



Nashville MTA Board Meeting

Music City Center (In-person)

201 Rep. John Lewis Way S.
Room 202 A-C
Nashville, TN 37203

LIVE STREAMING: Metro Nashville – Channel 3

May 20, 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 April 22, 2021 MTA Board Minutes
4. **Public Comments** – In-person comments are welcome; however, if you are unable to attend, you may submit your written comments to Ms. Monica Howse at monica.howse@nashville.gov no later than 5:00 p.m. on Wednesday, May 19, 2021, to be entered into the public record.
5. **Operations & Finance Committee – Walter Searcy, Chair**
 - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO **OF-D-21-013** Pg. 6
 - Monthly Operating Statistics – Andy Burke, COO **OF-D-21-014** Pg. 9
 - Quarterly Route Performance – Felix Castrodad, Director of Planning and Grants **OF-D-21-015** Pg. 14
 - Access Improvement Study Contract – Marilyn Yokley, Access Manager and Denise Richardson, Procurement Project Administrator **M-A-21-010** Pg. 17
 - Upcoming Procurement Projects List (Information Only) Pg. 19
6. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Operating Budget Forecast Discussion for FY2022- FY2025 – Ed Oliphant, CFO & Steve Bland, CEO **NICE-D-21-004** Pg. 21
 - Fall 2021 Service Change Update – Felix Castrodad, Director of Planning & Grants **NICE-D-21-005** Pg. 29
 - Nashville MTA FY2022 Capital Investment Plan Update – Felix Castrodad, Director of Planning & Grants **NICE-D-21-006** 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

April 22, 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, April 22, 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. 78 in order to discuss essential business.

II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice Chair; Mary Griffin, Member; Walter Searcy, Member; Secretary Margaret Behm; Chief Executive Officer Stephen G. Bland, Chief Financial Officer Ed Oliphant, Chief Operating Officer Andy Burke, Director of Service Quality Dan Freudberg, Director of Planning & Grants Felix Castrodad, Director of Procurement and Business Diversity Amber Gooding, Nick Oldham, Sr. Safety Manager, and Sr. Executive Assistant & Board Liaison Monica Howse.

A quorum was established, and Chair Williams called the meeting to order at 2:30 p.m.

Approval of Minutes: Walter Searcy made a motion to approve the March 25, 2021 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 was not able to join the meeting but sent in his written comments below:

- Mr. Knight asked the Maintenance Department if they could look into the brake issues with some of the 2020 Gillig buses. He said that they are jerking when they first take off and when they brake again, and this could potentially lead to a customer falling. He also said that it could be that operators need more training on how to operate the buses.

John Bull

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

- Mr. Bull said that he has completed his second Pfizer vaccine and he is starting to use WeGo Public Transit more frequently. Still wearing a mask per guidelines and does not wish to scare the children.
- Mr. Bull said the buses are running precisely on time. In particular, #23 is running more frequently and seems to be addressing the overcrowding issues.
- Mr. Bull said that he was excited about the "WeGo Link Mobility On Demand" pilot and he recently signed up to be a beta tester.
- Mr. Bull suggested that we allow buses to run an hour late in the evening to accommodate those that work on second shift.

Naoka Boatwright

Ms. Naoka Boatwright's comments were as follows:

- Ms. Boatwright said that she has been commuting from Franklin to Vanderbilt in the last 2 and half years, and she appreciates RTA service very much.

- Ms Boatwright said that she was very thankful that she could still commute from Franklin to Vanderbilt every day, but with the recent changes, Vanderbilt employees have only one option in the morning and one in the afternoon. This creates a 9.5 hour workday, which is a very long day. She said that it would be much appreciated if there could be an additional bus route that would pick up passengers at the 21st Avenue bus stop in front of Vanderbilt each afternoon, especially now that Vanderbilt employees can ride the bus for free. She said, if there are more choices, more people would consider riding an RTA bus.
- Mr. Bland asked that Director of Planning and Grants Felix Castrodad reach out to Ms. Boatwright to discuss her specific concerns.

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

- Monthly Financial Report Compared to Budget (OF-D-21-010):** Chief Financial Officer Ed Oliphant reported and reflected on the statement of operations for the month of February 2021 compared to the budget and balance sheet as of February 28, 2021. CFO Oliphant availed himself for questions and there was no further discussion at this time.
- Debt Obligation Notification (OF-D-21-011):** Chief Financial Officer Ed Oliphant reported: In March 2021, the Nashville Metropolitan Transit Authority (Nashville MTA) Board authorized Nashville MTA to enter into a 3-month extension of its existing line of credit loan starting at \$14 million with Fifth Third Bank with the possibility of increasing the loan up to \$20 million if needed. The Metro Council set Nashville MTA's borrowing limit at up to \$20 million through June 30, 2021 as stated in the city's FY2021 Budget Resolution which became effective July 1, 2020. The loan was needed due to delays in receiving the FY 2021 Section 5307 formula capital grant funding. Nashville MTA uses a portion of this grant funding to pay for preventive maintenance and paratransit operating costs. The State of Tennessee Comptroller's Office requires any public entity to submit a report of debt obligations to be filed within 45 days of entering into any debt agreement. It must also be presented to the governing body of the public entity and be included in a public meeting. A copy of the submission, which is included for reference, was filed with the Comptroller's Office on April 7, 2021.

We signed a three-month extension agreement for our Revolving Credit Promissory Note with Fifth Third Bank effective April 1, 2021 with a borrowing capacity from \$14 million to \$20 million, if needed, with an expiration of the note on June 30, 2021. This loan is needed to cover our cash flow needs through the remainder of the fiscal year ending June 30, 2021. The terms of the loan are as follows:

Term:	Three Months
Maturity Date:	June 30, 2021
Interest Rate:	Variable – LIBOR Rate plus 1.65%
Legal Fee:	\$920 paid to Butler Snow Law Firm representing Fifth Third Bank
Non-Use Fee:	20 basis points on the daily unused principal amount of the note, charged quarterly. Maximum fee will not exceed \$7,000 on \$14 million and \$10,000 if the loan is increased to \$20 million.

We have submitted our grant application to the Federal Transit Administration (FTA) in order to gain access to this funding as it relates to our preventive maintenance and ADA paratransit services. As soon as we receive these grant funds, the loan will be paid down to minimize our interest expense.

c. **Monthly Operating Statistics (OF-D-21-012)**: Director of Service Quality Dan Freudberg reported and reflected on the monthly operating statistics report through February 28, 2021. Mr. Freudberg availed himself for questions and there was no further discussion at this time.

V. **New Initiative & Community Engagement Committee Report**: There were no discussion or action items to be presented this month.

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

1. Employees off on COVID leave remains relatively low at 6 as of this morning. An event with round two of vaccinations is being held at Nestor this week – we have about 150 employees who participated in the first round. We'll be surveying employees voluntarily about vaccination status over the next month or so.
2. Mayor Cooper's State of Metro Address is scheduled for April 29 at the Music City Center. This is when we expect to learn his projected budget recommendations for FY2021-22.
3. GNRC completed the regional suballocation process for American Rescue Plan Act funds. MTA will receive the lion's share of funding, at \$46,243,245 of the \$48,243,245 coming to the Nashville region. The RTA, Franklin Transit and TMA Group will split the rest.
4. Members of the DTO Board are continuing negotiations with ATU Local 1235 on a new collective bargaining agreement. The current agreement expires at the end of June. Bill Miller, who recently retired as COO, is staying on in a part-time role to lead the bargaining team for DTO.
5. Andy Burke is fully on board as our Chief Operating Officer, and you'll be hearing from him in the coming months.
6. In other staff news, Renuka Christoff joined us this week as our new Director of Marketing, Sales and Communication. She will have a more than full plate, and I know you'll enjoy working with her.
7. We have a total of 6 people that signed up as Beta testers for our new WeGo Link program. WeGo Link is our partnership with Uber to provide first mile/last mile service in Antioch. People traveling from an 8 square mile area in Antioch can connect to our 55 route at either Nashboro Village or Bell Road stations.
8. The design team for the North Nashville Transit Center held an operations programming workshop with our operating personnel from Operations, Maintenance Facilities, Security, Safety, Planning, etc. last week to start scoping the new facility. From this they have begun to develop site concepts. In parallel, Perri DuGuard of duGard Communications is also advancing an overall community engagement plan. Related to this project, we are participating in a broader Metro inter-departmental task force relative to North Nashville to coordinate planning and community engagement for a variety of projects and initiatives.
9. Although this month's agenda is rather light, we'll keep you busy next month as we begin discussions on next year's operating budget and capital investment plan. On the topic of next month's meeting, it is unlikely that the Governor will extend his remote meeting Executive Order and we'll likely need to meet in person. Monica is examining options for a larger meeting space so we can adequately spread out.
10. We are working with the Mayor's Office, Public Works, Metro Planning, and the Downtown Partnership on advancing the Downtown Neighborhood Traffic Project. This project includes funding from Metro, WeGo, the Downtown Partnership and TDOT. WeGo has been asked to provide administrative support by acting as the procurement agency for the project.

11. On the RTA side:

- a. We continue to work with the City of Murfreesboro regarding the possibility of adding a park-and-ride lot in Murfreesboro adjacent to their planned facility for Rover, their local transit service.
- b. We met with the Board of Directors of the Nashville and Eastern Rail Authority in support of a private developer constructing a boarding platform at Mt. Juliet Station that mirrors the existing platform on the opposite side of the tracks, adjacent to the Vintage Station North development. The Executive Committee authorized their General Counsel and Chief Engineer to work with RTA and the developer to further advance this proposal.
- c. We met with Federal Transit Administration Region 4 Staff to discuss options to continue possible joint development opportunities adjacent to Donelson Station. This follows initiatives by Metro Council Member Jeff Syracuse to jump start the transit oriented development discussion in the Donelson area.
- d. We are soliciting information from the consulting community to examine future options for enhancing the Star in accordance with the range of options included in the City Transportation Plan. These run the gamut from maintaining the status quo, to incremental improvements to add a small number of trips to significant investments including the installation of positive train control.

VII. **Other Business:** Chair Williams acknowledged Ms. Faye DiMassimo, Senior Advisor for Transportation and Infrastructure, Office of Mayor John Cooper, and asked if she had anything to share.

Ms. DiMassimo said that she was excited about the Downtown Neighborhood Traffic Project and said that it's going to be an exceptional partnership between the Mayor's office, WeGo Public Transit, the Tennessee Department of Transportation, and the Downtown Partnership and the notion of how we focus on transit prioritization. She said this project will be kicked off sometime in May.

She said the Council approved the establishment of a Department of Transportation, so the Solid Waste functions of Public Works will migrate over to Water for the time being, and they will be standing up a department of transportation and recruiting nationally for a new director. She said they are looking for someone with a multimodal perspective and background, and a proven record of success and implementation so that position can be a strong partner to the efforts that WeGo leads.

Ms. DiMassimo said that she was excited about a couple of other projects in the works; the first being the kickoff for smart parking for downtown, in the Midtown areas. She said that they held a prebid meeting earlier in the week and had 15 interested parties participate in the prebid and she was very pleased with that kind of competitive interest in the project. Ms. DiMassimo said that she was also excited about the Jefferson Street project. She said that they recently applied for the Jefferson street cap through some of the federal funding that's become available through the Biden administration to begin to heal the intrusion of the interstate into the incredibly vibrant black community in the Jefferson Street area.

Ms. DiMassimo concluded her remarks by thanking CEO Bland and WeGo Public Transit for the partnership and said she is looking forward to all future successes.

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

Chair Williams expressed her appreciation to Ms. DiMassimo for being present and sharing information with the board members and staff. She said that she had the opportunity to sit on a panel with Ms. DiMassimo last week and it was good to be able to share with her and to know that we have so much interest in what's going on in the region and here in Nashville from so many leaders in our city and region

She said that she appreciated Vice-Chair Miller's comments on how important the budget cycle is for MTA, particularly this year and every year.

Chair Williams concluded her remarks by saying that she was proud of everyone at MTA and that everyone continues to set the standard for excellence on how to be great citizens here in Nashville and how they support transit here in Nashville.

IX. Adjournment: With no further business, Chair Williams called for a motion to adjourn the meeting. Walter Searcy made a motion to adjourn and the meeting was adjourned at 3:18 p.m.

Attested:

Gail Carr Williams
Chair

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-21-013	Meeting Date:	05/20/2021
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a statement of operations for the month of March 2021 compared to the budget and a balance sheet as of March 31, 2020.

CURRENT STATUS:

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

APPROVED:



Chief Financial Officer

May 14, 2021

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending March 31, 2021

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
Revenue from Operations:										
Passenger Fares	\$360,572	\$364,855	(\$4,283)	U	\$5,323,839	\$2,589,338	\$2,473,250	\$116,088	F	\$3,589,900
Access Ride	42,609	35,650	6,959	F	658,959	359,202	313,120	46,082	F	425,000
Contract Revenues	139,570	267,615	(128,045)	U	2,052,497	1,204,961	2,275,063	(1,070,102)	U	3,038,657
Advertising	42,466	50,410	(7,944)	U	557,119	458,211	453,678	4,533	F	604,900
Other Non-Trans Revenue	105,552	59,975	45,577	F	1,088,133	299,002	543,075	(244,073)	U	730,800
Total Operating Revenue	690,769	778,505	(87,736)	U	9,680,547	4,910,714	6,058,186	(1,147,472)	U	8,389,257
Federal/State/Local Income:										
Local Assistance	0	0	0	F	48,635,900	27,315,700	27,315,700	0	F	27,315,700
State Assistance	0	0	0	F	5,260,937	5,098,600	4,977,900	120,700	F	4,977,900
EMSID - Project Management Grant	0	0	0	F	0	41,700	0	41,700	F	0
Federal Assistance - CARES Act	1,618,501	0	1,618,501	F	0	26,186,191	24,300,000	1,886,191	F	29,516,373
Total Assistance Income	1,618,501	0	1,618,501	F	53,896,837	58,642,191	56,593,600	2,048,591	F	61,809,973
Capital Revenue:										
Capital Operating Reimbursement	3,750,000	7,000,000	(3,250,000)	U	0	3,750,000	7,000,000	(3,250,000)	U	17,212,435
Capital ADA Reimbursement	0	2,625,000	(2,625,000)	U	2,625,000	0	2,625,000	(2,625,000)	U	2,625,000
Total Capital Income	3,750,000	9,625,000	(5,875,000)	U	2,625,000	3,750,000	9,625,000	(5,875,000)	U	19,837,435
Total Revenue	\$6,059,270	\$10,403,505	(\$4,344,235)	U	\$66,202,384	\$67,302,905	\$72,276,786	(\$4,973,881)	U	\$90,036,665
Expenses from Operations:										
Labor and Fringes	\$5,526,633	\$5,477,803	(\$48,830)	U	\$44,962,165	\$49,096,136	\$47,206,940	(\$1,889,196)	U	\$63,793,410
Services	741,304	946,653	205,349	F	7,699,045	6,633,255	8,536,112	1,902,857	F	11,329,705
Fuel	271,645	365,703	94,058	F	3,646,173	2,343,299	2,930,408	587,109	F	4,622,290
Parts, Materials and Supplies	426,617	511,377	84,760	F	3,885,091	3,817,362	4,526,092	708,730	F	6,088,120
Utilities	124,481	132,375	7,894	F	923,634	885,874	1,040,827	154,953	F	1,376,150
Casualty and Liability	181,282	186,250	4,968	F	1,715,117	1,664,346	1,704,420	40,074	F	2,251,070
Other	16,093	39,596	23,503	F	375,726	168,734	463,020	294,286	F	575,920
Total Operating Expenses	7,288,055	7,659,757	371,702	F	63,206,951	64,609,006	66,407,819	1,798,813	F	90,036,665
Surplus / (Deficit) before GASB 33	(\$1,228,785)	\$2,743,748	(\$3,972,533)	U	\$2,995,433	\$2,693,899	\$5,868,967	(\$3,175,068)	U	\$0
Capital Grant Revenue	1,038,036		1,038,036	F	10,887,061	18,359,344		18,359,344	F	
Capital Grant Revenue -CARES Act	5,239		5,239	F		46,636		46,636	F	
Rental income - MCC Amortization	49,167		49,167	F	442,503	442,503		442,503	F	
Gain/(Loss) on Sale of Property	1,167		1,167	F	12,264	(111,802)		(111,802)	U	
Depreciation	(1,615,492)		(1,615,492)	U	(14,308,458)	(15,331,328)		(15,331,328)	U	0
Surplus / (Deficit)	(\$1,750,668)	\$2,743,748	(\$4,494,416)	U	\$28,803	\$6,099,252	\$5,868,967	\$230,285	F	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended March 31, 2021	Month Ended June 30, 2020
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$7,151,231	\$5,296,169
Receivables from federal, state and local government	523,683	7,317,284
Accounts receivable	583,038	778,437
Materials and supplies	2,891,060	2,675,559
Prepaid expense and other	1,386,746	1,031,959
Pension Deferred Outflow	25,175,574	25,175,574
Total Current Assets	37,711,332	42,274,982
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	110,094,688	109,841,158
Revenue equipment and parts	169,387,008	169,469,402
Office furniture and equipment	5,879,728	5,931,031
Other	27,575,849	22,625,060
	327,670,298	322,599,676
Less: Accumulated Depreciation	(160,019,228)	(158,153,258)
Total Property and equipment, net	167,651,070	164,446,418
OTHER ASSETS		
Cash and investments for self-insurance and other	404,116	884,789
TOTAL ASSETS	\$205,766,518	\$207,606,189
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$878,482	\$2,770,460
Accrued expenses	7,749,734	7,881,004
Deferred revenue	48,387	45,759
Note Payable	0	5,500,000
Total Current Liabilities	8,676,603	16,197,223
NON-CURRENT LIABILITIES		
Deferred Revenue	6,934,950	7,377,453
Refundable Grants	0	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
NET ASSETS		
Invested in capital assets	160,716,120	151,568,965
Reserve for capital purchases	54,116	34,766
Unrestricted	(85,040,618)	(63,009,629)
Current Year Surplus / (deficit)	6,099,252	(13,320,347)
Total Net Assets	81,828,870	75,273,755
TOTAL LIABILITIES AND NET ASSETS	\$205,766,518	\$207,606,189

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$456,743	\$113,377	\$10,056	\$2,862	\$583,038
	78.3%	19.4%	1.7%	0.5%	100.0%
Accounts Payable	\$709,872	\$173,109	\$31,300	(\$35,799)	\$878,482
	80.8%	19.7%	3.6%	-4.1%	100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	OF-D-21-014	Meeting Date:	05/20/2021
Item Title:	Monthly Operating Statistics		

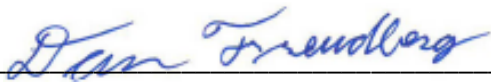
BACKGROUND:

Attached are monthly operating statistics through March 31, 2021.

CURRENT STATUS:

Chief Operating Officer Andy Burke will review the statistics at the committee meeting.

APPROVED:



Director of Service Quality

May 14, 2021

Date

Operations Dashboard Report

	FY2021 March	FY2020 March	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	2,986,831	6,480,546	-53.9%	
Access (WeGo)	122,458	211,116	-42.0%	
Access (Overflow/Taxi)	31,786	72,244	-56.0%	
Access-on-Demand *	26,768	41,628	-35.7%	
Access Total	181,012	324,988	-44.3%	
Total	3,167,843	6,805,534	-53.5%	7,065,000
Passengers per Revenue Hour				
Bus	10.53	17.46	-39.7%	18
Access	1.49	1.82	-18.1%	2.1
Total Scheduled Revenue Hours	365,928	486,873	-24.8%	
Total Cost Per Scheduled Revenue Hour of Service	\$161.47	\$121.50	32.9%	
Safety				
Miles Between Total Accidents	49,961	41,686	19.9%	36,000
Miles Between Preventable Accidents	459,645	243,446	88.8%	300,000
Preventable Accidents	10	25	-60.0%	
Non-Preventable Accidents	82	121	-32.2%	
Total Accidents	92	146	-37.0%	
Service Quality				
Bus Trip Completion Percentage	98.8%	99.7%	-0.9%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	4,864	5,001	-2.7%	3,800
On-Time Performance				
Bus	90.5%	85.0%	5.5%	85.0%
Access (WeGo)	93.3%	83.2%	10.2%	89.0%
Access (Overflow/Taxi)	97.6%	95.6%	2.0%	89.0%
Access Total	94.2%	86.4%	7.8%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,304	4,790	-31.0%	6,000
Access	478	309	54.4%	600
Total Calls Received	134,077	231,652	-42.1%	
Percent of Calls Answered	96.7%	89.9%	6.7%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Report

	March 2021	March 2020	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	350,370	506,818	-30.9%	
Access (WeGo)	15,033	16,230	-7.4%	
Access (Overflow/Taxi)	4,540	4,812	-5.7%	
Access-on-Demand *	3,278	4,344	-24.5%	
Access Total	22,851	25,386	-10.0%	
Total	373,221	532,204	-29.9%	785,000
Passengers per Revenue Hour				
Bus	10.68	12.93	-17.4%	18
Access	1.52	1.48	2.7%	2.1
Total Scheduled Revenue Hours	42,696	50,169	-14.9%	
Total Cost Per Scheduled Revenue Hour of Service	\$163.96	\$136.07	20.5%	
Safety				
Miles Between Total Accidents	38,344	40,613	-5.6%	36,000
Miles Between Preventable Accidents	N/A	203,067	N/A	300,000
Preventable Accidents	0	3	-100.0%	
Non-Preventable Accidents	14	12	16.7%	
Total Accidents	14	15	-6.7%	
Service Quality				
Bus Trip Completion Percentage	99.9%	99.6%	0.3%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	4,668	7,340	-36.4%	3,800
On-Time Performance				
Bus	89.8%	87.1%	2.7%	85.0%
Access (WeGo)	93.6%	86.4%	7.2%	89.0%
Access (Overflow/Taxi)	97.0%	96.9%	0.1%	89.0%
Access Total	94.4%	86.4%	8.0%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,101	4,087	-24.1%	6,000
Access	448	526	-14.8%	600
Total Calls Received	17,382	15,236	14.1%	
Percent of Calls Answered	96.3%	92.6%	3.7%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Glossary

Metric	Definitions
Ridership	
Total Passengers	
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)
Passengers per Revenue Hour	
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.
Safety	
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
Service Quality	
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.
On-Time Performance	
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.
Customer Care	
Passengers Carried Per Complaint	
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-21-015	Meeting Date:	05/20/2021
Item Title:	Quarterly Route Performance Report		

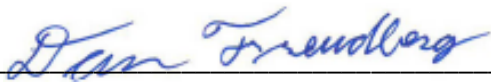
BACKGROUND:

Attached are Quarterly Route Performance Report through March 31, 2021.

CURRENT STATUS:

Director of Planning and Grants Felix Castrodad will review the statistics at the committee meeting.

APPROVED:



Director of Service Quality

May 14, 2021

Date



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Jan 2021 Through Mar 2021

FY2021 - 3rd 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	
Better Bus Targeted Frequent Service Network												
3/5	West End	63,031	-56.6%	6,558	-31.7%	9.6	-36.5%	7.5	-40.7%	91.91%	6.02%	
4	*** Shelby	24,025	-63.5%	2,834	-35.0%	8.5	-43.9%	5.4	-43.0%	94.65%	3.05%	
7	*** Hillsboro	36,212	-64.0%	2,971	-38.9%	12.2	-41.1%	7.7	-45.5%	87.53%	0.92%	
22	Bordeaux	60,845	-49.1%	5,368	-10.5%	11.3	-43.1%	5.9	-50.4%	91.32%	0.88%	
23	*** Dickerson Pike	67,070	-43.8%	4,741	4.4%	14.1	-46.1%	10.2	-45.7%	92.01%	4.54%	
50	Charlotte Pike	71,834	-48.6%	5,652	-23.6%	12.7	-32.7%	9.6	-32.5%	90.08%	1.80%	
52	Nolensville Pike	102,543	-43.3%	11,375	-5.3%	9.0	-40.2%	7.7	-46.6%	84.74%	-3.21%	
55	Murfreesboro Pike	140,170	-44.8%	11,679	-3.5%	12.0	-42.9%	10.5	-50.5%	88.34%	1.94%	
56	Gallatin Pike	145,379	-45.4%	11,376	0.3%	12.8	-45.5%	10.8	-51.2%	92.17%	3.70%	
Frequent Service Route Totals		711,110	-48.9%	62,555	-13.4%	11.4	-41.0%	8.7	-45.0%	89.86%	1.96%	
Better Bus Local Network												
6	Lebanon Road	15,283	-62.7%	1,953	-44.4%	7.8	-32.9%	7.7	-36.1%	90.65%	7.06%	
8	8th Avenue South	29,672	-49.0%	2,244	-5.5%	13.2	-46.1%	6.6	-54.4%	89.99%	7.60%	
9	Metrocenter	9,476	-66.7%	689	-49.9%	13.7	-33.7%	5.1	-37.8%	94.59%	4.79%	
14	Whites Creek	13,896	-54.0%	1,424	-20.4%	9.8	-42.1%	4.8	-44.6%	95.88%	5.50%	
17	12th Avenue South	15,102	-58.5%	2,312	-30.9%	6.5	-40.0%	3.5	-42.8%	92.07%	3.53%	
18	Airport/Elm Hill	12,080	-52.2%	1,910	-17.6%	6.3	-42.0%	3.1	-53.4%	88.33%	0.47%	
19	Herman	25,301	-62.6%	3,000	-28.3%	8.4	-47.9%	5.6	-49.3%	94.75%	3.28%	
28	Meridian	7,926	-64.2%	1,512	-29.0%	5.2	-49.6%	2.6	-49.4%	96.09%	4.57%	
29	Jefferson	23,747	-41.0%	2,707	-16.9%	8.8	-29.0%	4.0	-30.5%	92.75%	3.71%	
34	Opry Mills - Music Valley	8,064	-55.5%	2,028	27.5%	4.0	-65.1%	3.3	-61.7%	90.45%	7.44%	
41	Golden Valley					NO SERVICE						
42	St. Cecilia - Cumberland	11,360	-58.0%	1,199	-23.5%	9.5	-45.1%	4.6	-41.1%	96.41%	1.84%	
43	Hickory Hills					NO SERVICE						
Local Route Totals		171,909	-58.2%	20,979	-27.4%	8.2	-42.5%	4.5	-46.0%	92.54%	4.39%	



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Jan 2021 Through Mar 2021

FY2021 - 3rd 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	
Better Bus Connector Network												
21	Wedgewood	4,426	-52.3%	2,321	-17.4%	1.9	-42.2%	1.2	-47.6%	92.40%	0.77%	
25	Midtown Connector	6,826	-42.9%	2,624	-17.9%	2.6	-30.5%	1.9	-34.5%	87.20%	-0.38%	
72	Edmondson - Harding Place Connector	1,594	-61.0%	961	-17.6%	1.7	-52.7%	0.8	-54.5%	80.16%	-7.56%	
73	Bell Road	NO SERVICE										
76	Madison Connector	13,094	-42.9%	1,760	36.1%	7.4	-58.0%	4.9	-59.5%	92.12%	0.01%	
77	Thompson Connector	2,253	-76.8%	680	-60.9%	3.3	-40.6%	2.5	-40.8%	91.59%	-3.72%	
Connector Route Totals		28,194	-52.1%	8,345	-22.0%	3.4	-38.5%	2.2	-41.2%	89.32%	-0.97%	
Better Bus Express Network												
24	Bellevue Express	NO SERVICE										
35	Rivergate Express	NO SERVICE										
38	Antioch Express	NO SERVICE										
Express Route Totals		NO SERVICE										
SYSTEM TOTALS		911,213	-51.6%	91,879	-19.0%	9.9	-40.3%	6.9	-43.6%	90.43%	2.37%	

- *** 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-21-010	Meeting Date:	05/20/2021
Item Title:	Access Improvement Study – 2020971		

BACKGROUND:

The Access Improvement Study is a comprehensive review of the WeGo Access Paratransit program, with a focus on improving both service reliability and operational efficiency. The study will also examine service coordination with fixed route, including strategies to encourage fixed route use among current paratransit customers. Key tasks include a Benchmark Review, Policy Review, Organizational Assessment, Fixed Route Integration Strategy Review, and a Technology Review. The final deliverables include a comprehensive set of program recommendations and an accompanying detailed, phased implementation plan. Public outreach and engagement will be integrated throughout the project, with staff, stakeholders, and customers all playing an integral role in both determining priorities and reviewing recommended changes. No recommendations will be finalized without the opportunity for input from those that would be affected by the changes under consideration.

The notice of the Request for Proposals (RFP) was published on the WeGo and Transit Talent websites, and in the American Public Transit Association's (APTA) bi-weekly industry newsletter beginning January 26, 2021. Notifications were also sent to the Shared Use Mobility Center, the Eno Transportation Center, and to the Nashville chapter of the American Council of Engineering Companies.

The project has a 16% DBE participation goal, and 31 DBE firms with certifications indicating they perform the type of work included in the project scope were individually contacted. Four proposals were received on the solicitation due date of March 10, 2021, with all proposals exceeding the DBE participation goal. Proposals were received from the following companies:

- KFH Group
- IBI Group
- Stantec Consulting
- TransPro Consulting

Following the evaluation committee's initial review of the proposals, each proposer was requested to respond to questions and participate in a presentation and interview. Factors considered in the evaluation included project approach and schedule, proposing team and key personnel qualifications, and total project cost. The cost proposals received ranged from \$619,000 to \$680,000, all within the study's estimated \$682,000 cost. The evaluation committee completed the final evaluation of the proposals on April 26, 2021 and selected KFH Group as having the most responsive proposal at a price of \$630,691.56 with the team's strengths including the public outreach plan and national paratransit operations expertise.

KFH Group is a certified DBE firm and will be self-performing all work related to project management and participating with their subcontractors on the project's other tasks. The total DBE participation for this contract will be 54% through the following engagements:

Company	Owner	Work Description	Percentage
KFH Group – woman-owned	Sue Knapp	Project management; operational and organizational analysis and related work	43%
Fairpointe Planning- minority and woman owned	Tanisha Hall	Public engagement and fixed route integration	11%

RECOMMENDATION:

We request the Board to provide the Chief Executive Officer the authority to enter into a professional services contract with KFH Group to conduct the Access Improvement Study in the amount of \$630,691.56 with a contingency amount of \$69,308.44 for a total contract budget of \$700,000. The total contract term is 24 months with a milestone for substantial completion at 18 months. The study will be funded using federal CARES Act funds.

APPROVED:

Board Secretary

May 20, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of upcoming procurement projects

Meeting Date: 05/20/2021

BACKGROUND:

Project Name: 60' Articulated Bus Purchase

- Brief Description: Capital fleet replacement plan for 60' Articulated buses, 14 clean diesel 60' articulated buses to replace 14 NABI 60' articulated buses.
- Anticipated Publish Date: May 2021
- Estimated Project Value: \$20,000,000

Project Name: Ford manufactured Spare Parts

- Brief Description: This project is to determine a supplier for the purchase of all Ford manufactured Spare Parts required for WeGo's rolling assets.
- Anticipated Publish Date: May 2021
- Estimated Project Value: \$ 150,000 – \$250,000 annually

Project Name: Myatt Scale Removal & Paving Rehabilitation

- Brief Description: This project will remove the weigh scale at the Myatt entrance gate and put new paving in the affected area.
- Anticipated Publish Date: June 2021
- Estimated Project Value: \$300,000 – \$400,000

Project Name: Admin Vehicle, Van, and Bus Batteries

- Brief Description: This project is to determine a supplier for all of our battery requirements for WeGo's rolling assets.
- Anticipated Publish Date: June 2021
- Estimated Project Value: \$100,000 – \$150,000 annually

Project Name: Real Estate Services

- Brief Description: This project is to engage real estate professional services to assist in the location of properties for easement, lease, or purchase for future transit centers, park and ride lots or other facilities.
- Anticipated Publish Date: June 2021
- Estimated Project Value: \$500,000

Project Name: RFP Downtown Traffic Study

- Brief Description: As identified in the Mayor's Transportation plan, the project seeks professional services to conduct a comprehensive traffic study of the downtown area to assess and forecast trends and establish priorities for investments, policies, and regulatory actions to manage and improve access within the downtown core.
- Anticipated Publish Date: June 2021
- Estimated Project Value: \$750,000 - \$1,000,000₉

Project Name: RFP Escalator Modernization (Rebuild)

- Brief Description: The project seeks a contractor to provide an escalator modernization rebuild solution.
- Anticipated Publish Date: July 2021
- Estimated Project Value: \$675,000 - \$1,000,000

Project Name: Admin Vehicle, Van, and Bus Tires

- Brief Description: This project is to determine a supplier to furnish tires for all revenue and non-revenue vehicles.
- Anticipated Publish Date: July 2021
- Estimated Project Value: \$ 300,000 – \$600,000 annually

Project Name: RFP Elevator & Escalator Preventative Maintenance

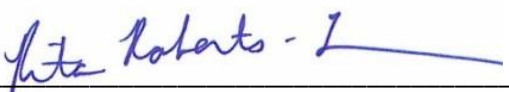
- Brief Description: The project seeks a contractor to provide maintenance, repair and related services for full-service elevators, escalators, and chair/platform lifts.
- Anticipated Publish Date: September 2021
- Estimated Project Value: \$200,000 - \$250,000

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.

APPROVED:



Chief Administrative Officer

May 14, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	NICE-D-21-004	Meeting Date:	05/20/2021
Item Title:	FY2022 Operating Budget Discussion Update		

BACKGROUND:

Subsequent to his State of Metro Address on April 29, 2021, Mayor Cooper filed his proposed FY2021-22 Operating Budget Proposal with Metro Council. As Metro funding makes up the single largest source of WeGo Public Transit's Operating Budget, knowing the level at which he is proposing to fund transit provides a much higher level of budget certainty for FY2021-22. The Metro Council will consider this proposal between now and the required budget adoption date of June 30. Part of that consideration will include our appearance before the Council's Budget and Finance Committee at 4:30PM on Tuesday, May 25. We invite any interested Board Members to attend this hearing.

At the Board's May Meeting, staff will present the background environment framing the formulation of our FY2021-22 Operating Budget and multi-year capital improvement plan. Both documents will be presented to the Board in June for your consideration for adoption. The purpose of our discussion in May will be to provide some background, address any questions the Board might have, and do some "direction setting" on bigger picture issues.

The following information is intended to provide Members with sufficient background information to enter this discussion better informed. A variety of factors make this budget year anything but normal. These include:

1. The availability of significant Federal funds from COVID-relief bills,
2. The recently adopted Metro Nashville Transportation Plan
3. Ongoing and contemplated projects to deliver on the nMotion Strategic Service Plan
4. issues associated with the world (and WeGo Public Transit) emerging from the pandemic

As such, it will be vital to have full Board engagement concerning our directional decision making moving forward.

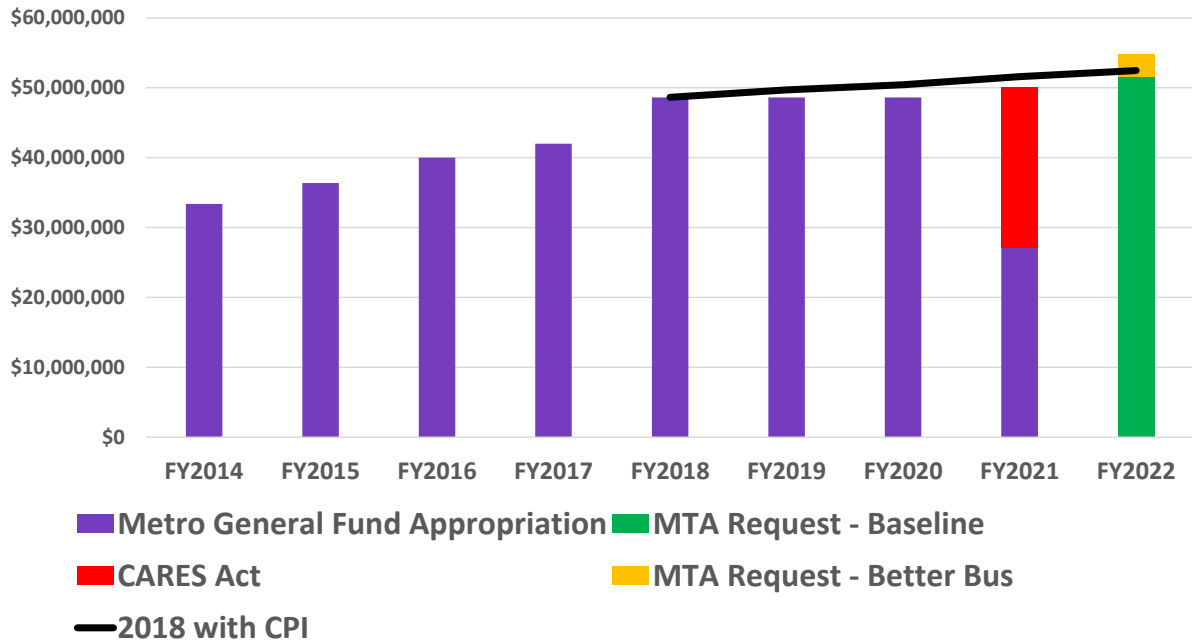
FY2020-21 History

You will recall that Metro reduced their operating support to the MTA by 44% in FY2020-21 due to severe fiscal pressure on the Metro budget, and the availability of temporary substitute funding from the Federal government under the CARES Act. This followed 3 consecutive years when funding levels were frozen, placing significant pressure on our baseline budget. This budgetary direction was the result of extraordinary budget pressures on Metro combined with the availability of significant alternate funding to WeGo Public Transit and did not reflect a change in programmatic direction by the Administration. In fact, the Mayor's Office expressed the intent to restore operating funds to baseline levels as soon as possible. These temporary Federal funds allowed the Board to adopt a balanced budget without a permanent service reduction or fare increase for FY2020-21, even though services were temporarily reduced during the pandemic. Subsequently, the Board did enact a permanent "hours neutral" service change to address longer-term post-pandemic ridership trends and to advance several Better Bus initiatives.

The following chart provides a history of Metro operating support to WeGo Public Transit over the past 8 years. It illustrates the extent to which we utilized Federal CARES Act funds to replace reduced Metro funding in FY2020-21.

Metro Operating Support Trends

Annual Metro Operating Budget Appropriations to WeGo



FY2021-22 Operating Budget Request

2

The graph also shows our operating funding request of Metro for FY2021-22. WeGo Public Transit requested a baseline funding request of \$51,635,900 to sustain current service and fare levels based on FY2018 funding levels plus inflation since that time. In addition, we requested a supplemental investment of \$3,200,000 to fund 9 months of the first phase of our “Better Bus” service expansion initiative. Better Bus (as spelled out in the Nashville Transportation Plan adopted by the Metro Council in December 2020) entails a total budgetary expansion of \$29 million in current year dollars to fund a service hour increase of approximately 30%. It is recommended for implementation in seven phases. This requested betterment would be for phase 1 and would largely be focused on increasing service span on higher ridership routes, increasing service span on Access and Access on Demand, improving off-peak service frequency, an extension of the Route 17 – 12th Avenue South bus to the new Hillsboro Transit Center, and the creation of a new Hickory Hills Connector route operating as a crosstown route between Hunters Lane High School, the Skyline Medical Center Area and Gallatin Pike along Due West Avenue. It would also allow for the consideration of “fare capping” as the new QuickTicket Fare Collection system is fully rolled out this year.

In the Mayor’s budget recommendation to Metro Council, the baseline funding request was slightly exceeded, with an appropriation recommendation of \$51,835,900. Mayor’s Office staff also requested that the MTA Board consider advancing Better Bus improvements utilizing Federal COVID relief funding, with an expectation that this incremental improvement would be included in our FY2022-23 baseline funding request.

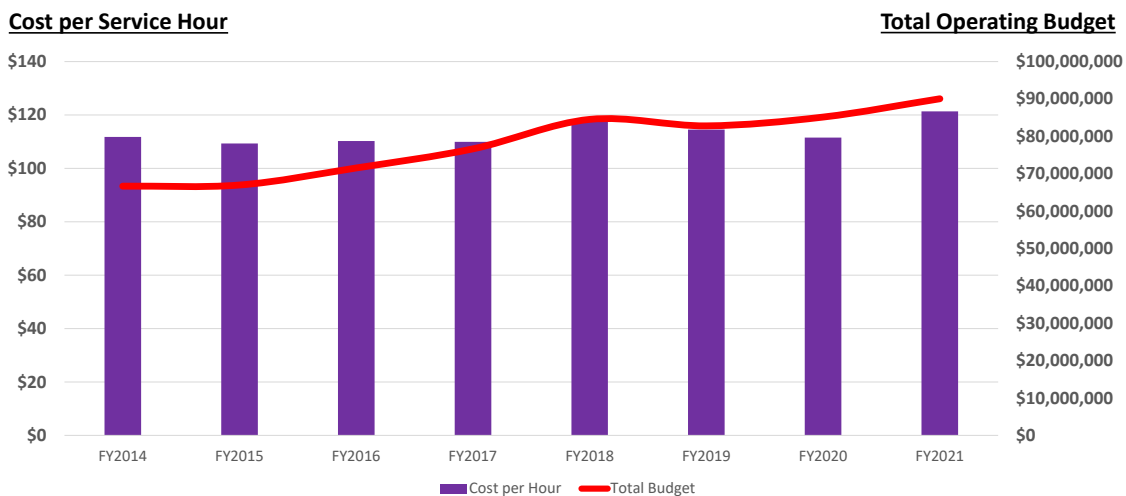
If approved by the full Council, this appropriation request would stabilize WeGo Public Transit funding and would free up considerable “one-time” Federal resources that had been reserved as a contingency if Metro funding was not restored to be allocated to the Authority’s capital improvement plan and/or other “one-time” expenses.

Budget Trends

Budget stabilization will be extremely important moving forward from two perspectives. First, it's extremely difficult for customers to rely on public transportation when they are constantly wondering whether or not their service will be around in a year. Over the past 10 years, we've added considerable service hours when funds were readily available, then had to scale back during leaner times. In addition to flat funding from Metro after 2018, the elimination of CMAQ funding for MTA operations by the State led to a significant service reduction in 2019.

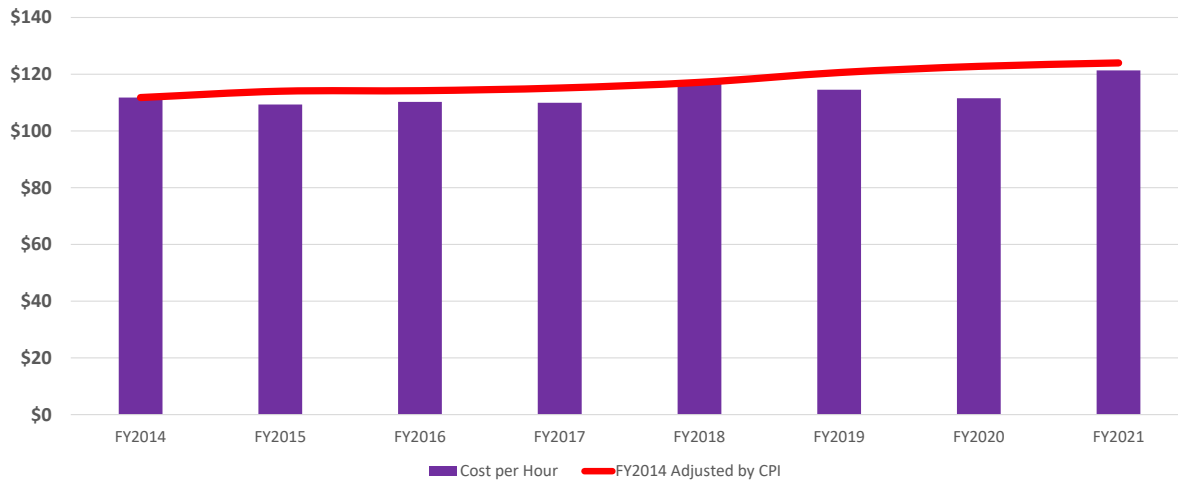
Second, many of the improvements called out in the nMotion Strategic Service Plan are capital improvements in nature. These include such customer enhancements as an expanded passenger waiting shelter program, neighborhood transit centers, and technological enhancements such as real-time information and our QuickTicket automated fare collection system. These are important investments that are necessary upgrades for our customers, but also carry with them significant fixed ongoing operating costs that must be sustained even when budgets are tight. This makes the concept of "fixed" and "variable" costs associated with the transit system extremely important to understand in funding and budgeting, as illustrated in the following chart which presents a history of the total operating budget for the MTA over the past 8 years (the red line) and the cost per revenue hour of service (the purple bar).

WeGo Public Transit Operating Expense History



Internally, we try to manage our budgets around maintaining a reasonable cost per revenue service hour – both over time relative to inflation and as measured against relevant peer transit agencies. In fact, while the chart above illustrates the general ebb and flow of our budgets with respect to years when we've received substantial funding increases to add service, and leaner years when we've had to reduce service, the chart below shows that we have managed to keep our overall operating cost per revenue service hour pretty much in line with inflation throughout this period.

Annual Cost per Service Hour Relative to CPI

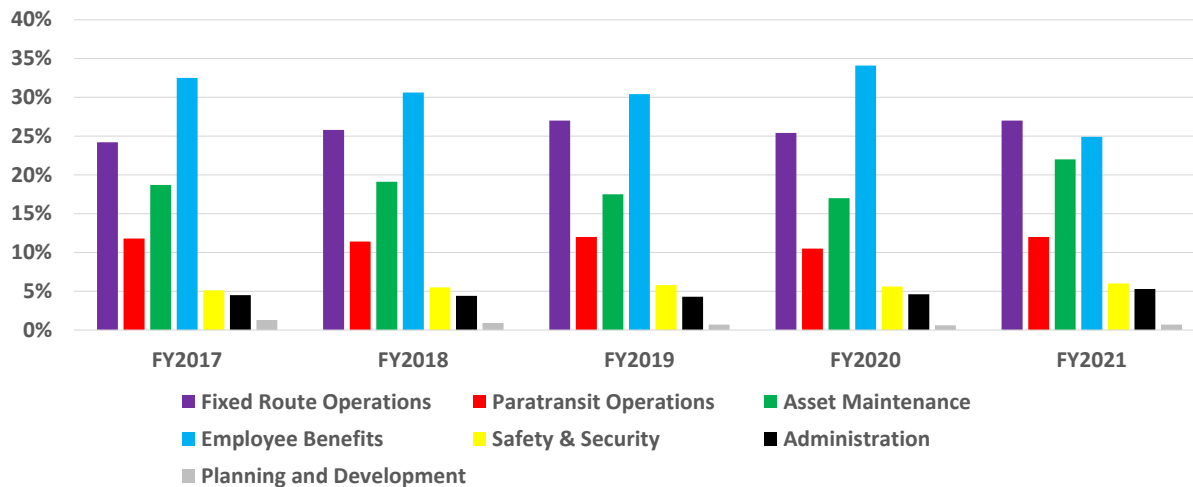


While this all appears to be stable and reasonable, it becomes an increasing challenge as we bring on more capital assets with ongoing operating expenses associated with them if we operate in an environment of uncertain and/or unstable funding. For instance, the expenses to operate the North Nashville or Hillsboro Transit Centers on an annual basis (utilities, cleaning, security, etc.) will not be appreciably different whether we have the current level of service, less service to them or more service to them. This all means that we need to be mindful of the long-term operating expense impacts of our capital projects, even if the capital funding to build the original project is readily available.

It also suggests the need to examine the fixed and variable cost elements of specific service initiatives. For instance, in the proposed phase 1 of Better Bus enhancements we will consider for the upcoming year, there are minimal fixed costs associated with something like improving off-peak frequency on an existing route. Almost all of the cost associated with this type of improvement is direct – wages to the operator who drives it, and fuel and repair costs for the bus that serves it. On the other hand, extending our span of service requires additional “fixed” expenses such as more operations supervision, maintenance coverage and increased security and custodial presence at WeGo Central.

A further refinement of these elements is in the chart below, which illustrates trends in the spending on various functional elements of WeGo Public Transit’s budget. Because transit is a labor-intensive undertaking, wages and benefits make up over 70% of our annual operating budget. However, where these expenses flow tells a compelling story about the priorities of the agency:

Percent of Operating Budget by Function



Several trends here are pertinent to the discussion of next year’s budget:

1. We’ve generally done a good job keeping overhead and administrative expenses low, at about 5% of the overall operating budget.
2. Employee benefits are an area of concern, as they generally make up over 30% of our total budget. Trends in healthcare expenses are a particular focus as they represent a large percentage of budget but have historically trended at a higher rate of increase than general inflation.
3. Asset maintenance has – and will continue – to take on a more prominent role in our budget. The addition of a number of technological enhancements like QuickTicket, real-time information and other advancements; along with expanded fixed facilities like transit centers and additional passenger waiting shelters will require increased expenditures to keep these assets in reasonable condition.
4. We have continued to focus on spending on safety and security. Although relatively small in percentage terms overall, spending on these areas has increased from 5.1% to 6% of the total budget over the past 5 years; overall spending has increased at an average annual rate of about 9% per year on average.
5. Despite these other pressures, direct spending on service (fixed route and paratransit combined) has remained constant at about 36% of the total budget.

The Onset of COVID-19 and Its Impacts on the Operating Budget

As the world begins to emerge from the pandemic, there remain a number of unknowns that we will need to successfully navigate in order to assure our long-term success. Ridership, though starting to inch up slowly, is still just a fraction of pre-pandemic levels. Some elements of expense (and revenue loss) can be expected to have an impact on our budgets for years to come (and in some cases, will likely be permanent). By the same token, the experience of the pandemic (and the resources provided by the Federal Government) have allowed us to undertake a variety of initiatives that will make our system more resilient in the future. With respect to our operating budget, the following table highlights some of the categories of expenditure we experienced during COVID-19:

COVID-19 Major Costs: One-Time, Declining and Recurring

Cost Item	One-Time	Declining	Recurring
COVID-Related Capital Expenses	◆		
Reduced FY2020-21 Metro Operating Support	◆		
Lost Operating Revenue (Passenger Fares, Contract Service, Advertising, Parking, Concessions & Rentals)		◆	
Transient COVID-19 Costs:			
COVID-Related Healthcare Claims		◆	
Paid COVID-Related Employee Leave		◆	
4-Day Work Week w/5-Day Guarantee	◆		
Supplemental Access Service for Public Health	◆		
Ongoing Pandemic Resilience Costs:			
Additional Custodial/Service Staff			◆
Additional PPE, Cleaning and Disinfecting Materials & Supplies			◆
Supplemental "99" Helper Buses			◆

With respect to this table, one-time capital expenses refer to the projects we undertook to enhance resilience such as the installation of operator compartment barriers on our buses, and the acquisition of enhanced cleaning and disinfecting equipment. We will also see a discontinuation of certain other expense categories like our supplemental Access services and 4-day work weeks coming out of the pandemic. Other expense lines – like supplemental COVID-related healthcare expenses – should come down fairly quickly over time. Reduced operating revenue (including passenger fares, but also other categories like parking revenue at WeGo Central) should begin to at least slowly recover, but it is difficult to predict how long this will take, or if they can reasonably be expected to return to full pre-pandemic levels.

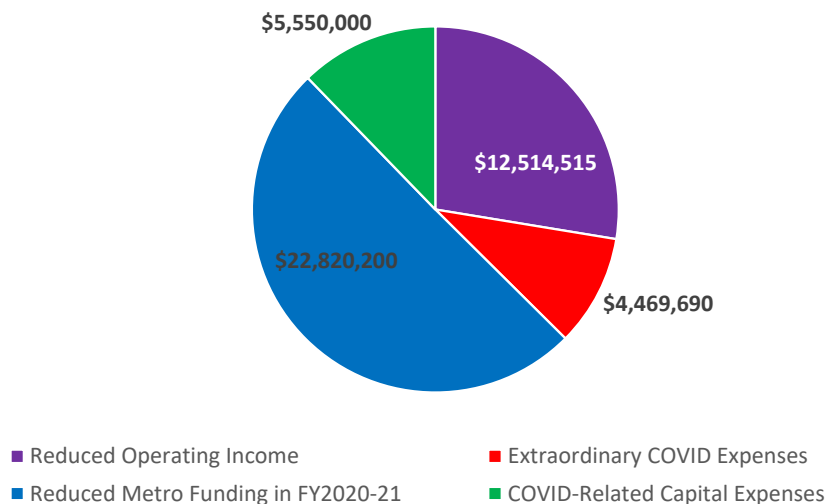
Federal Aid

Of course, along with the unprecedented expenses and challenges associated with the pandemic came unprecedented (in terms of both magnitude and flexibility) Federal financial assistance. Overall, 3 separate Federal COVID relief bills were passed by Congress, 2 of which resulted in significant funding for transit in Nashville: The CARES Act, providing over \$75 million to regional transit agencies; and the Rescue Plan Act, providing over \$48 million to regional transit operators. From these amounts, the MTA was allocated

\$55,143,705 in CARES Act funding and \$46,243,245 in Rescue Plan Act funds for a total of \$101,386,950. These funds are 100% Federal, with no required State or local match. The CARES Act provides complete flexibility to spend the funds on operating expenses, planning or capital expenses (associated with resilience and pandemic response). Rescue Plan Act funds are more heavily weighted toward operating expenses, with a requirement that a transit agency document its ability to sustain service and employment levels before the FTA will consider capital projects as eligible.

Recognizing the unknown nature of the FY2021-22 Metro Budget when the Rescue Plan Act was signed into law, none of these funds have been programmed as of yet. The following graphic illustrates programming of the earlier CARES Act funding:

Programming CARES Act Funds



Total programmed funds from above total \$45,354,405, resulting in an unprogrammed balance of \$9,789,300. Combined with Rescue Plan Act funding, this results in a total unprogrammed Federal funding balance of \$56,032,545. An important reminder is that these are one-time funds. While they can be utilized for operating expenses, they will eventually dwindle to zero and would need to have an identified replacement source of funding.

Beyond specific pandemic relief funding from the Federal government, we also have access to our recurring formula funding from the Federal Transit Administration. This funding is much more restrictive than COVID-relief funding and also comes with a required match from State and local sources. However, it is also much more consistent than the pandemic relief funds and is a reliable source of ongoing funding.

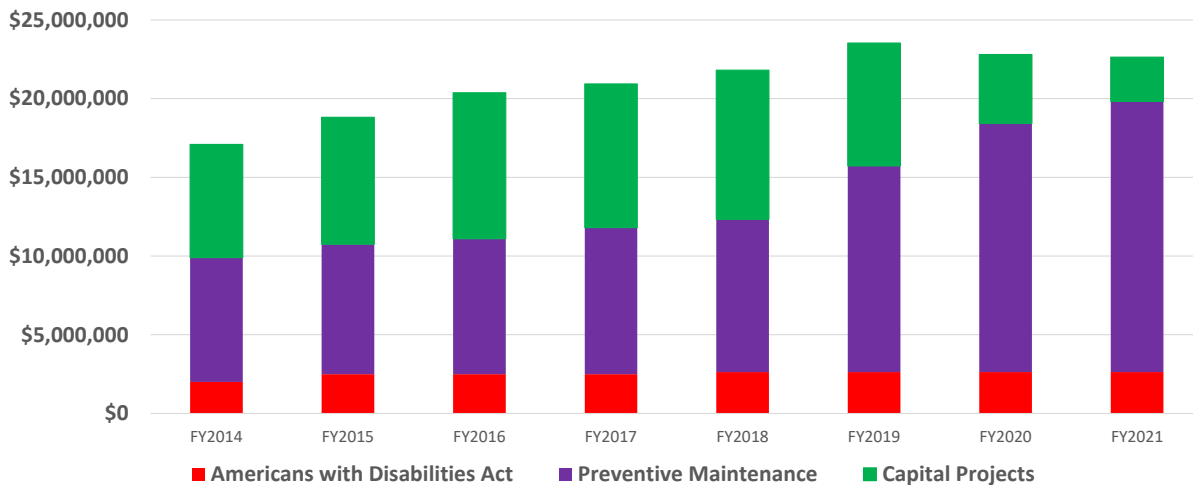
Specifically, our Federal formula funding can only be used for capital project expenses, with the following two extremely important exceptions:

1. They can be used to offset a portion of the expenses incurred by the Federal requirement to offer complementary paratransit service under the Americans with Disabilities Act.
2. They can be used to offset preventive maintenance expenses for capital assets, under the premise that it would be counterproductive for the Federal Government to fund a capital asset that the transit agency could not maintain.

Over the past few years, as Metro has not been able to support increasing levels of funding to keep us whole with inflation, the ability to use Federal funds for preventive maintenance has been a key factor in allowing us

to keep service levels stable. The chart below illustrates our trends in the amount of Federal formula funding we receive, and how we have programmed its use.

Spending of Federal Formula Funds



Through FY2018 as Metro continuously increased its financial support of the MTA in both the operating budget and capital spending plan, we were able to program almost half of all available Federal formula funds toward capital projects. As Metro could not continue to increase its contributions, the Board programmed higher percentages of Federal formula funding to the operating budget through the ADA and Preventive Maintenance categories. Four factors allowed this to occur without a major impact on state of good repair projects:

1. The receipt of a \$9+ million discretionary Federal Grant in 2018 toward the funding of our replacement bus fleet which was over-matched by the State at 30%, or \$4.5 million.
2. The Board’s decision to transition from much more expensive hybrid electric buses to clean diesel buses beginning in 2020.
3. Previous Metro Capital Spending Plan funds that allowed for significant state of good repair upgrades to WeGo Central and the Nestor facility over the past few years.
4. The receipt of \$1.5 million in Improve Act funding from the State for replacement buses as well as funding for stop infrastructure improvements along Nolensville Road.

CURRENT STATUS:

CFO Ed Oliphant and Chief Executive Officer Steve Bland will lead a discussion on the information presented above with the Board to get input and direction for planning and communication purposes as we enter the new fiscal year. This budget information will be immediately followed by closely related discussion concerning Fall service changes (including proposals to begin implementing Better Bus service expansion initiatives) and the capital plan. Based on this discussion, and the direction set by the Board, staff will prepare operating and capital budget proposals for consideration at your June meeting.

APPROVED:

Edward W. Oliphant

Chief Financial Officer

May 14, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	NICE-D-21-005	Meeting Date:	05/20/2021
Item Title:	Fall 2021 Service Changes Update		

BACKGROUND:

The implementation of the spring service changes in April 2021 aimed to address shifts in ridership trends that were dramatically altered due to the COVID-19 pandemic. The changes allowed WeGo to make strategic decisions to respond to those shifts and more effectively allocate resources to manage the current demand. The changes also provided an opportunity to advance some of the Better Bus guiding principles to improve service like frequency and span on our core routes (serving over 70% of the total system ridership) and other high ridership local routes as we continue to make the system more resilient.

Since the spring changes, service has returned to approximately 90% of pre-pandemic levels. The goal for the fall 2021 is to return to 100% pre-pandemic service level. However, the biggest question leading into that was whether the resources to get there would be available. Last month's announcement from Mayor Cooper's proposed FY 2022 Metro Budget to restore WeGo's operating funding gap with inflation along with funding made available through the American Rescue Plan Act of 2021 will provide a more reliable outlook in the near term for approaching service changes in the fall. This will allow not only for maintaining current service levels and restoration of other routes to previous pre-pandemic levels but also to begin implementing Better Bus expansion improvements including frequency, span, and other route enhancements consistent with the Metro Nashville Transportation Plan.

Planned service expansion encompasses approximately 35,500 additional service hours, a 7% increase in service. As we move toward the Fall 2021 service changes, staff continues to carefully consider ridership trends as well as the existing and future environment to effectively design a service that caters to riders' needs while advancing improvements that strengthen the system for the future.

CURRENT STATUS:

Felix Castrodad, Director of Planning, will present an overview of the proposed changes for the Fall 2021 as staff prepares to conduct public outreach and engagement on the proposed changes in the coming weeks.

APPROVED:



Chief Development Officer

May 14, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Committee Discussion Item

Committee Action Item

Board Discussion Item

Item Number:	NICE-D-21-006	Meeting Date:	05/20/2021
Item Title:	Nashville MTA FY2022 Capital Investment Plan Update		

BACKGROUND:

The Nashville Metropolitan Transit Authority's (MTA) Capital Investment Plan prioritizes, identifies funding sources, and sets timelines for MTA's capital projects over a five-year period. The plan outlines regulatory, state of good repair, growth and expansion needs that promote the provision of continuous efficient services by MTA. The plan is closely coordinated with pertaining agency efforts like the nMotion Strategic Plan and the Transit Asset Management Plan (TAMP) as well as with partner agency processes including TDOT, GNRC, and Metro Nashville.

Although the plan covers a five-year horizon, the main emphasis is on the first couple of years of the plan as the outer years are more conceptual in nature, requiring additional scoping and more detailed information on cost and funding sources.

The Capital Plan categorizes projects into five key areas:

1. Safety/Regulatory Projects

Safety/Regulatory projects are required for safety or by law.

2. Transfers to Operations Budget for Preventive Maintenance

Because of limited funding for operations, maintenance costs are capitalized to be able to use capital dollars for maintenance purposes. The amount transferred annually is reviewed to balance the needs of system maintenance and system capital projects.

3. State of Good Repair

Having a well maintained, reliable transit infrastructure helps ensure safe, dependable, efficient, and accessible service. Key state of good repair projects related to fleet replacement and facilities upkeep and improvements comprise the bulk of the plan. These are drawn from the existing fleet plan, as well as recent experience with respect to facility capital maintenance projects.

4. Business Improvements

Enhancements for better delivery to customers by reviewing, upgrading, or implementing strategic process improvements to streamline business efforts and increase effective use of resources.

5. Service Improvements and System Expansion consistent with nMotion Strategy

Improve the system following the nMotion plan recommendations by making service easier to use, more convenient, comfortable, more effective, and accessible.

Capital funding typically comes from several different sources including federal, state, and local sources and can be allocated based on specific formula or competitive discretionary opportunities. Expected revenues vary by funding source and the detailed requirements associated with each source.

During the past year, the federal government made some one-time funding opportunities available because of the COVID-19 pandemic. Federal bills including the Coronavirus Aid, Relief, and Economic Security (CARES) Act, and the American Rescue Plan (ARP) Act, provided 100% federal money (no match required) designed to

provide relief and support to transit agencies keeping them operational in light of reduced and uncertain local revenues.

These one-time relief bills along with recent operating budget information provide an opportunity for MTA to review capital investment opportunities as part of the FY2022 Capital Plan development.

CURRENT STATUS:

Staff will present a draft summary of projected capital funding sources and program needs to facilitate discussion during the New Initiatives and Community Engagement committee meeting.

APPROVED:



Chief Development Officer

May 14, 2021

Date