

# Nashville MTA Board Meeting

## Tennessee Bankers Association

211 Athens Way | Nashville, TN 37228

July 28, 2022 | 2:30 p.m.

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### Board Members:

Gail Carr Williams, Chair  
Jessica Dauphin  
Mary Griffin

Janet Miller, Vice Chair  
Walter Searcy

1. **Call to Order**
2. **Roll Call**
3. **Approval of the June 23, 2022, MTA Board Minutes**
4. **Public Comment**
5. **Information Only Items** – The following information is contained in the distributed Board Packet for Member Review. There is no planned discussion of these items, but the staff is available for discussion should Members have questions.
  - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO **M-I-22-020 P. 8**
  - Monthly Operating Statistics – Andy Burke, COO **M-I-22-021 P. 11**
  - Upcoming Procurements Projects List **P. 16**
6. **Consent Agenda Items** – Pursuant to recent discussions, these action items are routine in nature, tend to be repetitive year over year, and are described in the written agenda materials. As such, they would be voted on as a group to permit more time for discussion of more unusual items. Any Board Member can request that any item be removed from the Consent Agenda for further discussion, and listed staff will be available for questions.
  - None Scheduled For This Month
7. **Operations & Finance Committee – Walter Searcy, Chair**
  - WeGo Parking Lease Option – Ed Oliphant, CFO **M-A-22-020 P. 17**
  - Purchase of 40 Body on Chassis Buses – Andy Burke, COO **M-A-22-021 P. 18**
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
  - QuickTicket Update – Bryan Williams, Performance Oversight Manager **NICE-D-22-019 P. 20**
  - Transit Origin-Destination Onboard Survey Award – Hannah Schaefer, Transit Planner **M-A-22-022 P. 21**
9. **CEO's Report – Stephen G. Bland, CEO**
10. **Chair's Report – Gail Carr Williams, Chair**
11. **Other Business**
  - Board Ethics & Conflicts of Interest Review – Board Secretary & General Counsel Margaret Behm **M-I-22-022 P. 23**
  - 2022-23 Election of Nashville MTA Board Officers – Board Secretary & General Counsel Margaret Behm **M-A-22-023 P. 27**
12. **Adjournment**

**NASHVILLE METROPOLITAN TRANSIT AUTHORITY**  
**Board of Directors Meeting**  
**June 23, 2022**

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee Bankers Association, located at 211 Athens Way, Ste. 100, Nashville, TN 37228 on Thursday, June 23, 2022.
- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Mary Griffin, Member; Walter Searcy, Member; Jessica Dauphin, Member; Margaret Behm, Board Secretary; Chief Executive Officer Stephen Bland; Chief Financial Officer Ed Oliphant; Chief Administrative Officer Rita Roberts-Turner; Chief Operating Officer Andy Burke; Chief Development Officer Trey Walker; Director of Safety & Risk Management Nicholas Oldham; Director of Maintenance Carl Rokos, Deputy Chief Operating Officer-Operations Systems Dan Freudberg; Director of Planning & Grants Felix Castrodad, Procurement Business Diversity Manager and DBE Liaison Officer Rachel Johnson, Procurement Administrator Denise Richardson and Board Liaison Monica Howse.
- A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:32 p.m.
- III. **Approval of Minutes:** Walter Searcy made a motion to approve May 26, 2022, MTA Board minutes; the motion was seconded by Mary Griffin and unanimously approved by the Board.
- IV. **Public Comments:** Chair Gail Carr Williams opened the floor for public comments. The public was reminded that comments were limited to three minutes. The following members of the public had these comments:
- Mr. John Bull**  
Mr. Bull's comments were as follows:
- Mr. Bull said that he likes that route 52 operates promptly.
- Ms. Miriam Leibowitz**  
Ms. Leibowitz's comments were as follows:
- Ms. Leibowitz said that she is the new Concierge Manager at Vanderbilt and she appreciates that she gets the chance to continue working with colleagues from WeGo Public Transit in a different manner and to continue working to bring Vanderbilt onto the electronic validation system.
- V. **Operations & Finance Committee Report:** Committee Chair Walter Searcy presented the following consent agenda process and action items for approval:
- Monthly Financial Report Compared to Budget **(OF-D-22-016)**
  - Revolving Line of Credit Renewal **(M-A-22-009)**
  - MTA/RTA Contract Renewal for State WeGo Ride Services **(M-A-22-010)**
  - MTA/RTA WeGo Ride Program Revenue Sharing Agreement **(M-A-22-011)**
  - MTA/RTA Management Contract Renewal **(M-A-22-012)**
  - MTA/RTA Contract Renewal for Regional Transit Services **(M-A-22-013)**
  - Liability Insurance Renewal **(M-A-22-014)**
  - State WeGo Ride Contract Renewal **M-A-22-015**
  - Contract for Lease & Purchase of Copiers, Printers, Scanners, & Related **(M-A-22-016)**
  - Monthly Operating Statistics **(OF-D-22-017)**
  - Upcoming Procurements Projects List

Chair Searcy first asked if there were any items on the consent agenda that needed to be pulled for discussion. There were no items requested to be pulled for discussion.

Second, Chair Searcy mentioned that a consent agenda process had been recently suggested at the Board Governance workshop, and he asked if board members were ready to adopt this new process. Mary Griffin made a motion to approve the consent agenda process, Ms. Jessica

Dauphin seconded the motion, and the new consent agenda process was unanimously approved by the Board.

Lastly, Mary Griffin made a motion to approve all consent agenda items that required action, Ms. Jessica Dauphin seconded the motion, and all action items were unanimously approved by the Board

Chair Searcy proceeded and introduced the following items for discussion and action:

- a. **Real Estate Brokerage Services (M-A-22-017)**: CAO Rita Roberts-Turner and CDO Trey Walker presented the following:

The nMotion strategic service plan identified a critical need for new bus stop improvements, transit centers, and park and ride lots to expand and improve service. To facilitate the ability to identify available and suitable properties for lease, purchase, or easement, the Agency sought the services of a commercial real estate firm to support location analysis and property acquisition negotiations. Historically, property transactions of this type were undertaken on a less formal basis, with agency staff taking the lead role in identifying appropriate properties. This is becoming less viable as the volume and complexity of projects have increased.

The notice of the Request for Proposals (RFP) was published on the WeGo and Transit Talent websites, and in the B2G procurement notification system on March 16, 2022. The RFP was also sent directly to 25 firms in Nashville specializing in commercial real estate. Four (4) firms participated in the pre-proposal meeting on March 28<sup>th</sup>. Two of the firms determined not to submit a proposal. The remaining two firms, Jones Lang La Salle Americas (JLL) and SVN/The Genesis Group (SVN), a certified DBE African-American male-owned firm, combined in a 75% prime 25% DBE subcontractor relationship to submit a proposal on the due date of April 22, 2022. In subsequent discussions with the firms that did not respond, the current volume of work, resource constraints, and concerns about process length brought about by the regulatory environment in which the MTA operates were cited as reasons for declining the opportunity. Negotiations focused on hourly rates and commission basis. Services are expected to fall into two primary areas: (1) support for location analysis of various Authority properties and facilities, which would be billed on an hourly basis based on professional specialties; and traditional real estate brokerage services for leased and purchased properties that move to close based on a traditional real estate commission structure. The Procurement Department determined that the negotiated rates were fair and reasonable and comparable to similar consulting services and commercial real estate industry fee proposals. For property acquisition services, the commission structure is based on a sliding scale with declining incremental percentage commissions on higher values of the property.

This will be a task-order-based contract. For each assignment, the JLL team will provide a proposal based on the contractually agreed-upon rates for property searches. Should the team succeed in identifying a property that WeGo acquires, the contract identifies commission rates that will be paid if the commission is not part of the overall acquisition negotiation. These rates are competitive when compared to other public agency commercial real estate contracts.

Staff requested the Board provide the Chief Executive Officer the authority to enter into a contract with Jones Lang LaSalle Americas, Inc. to provide Real Property Acquisition Services for a not-to-exceed value of \$1.5 million with a duration of three years plus two one-year extension options. Funds authorized under this resolution will be assigned primarily to location analysis services. Commission fees for properties that close in a lease or purchase agreement will be separately identified and authorized in future Board actions authorizing specific property acquisitions. The contract will be funded with a combination of federal, state, and/or local funds to be determined based on a specific project assignment.

The NICE Committee recommended the Board approve the Real Estate Brokerage Services action item and it was unanimously approved by the Board.

There was no further discussion.

- d. **2021 Annual Bus Maintenance Audit (OF-D-22-018)**: Chief Operating Officer Andy Burke and Maintenance Director Carl Rokos presented the following 2021 Bus Maintenance Audit Update:

In November 2015, the first maintenance performance audit was conducted by the Transit Resource Center (TRC) of the WeGo Public Transit Fleet Maintenance program. This first audit in 2015 was part of an extensive evaluation where findings from that study indicated that annual audits were needed to track maintenance performance over time.

Since then, it has evolved into a phased working plan for transformation within the bus maintenance department at the Nashville Metropolitan Transit Authority (Nashville MTA). Based on the initial results from the 2015 audit, the maintenance department has initiated multiple strategies for enhancement, including manpower shifts, equipment purchase, documentation processes, and training updates.

This is the seventh maintenance performance audit conducted by the Transit Resource Center (TRC) of WeGo Public Transit. This maintenance performance audit consisted of a physical inspection of 24 vehicles (16 buses and eight vans) selected at random, and a records review and fluids analysis of eight vehicles also selected at random, the same process used during previous audits.

The WeGo Public Transit Fleet Maintenance program has annually renewed this independent audit practice with TRC. To gain a better understanding of how we have performed over time this year, the annual fleet assessment has been completed and we are pleased to report our annual progress results and next steps for improvement in bus maintenance.

Mr. Rokos and Mr. Burke reported that the average number of defects per bus continued to decline this year, at just over 7.5 average defects per bus. This represents a decline of about 10% from the prior year, and is particularly noteworthy given (1) our ongoing workforce shortage, particularly related to Technicians; (2) the fact that there were no deliveries of new buses in the year between audits; and (3) the level of "Class A" defects (those that require we remove a bus from service) dipped below 1.0 for the first time since the audit practice began.

Jessica Dauphin asked if auditors look at the entire fleet during the audit; Carl Rokos said we give them a full list for them to pull from, but they randomly select around 10% of the fleet. CEO Bland said that it is stratified between heavy-duty buses and accessible vans.

Mary Griffin said that she continues to appreciate all of the hard work performed by the staff. Additionally, she said that she recently took a tour of the Nestor facility and said it gave her a better sense of operations. She asked if there was anything that the staff needed and asked them not to hesitate to reach out to board members. COO Andy Burke asked the board members to be open-minded on future requests that will be presented at future board meetings.

Jessica Dauphin thanked the operations team for the great work on the class A & B findings.

There was no further discussion.

- e. **Disadvantaged Business Enterprise (DBE) Program Update (OF-D-22-019)**: Procurement Business Diversity Manager & DBE Liaison Officer Rachel Johnson presented the following:

At the September 2021 Board meeting, staff presented the Triennial DBE goal and methodology for October 2021 through September 2023, which is an element of the DBE Program. As for the DBE Program itself, resubmission to the Federal Transit Administration (FTA) is not required unless there are updates to federal requirements and/or a change of DBE Liaison. Staff provided an outline of major updates to the DBE program as part of our continued commitment to regularly update the Board on our diversity initiatives.

**Major Updates to the DBE Program:**

With the implementation of our automated Business Diversity Management System, we can efficiently monitor DBE payments and process certifications. This system also eliminates manual collection and storing of hardcopy files. Updates to the DBE Program are as follows:

**Monitoring:**

- The following information about the automated Business Diversity Management System has been added to the DBE Program:
  - Vendor registration
  - Automated DBE Certification process
  - Certified vendor search through the Tennessee Uniform Certification Program (TNUCP)
  - Contract compliance monitoring
- Monitoring Prompt Payment to DBE contractors - Payment terms have been moved up from 30 days to 15 days.
- Monitoring real-time achievements of DBE contract commitments

**DBE Liaison Designation:**

- Rachel Johnson, Procurement Business Diversity Manager, has been designated as the DBE Liaison Officer. In that capacity, Rachel Johnson is responsible for implementing all aspects of the DBE program.

The Business Diversity Office will continue to provide regular updates of our plans to increase the awareness and visibility of procurement opportunities among small, minority, and women-owned firms fostering diverse partnerships. We will continue an upward trend through increased outreach, one-on-one technical assistance, MTA-hosted vendor training events, and constant communication with other organizations and the vendor community.

Gail Carr Williams asked how we tracked subcontractor payments. Rachel Johnson said a prime contractor is required to acknowledge receipt of payment from WeGo in the new system, and the subcontractor must confirm and, or dispute payment from the prime contractor in the same system. Overall, we only track payments, but it is the prime contractor's responsibility to pay subcontractors promptly.

Jessica Dauphin thanked Rachel Johnson for an outstanding presentation and said that WeGo should celebrate the fact that we have increased our spending from 6% to 20%.

**VI. New Initiative & Community Engagement Committee Report:** In the absence of Vice-Chair Janet Miller, Mary Griffin presented the following items for discussion and action:

- a. FY23 Operating Budget Update (M-A-22-018):** Chief Executive Officer Steve Bland led a discussion on the Operating Budget Forecast with the Board:

The action item presented the proposed budget for FY2023 and was a follow-up from the May 2022 Board meeting in which we discussed relevant background information that went into the development of the FY2023 budget as well as an update of where we stand with the CARES Act, the American Rescue Plan (ARP) and the FY2022-23 Metro Nashville proposed appropriation to the MTA.

Chair Gail Carr Williams said that she knows how hard this budget cycle has been, but CEO Bland remained steadfast on the Metro Council budget hearings, and he continues to provide such quality leadership and he makes sure that MTA Board Members, staff, and the Nashville citizens have what they need. CEO Bland's presentation made it easier for all to understand, but it also helps us to see and understand the challenges that lie in front of us.

Mary Griffin said there are a lot of people that rely on us, and dedicated funding and strategic planning are a must. She asked staff to put together talking points and she'd be willing to speak with whomever to advocate for dedicated funding.

Jessica Dauphin said the best time to plant a tree was twenty years ago, and the next best time is today. Funding transit is possibly a tree under whose shade she may not sit. She said we can't just order a bus and get it in six months, it takes time. The budget cycle indicates that WeGo will face the roller coaster and stresses that come along with being dependent upon the jello wrestling match that happens year after year; and if we can't count on a base level of funding, how can we build a bigger and better future in our mobility infrastructure, it will never happen. The outcome is it breeds distrust in our ridership.

The NICE Committee made a recommendation to approve the FY23 Operating Budget Update as presented, and it was unanimously approved by the Board.

There was no further discussion at this time.

- b. **Adoption of the FY2023-2027 Capital Investment Plan (M-A-22-019)**: Director of Planning & Grants Felix Castrodad led the following discussion:

The Nashville Metropolitan Transit Authority's (MTA) Capital Investment Plan prioritizes needs, identifies funding sources, and sets timelines for MTA's capital projects over a five-year period. The plan outlines regulatory, state of good repair, and growth and expansion need that guide the Authority's future project development activity. Generally, projects identified in the first year of the plan are relatively firm in scope and budget while projects in out-years are likely more conceptual.

Staff is presenting a recommended Capital Investment Plan for the period of FY2023-2027. Investments totaling approximately \$47.6 million are recommended in Year One (FY2023) of the plan, with a total project investment recommendation of \$261.7 million over the life of the plan. Projects identified in Year One have access to full funding. Staff projects a balanced capital budget over the full 5 years while being relatively conservative in estimating future resources.

Mary Griffin said that she appreciated the level of detail provided in today's presentation. Also, this is the type of presentation that we might consider presenting quarterly.

The NICE Committee made a recommendation to approve the Adoption of the FY2023-2027 Capital Investment Plan and it was unanimously approved by the Board.

There was no further discussion at this time.

**VII. CEO's Report:** CEO Steve Bland provided the following report:

1. Following up on the Board Governance workshop, Doug Eadie will have a draft outline for discussion with our Steering committee next week. We expect to schedule a Steering Committee (Gail Carr Williams, Janet Miller, Margaret Behm, and CEO Bland) meeting to discuss sometime in early July.
2. With respect to the North Nashville Transit Center, construction bid documents will be received in July, and we are anticipating the August Board award. We are also out to bid for proposals for art curation at the Center to support oversight of the cultural programming at the center – visual art, historical exhibits, etc. Many thanks to CAO Rita Roberts-Turner for spearheading this effort. Finally, the Board's recommendation to name the Center after Rip Patton and rename WeGo Central after Elizabeth Duff was turned into ordinance language and passed Metro Council on first reading this past Tuesday. These will now be passed on to committees for further consideration. We were pleased that Council Members Suara, OConnell, Porterfield, Styles, Toombs, Vercher, Gamble, and Taylor all co-sponsored this legislation.
3. Council also took up two other important pieces of business this week. The first was the adoption of the FY2022-23 Metro Operating Budget. As reported earlier, the Council amendment did reduce the Mayor's recommended appropriation to WeGo by \$1 million, but our overall increase was still significant. Members O'Connell and Sledge in particular raised specific concerns about what this action implies with respect to the City's commitment to a robust public transportation network. When asked, CEO Bland indicated that we could sustain

the change in FY2022-23 without compromising the service improvement plans, we would need to continue to see substantial increases in future years to sustain progress on advancing the Metro Nashville Transportation Plan.

4. All these actions by Council were, of course, important. However, none were more important than their unanimous decision to reappoint our esteemed Chair, Gail Carr-Williams to another 5-year term. CEO Bland thanked Metro Council and Gail Carr Williams!
5. CEO Bland said that we continue to be heavily involved with NDOT, the Mayor's Office, and Metro Planning on advancing mobility plans associated with pending East Bank development. The northern segment of this alignment will be moving fairly quickly, as Oracle is rapidly advancing plans for their campus with an expectation to break ground next year.
6. Work continues on the Connect Downtown mobility study. A number of our Operations, Safety, and Planning staff are scheduled to meet with the project consultants in early July concerning potential transit priority strategies.
7. We were pleased to be notified this month by TDOT that we have been awarded a \$3.2 million Congestion Mitigation and Air Quality Grant for the development and construction of the Hickory Hollow Transit Center. This is the first in what we anticipate will be a series of funding sources we seek to build out this project. We are participating with Metro Planning on a broader planning study of the Global Mall revitalization district to further plan for this facility and engage the public. He thanked and acknowledged Transit Planner Hannah Schaeffer and the Planning staff for leading the engagement in this effort.
8. CEO Bland thanked Renuka Christoph and the Marketing & Communications team, Board Chair Gail Carr Williams, Mayor Cooper, and partners for helping to launch the WeGoCation initiative. He said it's another string of positive events that Renuka Christoph has initiated to get riders back. CEO Bland said that he's beginning to receive a lot of positive feedback, including from a couple of friends who took advantage of the deal to visit the Frist and the Zoo. CEO Bland said that he was unable to attend the event due to exposure to COVID.
9. We've been working quite a bit with NDOT on a number of projects, including their Vision Zero plan. We had a productive meeting to work toward the resolution of the Fairgrounds bus stop issue, CEO Bland said that he was hopeful that Trey Walker and the development team will be able to work with NDOT on a design that can get this project back on track.
10. On the RTA side:
  - a. Gray Line, one of the other commuter bus subcontractors to the RTA has been able to reinstate more service as their operator shortfalls have eased up a bit, although we still have 2 routes that are running less than full service.
  - b. We received 7 proposals on a future visioning study for the WeGo Star. With changing commute patterns post-pandemic, and various growth and development opportunities along the Star corridor, we thought it was time to take a step back and assess the future direction of the Star. Although the study is specifically targeted at the Star, we do expect many of its findings to be more broadly applicable to all regional markets as begin to update the nMotion Plan later this year.

CEO Bland availed himself of questions and there were none at this time.

**VIII. Chair's Report:** Chair Carr Williams provided the following report:

Chair Carr Williams thanked Metro Council, CEO Bland, The MTA Board Members, and the WeGo staff for the opportunity to serve another 5-year term as Board Chair. She said that this is a transformational time and we're all living our lives a bit differently than we thought we would. She said that she was grateful for the confidence that everyone had in her leadership and that she was proud to serve and honor her dad's legacy. She also thanked CEO Bland, CAO Rita Roberts-Turner, and Director of Legislative Eric Beyer for being present and showing their support at the Metro Council meeting.

Chair Carr Williams said that she really liked the consent agenda process and all of the presentations presented at the meeting; particularly, the budget presentation.

Gail Carr Williams recognized Dr. Gill Wright, the Director of the Metro Nashville Public Health Department. Dr. Wright rose to the podium to recognize WeGo Public Transit (and specifically Director of System Safety and Risk Management) with an award for outstanding contributions in the fight against Covid-19. Nicholas Oldham received the award on behalf of the agency.

Lastly, Chair Carr Williams yielded the floor to Director of System Safety and Risk Management Nick Oldham to honor employees who have served 10, 15, and 20 years of service with no preventable accidents. Safety Manager Earl Rhodes and Safety Supervisor Bobby Irvine pinned each of the recipients, pictures were taken, and the audience gave all recipients a standing ovation. Receiving recognition were (for safe driving between 10 and 15 years) Gordan Dobbins, Eric Rager, and Jeffrey Stader. For safe driving between 15 and 20 years, Davide Pierre-Paul, Priscilla Barcous, Bobby Starkey and Adrell Stringer. For safe driving between 20 and 25 years, Darryl McAdoo.

Chair Carr-Williams thanked all of the Operators for their outstanding records, and their service to the passengers of WeGo Public Transit.

- IX. **Other Business:** There was no other business to come before the Board at this time.
- X. **Adjournment:** With no further business, Chair Carr Williams called for a motion to adjourn the meeting, a proper motion was made and seconded and the meeting was adjourned at 4:38 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:	M-I-22-020	Meeting Date:	07/28/2022
Item Title:	Monthly Financial Report Compared to Budget		

## BACKGROUND:

Attached is a statement of operations for the month of May 2022 compared to the budget and a balance sheet as of May 31, 2022.

Actual Fare revenues continue to outperform budgeted amounts in May as ridership month over month continues to improve. I do want to bring your attention to both Labor and Fringes and Casualty and Liability expenses. As was mentioned in last month's narrative, both these categories have been impacted by either increased health claims or some recent accidents that could impact both workers' compensation claims and liability insurance claims. We are anticipating the impact on our reserves for all three areas. We are working with our insurance brokers, third-party administrators, and our actuaries to determine what increase may be looming and will report back to the Board once more definitive information is confirmed. You will note two negative budget variances with respect to Services and Parts, Materials and Supplies for the month of May. These were just timing issues, and don't represent an ongoing problem. Both categories will remain under budget for the fiscal year. With respect to fuel, the overage was due to the impact of rapidly escalating fuel prices on the unhedged portion of our fuel program. While we do anticipate that June will exceed budget for fuel for the same reason, the fiscal year total for this category will remain under budget.

As of May 31, 2022, RTA owed Nashville MTA approximately \$214,000 for services provided to and from Rutherford County as well as management fees due. MTA also had an account payable to RTA of approximately \$29,000 for fares collected as well as WeGo Ride revenue sharing due.

There are no other anomalies to highlight this month.

## CURRENT STATUS:

CFO Ed Oliphant will be available to answer questions at the meeting.

## APPROVED:



Chief Financial Officer

July 22, 2022

Date

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending May 31, 2022  
**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	\$408,973	\$360,160	\$48,813	F	\$3,356,759	\$5,427,043	\$3,702,860	\$1,724,183	F	\$4,049,030
Access Ride	42,261	40,810	1,451	F	465,285	602,458	464,690	137,768	F	513,250
Contract Revenues	216,084	308,375	(92,291)	U	1,530,024	2,254,832	2,751,040	(496,208)	U	3,081,550
Advertising	37,618	32,680	4,938	F	534,321	619,145	472,770	146,375	F	502,070
Other Non-Trans Revenue	132,855	118,215	14,640	F	350,830	1,132,688	1,225,645	(92,957)	U	1,336,065
<b>Total Operating Revenue</b>	<b>837,791</b>	<b>860,240</b>	<b>(22,449)</b>	<b>U</b>	<b>6,237,219</b>	<b>10,036,166</b>	<b>8,617,005</b>	<b>1,419,161</b>	<b>F</b>	<b>9,481,965</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	0	0	0	F	27,315,700	51,835,900	51,835,900	0	F	51,835,900
State Assistance	0	0	0	F	5,098,600	5,170,200	5,098,610	71,590	F	5,098,610
Federal Assistance - CARES Act	43,952	903,315	(859,363)	U	26,227,891	459,029	2,714,820	(2,255,791)	U	3,618,135
<b>Total Assistance Income</b>	<b>43,952</b>	<b>903,315</b>	<b>(859,363)</b>	<b>U</b>	<b>58,642,191</b>	<b>57,465,129</b>	<b>59,649,330</b>	<b>(2,184,201)</b>	<b>U</b>	<b>60,552,645</b>
<b>Capital Revenue:</b>										
American Rescue Operating Reimbursement	7,222,190	3,151,600	4,070,590	F	0	21,222,190	17,151,600	4,070,590	F	23,303,190
Capital Operating Reimbursement	0	0	0	F	15,761,083	0	0	0	F	0
Capital ADA Reimbursement	0	0	0	F	2,625,000	0	0	0	F	0
<b>Total Capital Income</b>	<b>7,222,190</b>	<b>3,151,600</b>	<b>4,070,590</b>	<b>F</b>	<b>18,386,083</b>	<b>21,222,190</b>	<b>17,151,600</b>	<b>4,070,590</b>	<b>F</b>	<b>23,303,190</b>
<b>Total Revenue</b>	<b>\$8,103,933</b>	<b>\$4,915,155</b>	<b>\$3,188,778</b>	<b>F</b>	<b>\$83,265,493</b>	<b>\$88,723,485</b>	<b>\$85,417,935</b>	<b>\$3,305,550</b>	<b>F</b>	<b>\$93,337,800</b>
<b>Expenses from Operations:</b>										
Labor and Fringes	\$6,274,777	\$5,843,484	(\$431,293)	U	\$59,603,732	\$63,987,100	\$62,982,018	(\$1,005,082)	U	\$68,869,115
Services	1,088,722	952,750	(135,972)	U	8,193,126	9,591,731	10,176,650	584,919	F	11,129,395
Fuel	312,739	262,795	(49,944)	U	2,915,941	2,415,301	2,903,085	487,784	F	3,178,400
Parts, Materials and Supplies	524,073	482,655	(41,418)	U	4,673,611	4,860,851	5,329,960	469,109	F	5,832,870
Utilities	106,739	116,680	9,941	F	1,091,636	1,246,041	1,288,505	42,464	F	1,410,220
Casualty and Liability	316,129	187,280	(128,849)	U	2,077,059	2,295,289	2,132,870	(162,419)	U	2,318,600
Other	43,091	42,715	(376)	U	221,472	351,088	555,510	204,422	F	599,200
<b>Total Operating Expenses</b>	<b>8,666,270</b>	<b>7,888,359</b>	<b>(777,911)</b>	<b>U</b>	<b>78,776,577</b>	<b>84,747,401</b>	<b>85,368,598</b>	<b>621,197</b>	<b>F</b>	<b>93,337,800</b>
<b>Surplus / (Deficit) before GASB 33</b>	<b>(\$562,337)</b>	<b>(\$2,973,204)</b>	<b>\$2,410,867</b>	<b>F</b>	<b>\$4,488,916</b>	<b>\$3,976,084</b>	<b>\$49,337</b>	<b>\$3,926,747</b>	<b>F</b>	<b>\$0</b>
Capital Grant Revenue	600,850		600,850	F	23,036,647	7,075,088		7,075,088	F	
Capital Grant Revenue -CARES Act	38,134		38,134	F	46,636	655,685		655,685	F	
Rental income - MCC Amortization	49,167		49,167	F	540,837	540,837		540,837	F	
Gain/(Loss) on Sale of Property	0		0	F	(111,719)	0		0	F	
Depreciation	(1,871,137)		(1,871,137)	U	(18,478,392)	(21,582,265)		(21,582,265)	U	0
<b>Surplus / (Deficit)</b>	<b>(\$1,745,323)</b>	<b>(\$2,973,204)</b>	<b>\$1,227,881</b>	<b>F</b>	<b>\$9,522,925</b>	<b>(\$9,334,571)</b>	<b>\$49,337</b>	<b>(\$9,383,908)</b>	<b>U</b>	<b>\$0</b>

# Metropolitan Transit Authority

## Comparative Balance Sheets

	Month Ended May 31, 2022 (unaudited)	Month Ended June 30, 2021 (Audited)
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$7,993,143	\$5,291,154
Receivables from federal, state and local government	222,938	4,232,776
Accounts receivable	1,247,328	746,944
Materials and supplies	3,527,167	2,982,464
Prepaid expense and other	1,300,382	1,420,871
Pension & OPEB Deferred Outflow	29,001,549	29,001,549
Total Current Assets	43,292,507	43,675,758
<b>PROPERTY AND EQUIPMENT</b>		
Land	14,733,025	14,733,025
Building, shelter and benches	110,826,837	110,514,846
Revenue equipment and parts	193,366,452	193,189,375
Office furniture and equipment	6,388,943	6,145,705
Other	15,994,624	8,729,214
	341,309,881	333,312,165
Less: Accumulated Depreciation	(187,807,247)	(166,287,998)
Total Property and equipment, net	153,502,634	167,024,167
<b>OTHER ASSETS</b>		
Cash and investments for self-insurance and other	731,605	350,000
<b>TOTAL ASSETS</b>	<b>\$197,526,746</b>	<b>\$211,049,925</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$1,688,790	\$1,929,138
Accrued expenses	7,400,386	7,718,662
Deferred revenue	79,842	57,547
Note Payable	0	3,000,000
Total Current Liabilities	9,169,018	12,705,347
<b>NON-CURRENT LIABILITIES</b>		
Deferred Revenue	6,246,612	6,787,449
Net Pension Liability	16,130,285	16,130,285
Pension & OPEB Deferred Inflows	3,132,430	3,132,430
Net other postemployment benefits obligations	103,168,732	103,168,732
<b>NET ASSETS</b>		
Invested in capital assets	147,256,022	157,236,718
Reserve for capital purchases	0	0
Unrestricted	(78,623,387)	(81,038,246)
Current Year Surplus / (deficit)	(9,334,571)	(7,072,790)
Total Net Assets	59,298,064	69,125,682
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$197,526,746</b>	<b>\$211,049,925</b>

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$1,120,604 89.8%	\$53,048 4.3%	\$34,762 2.8%	\$38,914 3.1%	\$1,247,328 100.0%
Accounts Payable	\$1,311,930 77.7%	\$224,989 13.3%	\$130,219 7.7%	\$21,652 1.3%	\$1,688,790 100.0%

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	M-I-22-021	Meeting Date:	07/28/2022
Item Title:	Monthly Operating Statistics		

## BACKGROUND:

Attached are the monthly operating statistics through May 2022. Ridership in May was at its second-highest level since the onset of the pandemic, and bus productivity (passengers carried per revenue hour) continues to improve even with the recent service additions.

With the additional service hours introduced in April, overall bus trip completion is a bit lower than pre-service expansion but still exceeds our targets. We remain concerned about Operator shortages that could impact service reliability, but I do need to acknowledge two specific efforts that are helping us. First, Safety and Operations have been collaborating to accelerate the return to work of several employees we've had on transitional duty assignments. Second, hats off to our Dispatch Team, who have made significant improvements in the management of our extra board (Operators who report to work with no specific assignment to cover unscheduled absences, service disruptions, etc.) to better align Extra Board Operator availability with need.

Safety performance exceeded targets for the month, as May was strong relative to year-to-date performance.

Looking at service reliability, on-time performance continues to decline on a year-over-year basis from pandemic levels but is up slightly compared to the previous month and is still exceeding our overall targets for fixed route service and all categories of Access. Summer months typically perform better due to lower overall traffic levels with schools out and many people traveling for summer vacations. Realistically, without true transit priority in our major corridors and through the downtown core, we are not likely to see much improvement over the mid-80 percent range, which is typical for urban bus systems operating in congested environments. Among our frequent network routes, four of the nine routes saw the on-time performance in excess of 90% with only one (55 – Murfreesboro Pike) below 80%. The remaining four were in the 80% - 90% range. Not surprisingly, all three routes operating in the Murfreesboro Pike/I24 South Corridor were below 80%. The 76 – Madison and 79 – Skyline Connector routes also observed performance below 80%. When the 79 commenced, we linked it to the 76 for more convenient one-seat connections for passengers. With our experience over the past few months, we will be making timepoint adjustments with the Fall service changes and should see improvement once this occurs.

## CURRENT STATUS:

Chief Operating Officer Andy Burke will be available for specific questions regarding the Monthly Operating Statistics at the committee meeting.

## APPROVED:



Chief Operating Officer

July 22, 2022

Date

# Operations Dashboard Report

	May 2022	May 2021	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	592,184	377,661	56.8%	
Access (WeGo)	19,513	16,959	15.1%	
Access (Overflow/Taxi)	4,340	3,605	20.4%	
Access-on-Demand *	3,152	3,059	3.0%	
Access Total	27,005	23,623	14.3%	
<b>Total</b>	<b>619,189</b>	<b>401,284</b>	<b>54.3%</b>	<b>785,000</b>
Percentage of Pre-Pandemic Ridership	73.1%	46.6%	26.5%	
<b>Passengers per Revenue Hour</b>				
Bus	14.03	10.47	34.0%	18
Access	1.71	1.55	10.3%	2.1
Total Scheduled Revenue Hours	53,604	47,006	14.0%	
Total Cost Per Scheduled Revenue Hour of Service	\$154.05	\$132.49	16.3%	
<b>Safety</b>				
Miles Between Total Accidents	40,741	31,479	29.4%	36,000
Miles Between Preventable Accidents	346,301	299,049	15.8%	300,000
Preventable Accidents	2	2	0.0%	
Non-Preventable Accidents	15	17	-11.8%	
Total Accidents	17	19	-10.5%	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.71%	99.96%	-0.25%	99.50%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	7,067	5,807	21.7%	3,800
<b>On-Time Performance</b>				
Bus	86.7%	91.6%	-5.0%	85.0%
Access (WeGo)	92.1%	93.8%	-1.7%	89.0%
Access (Overflow/Taxi)	97.9%	97.2%	0.7%	89.0%
Access Total	93.2%	94.4%	-1.2%	89.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	4,663	3,021	54.3%	6,000
Access	551	369	49.3%	600
Total Calls Received	21,437	17,466	22.7%	
Percent of Calls Answered	94.3%	94.9%	-0.6%	95.0%

\* "Access on Demand service began March 2018"

# Operations Dashboard Report

	FY2022 May	FY2021 May	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	5,490,828	3,747,813	46.5%	
Access (WeGo)	202,832	155,625	30.3%	
Access (Overflow/Taxi)	44,796	39,743	12.7%	
Access-on-Demand *	30,079	33,005	-8.9%	
Access Total	277,707	228,373	21.6%	
Total	5,768,535	3,976,186	45.1%	9,420,000
Percentage of Pre-Pandemic Ridership	64.0%	43.7%	20.3%	
<b>Passengers per Revenue Hour</b>				
Bus	12.94	10.56	22.5%	18
Access	1.68	1.50	12.0%	2.1
Total Scheduled Revenue Hours	545,538	458,334	19.0%	
Total Cost Per Scheduled Revenue Hour of Service	\$137.76	\$158.64	-13.2%	
<b>Safety</b>				
Miles Between Total Accidents	37,106	44,732	-17.0%	36,000
Miles Between Preventable Accidents	212,515	412,176	-48.4%	300,000
Preventable Accidents	33	14	135.7%	
Non-Preventable Accidents	156	115	35.7%	
Total Accidents	191	129	48.1%	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.6%	99.0%	0.6%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	6,724	4,841	38.9%	3,800
<b>On-Time Performance</b>				
Bus	87.8%	90.6%	-2.8%	85.0%
Access (WeGo)	91.8%	93.4%	-1.6%	89.0%
Access (Overflow/Taxi)	97.8%	97.4%	0.4%	89.0%
Access Total	93.0%	94.3%	-1.3%	89.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	4,256	3,343	27.3%	6,000
Access	427	452	-5.5%	600
Total Calls Received	216,551	169,710	27.6%	
Percent of Calls Answered	94.9%	96.5%	-1.5%	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	Percentage of calls received that were answered. Unanswered calls are calls that are lost for any reason once in the customer call phone queue.
Percent of Calls Answered	



# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## List of Upcoming Procurement Projects

Meeting Date: 07/28/2022

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**Project Name: RFP – Enterprise Access Management (EAM) Consultant**

- Brief Description: Consulting services for EAM system replacement, including needs assessment/discovery, RFP development and procurement assistance, project management and implementation support.
- Anticipated Publish Date: July 2022
- Estimated Total Project Value: \$450,000 - \$600,000

**Project Name: RFP Escalator Modernization (Rebuild) / Elevator & Escalator Maintenance**

- Brief Description: The project seeks a contractor to provide an escalator modernization rebuild solution and to provide ongoing maintenance, repair and related services for full-service elevators, escalators, and chair/platform lifts.
- Anticipated Publish Date: August 2022
- Estimated Project Value: \$675,000 - \$1,000,000 for escalator modernization and \$200,000 - \$250,000 per year for ongoing maintenance of all elevators and escalators at WeGo facilities

**Project Name: ITB - Nestor Sewer Modernization\*\*\***

- Brief Description: This project has two components; each will be bid separately. The first bid will be for the installation of a new sewer line to serve the Nestor facility and to repave the project's disturbed pavement area. The second component will be a bid to stabilize and abandon an existing 48" sewer line running under the Nestor facility and permanently remediate the existing sinkhole
- Anticipated Publish Date: August 2022
- Estimated Total Project Value: \$750,000 - \$1,000,000
- \*\*\*Potential Small, Minority and Woman Owned Business participation (40 certified vendors)

**Project Name: Strategic Fuel Sourcing**

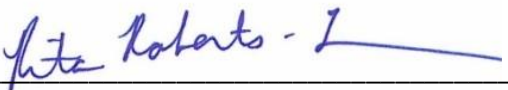
- Brief Description: Long-term agreement for fleet supply and delivery
- Anticipated Publish Date: September 2022
- Estimated Project Value: \$3,000,000 - \$4,000,000

**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

July 22, 2022

Date

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-22-020	Meeting Date:	07/28/2022
Item Title:	WeGo Central Parking Lease Option		

### BACKGROUND:

In December 2018, the Board approved a contract with Premier Parking for a 3-year lease with two 1-year options to manage the parking garage at WeGo Central. As a result of the pandemic and MTA receiving the CARES Act funding, the Board approved the suspension of the lease and entered into a rent abatement agreement beginning in April 2020 that allowed Premier to maintain its employees and allow MTA to receive 50% of any gross parking garage revenues. One of the purposes of the CARES Act funding was to assist transit agencies in their ability to maintain lease arrangements with any third-party contractors and assist those contractors in keeping them as a whole as possible through the pandemic. The term of that abatement agreement was ultimately based upon the mutual agreement of both parties.

Just as WeGo has been slow to come out of the pandemic, the parking industry has been slow as well. Since January of this year, we have been working with Premier Parking (who recently went through a merger not affecting operations with their partner Metropolis and changed names to Metropolis) to terminate the abatement agreement and return to the original contract. In February 2022, Metropolis adjusted the 50% abatement to 75% of gross parking revenues and proposed to revive the contract with some adjustments. Metropolis is proposing an amendment to the contract to have MTA exercise an option to maintain the 75% share to MTA until such time after April 2022 that gross parking revenues reach a trigger point of \$115,111. This trigger point is the point Metropolis would financially be able to return to the equivalent of the 4<sup>th</sup> year of the original contract monthly rent of \$97,277 through the balance of 2022 and offer an additional option year of January through December 2023 at the equivalent of the 5<sup>th</sup> year of the original contract rent of \$99,223. Metropolis feels that, while not a guarantee, based upon monthly and transient parking levels, the trigger will likely be met in June, meaning the lease would return to full rent in July 2022. The amendment gives MTA the right to inspect revenue records should it so choose.

### RECOMMENDATION:

Staff is requesting the Board to approve the proposed amendment with Metropolis Parking for the WeGo Central Parking Lease at WeGo Central parking garage for the remainder of the calendar year 2022 with an option for the calendar year 2023.

### APPROVED:

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Board Secretary

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July 28, 2022

Date

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

Item Number:	M-A-22-021	Meeting Date:	07/28/2022
Item Title:	Purchase of 40 Body on Chassis Buses		

### BACKGROUND:

WeGo Public Transit currently has a fleet of 84 small buses built on Ford E450 chassis that operate in service on WeGo Access and on lower ridership crosstown and community circulator bus routes. This is a much lighter duty vehicle than our standard and articulated transit coaches and is better suited to “neighborhood” environments due to its lower profile and greater maneuverability. Where our transit coaches have a useful life of 12 years, the useful life of these buses is only 5 years. As a result, our capital plan calls for us to replace approximately 20 – 25 of these vehicles each year. As of today, 56% of the overall small bus fleet has exceeded its useful life.

In February 2021 the MTA Board of Directors awarded approval for twenty-five (25) replacement vehicles under procurement contract #2015561 under the Central States Bus Sales contract. Typically, the delivery timeframe for these vehicles is 6 – 8 months. Due to delays resulting from global supply chain problems severely limiting the availability of automotive microchips, these buses are not expected for delivery until the summer of 2023, at the earliest.

An RFP was issued in February for the purchase of (40) Forty, Body on Chassis vehicles. These were advertised through our normal industry advertising channels and distributed to known suppliers such as Forest River Industries (who build several different product lines), Carpenter Bus, Southern Bus & Mobility Solutions, Creative Bus Sales and Mid-South Bus Center. There was only one qualified bidder, Southern Bus and Mobility for this purchase. The Procurement Department conducted a competitive analysis to determine why more proposals were not received and concluded that the current supply chain shortages, particularly for vehicle chassis, coupled with existing order backlogs and rapid escalation in parts prices, have made manufacturers reluctant to take on additional work until there is more certainty in pricing and supply availability.

Staff has conducted a cost/price analysis of the proposal and have deemed it fair and reasonable with respect to similar products in the current environment.

Due to ongoing supply chain issues affecting delivery times and component manufacturer price increases, this procurement includes a provision that the quoted price of the vehicles may be adjusted six weeks before the order is placed by the lower of either the change in the applicable Producer Price Index (PPI) or the percentage increase proposed by the vendor. From March through June 2022, the PPI for these vehicles has increased 17%.

### RECOMMENDATION:

Staff recommends that the Board provide the Chief Executive Officer authority to approve a purchase contract for the purchase Forty (40) replacement Body on Chassis Cutaway Buses from Southern Bus and Mobility for the attainment of replacement vehicles used in WeGo Access service and on lower patronage fixed bus routes contingent upon the completion of a satisfactory Buy America pre-award audit of this specific vehicle prior to the execution of any purchase agreement. Twenty (20) of each configuration (Access and Fixed Route) would be acquired, with delivery spread to accomplish desired average fleet age goals.

The vendor submitted a price of \$157,695 per bus for 20 buses in the Access configuration, and \$197,317.75 for 20 buses in the fixed route configuration, which includes tools and training, for a total cost of \$7,100,255.00. As the final cost of the vehicles will be adjusted to reflect price increases, the project budget includes a 20% contingency (\$1,420,000) for a total budget of \$8,520,306. Funding for the replacement of Body on Chassis vehicles is currently available through grants made for this purpose by the Federal Transit Administration (FTA) under the Section 5307 urbanized area formula program, Tennessee Department of Transportation (TDOT) matching funds, and previously approved Capital Spending Plans of the Government of Metropolitan Nashville and Davidson County.

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**APPROVED:**

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*Board Secretary*

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*July 28, 2022*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-22-019	Meeting Date:	07/28/2022
Item Title:	QuickTicket – Next Generation Fare Collection System Update		

## BACKGROUND:

WeGo Public Transit is currently in the deployment phase of the QuickTicket – Next Generation Fare Collection System project. Over the past few years, we have installed new fareboxes and smart media validators on all WeGo revenue vehicles, provided smart cards to customers, deployed the QuickTicket by WeGo mobile app, and deployed the software and hardware needed to power the system. QuickTicket allows customers to pay using a self-managed mobile application or reloadable smart card, which can be managed on the QuickTicket website. Payment across WeGo Local, Regional, and Train services are completed using a single phone or card scan.

QuickTicket is an account-based system that allows for a simple and seamless experience for customers as they board WeGo services. Part of the QuickTicket implementation required WeGo to make decisions on our fare structure, existing practices, and policies to fully realize the benefits of the elevated system. These choices have allowed WeGo to meet the following project goals:

- **Accessible** for customers with disabilities, without bank accounts, credit cards, or smartphones
- **Equitable** fare payment structure for all customers
- **Revenue-neutral** fare structure to every degree possible
- **Seamless** payment between WeGo Local, Regional, and Train services
- **Simple** fare payment process for customers and Bus Operators

## Recent Activities:

- Official launch of WeGo Local and Regional service
- Discontinued sales of magnetic tickets at WeGo Central
- Migration of WeGo Ride (formally EasyRide) partners to QuickTicket

## CURRENT STATUS:

Since our launch in early February 2022, adoption has increased steadily and represented 38% of WeGo Local ridership in April 2022. Many of the core systems are functioning well and riders have accessed the benefits associated with an account-based system. As we move through the system launch, we continue to adjust QuickTicket to eliminate any barriers to accessing the system. This has positively positioned WeGo to develop a list of final tasks to be completed for contract completion.

Performance Oversight Manager, Bryan A. Williams, will provide an overall project update, and Director of Marketing Sales and Communication Renuka Christoph will also be available to engage in discussion with respect to ongoing marketing and sales efforts.

## APPROVED:



Deputy Chief Operating Officer – Operations Systems

July 22, 2022

Date

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

Item Number:	M-A-22-022	Meeting Date:	07/28/2022
Item Title:	Transit Origin-Destination Onboard Survey Award		

### BACKGROUND:

Every 5 years, WeGo completes a systemwide Origin-Destination Survey which provides specific data pertaining to travel patterns, transit use, and socio-demographic information of transit riders. Not only does this process and resulting data satisfy FTA requirements for the Agency's Title VI Equity Analyses for Major Service and Fare Changes, but it also provides valuable insights into who our riders are and where they are going to inform future service planning initiatives that best serve our community.

The 2022 On Board Passenger Survey will build upon the previously completed surveys from 2011 and 2017, which will aid staff in the following areas:

- Service expansions and amenity placement: the collected data will guide decision-making for where fixed routes will run and equitable placement of shelters and other amenities.
- nMotion Update: compare travel patterns over the last decade to inform future service initiatives and the agency's service strategy over the next 5 – 20 years.
- Customer Attitudes: gauge general customer attitudes towards the service and WeGo's recent service and other initiatives.
- QuickTicket: help identify what markets have not yet made the transition to the agency's QuickTicket system to better align outreach efforts.
- Travel Demand Model: GNRC's regional travel demand model relies on transit origin-destination survey data collected in this effort to appropriately account for transit ridership in the region.

The origin-destination survey will include all of MTA's fixed transit bus routes as well as RTA's commuter bus routes and WeGo Star rail service. Data from the RTA system is essential to MTA's full understanding of travel patterns into and out of Davidson County and has therefore been part of the surveying efforts in the past.

A Request for Proposals (RFP) was issued on May 18, 2022, to solicit proposals from consulting firms to provide a systemwide Transit Origin-Destination Survey. The solicitation was advertised on the Agency website, in Transit Talent, and B2G. The solicitation was sent directly to 10 (ten) consultant firms with backgrounds in transit data collection. Four firms participated in the May 25<sup>th</sup> pre-proposal conference. Two firms: ETC Institute and Michael Baker International submitted proposals on the due date of June 22, 2022, with the following proposed costs:

<u>Proposals</u>	<u>Proposed Cost</u>
1. ETC Institute	\$472,451.97
2. Michael Baker International	\$483,186.63

Each submitter was interviewed on June 28, 2022, to determine a final score for each based on technical ability to satisfy the full project requirements. Following a review of the written proposals and interviews and presentations from both firms, the Evaluation Committee unanimously agreed that the ETC Institute proposal offered an approach and schedule that best met the project needs.

The evaluation weight was distributed by the following:

Project Approach	30 Points
Schedule	20 Points
Proposer's Qualifications and Experience	20 Points
Key Personnel Qualifications and Experience	20 Points
Cost	10 Points

The evaluation committee consisted of five members across three WeGo departments to ensure a variety of perspectives were considered. Unanimously, ETC Institute was chosen for the following reasons:

- ETC Institute has an extensive track record with surveys of this nature and scope, including the agency's 2011 and 2017 surveys. This allows for streamlined data comparison over time and simplified database management practices for the agency.
- ETC Institute staff has a positive working relationship with FTA officials and is well versed in Title VI requirements as well as regional travel demand modeling practices.
- ETC Institute best demonstrated the ability to complete a quality project within the time constraints and project budget.

ETC Institute submitted a Best and Final Offer of \$472,451.97 to be completed within the 9-month project time. This value aligns with the project budget as identified in the Fiscal Year 2022 Capital Budget. The DBE participation in this contract will be 8% and will consist of the following:

- ANIK Inc. – Staffing Labor 4%
- Stat Team – Staffing Labor 4%

#### **RECOMMENDATION:**

Staff requests that the Board of Directors provide the Chief Executive Officer the authority to enter a professional services contract with ETC Institute to conduct the systemwide Transit Origin-Destination Survey in the amount of \$472,451.97. The total project term is 9 months with surveys to be conducted during the months of October and November 2022. The funding for the study comes from FTA's Section 5307 funds.

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#### **APPROVED:**

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*Board Secretary*

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*July 28, 2022*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	M-I-22-022	Meeting Date:	07/28/2022
Item Title:	Board Ethics and Conflicts of Interest Review		

## BACKGROUND:

In 2006, the Tennessee General Assembly required municipalities to adopt a code of ethics by July 1, 2007, which applies to boards, commissions, authorities, corporations, and other entities created or appointed by the municipality. The legislation permitted such entities to adopt model codes developed by the Municipal Technical Advisory Services (MTAS) or by the County Technical Advisory Service (CTAS) as an alternative to drafting a policy of their own.

Nashville Metropolitan Transit Authority (Nashville MTA) Counsel Margaret Behm recommended the MTAS model to the Nashville MTA Board of Directors, which was adopted on June 19, 2007. The Code of Ethics is reviewed with all new Board members and regularly reviewed with the full Board. A copy of the code of ethics is attached to this item. General Counsel Margaret Behm will conduct the Annual Review with Members at the July meeting.

## RECOMMENDATION:

Board Secretary Margaret Behm will review the Code of Ethics and applicable procurement policies and procedures with the Board.

## APPROVED:



Chief Administrative Officer

July 22, 2022

Date



# Nashville Metropolitan Transit Authority

## CODE OF ETHICS

### Based on the MTAS model

**History:** *In 2006, the Tennessee General Assembly required municipalities to adopt a code of ethics by July 1, 2007, which applies to boards, commissions, authorities, corporations, and other entities created or appointed by the municipality. The legislation permitted such entities to adopt model codes developed by the Municipal Technical Advisory Services (MTAS) or by the County Technical Advisory Service (CTAS) as an alternative to drafting a policy of their own.*

*MTA Counsel Margaret Behm recommended the MTAS model to the MTA Board of Directors for adoption. The MTAS model was reviewed by the Ethics Committee of the Nashville MTA Board and recommended for adoption with limited changes only to persons designated to perform duties under the code to conform with the structure of the Nashville MTA since the Board is not a municipality. These changes are detailed in action item A-07-021 which was adopted by the MTA Board on June 19, 2007, and are included in this policy.*

#### **I. APPLICABILITY**

This is the code of ethics for personnel of the Nashville Metropolitan Transit Authority (Nashville MTA). It applies to all full-time and part-time elected or appointed officials and employees, whether compensated or not, including those of any separate board, commission, committee, authority, corporation, or other instrumentality appointed or created by the Nashville Metropolitan Transit Authority. The words "Nashville MTA" and "Nashville Metropolitan Transit Authority" include these separate entities.

#### **II. DEFINITION OF “PERSONAL INTEREST”**

- A.** For purposes of Sections 3 and 4, “personal interest” means:
  - 1. Any financial, ownership, or employment interest in the subject of a vote by the Nashville MTA board not otherwise regulated by state statutes on conflicts of interests; or
  - 2. Any financial, ownership, or employment interest in a matter to be regulated or supervised;  
or
  - 3. Any such financial, ownership, or employment interest of the official's or employee's spouse, parent(s), stepparent(s), grandparent(s), sibling(s), child(ren), or stepchild(ren).
- B.** The words "employment interest" includes a situation in which an official or employee or a designated family member is negotiating possible employment with a person or organization that is the subject of the vote or that is to be regulated or supervised.
- C.** In any situation in which a personal interest is also a conflict of interest under state law, the provisions of the state law take precedence over the provisions of this chapter.

### **III. DISCLOSURE OF PERSONAL INTEREST BY OFFICIAL WITH VOTE**

An official with the responsibility to vote on a measure shall disclose during the meeting at which the vote takes place, before the vote and so it appears in the minutes, any personal interest that affects or that would lead a reasonable person to infer that it affects the official's vote on the measure. In addition, the official may recuse himself from voting on the measure.

### **IV. DISCLOSURE OF PERSONAL INTEREST IN NONVOTING MATTERS**

An official or employee who must exercise discretion relative to any matter, other than casting a vote, and who has a personal interest in the matter that affects or that would lead a reasonable person to infer that it affects the exercise of the discretion shall disclose, before the exercise of the discretion, when possible, the interest on a form provided by and filed with the Chief Executive Officer of MTA. In addition, the official or employee may, to the extent allowed by law, charter, ordinance, or policy, recuse himself from the exercise of discretion in the matter.

### **V. ACCEPTANCE OF GRATUITIES, ETC.**

An official or employee may not accept, directly or indirectly, any money, gift, gratuity, or other consideration or favor of any kind from anyone other than the Nashville MTA:

1. For the performance of an act, or refraining from performance of an act, that he would be expected to perform, or refrain from performing, in the regular course of his duties; or
2. That might reasonably be interpreted as an attempt to influence his action, or reward him for past action, in executing Nashville MTA business.

### **VI. USE OF INFORMATION**

1. An official or employee may not disclose any information obtained in his official capacity or position of employment that is made confidential under state or federal law except as authorized by law.
2. An official or employee may not use or disclose information obtained in his official capacity or position of employment with the intent to result in financial gain for himself or any other person or entity.

### **VII. USE OF NASHVILLE MTA TIME, FACILITIES, ETC.**

1. An official or employee may not use or authorize the use of Nashville MTA time, facilities, equipment, or supplies for private gain or advantage himself.
2. An official or employee may not use or authorize the use of Nashville MTA time, facilities, equipment, or supplies for private gain or advantage to any private person or entity, except as authorized by a legitimate contract or lease that is determined by the governing body to be in the best interests of Nashville MTA.

### **VIII. USE OF POSITION OF AUTHORITY**

1. An official or employee may not make or attempt to make private purchases, for cash or otherwise, in the name of Nashville MTA.

2. An official or employee may not use or attempt to use his position to secure any privilege or exemption for himself or others that are not authorized by the charter, general law, ordinance, or policy of Nashville MTA.

## **IX. OUTSIDE EMPLOYMENT**

An official or employee may not accept or continue any outside employment if the work unreasonably inhibits the performance of any affirmative duty of the Nashville MTA position or conflicts with any provision of the Nashville MTA's charter or any ordinance or policy.

## **X. ETHICS COMPLAINTS**

1. The General Counsel of Nashville MTA is designated as the ethics officer of Nashville MTA. Upon the written request of an official or employee potentially affected by a provision of this chapter, the General Counsel of Nashville MTA may render an oral or written advisory ethics opinion based upon this chapter and other applicable law.
2. (a) Except as otherwise provided in this subsection, the General Counsel of Nashville MTA shall investigate any credible complaint against an appointed official or employee charging any violation of this chapter, or may undertake an investigation on his initiative when he acquires information indicating a possible violation and make recommendations for action to end or seek retribution for any activity that, in the General Counsel of Nashville MTA's judgment, constitutes a violation of this code of ethics.  
(b) The General Counsel of Nashville MTA may request that the governing body hire another attorney, individual, or entity to act as an ethics officer when he has or will have a conflict of interests in a particular matter.  
(c) When a complaint of a violation of any provision of this chapter is lodged against a member of the Nashville MTA's governing body, the governing body shall either determine that the complaint has merit, determine that the complaint does not have merit, or determine that the complaint has sufficient merit to warrant further investigation. If the governing body determines that a complaint warrants further investigation, it shall authorize an investigation by the General Counsel of Nashville MTA or another individual or entity chosen by the governing body.
3. The interpretation that a reasonable person in the circumstances would apply shall be used in interpreting and enforcing this code of ethics.
4. When a violation of this code of ethics also constitutes a violation of a personnel policy, rule, or regulation or a civil service policy, rule, or regulation, the violation shall be dealt with as a violation of the personnel or civil service provisions rather than as a violation of this code of ethics

## **XI. VIOLATIONS**

An elected official or appointed member of a separate Nashville MTA board, commission, committee, authority, corporation, or other instrumentality who violates any provision of this chapter is subject to punishment as provided by the Nashville MTA's charter or other applicable law and in addition, is subject to censure by the governing body. An appointed official or an employee who violates any provision of this chapter is subject to disciplinary action.

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

Item Number:	M-A-22-023	Meeting Date:	07/28/2022
Item Title:	2022-23 Election of Nashville MTA Board Officers		

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### BACKGROUND:

In accordance with the Metropolitan Charter, the Nashville Metropolitan Transit Authority (Nashville MTA) Board shall elect a Chair and Vice-Chair annually. Currently, Gail Carr Williams and Janet Miller serve as the Chair and Vice-Chair respectively for the Board.

### RECOMMENDATION:

Board Secretary Margaret Behm will conduct the election.

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### APPROVED:

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*Board Secretary*

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*July 28, 2022*

*Date*