that they give regularly. She said that their comments help us to be a better transit agency.

- IX. Adjournment:** With no further business, Chair Williams called for a motion to adjourn the meeting. Walter Searcy made a motion to adjourn, the motion was seconded by Vice Chair Janet Miller and the meeting was adjourned at 4:03 p.m.

**Attested:**

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**Gail Carr Williams**  
*Chair*

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**Margaret L. Behm**  
*Secretary*



# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	OF-D-21-003	Meeting Date:	02/25/2021
Item Title:	Monthly Financial Report Compared to Budget		

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## BACKGROUND:

Attached is a statement of operations for the month of December 2020 compared to the budget and a balance sheet as of December 31, 2020.

## CURRENT STATUS:

Chief Financial Officer Ed Oliphant will review the statements at the committee meeting.

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## APPROVED:



Chief Financial Officer

February 19, 2021

Date

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending December 31, 2020

UNAUDITED

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
<b>Revenue from Operations:</b>										
Passenger Fares	\$328,949	\$278,235	\$50,714	F	\$3,776,408	\$1,715,890	\$1,532,875	\$183,015	F	\$3,589,900
Access Ride	38,146	31,980	6,166	F	464,066	249,774	211,020	38,754	F	425,000
Contract Revenues	136,560	259,765	(123,205)	U	1,368,330	807,321	1,527,183	(719,862)	U	3,038,657
Advertising	39,100	50,407	(11,307)	U	395,029	307,544	302,451	5,093	F	604,900
Other Non-Trans Revenue	39,719	58,975	(19,256)	U	701,008	175,035	356,750	(181,715)	U	730,800
<b>Total Operating Revenue</b>	<b>582,474</b>	<b>679,362</b>	<b>(96,888)</b>	<b>U</b>	<b>6,704,841</b>	<b>3,255,564</b>	<b>3,930,279</b>	<b>(674,715)</b>	<b>U</b>	<b>8,389,257</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	0	0	0	F	32,700,000	27,315,700	27,315,700	0	F	27,315,700
State Assistance	0	4,977,900	(4,977,900)	U	5,169,586	0	4,977,900	(4,977,900)	U	4,977,900
EMSID - Project Management Grant	0	0	0	F	0	41,700	0	41,700	F	0
Federal Assistance - CARES Act	0	1,500,000	(1,500,000)	U	0	13,275,859	14,000,000	(724,141)	U	29,516,373
<b>Total Assistance Income</b>	<b>0</b>	<b>6,477,900</b>	<b>(6,477,900)</b>	<b>U</b>	<b>37,869,586</b>	<b>40,633,259</b>	<b>46,293,600</b>	<b>(5,660,341)</b>	<b>U</b>	<b>61,809,973</b>
<b>Capital Revenue:</b>										
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	17,212,435
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	2,625,000
<b>Total Capital Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>F</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>F</b>	<b>19,837,435</b>
<b>Total Revenue</b>	<b>\$582,474</b>	<b>\$7,157,262</b>	<b>(\$6,574,788)</b>	<b>U</b>	<b>\$44,574,427</b>	<b>\$43,888,823</b>	<b>\$50,223,879</b>	<b>(\$6,335,056)</b>	<b>U</b>	<b>\$90,036,665</b>
<b>Expenses from Operations:</b>										
Labor and Fringes	\$5,364,767	\$5,092,423	(\$272,344)	U	\$29,717,502	\$32,315,357	\$31,481,645	(\$833,712)	U	\$63,793,410
Services	773,532	967,885	194,353	F	4,925,092	4,334,290	5,886,213	1,551,923	F	11,329,705
Fuel	254,102	327,436	73,334	F	2,474,863	1,661,988	1,886,438	224,450	F	4,622,290
Parts, Materials and Supplies	406,637	520,140	113,503	F	2,612,219	2,802,980	2,980,139	177,159	F	6,088,120
Utilities	95,414	119,786	24,372	F	548,178	567,579	653,167	85,588	F	1,376,150
Casualty and Liability	177,359	189,400	12,041	F	1,145,188	1,094,126	1,144,020	49,894	F	2,251,070
Other	36,298	37,274	976	F	296,758	184,253	348,778	164,525	F	575,920
<b>Total Operating Expenses</b>	<b>7,108,109</b>	<b>7,254,344</b>	<b>146,235</b>	<b>F</b>	<b>41,719,800</b>	<b>42,960,573</b>	<b>44,380,400</b>	<b>1,419,827</b>	<b>F</b>	<b>90,036,665</b>
<b>Surplus / (Deficit) before GASB 33</b>	<b>(\$6,525,635)</b>	<b>(\$97,082)</b>	<b>(\$6,428,553)</b>	<b>U</b>	<b>\$2,854,627</b>	<b>\$928,250</b>	<b>\$5,843,479</b>	<b>(\$4,915,229)</b>	<b>U</b>	<b>\$0</b>
Capital Grant Revenue	10,535,871		10,535,871	F	9,567,094	16,735,684		16,735,684	F	
Capital Grant Revenue -CARES Act	0		0	F		41,397		41,397	F	
Rental income - MCC Amortization	49,167		49,167	F	295,002	295,002		295,002	F	
Gain/(Loss) on Sale of Property	0		0	F	12,264	(127,630)		(127,630)	U	
Depreciation	(1,603,400)		(1,603,400)	U	(9,880,016)	(10,571,107)		(10,571,107)	U	0
<b>Surplus / (Deficit)</b>	<b>\$2,456,003</b>	<b>(\$97,082)</b>	<b>\$2,553,085</b>	<b>F</b>	<b>\$2,848,971</b>	<b>\$7,301,596</b>	<b>\$5,843,479</b>	<b>\$1,458,117</b>	<b>F</b>	<b>\$0</b>

# Metropolitan Transit Authority

## Comparative Balance Sheets

	Month Ended December 31, 2020 <small>(unaudited)</small>	Month Ended June 30, 2020 <small>(audited)</small>
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$4,107,485	\$5,296,169
Receivables from federal, state and local government	10,176,348	7,317,284
Accounts receivable	663,429	778,437
Materials and supplies	2,738,417	2,675,559
Prepaid expense and other	1,476,753	1,031,959
Pension Deferred Outflow	25,175,574	25,175,574
Total Current Assets	44,338,006	42,274,982
<b>PROPERTY AND EQUIPMENT</b>		
Land	14,733,025	14,733,025
Building, shelter and benches	110,000,597	109,841,158
Revenue equipment and parts	170,962,538	169,469,402
Office furniture and equipment	5,920,052	5,931,031
Other	26,107,096	22,625,060
	327,723,308	322,599,676
Less: Accumulated Depreciation	(156,979,374)	(158,153,258)
Total Property and equipment, net	170,743,934	164,446,418
<b>OTHER ASSETS</b>		
Cash and investments for self-insurance and other	407,618	884,789
<b>TOTAL ASSETS</b>	<b>\$215,489,558</b>	<b>\$207,606,189</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$10,584,380	\$2,770,460
Accrued expenses	6,418,668	7,881,004
Deferred revenue	46,744	45,759
Note Payable	0	5,500,000
Total Current Liabilities	17,049,792	16,197,223
<b>NON-CURRENT LIABILITIES</b>		
Deferred Revenue	7,082,451	7,377,453
Refundable Grants	2	431,663
Net Pension Liability	11,835,343	11,835,343
Pension Deferred Inflow	3,915,737	3,915,737
Net other postemployment benefits obligations	92,575,015	92,575,015
<b>NET ASSETS</b>		
Invested in capital assets	163,661,483	151,568,965
Reserve for capital purchases	57,616	34,766
Unrestricted	(87,989,477)	(63,009,629)
Current Year Surplus / (deficit)	7,301,596	(13,320,347)
Total Net Assets	83,031,218	75,273,755
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$215,489,558</b>	<b>\$207,606,189</b>

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$453,942 68.4%	\$180,600 27.2%	\$7,421 1.1%	\$21,466 3.2%	\$663,429 100.0%
Accounts Payable	\$10,484,548 99.1%	\$116,261 1.1%	(\$3,741) 0.0%	(\$12,688) -0.1%	\$10,584,380 100.0%

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	OF-D-21-004	Meeting Date:	02/25/2021
Item Title:	Monthly Operating Statistics		

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## BACKGROUND:

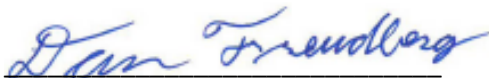
Attached are monthly operating statistics through December 31, 2020.

## CURRENT STATUS:

Director of Service Quality Dan Freudberg will review the statistics at the committee meeting.

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## APPROVED:



Director of Service Quality

February 19, 2021

Date

# Operations Dashboard Report

	December 2020	December 2019	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	323,363	681,131	-52.5%	
Access (WeGo)	13,638	24,169	-43.6%	
Access (Overflow/Taxi)	2,713	6,337	-57.2%	
Access-on-Demand *	3,157	4,478	-29.5%	
Access Total	19,508	34,984	-44.2%	
<b>Total</b>	<b>342,871</b>	<b>716,115</b>	<b>-52.1%</b>	<b>785,000</b>
<b>Passengers per Revenue Hour</b>				
Bus	10.02	17.17	-41.6%	18
Access	1.42	1.84	-22.8%	2.1
Total Scheduled Revenue Hours	41,857	52,825	-20.8%	
Total Cost Per Scheduled Revenue Hour of Service	\$162.92	\$121.96	33.6%	
<b>Safety</b>				
Miles Between Total Accidents	65,788	81,110	-18.9%	36,000
Miles Between Preventable Accidents	N/A	216,293	N/A	300,000
Preventable Accidents	0	3	-100.0%	
Non-Preventable Accidents	8	5	60.0%	
Total Accidents	8	8	0.0%	
<b>Service Quality</b>				
Bus Trip Completion Percentage	98.5%	99.9%	-1.4%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	5,848	6,554	-10.8%	3,800
<b>On-Time Performance</b>				
Bus	90.6%	87.0%	3.6%	85.0%
Access (WeGo)	93.3%	81.3%	12.0%	89.0%
Access (Overflow/Taxi)	98.2%	94.4%	3.8%	89.0%
Access Total	94.1%	84.3%	9.8%	89.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	4,430	5,493	-19.4%	6,000
Access	574	282	103.1%	600
Total Calls Received	11,551	25,005	-53.8%	
Percent of Calls Answered	96.7%	92.6%	4.1%	95.0%

\* "Access on Demand service began March 2018"

# Operations Dashboard Report

	FY2021 December	FY2020 December	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	2,069,280	4,559,069	-54.6%	
Access (WeGo)	82,602	146,402	-43.6%	
Access (Overflow/Taxi)	21,046	50,330	-58.2%	
Access-on-Demand *	18,491	26,799	-31.0%	
Access Total	122,139	223,531	-45.4%	
<b>Total</b>	<b>2,191,419</b>	<b>4,782,600</b>	<b>-54.2%</b>	<b>4,710,000</b>
<b>Passengers per Revenue Hour</b>				
Bus	10.86	17.93	-39.4%	18
Access	1.49	1.85	-19.5%	2.1
Total Scheduled Revenue Hours	245,904	333,301	-26.2%	
Total Cost Per Scheduled Revenue Hour of Service	\$165.48	\$117.05	41.4%	
<b>Safety</b>				
Miles Between Total Accidents	55,149	46,454	18.7%	36,000
Miles Between Preventable Accidents	514,720	232,270	121.6%	300,000
Preventable Accidents	6	18	-66.7%	
Non-Preventable Accidents	50	72	-30.6%	
<b>Total Accidents</b>	<b>56</b>	<b>90</b>	<b>-37.8%</b>	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.7%	99.7%	0.0%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	4,582	4,630	-1.0%	3,800
<b>On-Time Performance</b>				
Bus	90.5%	83.7%	6.8%	85.0%
Access (WeGo)	93.3%	81.9%	11.4%	89.0%
Access (Overflow/Taxi)	97.6%	94.9%	2.6%	89.0%
Access Total	94.2%	85.4%	8.8%	89.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	3,306	4,749	-30.4%	6,000
Access	487	288	68.9%	600
Total Calls Received	84,191	167,667	-49.8%	
Percent of Calls Answered	96.5%	89.6%	7.0%	95.0%

\* "Access on Demand service began March 2018"

# Operations Dashboard Glossary

Metric	Definitions
<b>Ridership</b>	
<b>Total Passengers</b>	
Bus	Total fixed route passenger boardings on all WeGo operated services
Access (WeGo)	Total paratransit passenger boardings on WeGo vehicles
Access (Overflow/Taxi)	Total paratransit passenger boardings on third-party service providers
Access on Demand	Total paratransit passenger boardings on Access-on-Demand service by third-party providers
Access Total	Total paratransit boardings (WeGo vehicles and third-party service providers, includes Access-on Demand ridership)
<b>Passengers per Revenue Hour</b>	
Bus	Total fixed route passenger boardings divided by total scheduled fixed route revenue vehicle hours.
Access	Total paratransit boardings on WeGo vans divided by total scheduled paratransit revenue vehicle hours.
Total Scheduled Revenue Hours	Total fixed route and paratransit scheduled revenue vehicle hours. Note: Revenue vehicle hours are total vehicle in-service hours excluding vehicle travel from the garage to the first timepoint (or pickup for paratransit) and from the last timepoint (or pickup) to the garage.
Total Cost Per Scheduled Revenue Hour of Service	Total fully allocated cost to deliver service divided by the total scheduled revenue hours.
<b>Safety</b>	
Miles Between Total Accidents	Total number of miles travelled by all WeGo revenue vehicles (fixed route and paratransit) divided by the total number of accidents.
Miles Between Preventable Accidents	Total number of miles travelled by all WeGo revenue vehicles (fixed route and paratransit) divided by the total number of preventable accidents.
Preventable Accidents	A motor vehicle collision, in which the Operator did not do everything reasonable to avoid a collision, committed an error or failed to react to the errors of others.
Non-Preventable Accidents	A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the errors of others.
Internal Accidents	A motor vehicle collision that occurs on Nestor or Myatt yard.
External Accidents	A motor vehicle collision that occurs outside of Nestor or Myatt yard.

## Operations Dashboard Glossary

Metric	Definitions
<b>Service Quality</b>	
Bus Trip Completion Percentage	Percentage of one-way fixed route revenue trips completed versus scheduled.
Access Trip Denials	Total number of paratransit trips that cannot be scheduled within one hour before or after the customer's requested pick-up time.
Miles Between Road Calls	Any mechanical failure, excluding farebox and accidents. Bus and Access metrics will be reported separately.
<b>On-Time Performance</b>	
Bus	Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late.
Access (WeGo & Taxi/Overflow)	Percentage of total trips where vehicle arrives no later than 59 seconds outside of the scheduled pick-up window.
<b>Customer Care</b>	
<b>Passengers Carried Per Complaint</b>	
Bus	Total fixed route passengers divided by total fixed route customer complaints.
Access	Total paratransit (WeGo and third-party service providers) passengers divided by total paratransit customer complaints.
Total Calls Received	
Percent of Calls Answered	Percentage of calls received that were answered. Unanswered calls are calls that are lost for any reason once in the customer call phone queue.



# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	OF-D-21-005	Meeting Date:	02/25/2021
Item Title:	Quarterly Route Performance Report		

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## BACKGROUND:

Attached is the Quarterly Route Performance Report through December 31, 2020.

## CURRENT STATUS:

Director of Service Quality Dan Freudberg will review the report at the committee meeting.

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## APPROVED:



\_\_\_\_\_  
Director of Service Quality

February 19, 2021

\_\_\_\_\_  
Date



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Oct 2020 Through Dec 2020

FY2021 - 2nd Quarter

Rt. No.	Route Name	Ridership		Revenue Hours Change		Productivity				On-Time Performance		
		Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	From Last Year	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	On-Time Performance	Yr over Yr OTP Change	
<b>Better Bus Targeted Frequent Service Network</b>												
3/5	West End	67,895	-60.4%	6,709	-31.7%	10.1	-42.1%	7.9	-46.1%	88.44%	8.47%	
4	*** Shelby	28,574	-63.8%	2,898	-35.0%	9.9	-44.2%	6.2	-44.0%	94.39%	2.45%	
7	*** Hillsboro	38,664	-66.7%	3,040	-39.1%	12.7	-45.3%	8.1	-49.5%	85.09%	3.84%	
22	Bordeaux	67,760	-50.8%	5,503	-10.4%	12.3	-45.1%	6.5	-52.2%	92.08%	2.61%	
23	*** Dickerson Pike	75,357	-45.5%	4,865	4.8%	15.5	-47.9%	11.2	-47.6%	90.77%	6.16%	
50	Charlotte Pike	77,749	-49.9%	5,804	-22.9%	13.4	-35.0%	10.1	-34.4%	86.57%	-0.42%	
52	Nolensville Pike	110,107	-45.8%	11,666	-5.0%	9.4	-43.0%	8.1	-49.2%	90.42%	6.71%	
55	Murfreesboro Pike	156,928	-43.3%	11,963	-3.3%	13.1	-41.3%	11.5	-49.2%	89.82%	10.27%	
56	Gallatin Pike	157,165	-46.2%	11,644	0.5%	13.5	-46.5%	11.5	-51.9%	92.02%	5.82%	
<b>Frequent Service Route Totals</b>		<b>780,198</b>	<b>-50.3%</b>	<b>64,092</b>	<b>-13.2%</b>	<b>12.2</b>	<b>-42.8%</b>	<b>9.3</b>	<b>-46.6%</b>	<b>90.14%</b>	<b>5.81%</b>	
<b>Better Bus Local Network</b>												
6	Lebanon Road	17,352	-63.5%	2,028	-43.6%	8.6	-35.2%	8.4	-38.3%	91.15%	7.13%	
8	8th Avenue South	33,034	-47.3%	2,302	-5.3%	14.3	-44.3%	7.1	-53.1%	85.70%	5.68%	
9	Metrocenter	13,355	-60.4%	712	-49.9%	18.8	-21.1%	7.0	-26.1%	91.17%	3.35%	
14	Whites Creek	17,120	-50.9%	1,461	-19.8%	11.7	-38.8%	5.8	-41.5%	95.27%	3.25%	
17	12th Avenue South	19,350	-57.2%	2,377	-30.3%	8.1	-38.6%	4.4	-41.6%	91.78%	5.19%	
18	Airport/Elm Hill	16,329	-48.2%	1,957	-17.5%	8.3	-37.2%	4.1	-49.9%	90.20%	6.11%	
19	Herman	30,475	-60.1%	3,072	-28.1%	9.9	-44.5%	6.5	-46.5%	94.05%	1.79%	
28	Meridian	9,368	-67.1%	1,546	-28.9%	6.1	-53.8%	3.0	-53.6%	96.46%	4.91%	
29	Jefferson	27,060	-43.1%	2,769	-16.4%	9.8	-32.0%	4.5	-33.5%	91.79%	0.69%	
34	Opry Mills - Music Valley	10,848	-59.3%	2,083	31.4%	5.2	-69.0%	4.3	-65.7%	93.23%	9.40%	
41	Golden Valley					NO SERVICE						
42	St. Cecilia - Cumberland	13,519	-55.1%	1,226	-23.3%	11.0	-41.4%	5.3	-37.1%	97.95%	3.05%	
43	Hickory Hills					NO SERVICE						
2	Belmont					These Routes Eliminated September 29, 2019						
20	Scott											
30	McFerrin											
44	MTA Shuttle											
60	Blue Downtown Circuit											
61	Green Downtown Circuit											
<b>Local Route Totals</b>		<b>207,809</b>	<b>-57.0%</b>	<b>21,532</b>	<b>-27.0%</b>	<b>9.7</b>	<b>-41.1%</b>	<b>5.3</b>	<b>-44.8%</b>	<b>92.03%</b>	<b>4.15%</b>	



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Oct 2020 Through Dec 2020

FY2021 - 2nd Quarter

Rt. No.	Route Name	Ridership		Revenue Hours Change		Productivity				On-Time Performance		
		Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	From Last Year	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	On-Time Performance	Yr over Yr OTP Change	
<b>Better Bus Connector Network</b>												
21	Wedgewood	5,038	-42.5%	2,412	-14.8%	2.1	-32.5%	1.4	-39.0%	90.27%	2.16%	
25	Midtown Connector	7,285	-46.7%	2,684	-17.4%	2.7	-35.5%	2.0	-39.3%	85.78%	-0.40%	
72	Edmondson - Harding Place Connector	2,229	-61.6%	999	-15.1%	2.2	-54.7%	1.1	-56.5%	79.65%	-6.28%	
73	Bell Road	NO SERVICE										
76	Madison Connector	16,523	-30.9%	1,808	37.9%	9.1	-49.9%	6.0	-51.8%	91.53%	3.88%	
77	Thompson Connector	3,033	-71.9%	707	-60.5%	4.3	-28.9%	3.2	-29.1%	94.19%	0.35%	
<b>Connector Route Totals</b>		<b>34,109</b>	<b>-46.6%</b>	<b>8,610</b>	<b>-20.8%</b>	<b>4.0</b>	<b>-32.6%</b>	<b>2.6</b>	<b>-35.6%</b>	<b>88.74%</b>	<b>0.92%</b>	
<b>Better Bus Express Network</b>												
24	Bellevue Express	NO SERVICE										
35	Rivergate Express	NO SERVICE										
38	Antioch Express	NO SERVICE										
1	100 Oaks	NO SERVICE										
27	Old Hickory	NO SERVICE										
33	Hickory Hollow-Hickory Plaza Express	NO SERVICE										
36	Madison Express	NO SERVICE										
37	Tusculum Express	NO SERVICE										
<b>Express Route Totals</b>		NO SERVICE										
<b>SYSTEM TOTALS</b>		<b>1,022,116</b>	<b>-52.3%</b>	<b>94,235</b>	<b>-18.7%</b>	<b>10.8</b>	<b>-41.4%</b>	<b>7.5</b>	<b>-44.7%</b>	<b>90.40%</b>	<b>4.92%</b>	

These Routes Eliminated September 29, 2019

- \*\*\* Does not currently meet weekday service standards of frequent transit network
- High performing route (25+ passengers per hour), may warrant additional service
- Route approaching 12 passengers per hour
- Route performing below 12 passengers per hour

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-21-002	Meeting Date:	02/25/2021
Item Title:	Purchase of WeGo Access Vehicles		

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### BACKGROUND:

In September 2017, the Board approved the Nashville Metropolitan Transit Authority (Nashville MTA) to enter into a three-year contract with two one-year options for the purchase of up to 135 Champion Body-on-Chassis Vehicles under the procurement contract labeled #2015561. Concurrent with Nashville MTA's efforts to operate within our fleet replacement plan, staff requests approval to order 25 replacement vehicles under the aforementioned Central States Bus Sales contract to replace 25 Body on Chassis Cutaways that were built in 2013 that are used in WeGo Access Service and have exceeded the Federal Transit Agency replacement criteria.

During the procurement evaluation process, several end-user departments (including Maintenance, Information Technology, Parts, Operations, Safety, and WeGo Access) re-evaluated the internal configuration of these vehicles to ensure optimal operating ease and safety for both operator and customers.

### RECOMMENDATION:

Staff recommends that the Board provide the Chief Executive Officer authority to approve the purchase of Twenty - Five (25) replacement Champion Body on Chassis Cutaways from Central States Bus Sales Inc. for the attainment of replacement vehicles used in WeGo Access Service.

The total sum for this purchase is not to exceed \$3,572,675 (\$142,907 per bus). Purchase of the vehicles will be funded utilizing Federal formula 5339 State of Good Repair funds with State and Local Match.

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### APPROVED:

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*Board Secretary*

*February 25, 2021*

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*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-21-003	Meeting Date:	02/25/2021
Item Title:	Nestor Facility Pavement Repair		

### BACKGROUND:

The Nestor facility serves over 270 fleet vehicles a day for operations, parking, and maintenance. The pavement at east entrance of the facility that serves the bus wash area has deteriorated to the extent that vehicles were being damaged resulting in the area temporarily being covered with steel plates. This project will replace the pavement by first addressing the subsurface conditions that have caused the deterioration and then installing a new paved area. The Nestor facility will continue to operate during construction; however, the bus wash area will be affected. As time is of the essence to complete the work, the contract terms include liquidated damages of \$1,057 per day for delays in completion beyond the contract's planned 21-day construction duration.

The Invitation to Bid (ITB) was published on the agency website and in Transit Talent on December 2, 2020. The project has a 14% DBE participation goal and 37 DBE firms with certifications indicating they perform the work included in the project were contacted. The solicitation was also sent to the Tennessee Road Builders Association for distribution to their paving contractor members. Three bids were received on the solicitation due date of January 14, 2021. Bids were received from: Push 4J Construction, \$349,893.62; Wright Construction, \$383,285; and SBW Constructors, \$434,375. All bids were comparable to the project estimate of \$397,150.

Push 4J Construction is a Tennessee certified Disadvantaged Business Enterprise (DBE) and intends to self-perform the project. Neither Wright Construction nor SBW Constructors met the DBE goal or demonstrated an adequate good faith effort to meet the participation goal.

Push 4J Construction's bid was found to be the lowest and responsive to the solicitation requirements and the reference checks for the company were satisfactory. This is the first project the company will perform for this agency, although the company has performed similar work as a subcontractor on several TDOT projects and municipal projects throughout Tennessee.

### RECOMMENDATION:

We request the Board to provide the Chief Executive Officer the authority to enter a construction contract with Push 4J Construction for an amount of \$381,783.12 which includes the base bid and an alternate for subgrade cement stabilization. Due to the nature of this project, specifically with the unknowns associated with the subsurface soil conditions, we also request the Board authorize a project contingency of 25%, resulting in a not-to-exceed project total of \$477,228.90. Funding for this project is provided through the annual facilities state of good repair capital program with Federal 5307 grants and matching state and local funds.

### APPROVED:

\_\_\_\_\_  
*Board Secretary*

\_\_\_\_\_  
*February 25, 2021*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-21-004	Meeting Date:	02/25/2021
Item Title:	Ground Maintenance Contract Value Increase		

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### BACKGROUND:

In January 2017, Beard Property Maintenance, INC. was awarded as a DBE Contractor, the grounds maintenance service contract with Nashville MTA. The contract includes ground maintenance services at four (4) Nashville MTA Facilities: Nestor, Myatt, Central and the Bellevue Park and Ride.

Ground Maintenance Services for Nestor, Myatt, Central, and Bellevue include:

- Continual: (Peak and non-peak) Mowing, edging, blowing, and debris removal
- Quarterly: Mulch bed treatment of shrubs and flowers, lawn fertilization, and weed control
- Semi-Annual: Fall and Spring cleaning: Tree trimming, aerating & over seeding, and clearing of overgrown land & brush
- As Needed: Pesticide/fungicide applications
- On Call Service: Snow removal and deicing, Tree removal

Since execution of the original contract, services under this contract have expanded to include the Rosa Parks charging station, and additional areas within the Nestor and Myatt properties.

### CURRENT STATUS:

The initial term of the contract is for a three (3) year period with two (2) additional one (1) year terms offered by Nashville MTA with a not-to-exceed value of \$275,460. Nashville MTA has executed Amendment 1 and Amendment 2 extending the contract for two additional years and adding \$24,000 to the contract value. The current contract value is \$299,460 with a remaining balance of \$13,670.

### RECOMMENDATION:

We request the Board to approve an increase of \$91,000.00 for the Ground Maintenance Contract, resulting in a not-to-exceed contract value of \$390,460.00 in order to maintain ground service needs through January 13, 2022. Funds utilized within this contract are part of the operating budget for each Nashville MTA facility.

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### APPROVED:

\_\_\_\_\_  
*Board Secretary*

\_\_\_\_\_  
*February 25, 2021*

\_\_\_\_\_  
*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of Upcoming Procurement Projects

Meeting Date: 02/25/2021

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## BACKGROUND:

Listed below is a quarterly procurement project list of upcoming projects through March 2021.

### Project Name: 2020971 - Access Improvement Study and Technology Assessment

- Brief Description: The project includes a complete review of all aspects of paratransit and demand-responsive transportation services and operations at WeGo Public Transit to establish a framework of recommendations to transform existing ADA-required next-day reservation services into a dynamic on-demand service platform that is efficient, flexible, and reliable. Deliverables include recommendations on organizational structure, policies, procedures, and technology upgrades as well as a detailed technical scope for incorporation in a Request for Proposals for a next-generation, automated scheduling and dispatch system.
- Anticipated Publish Date: January 2021
- Estimated Project Value: \$700,000

### Project Name: North Nashville Demolition

- Brief Description: Demolish existing building and exhume underground storage tanks and lines from North Nashville project site.
- Anticipated Publish Date: February 2021
- Estimated Project Value: \$300,000

### Project Name: American Constructors - Hillsboro Transit Center

- Brief Description: Construct transit center along Hillsboro Pike. American Constructors, the prime and WeGo will host a virtual pre-bid meeting to facilitate subcontractor participation from local small, minority and women owned vendors in the following areas:

Earth moving	Concrete
Masonry	Steel
Electrical	Plumbing
Roofing	Painting

- Anticipated Publish Date: February 2021
- Estimated Project Value: \$2,000,000

## CURRENT STATUS:

Pursuant to earlier Board discussion, staff will provide a rolling list of upcoming procurements to the Board on a monthly basis. Staff requests members make them aware of any potentially interested suppliers for planned procurement activity.

Unless there are questions of staff, no discussion is planned at the meeting. This material is provided for information only.

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## APPROVED:



Chief Administrative Officer

February 19, 2021

Date

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-21-005	Meeting Date:	02/25/2021
Item Title:	Spring 2021 Service Changes & Title VI Analysis		

### BACKGROUND:

During its December 17, 2020 meeting, the Nashville Metropolitan Transit Authority (Nashville MTA) Board reviewed recent ridership trends and a series of approaches for service changes to address the temporary emergency adjustments utilized for most of 2020 to respond quickly to changing conditions related to the COVID-19 pandemic. Ridership patterns that surfaced from the outset of the pandemic are likely to be much longer lasting than the restrictions we face on personal interactions until a significant percentage of the population has been vaccinated. Combined with service enhancement needs that have been unmet for a long time, and enumerated in the Better Bus Service Improvement Strategy, these trends call for a longer term adjustment to our service patterns than the temporary changes permitted under Federal Transit Administration (FTA) regulations. As discussed in that meeting, staff developed a service changes proposal and presented it to the public for review and comment applying the guiding principles discussed:

- Assuring social equity of service changes
- Providing high quality service on major routes carrying the most riders
- Balancing needs and resources to ensure service is deployed cost-effectively
- Continuing to advance service design principles from Better Bus where feasible
- Maintaining flexibility to respond to changing conditions and trends

This Committee Action Item provides information on the following topics:

- Public Outreach
- Service Changes Recommendations
- Service Change Equity Analysis
- Request for Authorization to Implement Service Changes

### PUBLIC OUTREACH

#### Summary of Public Comment Process

The formal comment period for proposed service changes was open between January 25 and February 15, 2021. WeGo staff held virtual public hearings on February 4<sup>th</sup> and February 9<sup>th</sup>. Staff presented the proposed service changes to the public at these meetings, answered questions, and received comments for the official record. Two Spanish specific outreach efforts were conducted, one with El Jefe 96.7 radio station on February 8<sup>th</sup> that was posted to their Facebook page, and one on February 11<sup>th</sup> as part of the Mayor's Office Spanish language briefing where information about the changes was presented in Spanish and posted on Metro's YouTube channel.

All meetings were advertised in local newspapers, posted at WeGo Central, on the WeGo website, and on social media outlets, including Facebook events, and Nextdoor events. An onboard bus announcement was placed on our buses as well. Route-specific maps were posted at bus bays for routes 23 and 34, and rider outreach was sought at these bus bays and onboard these routes. Copies of the presentation materials were



made available on the agency's website at WeGoTransit.com, including public meeting materials and a comprehensive chart with all proposed changes by route. Additionally, the public notice and the presentation were translated into Spanish and posted on the WeGo website.

A total of 41 comments were submitted via phone, email, Twitter, Facebook, Nashville MTA Board meeting public comments, virtual public meetings, and via Customer Care's COM system. Comments ranged from general to specific. Themes include: clarification on frequency and span of service; stop requests and retention; feedback on routing, layovers and stops for Routes 23 Dickerson and 34 Opry Mills; questions about Route 24 Bellevue as MNPS students return to in person learning, and requests to retain Route 72 Grassmere/Edmonson. Comment details are provided below.

### Service hours requests

- One-hour earlier service on either #14 or #22
  - **Note from staff – Adding service inbound 1 hour earlier on weekdays on Route 14.**
- Sunday service on Route 77

### Support for service changes

- Six comments supported the proposed changes, highlighting the increase in service to Route 23 and other crowded buses.

### Local service

- **Route 6 Lebanon Pike:** Questions about Sunday/Holiday frequency and schedule.
- **Route 7 Hillsboro:** Questions about service span and Saturday & Sunday service.
- **Route 21 Wedgewood:** Request to maintain service span to 7pm to accommodate current riders who catch the 6:16pm bus.
  - **Note from staff – The 6:16pm bus will continue to operate.**
- **Route 23 Dickerson:** Positive feedback re: overcrowding being addressed. Questions about service to Tri Star Skyline hospital, stop at Highland Ridge Apartments and layover at Walmart.
  - **Note from staff – A stop will be added for the apartments. We will work on making the layovers at Walmart as short and not impactful as possible.**
- **Route 24 Bellevue:** request to reinstate this route when MNPS resumes in-person learning for morning and afternoon service to accommodate student riders at magnet schools. Concern that Route 5 West End is too indirect and travel time is too long for students.
  - **Note from staff – We will continue to monitor the demand for commuter routes and coordinate with MNPS on individual situations. However, ridership on those routes is very low currently. Route 5 West End still provides service from Bellevue and is an alternative for students. Staff is developing contingency plans to address any capacity issues on Route 5, such as supplemental capacity.**
- **Routes 25 Midtown:** Concern for disruption to service to Vanderbilt Medical Center for employees. Question about the service being hourly during peak hours.
  - **Note from staff - Service will still be every 45 min, not hourly. Staff shared the draft schedule with the rider, and it appears to still meet the commuting needs expressed.**
- **Route 34 Opry Mills:** Concerns about access to Music Valley Village (Smart Art store) for disabled passengers. Faster routing is appreciated. Concerns about the bus not servicing McGavock High School. Questions about direct service to the Opryland Resort Wardrobe Building for hotel workers. Questions about new frequency.

- **Note from staff - Music Valley Village ownership has requested that the buses don't pull into the property anymore due to conflict with new tenant space where the bus lays over. A stop will be added as close to Music Valley Village as possible on McGavock (approx. 1,000 ft from Smart Art). A new stop will also be installed at the rear of the Opryland wardrobe building.**
- **A school tripper will be added on Route 6 Lebanon Pike to serve McGavock High School through the end of the school year. This will create a short deviation for school trips but is considered "de minimus" and, thus, within restrictions imposed on WeGo Public Transit under the Federal Transit Administration's School Bus Service prohibition.**
- **Route 38 Antioch.** MNPS requested that this route be retained due to school ridership once schools return to in person instruction.
  - **Note from staff – Most students using this service can be accommodated on the 55 – Murfreesboro Pike service, with some additional capacity (which would provide broader benefits to other riders on this service, as it is the second busiest in the system). To some extent (prior to the pandemic) students had carpooled out of the Antioch area to the Nashboro Station. Eventually, students in this area would also mostly fall within the pending WeGo Link Mobility on Demand Antioch pilot program with Uber for first mile/last mile connections.**
- **Route 43 Hickory Hills.** MNPS requested that this route be retained due to the school ridership on it to Hunters Lane and Whites Creek High Schools.
  - **Note from staff – Although school ridership is significant to these two schools, there was almost no other ridership prior to its suspension during the pandemic. Staff is examining a longer term restructuring of service in this part of the County to further enhance the 23 – Dickerson Pike route, serve current and emerging affordable housing locations near Skyline Medical Center, and potentially create crosstown connections as a feeder to the Route 23 bus. There may be potential to examine reinstatement of service to one of these schools as part of that restructuring.**
- **Route 52 Nolensville:** request that all Old Hickory trips serve Walmart.
- **Route 55 Murfreesboro:** request for service to Walmart at Hamilton Church
- **Route 56 Gallatin:** request for more service to relieve passenger congestion.
  - **Note from staff – Route 56 will get frequency improvements as part of proposed changes.**
- **Route 72 Grassmere/Edmondson:** Request to maintain Route 72 rider to connect to Route 52 Nolensville and comment about the need for more connector routes. Question about operating this route during weekday peak hours only.
  - **Note from staff - Route 72 ridership is very low. It has approximately 30 daily boardings, averaging one rider per trip.**
- **Route 77 Thompson:** Request for bus stop closer to 29 Whitsett Rd/continue to serve Greentree Apartments.
  - **Note from staff – There is a stop close to this location (approx. 700 ft.) that will continue to be served on every trip.**

## SERVICE CHANGES RECOMMENDATIONS:

The proposed Spring 2021 changes are a combination of recent recommendations in a continued effort to monitor changing travel behaviors and long-term solutions implemented at the onset of the agency's COVID 19 response in March 2020. As the pandemic continued to pose unprecedented challenges, staff had to implement emergency service adjustments in order to allocate resources where needed most.

After one year of these emergency service adjustments, staff has reevaluated for a more long-term solution to the expected slow return to normal ridership levels moving forward for specific routes and rider submarkets, while anticipated continued growing and strong demand on others. Some of the changes that took place have been proposed to remain intact. Additionally, some routes that had reductions in frequency and span have been proposed to add trips closer to pre pandemic levels to match demand and provide for better social distancing. Other proposed changes reduce the amount of service on continually low ridership routes, including discontinuing some routes.

All public comments were reviewed and fully considered in making final recommendations. Below is a summary of the proposed service change recommendations.

<b>Improved Frequency</b>	<b>Later Service</b>	<b>Decreased Service</b>
3, 4, 5, 6, 7, 17, 18, 23, 34, 41, 52, 55, 56, 77	3, 4, 7, 8, 14, 17, 18, 19, 22, 23, 28, 29, 50, 52, 55, 56	8, 21, 25, 34
<b>Routing Improvements</b>	<b>No Changes</b>	<b>Discontinued Service</b>
23, 34	9, 42, 76	24, 35, 38, 43, 72, 73

## SERVICE CHANGES EQUITY ANALYSIS:

The Federal Transit Administration (FTA) requires transit agencies to demonstrate consideration, awareness, and approval of Title VI equity analysis for any major service or fare changes. The Major Service Changes thresholds that require Title VI review are:

1. Any change in service of 25 percent or more of the number of a transit route's revenue service miles computed on a daily basis of the day of the week for which the change is made.
2. A new transit route is established or eliminated.
3. Emergency service changes that meet either of these definitions and have been in effect for over one year.

Typically, a service change package would be evaluated based on current service levels, however, in order to evaluate any potential adverse effects of the summation of changes, the baseline of Fall 2019 was used in the analysis.

The majority of the proposed changes met the definition of a major change as explained above and therefore WeGo staff completed a full equity analysis of impacts to people based on race and income for the proposed system and service changes.

Based on WeGo Title VI Policy, and consistent with Federal law, adverse effects of changes are borne disproportionately by minority populations when the impacts to minority populations are more than 20% greater than impacts to non-minority populations. Similarly, adverse effects of changes are borne disproportionately by low-income populations when the impacts to low income populations are more than 20% greater than impacts to non-low-income populations.

This analysis found that the proposed service changes would have 5% less impact on minority persons and 3% less impact on low-income persons than non-minority and non-low income persons.

The results of the analysis indicate that the recommended service changes would not have a significantly disparate or disproportionate impact on minority or low-income populations.

The maps below illustrate these impacts for the system as a whole.

Figure 1. Equity Analysis - Minority Populations

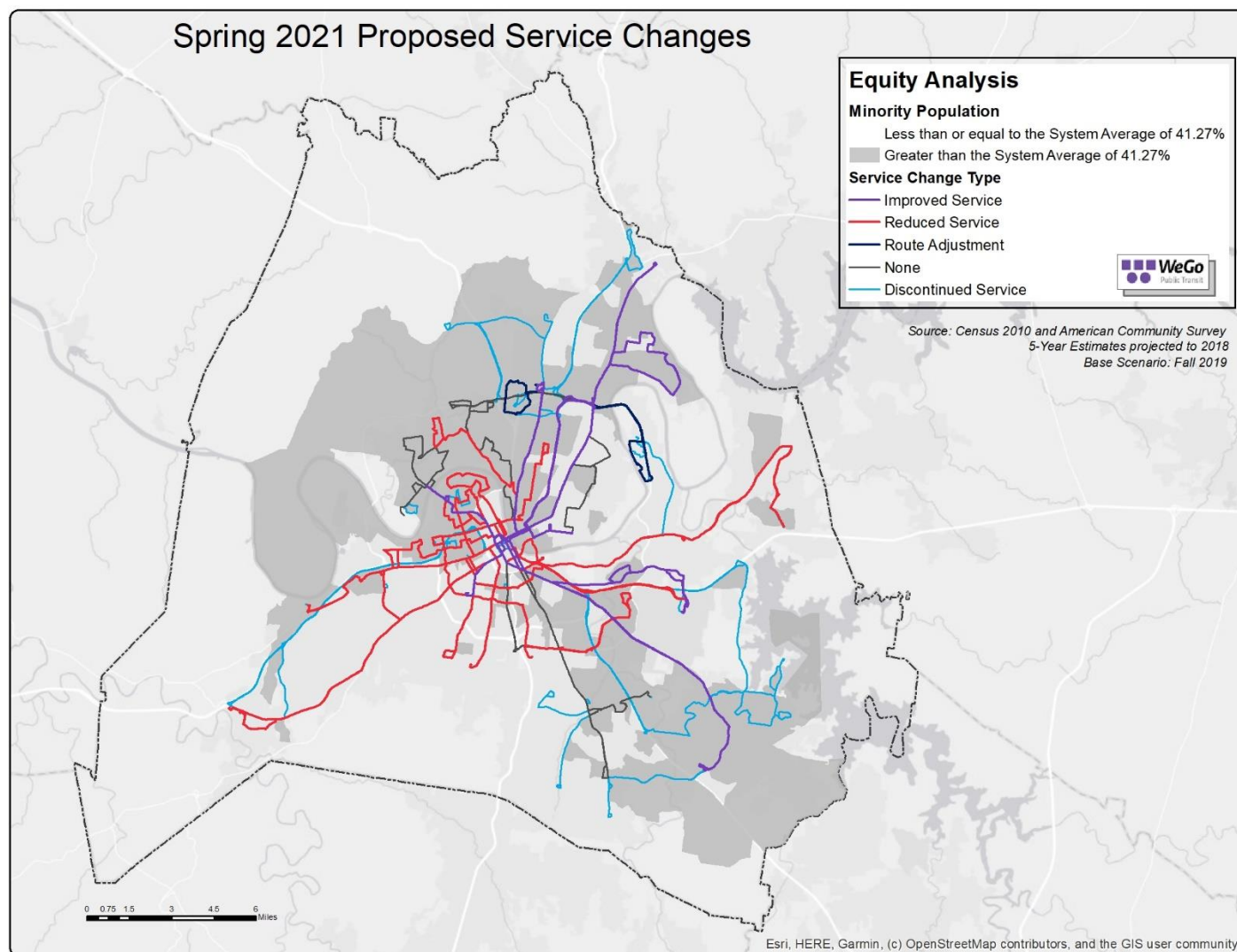
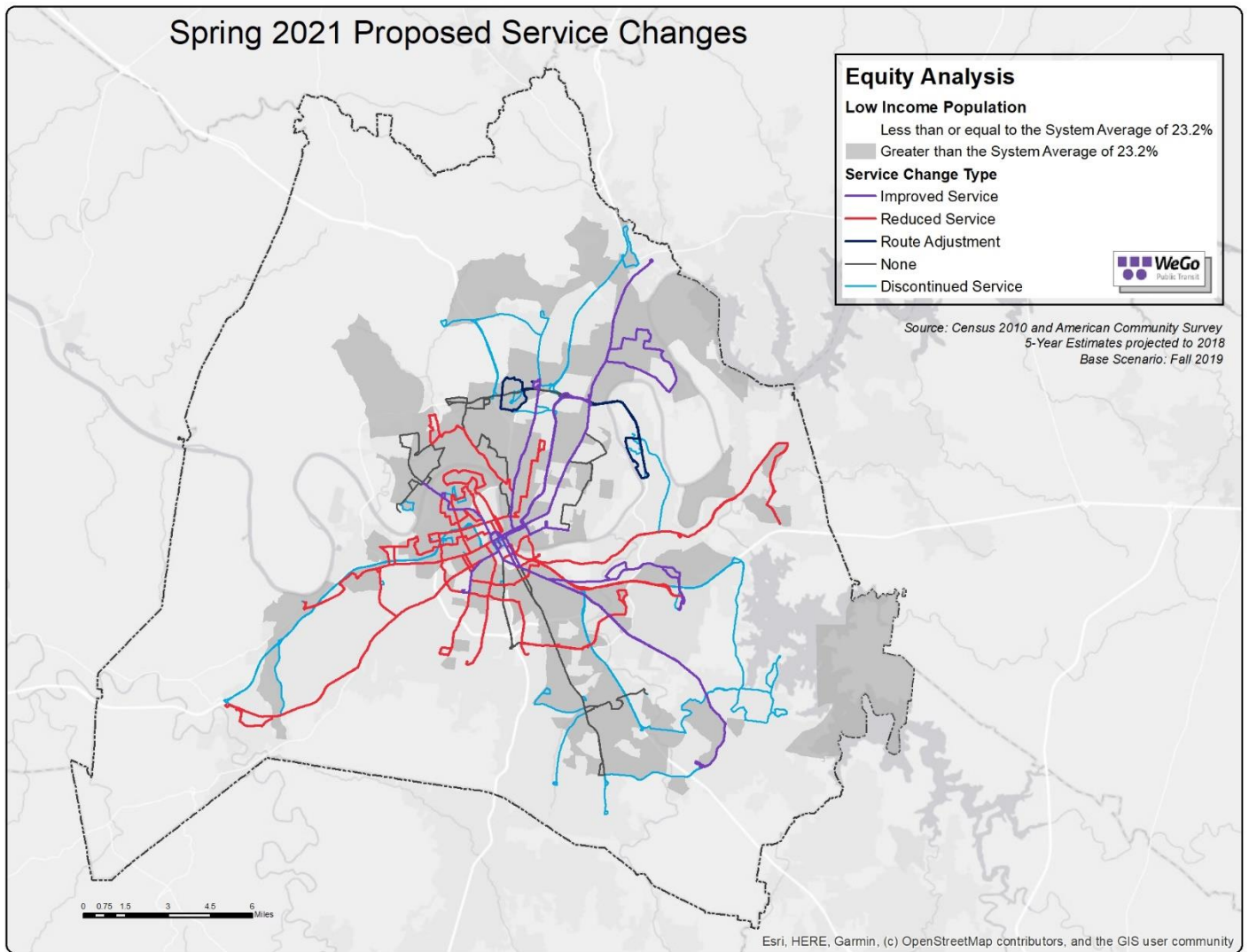


Figure 2. Equity Analysis - Low Income Populations



**RECOMMENDATION:**

Staff requests that the New Initiatives & Community Engagement Committee recommend to the Board the approval and adoption of all service changes as documented in this item for implementation on April 11, 2021.

**APPROVED:**

\_\_\_\_\_  
*Board Secretary*

\_\_\_\_\_  
*February 25, 2021*

\_\_\_\_\_  
*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	NICE-D-21-002	Meeting Date:	02/25/2021
Item Title:	WeGo Business Diversity Program		

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## BACKGROUND:

At the September Board meeting, staff presented the DBE goal and methodology for 2021 through 2023. At the conclusion, Chair Williams requested regular updates. The Procurement Department will provide an overview of our plans to increase the awareness and visibility of procurement opportunities among prime vendors, small, minority and women-owned firms in an environment that fosters diverse partnerships.

## CURRENT STATUS:

Implementation of the roll out is progressing. The compliance module and vendor data base were launched in mid-January. As a result, tracking diversity spends is now automated with prime and subcontractors confirming payments monthly.

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## APPROVED:



Chief Administrative Officer

February 19, 2021

Date

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	NICE-D-21-003	Meeting Date:	02/25/2021
Item Title:	Nolensville Stop Improvement Project – Design Update		

## BACKGROUND:

In January 2020, the Nashville Metropolitan Transit Authority (MTA) Board approved the construction contract for the construction of eighteen upgraded transit stops on Nolensville Pike from Harding Place to Downtown Nashville. Nolensville Pike is WeGo Public Transit's third busiest corridor with an average monthly ridership of 58,000 riders. This heavily used transportation corridor accommodates multi-modal amenities for vehicles, transit buses, bicycles, and pedestrians. The goal of our project is to improve transit service amenities and safety on this important corridor.

WeGo staff, with the assistance of consultants from COM Smith, completed the design and construction plans for key transit stops. This effort includes coordination with Tennessee Department of Transportation (TOOT) Region 3, TDOT Headquarters, Metro Public Works, and Metro Planning. The plans consist of design concepts from the National Association of City Transportation Officials (NACTO) Transit Street Design Guide. The designs reflect WeGo's Transit Design Guidelines and exemplify WeGo's expectations to comply with current Americans with Disabilities Act (ADA) requirements. The new transit stop designs update amenities, improve safety, facilitate service operation, and enhance access to transit.

The construction package included 18 upgraded transit stops:

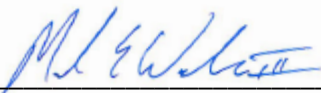
- Six Sidewalk Stops:
  - 4th & Church Outbound
  - Lafayette Inbound
  - Chestnut Outbound
  - Glenrose Outbound
  - Peachtree Inbound
  - Joyner Inbound
- One Bus-Bulb at Chestnut Inbound
- Eights Shared Cycle Tracks:
  - Glenrose Inbound
  - Morton Inbound and Outbound
  - Antioch Inbound and Outbound
  - Veritas Inbound and Outbound
  - Elysian Fields Inbound
- One Boarding Island at the Nashville Zoo
- Two Extended Boarding Platforms with large custom shelters at Walmart Inbound and Outbound

**CURRENT STATUS:**

WeGo contracted with SBW Constructors for the construction of the project. As of December 2020, the contractor completed sixteen of the eighteen stops. All the transit stops are complete except for the two custom shelter Wal mart inbound and outbound stops south of Welshwood Drive which are targeted for completion in the first half of 2021. This presentation will provide an overview of progress on the project, highlight lessons-learned regarding varying stop types, and discuss next steps for improvements to the Fairground's stops in conjunction with development of the MLS stadium and associated mixed use development.

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**APPROVED:**



Chief Development Officer

February 19, 2021

Date