

# Nashville MTA Board Meeting

## Tennessee Bankers Association

211 Athens Way | Nashville, TN 37203

November 17, 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 October 27, 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-22-032** **P. 5**
  - Upcoming Procurement Projects List – Denise Richardson, Director of Procurement **M-I-22-033** **P. 8**
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 the listed staff will be available for questions.
  - Approval of the 2023 MTA Board Meeting Schedule – Stephen G. Bland, CEO **M-A-22-035** **P. 10**
7. **Operations & Finance Committee – Walter Searcy, Chair**
  - FY2022 Annual Audit Report – Ed Oliphant, CFO **M-A-22-036** **P. 12**
  - Monthly Operating Statistics – Andy Burke, COO **OF-D-22-024** **P. 15**
  - Quarterly Route Performance Report – Katie Freudberg, Scheduling & Service Planning Manager **OF-D-22-025** **P. 20**
  - Operations Dispatch Overview – Karl Dean, Dispatch Manager **OF-D-22-026** **P. 22**
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
  - 2022 Title VI Program Update Adoption – Hannah Schaefer, Transit Business Intelligence Analyst **M-A-22-037** **P. 23**
9. **CEO's Report – Stephen G. Bland, CEO**
10. **Chair's Report – Gail Carr Williams, Chair**
11. **Other Business**
12. **Adjournment**

**NASHVILLE METROPOLITAN TRANSIT AUTHORITY**  
**Board of Directors Meeting**  
**October 27, 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, Nashville, TN 37228 on Thursday, October 27, 2022.
- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice Chair; Walter Searcy, Member; Jessica Dauphin, Member; Mary Griffin Member; Tyler Yarbrow, Board Secretary Designee; Chief Executive Officer, Stephen Bland; Chief Operating Officer, Andy Burke; Chief Development Officer, Trey Walker; Director of Planning & Grants, Felix Castrodad; Capital Grants Administrator, Billy Higgins; Director of System Safety & Risk Management, Nick Oldham; Director of Procurement and Business Diversity, Denise Richardson; and Sr. Executive Assistant & Board Liaison, Monica Howse

A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:34 p.m.

- III. **Approval of Minutes:** Mary Griffin made a motion to approve the September 22, 2022, MTA Board minutes with a typo correction to Page 4/Section 8a. under the East Bank Vision Plan Overview/Paragraph 4; the correction was noted, and the motion was seconded by Jessica Dauphin, 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:

**Darius Knight**

Mr. Darius Knight submitted written comments that were provided to the Board.

- V. **Informational Items:** The following items were presented for the board members' review. If any members had questions, they were asked to reach out to the staff for the specific item.
- Monthly Financial Report Compared to Budget
  - Monthly Operating Statistics
  - Upcoming Procurement Projects List
- VI. **Consent Agenda Items:** There were no items on the consent agenda this month.
- VII. **New Initiative & Community Engagement Committee Report:** Vice-Chair Janet presented the following item for discussion:
- a. **Grant Funding Primer (NICE-D-22-021):** Director of Planning and Grants Felix Castrodad along with Capital Grants Administrator Billy Higgins led a discussion of the factors and strategies associated with the various funding sources, how we go about lining up funding for various projects, and how we go about deciding whether or not a particular competitive grant opportunity is worth pursuing or not. The presentation was presented at the request of several MTA Members who expressed an interest in learning a bit more about the strategy and processes associated with our grant funding.

Felix Castrodad said in addition to fares and other operating income, WeGo Public Transit relies on grants and other funding agreements from Federal, State, and Local Governments to sustain ongoing operations and to undertake various capital projects. On an annual basis, staff reviews these sources as part of the annual operating budget development and approval process, and the annual capital improvement plan development and approval process. Historically, we have been funded by literally dozens of different grant programs from multiple agencies. Some sources are repetitive and reliable, while others are more competitive and

“fleeting.” Some sources have fairly general use conditions, and some are highly restrictive, for very specific purposes.

At the State level, the passage of the IMPROVE Act in 2017 opened a new source of competitive capital funding that we have taken advantage of to advance several critical projects, including the Dr. Ernest Rip Patton Jr. North Nashville Transit Center. Similarly, the recently passed Infrastructure Investment and Jobs Act (IIJA) at the Federal level simultaneously added billions of dollars to our existing funding programs and created a multitude of new grant categories that we might consider for specific initiatives.

The programs and processes necessary to access these funds can be quite complex, and the conditions associated with their use can be quite burdensome, so it is essential that transit agencies act very strategically and with intent – based on carefully developed strategic plans like our nMotion Strategic Service Plan and our capital improvement plans – as they seek out these opportunities.

There were no additional questions or further discussions at this time.

**VIII. Operations & Finance Committee Report:** Committee Chair Walter Searcy presented the following for discussion and action:

- a. **MTA Agency Safety Plan Update (OF-D-22-022):** Director of System Safety & Risk Management Nick Oldham provided a brief high-level overview of the expected updates to our Agency Safety Plan:

Nick Oldham said the new Bipartisan Infrastructure Law amends FTA’s safety program at 49 U.S.C. § 5329(d) by adding to the Public Transportation Agency Safety Plan (PTASP) requirements. Under this new law, transit agencies that receive Section 5307 funds and serve an urbanized area with a population of 200,000 or more are required to establish a joint labor-management Safety Committee, a risk reduction program, new safety training requirements, and strategies to minimize exposure to infectious diseases consistent with the Centers for Disease Control and Prevention guidelines or a State health authority.

MTA will continue to move forward with the implementation of its Safety Management System by following the guidelines set forth in our Agency Safety Plan as we update the plan with the new requirements. The Agency Safety Plan sets a framework to support and complement the existing approach to public transportation safety, identifies deficiencies, and promotes improvements in transit safety performance. This plan sets a proactive approach to safety risk management that is outcome-focused and emphasizes an overall improved safety culture.

There were no additional questions or further discussions at this time.

- b. **Transit Asset Management Plan Update (OF-D-22-023):** Chief Development Officer Trey Walker presented this item for discussion.

A TAM Plan is a strategic and systematic planning tool to manage transit capital assets based on careful planning and improved decision-making. It uses transit asset conditions to guide how to manage capital assets and prioritize funding to improve or maintain the overall transit fleet and facilities to a target level of State of Good Repair (SGR) defined as “the condition in which an asset is able to operate at a full level of performance.”

WeGo staff has been working with a team of consultants from CDM Smith on asset condition assessments and the TAM Plan update for the agency. The plan update process spanned several months, and the final document incorporates the following elements:

- Inventory of capital assets

- Condition assessment of the assets
- TAM & SGR Policy
- Decision Support Tool
- Investment Prioritization & Implementation Strategy
- List of Key Activities & Resources
- Evaluation & Monitoring Plan

The Transit Asset Management Plan for WeGo was completed and certified by the Accountable Executive (CEO) in time to meet the October federal deadline. Staff will make a brief presentation about the TAM Plan process and the development of performance targets at the meeting. The complete current plan is accessible to the Board and the general public on the agency's website at <https://www.wegotransit.com/publications/>.

There were no additional questions or further discussions at this time.

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

1. With respect to the North Nashville project, please mark your calendars for 10:00 am on Thursday, November 10 for a groundbreaking ceremony for the Dr. Ernest Rip Patton Jr. North Nashville Transit Center. At long last, we will officially be turning over this project to our capable contracting team to get construction underway. We anticipate substantial completion in time for our April 2024 Spring Service Changes.
2. CEO Bland said that he was pleased to report that an offer has been extended to the new Chief of Staff and Administration and he has accepted and will begin his employment with us at the end of November. Vince Malone will be coming to us from TDOT, where he currently serves as the Director of the Civil Rights Division. In this role, he oversees Title VI, Equal Employment Opportunity, Affirmative Action, Environmental Justice, and Disadvantaged Business Enterprise efforts for the Department. Prior to joining TDOT, Vince had extensive private sector experience in Human Resources, Risk Management, and Safety. Fortunately, his departure from TDOT was amicable, and several of their senior leaders have spoken very highly of him. Concurrent with Vince starting his position, we will also be elevating Nick Oldham to Chief Safety Officer and Renuka Christoph to Chief Communications Officer.
3. The staff has continued to meet with NDOT, Metro Planning, and representatives of Oracle to advance plans to incorporate transit into the northern sections of East Bank Boulevard enumerated in the East Bank Vision Plan as Oracle works on designs for their campus.
4. Last month, CEO Bland announced the winners from the local Bus Rodeo in August. This month, he reported the team that participated in the Statewide Rodeo held by the Tennessee Public Transportation Association in Franklin, as usual, did quite well. Pedro Ochoa took first place and Troy Willis took second place in the Bus Maintenance competition. Mark Johnson placed first in the Bus Rodeo competition, and Scott Wallace placed second in the cutaway van competition. In addition, Senior Safety Manager Earl Rhodes was recognized by TPTA as the Urban Support Employee of the Year. In addition to the amazing work Earl does for us day in and day out, Earl is one of the key organizers of the statewide rodeo, and his efforts are very much appreciated by transit agencies throughout Tennessee.
5. On the RTA side:
  - a. We anticipate recommending a contract award for the Star Future Vision Study to the RTA Board at their November meeting. This has been a long process for a good reason, as we received 7 very solid proposals.

- b. At their October meeting, the RTA Board approved a period of exclusive negotiation for a potential Joint Development project at Donelson Station. We will be working with a development team composed of HG Hill and Southeast Venture to advance this agreement.
- c. The Titans Express continues to operate to all home Titans games and, so far, it has been very successful as the trains so far have sold out. CEO Bland encouraged anyone who plans to attend any of the upcoming games to go to our website for access to train tickets.

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

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

Chair Carr Williams thanked the board members for reviewing the East Bank support letter that was sent to planning and for the efforts of everybody working together from the beginning, not only for East Bank but for all our projects.

Chair Carr Williams welcomed Mr. Vince Malone in his new role as Chief of Staff and Administration. Additionally, she congratulated Nick Oldham and Renuka Christoph on their promotions as Chief Safety & Security Officer and Chief Communications Officer. She said both have really worked hard to get to this point as they continue to grow and enhance WeGo Public Transit. She said that she looks forward to their continued efforts and said that they both have her support.

Chair Williams thanked Jessica Dauphin for inviting her to the Transit Alliance Citizen Leadership Academy. She said that she was proud of Jessica Dauphin's leadership and enjoyed watching her train and expand the conversations of transit regionally and how she's teaching people about transit. She said that she was grateful to have so many people in our community that want and support transit.

**XI. Other Business:**

There was no other business to conduct at this time.

**XII. 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 4:00 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*

☒ Information Item    ☐ Committee Discussion Item    ☐ Committee Action Item    ☐ Board Discussion Item

|              |   |               |            |
|--------------|---|---------------|------------|
| Item Number: | M-I-22-032                                  | Meeting Date: | 11/17/2022 |
| Item Title:  | Monthly Financial Report Compared to Budget |               |            |

## BACKGROUND:

Attached is a statement of operations for the month of September 2022 compared to the budget and a balance sheet as of September 30, 2022.

Now that we have completed the first quarter of the fiscal year and the annual audit for FY2022, there are a couple of things to highlight in the financial statements. You will note that services expense was over budget by approximately \$123,000. Over the first 3 months, we have seen our use of overflow providers increase month over month due to increased demand for paratransit services. Due to the operator shortage, we are currently challenged with, we have been moving more customers than normal over to our overflow providers. We will continue to monitor this expense as compared to the budget. The offset to this increased expense would be the favorable balances in operator wages, fuel, maintenance, etc., since we budgeted for the full complement of operators to operate the service in-house.

While I do not frequently mention the balance sheet, there are some new line items in both the assets and liabilities sections worth mentioning. While our external auditors will go into much more detail in their presentation of the FY2022 audit report, MTA had to adopt Governmental Accounting Standards Board No. 87 relating to leases. As you know, we have a long-term lease related to our North Nashville transit center project. Without getting into the weeds, the new standard requires operating leases to now be recorded as an asset and a corresponding liability for the 70-year life of the lease. There will also now be a lease interest expense that simulates interest that is accruing on the new liability which you will now see reported below the operating income on the statement of operations.

As of September 30, 2022, RTA owed Nashville MTA approximately \$242,000 for services provided to and from Rutherford County as well as management fees and back office shared expenses related to the quick Ticket fare collection system due. MTA also had an account payable to RTA of approximately \$39,000 for fares collected as well as WeGo Ride revenue sharing due.

## CURRENT STATUS:

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

## APPROVED:



*Chief Financial Officer*

*November 11, 2022*

*Date*

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending September 30, 2022  
**UNAUDITED**

|   | Actual<br>Month     | Month<br>Budget     | Month End<br>Variance | F /<br>U | Prior Year<br>Y-T-D  | Actual<br>Y-T-D      | Budget<br>Y-T-D     | Y-T-D<br>Variance    | F /<br>U | Annual<br>Budget     |
|---|---------------------|---------------------|-----------------------|----------|----------------------|----------------------|---------------------|----------------------|----------|----------------------|
| <b>Revenue from Operations:</b>         |                     |                     |                       |          |                      |                      |                     |                      |          |                      |
| Passenger Fares                         | \$579,197           | \$512,010           | \$67,187              | F        | \$1,392,954          | \$1,690,566          | \$1,531,385         | \$159,181            | F        | \$6,358,780          |
| WeGo Access                             | 56,942              | 54,050              | 2,892                 | F        | 164,206              | 150,846              | 158,700             | (7,854)              | U        | 708,490              |
| Contract Revenues                       | 234,403             | 238,562             | (4,159)               | U        | 518,616              | 710,344              | 722,832             | (12,488)             | U        | 2,877,040            |
| Advertising                             | 47,576              | 66,520              | (18,944)              | U        | 177,900              | 159,579              | 148,340             | 11,239               | F        | 552,280              |
| Other Non-Trans Revenue                 | 66,055              | 111,595             | (45,540)              | U        | 173,147              | 187,036              | 331,875             | (144,839)            | U        | 1,362,200            |
| <b>Total Operating Revenue</b>          | <b>984,173</b>      | <b>982,737</b>      | <b>1,436</b>          | <b>F</b> | <b>2,426,823</b>     | <b>2,898,371</b>     | <b>2,893,132</b>    | <b>5,239</b>         | <b>F</b> | <b>11,858,790</b>    |
| <b>Federal/State/Local Income:</b>      |                     |                     |                       |          |                      |                      |                     |                      |          |                      |
| Local Assistance                        | 10,000,000          | 10,000,000          | 0                     | F        | 18,500,000           | 24,000,000           | 24,000,000          | 0                    | F        | 61,610,900           |
| State Assistance                        | 0                   | 0                   | 0                     | F        | 0                    | 0                    | 0                   | 0                    | F        | 5,170,200            |
| Federal Assistance - CARES Act          | 23,370              | 0                   | 23,370                | F        | 90,108               | 23,370               | 0                   | 23,370               | F        | 4,071,610            |
| <b>Total Assistance Income</b>          | <b>10,023,370</b>   | <b>10,000,000</b>   | <b>23,370</b>         | <b>F</b> | <b>18,590,108</b>    | <b>24,023,370</b>    | <b>24,000,000</b>   | <b>23,370</b>        | <b>F</b> | <b>70,852,710</b>    |
| <b>Capital Revenue:</b>                 |                     |                     |                       |          |                      |                      |                     |                      |          |                      |
| American Rescue Operating Reimbursement | 0                   | 0                   | 0                     | F        | 0                    | 0                    | 0                   | 0                    | F        | 24,427,585           |
| Capital Operating Reimbursement         | 0                   | 0                   | 0                     | F        | 0                    | 0                    | 0                   | 0                    | F        | 0                    |
| Capital ADA Reimbursement               | 0                   | 0                   | 0                     | F        | 0                    | 0                    | 0                   | 0                    | F        | 0                    |
| <b>Total Capital Income</b>             | <b>0</b>            | <b>0</b>            | <b>0</b>              | <b>F</b> | <b>0</b>             | <b>0</b>             | <b>0</b>            | <b>0</b>             | <b>F</b> | <b>24,427,585</b>    |
| <b>Total Revenue</b>                    | <b>\$11,007,543</b> | <b>\$10,982,737</b> | <b>\$24,806</b>       | <b>F</b> | <b>\$21,016,931</b>  | <b>\$26,921,741</b>  | <b>\$26,893,132</b> | <b>\$28,609</b>      | <b>F</b> | <b>\$107,139,085</b> |
| <b>Expenses from Operations:</b>        |                     |                     |                       |          |                      |                      |                     |                      |          |                      |
| Labor and Fringes                       | \$6,563,374         | \$6,477,730         | (\$85,644)            | U        | \$17,472,043         | \$18,914,480         | \$19,042,975        | \$128,495            | F        | \$76,612,120         |
| Services                                | 1,113,745           | 990,538             | (123,207)             | U        | 2,148,580            | 2,981,789            | 3,012,955           | 31,166               | F        | 11,969,110           |
| Fuel                                    | 533,136             | 613,840             | 80,704                | F        | 677,347              | 1,751,057            | 1,870,675           | 119,618              | F        | 7,424,390            |
| Parts, Materials and Supplies           | 326,495             | 541,015             | 214,520               | F        | 1,283,587            | 1,444,086            | 1,646,925           | 202,839              | F        | 6,539,610            |
| Utilities                               | 105,756             | 121,650             | 15,894                | F        | 295,778              | 316,462              | 370,760             | 54,298               | F        | 1,471,460            |
| Casualty and Liability                  | 213,518             | 203,200             | (10,318)              | U        | 547,793              | 643,986              | 639,270             | (4,716)              | U        | 2,457,720            |
| Other                                   | 27,189              | 55,325              | 28,136                | F        | 119,515              | 79,851               | 166,400             | 86,549               | F        | 664,675              |
| <b>Total Operating Expenses</b>         | <b>8,883,213</b>    | <b>9,003,298</b>    | <b>120,085</b>        | <b>F</b> | <b>22,544,643</b>    | <b>26,131,711</b>    | <b>26,749,960</b>   | <b>618,249</b>       | <b>F</b> | <b>107,139,085</b>   |
| <b>Operating Surplus / (Deficit)</b>    | <b>\$2,124,330</b>  | <b>\$1,979,439</b>  | <b>\$144,891</b>      | <b>F</b> | <b>(\$1,527,712)</b> | <b>\$790,030</b>     | <b>\$143,172</b>    | <b>\$646,858</b>     | <b>F</b> | <b>\$0</b>           |
| Capital Grant Revenue                   | 408,997             |                     | 408,997               | F        | 841,464              | 689,829              |                     | 689,829              | F        |                      |
| Capital Grant Revenue -CARES Act        | 123,227             |                     | 123,227               | F        | 0                    | 123,227              |                     | 123,227              | F        |                      |
| Rental income - MCC Amortization        | 49,167              |                     | 49,167                | F        | 147,501              | 147,501              |                     | 147,501              | F        |                      |
| GASB 87 Lease Interest Expense          | (20,329)            |                     | (20,329)              | U        |                      | (60,936)             |                     | (60,936)             | U        |                      |
| Depreciation and Amortization           | (1,872,227)         |                     | (1,872,227)           | U        | (6,252,092)          | (5,778,734)          |                     | (5,778,734)          | U        | 0                    |
| <b>Surplus / (Deficit)</b>              | <b>\$813,165</b>    | <b>\$1,979,439</b>  | <b>(\$1,166,274)</b>  | <b>U</b> | <b>(\$6,790,839)</b> | <b>(\$4,089,083)</b> | <b>\$143,172</b>    | <b>(\$4,232,255)</b> | <b>U</b> | <b>\$0</b>           |

# Metropolitan Transit Authority

## Comparative Balance Sheets

|  | Month Ended<br>September 30, 2022<br>(unaudited) | Month Ended<br>June 30, 2022<br>(audited) |
|--|--|---|
| <b>CURRENT ASSETS</b>                                |  |   |
| Cash and cash equivalents                            | \$5,049,631                                      | \$3,780,301                               |
| Receivables from federal, state and local government | 133,170  | 1,483,679                                 |
| Accounts receivable                                  | 905,246  | 1,513,979                                 |
| Materials and supplies                               | 3,342,319  | 3,288,783                                 |
| Prepaid expense and other                            | 1,499,005  | 1,651,572                                 |
| Pension & OPEB Deferred Outflow                      | 34,548,339                                       | 34,548,339                                |
| Total Current Assets                                 | 45,477,710                                       | 46,266,653                                |
| <b>PROPERTY AND EQUIPMENT</b>                        |  |   |
| Land   | 14,733,025                                       | 14,733,025                                |
| Building, shelter and benches                        | 118,978,626                                      | 118,892,706                               |
| Revenue equipment and parts                          | 187,091,609                                      | 187,050,821                               |
| Office furniture and equipment                       | 6,383,202  | 6,377,272                                 |
| Other  | 6,577,339  | 5,654,722                                 |
|  | 333,763,801                                      | 332,708,546                               |
| Less: Accumulated Depreciation                       | (186,750,010)                                    | (180,956,798)                             |
| Total Property and equipment, net                    | 147,013,791                                      | 151,751,748                               |
| <b>OTHER ASSETS</b>                                  |  |   |
| North Nashville Property (Lease)                     | 7,063,765  | 7,063,765                                 |
| Cash and investments for self-insurance and other    | 731,612  | 731,607                                   |
| <b>TOTAL ASSETS</b>                                  | <b>\$200,286,878</b>                             | <b>\$205,813,773</b>                      |
| <b>LIABILITIES AND NET ASSETS</b>                    |  |   |
| <b>CURRENT LIABILITIES</b>                           |  |   |
| Accounts payable                                     | \$2,521,035                                      | \$3,158,951                               |
| Accrued expenses                                     | 7,053,198  | 7,733,165                                 |
| Deferred revenue                                     | 125,471  | 99,427                                    |
| Note Payable   | 0  | 0   |
| Total Current Liabilities                            | 9,699,704  | 10,991,543                                |
| <b>NON-CURRENT LIABILITIES</b>                       |  |   |
| Deferred Revenue                                     | 6,049,944  | 6,197,445                                 |
| North Nashville Lease Liability                      | 7,049,599  | 7,049,599                                 |
| Net Pension Liability                                | 4,206,838  | 4,206,838                                 |
| Pension & OPEB Deferred Inflows                      | 24,580,424                                       | 24,580,424                                |
| Net other postemployment benefits obligations        | 79,108,586                                       | 79,108,586                                |
| <b>NET ASSETS</b>                                    |  |   |
| Invested in capital assets                           | 140,963,847                                      | 145,554,303                               |
| Reserve for capital purchases                        | 381,612  | 381,607                                   |
| Unrestricted   | (67,664,593)                                     | (77,403,145)                              |
| Current Year Surplus / (deficit)                     | (4,089,083)                                      | 5,146,573                                 |
| Total Net Assets                                     | 69,591,783                                       | 73,679,338                                |
| <b>TOTAL LIABILITIES AND NET ASSETS</b>              | <b>\$200,286,878</b>                             | <b>\$205,813,773</b>                      |

|                     | Current     | > 30 days | > 60 Days | > 90 days | Total       |
|---------------------|-------------|-----------|-----------|-----------|-------------|
| Accounts Receivable | \$774,268   | \$7,702   | \$41,938  | \$81,338  | \$905,246   |
|                     | 85.5%       | 0.9%      | 4.6%      | 9.0%      | 100.0%      |
| Accounts Payable    | \$2,021,440 | \$363,156 | \$31,485  | \$104,954 | \$2,521,035 |
|                     | 80.2%       | 14.4%     | 1.2%      | 4.2%      | 100.0%      |



# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## List of Upcoming Procurement Projects

Meeting Date: 11/17/2022

Item #: M-I-22-033

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**Project Name: Installation of Condensing Unit – Myatt**

- Brief Description: This project is for the installation and commissioning of a new 50-ton condensing unit that has been purchased under a separate cover for 430 Myatt Drive.
- Anticipated Publish Date: November 2022
- Estimated Project Value: \$155,000

**Project Name: Buchanan Transit Stop Construction**

- Brief Description: This project will construct four shared cycle track transit platforms on Buchanan Street and a new pedestrian crosswalk at 16<sup>th</sup> Ave. N. Each of the four shared cycle track transit platforms includes curb changes to accommodate the bicycle lane ramping up to the same elevation as the sidewalk.
- Anticipated Publish Date: November 2022
- Estimated Total Project Value: \$373,000

**Project Name: Myatt Pit Fill In**

- Brief Description: This project will demo and fill the pit located in the Myatt Maintenance facility.
- Anticipated Publish Date: November 2022
- Estimated Total Project Value: \$300,000

**Project Name: Call for Artist (Videographer/Photographer) Small Purchase via Quote**

- Brief Description: Seeking artist to design and compose images into video graphics for internal display within the North Nashville Transit Center that depicts present iconic members and influential events in the North Nashville community.
- Anticipated Publish Date: December 2022
- Estimated Project Value: \$150,000

**Project Name: Call for Artist (Mural) Small Purchase via Quote**

- Brief Description: Seeking an artist to paint a mural at the North Nashville Transit Center that depicts the cultural fabric of the North Nashville community from a futuristic lens of hope, inclusion, and advancement.
- Anticipated Publish Date: December 2022
- Estimated Project Value: \$150,000

**Project Name: Strategic Fuel Sourcing**

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

**CURRENT STATUS:**

Pursuant to earlier Board discussions, 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 from staff, no discussion is planned at the meeting. This material is provided for information only.

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**APPROVED:**

*Denise Richardson*

*Director of Procurement & Business Diversity*

*November 11, 2022*

*Date*

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

|              |   |               |            |
|--------------|---|---------------|------------|
| Item Number: | M-A-22-035                                  | Meeting Date: | 11/17/2022 |
| Item Title:  | Approval of the 2023 Board Meeting Schedule |               |            |

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### BACKGROUND:

Attached is the proposed schedule for the 2022 committee and board meetings. Notes for some of the dates are as follows:

- July 27 – Historically, the Nashville Metropolitan Transit Authority (Nashville MTA) Board chooses to have an abbreviated meeting either as a board or a committee in July.
- November 16 – Thanksgiving falls on the fourth Thursday, so the November meeting will be on the third Thursday.
- December 21 – In recent years, the Nashville MTA Board has met earlier in December to free up the week prior to Christmas for travel and family plans for Nashville MTA Board members and staff.

### RECOMMENDATION:

We recommend the proposed 2023 meeting dates be adopted and approved by the Board.

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### APPROVED:

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*Board Secretary*

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*November 17, 2022*

*Date*

## 2023 MTA Board Meetings Schedule

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### WeGo Central Office

400 Dr. Martin L. King Jr. Blvd.

Nashville, TN 37228

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Committee/Board Meeting  
2:30 p.m.

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| Month     | Committee & Board Meeting | Meeting Location  |
|-----------|---------------------------|-------------------|
| January   | 26                        | TN Bankers Assoc. |
| February  | 23                        | TN Bankers Assoc. |
| March     | 23                        | TN Bankers Assoc. |
| April     | 27                        | TN Bankers Assoc. |
| May       | 25                        | TN Bankers Assoc. |
| June      | 22                        | TN Bankers Assoc. |
| July      | 27                        | TN Bankers Assoc. |
| August    | 24                        | TN Bankers Assoc. |
| September | 28                        | TN Bankers Assoc. |
| October   | 26                        | TN Bankers Assoc. |
| November  | 16 *                      | TN Bankers Assoc. |
| December  | 21 *                      | TN Bankers Assoc. |

\* These dates ARE NOT the fourth Thursday of the month.

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

|              |                            |               |            |
|--------------|----------------------------|---------------|------------|
| Item Number: | M-A-22-036                 | Meeting Date: | 11/17/2022 |
| Item Title:  | FY2022 Annual Audit Report |               |            |

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### BACKGROUND:

The enclosed report is the Comprehensive Annual Financial Report for the fiscal year ending June 30, 2022. The following pages are a copy of the audited Statement of Operations for FY 2022 and the Balance Sheet in the format normally presented to the Committee. We are pleased to report that the MTA received a “clean” opinion on the report from our auditors and that no material internal control weaknesses were encountered during the audit.

### RECOMMENDATION:

MTA’s outside accountants from Crosslin will review the Annual Report and their required communications at the board meeting. We are requesting that the Board accept the Comprehensive Annual Financial Report for the fiscal year that ended June 30, 2022.

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### APPROVED:

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*Board Secretary*

*November 17, 2022*

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*Date*

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending June 30, 2022

AUDITED

|  | Actual<br>Month      | Month<br>Budget    | Month End<br>Variance | F /<br>U | Prior Year<br>Y-T-D  | Actual<br>Y-T-D     | Budget<br>Y-T-D     | Y-T-D<br>Variance  | F /<br>U | Annual<br>Budget    |
|--|----------------------|--------------------|-----------------------|----------|----------------------|---------------------|---------------------|--------------------|----------|---------------------|
| <b>Revenue from Operations:</b>        |                      |                    |                       |          |                      |                     |                     |                    |          |                     |
| Passenger Fares                        | \$328,820            | \$346,170          | (\$17,350)            | U        | \$3,739,958          | \$5,755,863         | \$4,049,030         | \$1,706,833        | F        | \$4,049,030         |
| WeGo Access                            | 48,307               | 48,560             | (253)                 | U        | 513,902              | 650,765             | 513,250             | 137,515            | F        | 513,250             |
| Contract Revenues                      | 222,974              | 330,510            | (107,536)             | U        | 1,703,019            | 2,477,806           | 3,081,550           | (603,744)          | U        | 3,081,550           |
| Advertising                            | 44,370               | 29,300             | 15,070                | F        | 567,431              | 663,515             | 502,070             | 161,445            | F        | 502,070             |
| Other Non-Trans Revenue                | 294,970              | 110,420            | 184,550               | F        | 428,896              | 1,427,658           | 1,336,065           | 91,593             | F        | 1,336,065           |
| <b>Total Operating Revenue</b>         | <b>939,441</b>       | <b>864,960</b>     | <b>74,481</b>         | <b>F</b> | <b>6,953,206</b>     | <b>10,975,607</b>   | <b>9,481,965</b>    | <b>1,493,642</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         | 3,409,749            | 903,315            | 2,506,434             | F        | 27,629,554           | 3,868,778           | 3,618,135           | 250,643            | F        | 3,618,135           |
| <b>Total Assistance Income</b>         | <b>3,409,749</b>     | <b>903,315</b>     | <b>2,506,434</b>      | <b>F</b> | <b>60,043,854</b>    | <b>60,874,878</b>   | <b>60,552,645</b>   | <b>322,233</b>     | <b>F</b> | <b>60,552,645</b>   |
| <b>Capital Revenue:</b>                |                      |                    |                       |          |                      |                     |                     |                    |          |                     |
| American Rescue Operating Reimbursment | 0                    | 6,151,590          | (6,151,590)           | U        | 0                    | 21,222,190          | 23,303,190          | (2,081,000)        | U        | 23,303,190          |
| Capital Operating Reimbursement        | 148,830              | 0                  | 148,830               | F        | 17,212,435           | 148,830             | 0                   | 148,830            | F        | 0                   |
| Capital ADA Reimbursement              | 0                    | 0                  | 0                     | F        | 2,625,000            | 0                   | 0                   | 0                  | F        | 0                   |
| <b>Total Capital Income</b>            | <b>148,830</b>       | <b>6,151,590</b>   | <b>(6,002,760)</b>    | <b>U</b> | <b>19,837,435</b>    | <b>21,371,020</b>   | <b>23,303,190</b>   | <b>(1,932,170)</b> | <b>U</b> | <b>23,303,190</b>   |
| <b>Total Revenue</b>                   | <b>\$4,498,020</b>   | <b>\$7,919,865</b> | <b>(\$3,421,845)</b>  | <b>U</b> | <b>\$86,834,495</b>  | <b>\$93,221,505</b> | <b>\$93,337,800</b> | <b>(\$116,295)</b> | <b>U</b> | <b>\$93,337,800</b> |
| <b>Expenses from Operations:</b>       |                      |                    |                       |          |                      |                     |                     |                    |          |                     |
| Labor and Fringes                      | \$5,705,934          | \$5,981,401        | \$275,467             | F        | \$65,760,930         | \$69,694,557        | \$68,869,115        | (\$825,442)        | U        | \$68,869,115        |
| Services                               | 1,083,423            | 952,745            | (130,678)             | U        | 9,053,368            | 10,712,851          | 11,129,395          | 416,544            | F        | 11,129,395          |
| Fuel                                   | 401,719              | 275,315            | (126,404)             | U        | 3,222,621            | 2,817,020           | 3,178,400           | 361,380            | F        | 3,178,400           |
| Parts, Materials and Supplies          | 790,717              | 502,910            | (287,807)             | U        | 4,915,924            | 5,651,568           | 5,832,870           | 181,302            | F        | 5,832,870           |
| Utilities                              | 98,588               | 121,715            | 23,127                | F        | 1,206,395            | 1,344,629           | 1,410,220           | 65,591             | F        | 1,410,220           |
| Casualty and Liability                 | 672,026              | 185,730            | (486,296)             | U        | 2,299,334            | 2,967,315           | 2,318,600           | (648,715)          | U        | 2,318,600           |
| Other                                  | 17,819               | 43,690             | 25,871                | F        | 432,553              | 368,907             | 599,200             | 230,293            | F        | 599,200             |
| <b>Total Operating Expenses</b>        | <b>8,770,226</b>     | <b>8,063,506</b>   | <b>(706,720)</b>      | <b>U</b> | <b>86,891,125</b>    | <b>93,556,847</b>   | <b>93,337,800</b>   | <b>(219,047)</b>   | <b>U</b> | <b>93,337,800</b>   |
| <b>Operating Surplus / (Deficit)</b>   | <b>(\$4,272,206)</b> | <b>(\$143,641)</b> | <b>(\$4,128,565)</b>  | <b>U</b> | <b>(\$56,630)</b>    | <b>(\$335,342)</b>  | <b>\$0</b>          | <b>(\$335,342)</b> | <b>U</b> | <b>\$0</b>          |
| Capital Grant Revenue                  | 1,450,373            |                    | 1,450,373             | F        | 24,360,715           | 8,525,460           |                     | 8,525,460          | F        |                     |
| Capital Grant Revenue -CARES Act       | 534,901              |                    | 534,901               | F        | 51,875               | 1,190,585           |                     | 1,190,585          | F        |                     |
| Rental income - MCC Amortization       | 49,167               |                    | 49,167                | F        | 590,004              | 590,004             |                     | 590,004            | F        |                     |
| Gain/(Loss) on Sale of Property        | (298,624)            |                    | (298,624)             | U        | (111,022)            | (298,624)           |                     | (298,624)          | U        |                     |
| GASB 75 OPEB Expense                   | 17,514,047           |                    | 17,514,047            | F        | (9,043,550)          | 17,514,047          |                     | 17,514,047         | F        |                     |
| GASB 68 Pension Disclosure             | 2,568,342            |                    | 2,568,342             | F        | (1,235,827)          | 2,568,342           |                     | 2,568,342          | F        |                     |
| GASB 87 Leases Interest expense        | (209,862)            |                    | (209,862)             | U        | 0                    | (209,862)           |                     | (209,862)          | U        |                     |
| Depreciation and Amortization (Lease)  | (2,815,772)          |                    | (2,815,772)           | U        | (21,628,352)         | (24,398,037)        |                     | (24,398,037)       | U        | 0                   |
| <b>Surplus / (Deficit)</b>             | <b>\$14,520,366</b>  | <b>(\$143,641)</b> | <b>\$14,664,007</b>   | <b>F</b> | <b>(\$7,072,787)</b> | <b>\$5,146,573</b>  | <b>\$0</b>          | <b>\$5,146,573</b> | <b>F</b> | <b>\$0</b>          |

# Metropolitan Transit Authority

## Comparative Balance Sheets

|  | Month Ended<br>June 30, 2022<br>(Audited) | Month Ended<br>June 30, 2021<br>(Audited) |
|--|---|---|
| <b>CURRENT ASSETS</b>                                |   |   |
| Cash and cash equivalents                            | \$3,780,301                               | \$5,291,154                               |
| Receivables from federal, state and local government | 1,483,679                                 | 4,232,776                                 |
| Accounts receivable                                  | 1,513,979                                 | 746,944                                   |
| Materials and supplies                               | 3,288,783                                 | 2,982,464                                 |
| Prepaid expense and other                            | 1,651,572                                 | 1,420,871                                 |
| Pension & OPEB Deferred Outflow                      | 34,548,339                                | 29,001,549                                |
| Total Current Assets                                 | 46,266,653                                | 43,675,758                                |
| <b>PROPERTY AND EQUIPMENT</b>                        |   |   |
| Land   | 14,733,025                                | 14,733,025                                |
| Building, shelter and benches                        | 118,892,706                               | 110,514,846                               |
| Revenue equipment and parts                          | 187,050,821                               | 193,189,375                               |
| Office furniture and equipment                       | 6,377,272                                 | 6,145,705                                 |
| Other  | 5,654,722                                 | 8,729,214                                 |
|  | 332,708,546                               | 333,312,165                               |
| Less: Accumulated Depreciation                       | (180,956,798)                             | (166,287,998)                             |
| Total Property and equipment, net                    | 151,751,748                               | 167,024,167                               |
| <b>OTHER ASSETS</b>                                  |   |   |
| North Nashville Property (Lease)                     | 7,063,765                                 | 0   |
| Cash and investments for self-insurance and other    | 731,607                                   | 350,000                                   |
| <b>TOTAL ASSETS</b>                                  | <b>\$205,813,773</b>                      | <b>\$211,049,925</b>                      |
| <b>LIABILITIES AND NET ASSETS</b>                    |   |   |
| <b>CURRENT LIABILITIES</b>                           |   |   |
| Accounts payable                                     | \$3,158,951                               | \$1,929,138                               |
| Accrued expenses                                     | 7,733,165                                 | 7,718,662                                 |
| Deferred revenue                                     | 99,427                                    | 57,547                                    |
| Note Payable   | 0   | 3,000,000                                 |
| Total Current Liabilities                            | 10,991,543                                | 12,705,347                                |
| <b>NON-CURRENT LIABILITIES</b>                       |   |   |
| Deferred Revenue                                     | 6,197,445                                 | 6,787,449                                 |
| North Nashville Lease Liability - Long term          | 7,049,599                                 | 0   |
| Net Pension Liability                                | 4,206,838                                 | 16,130,285                                |
| Pension & OPEB Deferred Inflows                      | 24,580,424                                | 3,132,430                                 |
| Net other postemployment benefits obligations        | 79,108,586                                | 103,168,732                               |
| <b>NET ASSETS</b>                                    |   |   |
| Invested in capital assets                           | 145,554,303                               | 157,236,718                               |
| Reserve for capital purchases                        | 381,607                                   | 0   |
| Unrestricted   | (77,403,145)                              | (81,038,246)                              |
| Current Year Surplus / (deficit)                     | 5,146,573                                 | (7,072,790)                               |
| Total Net Assets                                     | 73,679,338                                | 69,125,682                                |
| <b>TOTAL LIABILITIES AND NET ASSETS</b>              | <b>\$205,813,773</b>                      | <b>\$211,049,925</b>                      |

|                     | Current              | > 30 days          | > 60 Days        | > 90 days        | Total                 |
|---------------------|----------------------|--------------------|------------------|------------------|-----------------------|
| Accounts Receivable | \$1,428,447<br>94.4% | \$47,916<br>3.2%   | \$9,180<br>0.6%  | \$28,436<br>1.9% | \$1,513,979<br>100.0% |
| Accounts Payable    | \$2,685,946<br>85.0% | \$419,078<br>13.3% | \$16,193<br>0.5% | \$37,734<br>1.2% | \$3,158,951<br>100.0% |

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Information Item    ☐ Committee Discussion Item    ☐ Committee Action Item    ☒ Board Discussion

|              |                              |               |            |
|--------------|------------------------------|---------------|------------|
| Item Number: | M-D-22-024                   | Meeting Date: | 11/17/2022 |
| Item Title:  | Monthly Operating Statistics |               |            |

## BACKGROUND:

Attached are monthly operating statistics through September 2022. Effective with this month's report, we have provided draft performance metric targets. The targets included in this month's report were developed by reviewing a combination of factors, including historic performance, recent trends, known internal and external factors, and industry standards/benchmarks (where available). We appreciate the Board's feedback on these targets, which are designed to be a balance between aspiration and attainability. For this reason, we are scheduling this for discussion by the Operations and Finance Committee, rather than including the material as an "Information Only" Item as we typically do.

With Nashville back open for business and Fall is a very busy season for major events, September was not without its operational challenges. Special events necessitating significant detours included multiple Titans and Predators home games, Live on the Green, and the Labor Day parade. These events, in combination with increasing ridership and traffic, contributed to a year-over-year drop in on-time performance. However, these are at or even slightly higher than average service reliability levels when compared to historical pre-pandemic trends. In other words, both in terms of ridership and Nashville's challenges to delivering reliable service, we are very nearly back to 'normal.'

You will also note that ridership continues to make a healthy return toward pre-pandemic levels, and Nashville remains one of the cities regaining ridership faster than most in the United States. In her review of the Quarterly Route Performance Report, Katie Freudberg will provide some background on the interesting trends we are seeing in post-pandemic ridership.

With respect to the performance goals, we have included an indicator column. A green circle means we are meeting or exceeding the goal for a particular category; a yellow triangle means we are performing below goal, but within 10% of the goal; and a red diamond means we are missing the mark by over 10%. In a given month, there may be anomalies that would lead to unusual performance, so special attention should be paid to year-to-date figures. As we are 3 months into the fiscal year, the year-to-date performance will be relevant. We are observing concerns with respect to preventable collisions per 100,000 miles, Access miles between road calls (we discussed this matter last month, as the supply chain issues delaying delivery of new buses will continue to challenge us in this area), and the percentage of maintenance positions filled (also impacting miles between road calls).

## 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

November 11, 2022

Date



## Operations Dashboard Report

|   | September-2022 | September-2021 | Pct. Change | Goal     | Indicator   |
|---|----------------|----------------|-------------|----------|---|
| <b>Ridership</b>                                    |                |                |             |          |   |
| Bus Ridership                                       | 683,878        | 486,292        | 40.6%       |          |   |
| Access Ridership                                    | 30,246         | 25,462         | 18.8%       |          |   |
| Total Ridership                                     | 714,124        | 511,754        | 39.5%       | 700,000  |    |
| Percentage of Pre-Pandemic Ridership                | 84.8%          | 60.7%          | 24.0%       | 85.0%    |    |
| <b>Productivity &amp; Efficiency</b>                |                |                |             |          |   |
| Bus Passengers per Revenue Hour                     | 16.54          | 13.53          | 22.2%       | 16.00    |    |
| Access Passengers per Revenue Hour                  | 1.78           | 1.76           | 1.1%        | 1.75     |    |
| Cost Per Scheduled Revenue Hour                     | \$160.01       | \$140.22       | 14.1%       | \$141.46 |    |
| <b>Safety</b>                                       |                |                |             |          |   |
| Total Collisions per 100,000 miles                  | 5.0            | 5.1            | -1.1%       | 4.8      |    |
| Preventable Collisions per 100,000 miles            | 1.8            | 3.0            | -41.8%      | 1.6      |    |
| <b>Service Quality</b>                              |                |                |             |          |   |
| Bus Trip Completion                                 | 99.79%         | 99.95%         | -0.16%      | 99.75%   |    |
| Bus On-Time Performance                             | 84.3%          | 88.1%          | -3.7%       | 85.0%    |    |
| Access On-Time Performance                          | 91.2%          | 92.8%          | -1.6%       | 92.0%    |    |
| <b>Maintenance</b>                                  |                |                |             |          |   |
| Bus Miles Between Road Calls                        | 5,749          | 5,077          | 13.2%       | 6,000    |    |
| Access Miles Between Road Calls                     | 16,893         | 23,190         | -27.2%      | 18,000   |    |
| <b>Customer Care</b>                                |                |                |             |          |   |
| Bus Passengers per Complaint                        | 3,908          | 4,156          | -6.0%       | 4,000    |    |
| Access Passengers per Complaint                     | 465            | 303            | 53.5%       | 400      |    |
| Percent of Calls Answered                           | 93.1%          | 94.9%          | -1.8%       | 95.0%    |    |
| <b>Staffing</b>                                     |                |                |             |          |   |
| % of Operator Positions Filled                      | 91.3%          | 95.3%          | -4.0%       | 95.0%    |  |
| % of Maintenance Positions Filled                   | 85.3%          | 88.2%          | -2.9%       | 95.0%    |  |
| <b>Customer Amenities</b>                           |                |                |             |          |   |
| % of Stops with Shelters (including Central)        | 17.2%          | 16.0%          | 1.1%        | 18.0%    |  |
| % of Boardings at Covered Stops (including Central) | 71.7%          | 72.3%          | -0.5%       | 73.0%    |  |

## Operations Dashboard Report

|   | FY2023<br>September-2022 | FY2022<br>September-2021 | Pct.<br>Change | Goal      | Indicator |
|---|--------------------------|--------------------------|----------------|-----------|-----------|
| <b>Ridership</b>                                    |                          |                          |                |           |           |
| Bus Ridership                                       | 1,948,652                | 1,394,306                | 39.8%          |           |           |
| Access Ridership                                    | 89,171                   | 75,551                   | 18.0%          |           |           |
| Total Ridership                                     | 2,037,823                | 1,469,857                | 38.6%          | 2,100,000 | ▲         |
| Percentage of Pre-Pandemic Ridership                | 81.3%                    | 58.6%                    | 38.6%          | 85.0%     | ▲         |
| <b>Productivity &amp; Efficiency</b>                |                          |                          |                |           |           |
| Bus Passengers per Revenue Hour                     | 15.42                    | 12.69                    | 21.5%          | 16.00     | ▲         |
| Access Passengers per Revenue Hour                  | 1.76                     | 1.69                     | 4.1%           | 1.75      | ●         |
| Cost Per Scheduled Revenue Hour                     | \$146.94                 | \$137.97                 | 6.5%           | \$141.46  | ▲         |
| <b>Safety</b>                                       |                          |                          |                |           |           |
| Total Collisions per 100,000 miles                  | 4.7                      | 4.6                      | 1.8%           | 4.8       | ●         |
| Preventable Collisions per 100,000 miles            | 1.9                      | 2.2                      | -12.9%         | 1.6       | ◆         |
| <b>Service Quality</b>                              |                          |                          |                |           |           |
| Bus Trip Completion                                 | 99.85%                   | 99.93%                   | -0.09%         | 99.75%    | ●         |
| Bus On-Time Performance                             | 85.9%                    | 88.9%                    | -3.0%          | 85.0%     | ●         |
| Access On-Time Performance                          | 92.3%                    | 93.7%                    | -1.4%          | 92.0%     | ●         |
| <b>Maintenance</b>                                  |                          |                          |                |           |           |
| Bus Miles Between Road Calls                        | 5,491                    | 4,854                    | 13.1%          | 6,000     | ▲         |
| Access Miles Between Road Calls                     | 15,956                   | 20,333                   | -21.5%         | 18,000    | ◆         |
| <b>Customer Care</b>                                |                          |                          |                |           |           |
| Bus Passengers per Complaint                        | 4,077                    | 3,917                    | 4.1%           | 4,000     | ●         |
| Access Passengers per Complaint                     | 441                      | 380                      | 16.3%          | 400       | ●         |
| Percent of Calls Answered                           | 93.2%                    | 95.2%                    | -2.0%          | 95.0%     | ▲         |
| <b>Staffing</b>                                     |                          |                          |                |           |           |
| % of Operator Positions Filled                      | 92.0%                    | 95.3%                    | -3.3%          | 95.0%     | ▲         |
| % of Maintenance Positions Filled                   | 80.9%                    | 87.3%                    | -6.4%          | 95.0%     | ◆         |
| <b>Customer Amenities</b>                           |                          |                          |                |           |           |
| % of Stops with Shelters (including Central)        | 17.2%                    | 16.0%                    | 1.1%           | 18.0%     | ▲         |
| % of Boardings at Covered Stops (including Central) | 71.7%                    | 72.3%                    | -0.6%          | 73.0%     | ▲         |

## Operations Dashboard Glossary

| Metric   | Definition   |
|--|--|
| <b>Ridership</b>                                 |  |
| Bus  | Total fixed route passenger boardings on all WeGo operated services  |
| Access   | Total paratransit boardings (WeGo vehicles and third-party service providers, and Access-on Demand ridership)  |
| Total  | Total Bus & Access ridership combined  |
| Percentage of Pre-Pandemic Ridership             | Total ridership for the current period divided by total ridership for the same period in Fiscal Year 2019  |
| <b>Productivity &amp; Efficiency</b>             |  |
| Bus Passengers per Revenue Hour                  | Total fixed route passenger boardings divided by total scheduled fixed route revenue vehicle hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public   |
| Access Passengers per Revenue Hour               | Total paratransit boardings on WeGo vans divided by total scheduled paratransit revenue vehicle hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public.   |
| Total Cost Per Scheduled Revenue Hour of Service | Total fully allocated cost to deliver service divided by the total scheduled revenue hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public   |
| <b>Safety</b>                                    |  |
| Miles Between Total Collisions                   | Total number of Collisions divided by total number of revenue miles multiplied by 100,000. An Collision is defined as any time the vehicle makes contact with something other than the road resulting in any damage and/or injuries  |
| Miles Between Preventable Collisions             | Total number of Collisions determined to be preventable divided by total number of revenue miles multiplied by 100,000. A preventable Collision is defined as an Collision in which the Operator did not do everything reasonably possible to avoid the collision  |
| <b>Service Quality</b>                           |  |
| Bus Trip Completion Percentage                   | Percentage of one-way fixed route revenue trips completed versus scheduled. Includes partial missed trips  |
| Bus On-Time Performance                          | Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late as recorded by the Automated Vehicle Location (AVL) system. Arrivals are used for on-time performance calculations for the last stop of the trip, with early arrivals at end of line considered as on-time |
| Access On-Time Performance                       | Percentage of total scheduled paratransit trips, not including Access-on-Demand or WeGo Link, where vehicle arrives no later than 59 seconds outside of the scheduled pick-up window   |

## Operations Dashboard Glossary

| Metric                                       | Definition  |
|--|---|
| <b>Maintenance</b>                           |   |
| Bus Miles Between Road Calls                 | Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in fixed route revenue service that causes the vehicle to be removed from service.          |
| Access Miles Between Road Calls              | Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in paratransit (Access) revenue service that causes the vehicle to be removed from service. |
| <b>Customer Care</b>                         |   |
| Bus Passengers Carried per Complaint         | Total fixed route passengers divided by total fixed route customer complaints.  |
| Access Passengers Carried per Complaint      | Total paratransit (WeGo and third-party service providers) passengers divided by total paratransit customer complaints.   |
| 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.   |
| <b>Staffing</b>                              |   |
| % of Operator Positions Filled               | Total WeGo Operators available divided by total number of operator positions budgeted for service. Part-time Access operators are not included  |
| % of Maintenance Positions Filled            | Total WeGo Maintenance positions available divided by total number of maintenance positions budgeted for service. All maintenance and cleaning positions for vehicles and facilities are included     |
| <b>Shelters</b>                              |   |
| % of Stops with Shelters (including Central) | The total number of stops with shelters divided by total number of stops WeGo operates.   |
| % of Sheltered Boardings (including Central) | The total number of riders who boarded with a shelter (including WeGo Central boardings) divided by the total number of riders for the time period.   |

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Information Item    ☐ Committee Discussion Item    ☐ Committee Action Item    ☒ Board Discussion

|              |                                    |               |            |
|--------------|------------------------------------|---------------|------------|
| Item Number: | OF-D-22-025                        | Meeting Date: | 11/17/2022 |
| Item Title:  | Quarterly Route Performance Report |               |            |

## BACKGROUND:

The Quarterly Route Performance Report for the months of July, August, and September is provided on the following pages.

System ridership continues to increase, with ridership this quarter at 90% of pre-pandemic ridership. This is the first quarter that we have seen routes other than the 55 Murfreesboro Pike exceed pre-Covid numbers: In addition to the 55, Routes 18 Airport / Elm Hill Pike, 23 Dickerson Pike, and 52 Nolensville Pike all saw higher ridership than they did in the second quarter of FY20. All but one MTA route had higher ridership this quarter than in the quarter immediately preceding it (April - June 2022).

Ridership on both Saturdays and Sundays exceeded pre-pandemic numbers this quarter, but compared to last quarter, weekdays showed the most ridership growth.

System ridership also increased by about 18%, or just over 100,000 rides, between July and August of this year. Around two-thirds of those added rides are student ridership, and the remainder represents other ridership growth. Although ridership at several magnet schools has returned to pre-pandemic levels, Stride ridership as a whole is still returning more slowly than overall ridership.

On-time performance system-wide remains slightly above pre-pandemic levels, but the impact of increasing congestion and ridership at the start of the school year was clear: the number of times a bus was more than 15 minutes late increased by over 50% between July and August of this year. We anticipate needing to add service hours in order to maintain current service levels in Spring 2023.

## CURRENT STATUS:

Scheduling & Service Planning Manager Katie Freudberg will review this report at the committee meeting.

## APPROVED:

  
Scheduling & Service Planning Manager

November 11, 2022  
Date

# QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - July 2022 Through September 2022

FY2023 - 1st Quarter

|  |                           | Ridership |            |            | Revenue Hours |        | Productivity |            |      |            | On-Time Performance |            |
|--|---------------------------|-----------|------------|------------|---------------|--------|--------------|------------|------|------------|---------------------|------------|
| Rt.  |                           |           | Yr over Yr | Percentage | Quarterly     | From   | Pax          | Yr over Yr | Pax  | Yr over Yr |                     | Yr over Yr |
| No.  | Route Name                | Quarterly | Ridership  | of Pre-    | Revenue       | Last   | Per          | Pax/Hour   | Per  | Pax/Trip   | On-Time             | OTP        |
|  |                           | Ridership | Change     | Pandemic   | Hours         | Year   | Hour         | Change     | Trip | Change     | Performance         | Change     |
| Better Bus Targeted Frequent Service Network |                           |           |            |            |               |        |              |            |      |            |                     |            |
| 3/5  | West End                  | 146,103   | 45.8%      | 85.1%      | 10,764        | 22.5%  | 13.6         | 19.1%      | 11.4 | 21.4%      | 86.58%              | -3.06%     |
| 4  | *** Shelby                | 52,122    | 36.0%      | 66.1%      | 3,980         | 3.5%   | 13.1         | 31.5%      | 7.0  | 31.4%      | 88.54%              | -5.20%     |
| 7  | *** Hillsboro             | 100,256   | 40.6%      | 86.3%      | 5,988         | 11.4%  | 16.7         | 26.2%      | 11.1 | 36.4%      | 87.13%              | -2.58%     |
| 22   | Bordeaux                  | 95,077    | 26.7%      | 69.0%      | 5,971         | 4.8%   | 15.9         | 20.9%      | 8.3  | 20.9%      | 90.13%              | 1.39%      |
| 23   | *** Dickerson Pike        | 148,737   | 33.5%      | 107.7%     | 9,015         | 4.7%   | 16.5         | 27.5%      | 11.5 | 28.4%      | 90.28%              | -2.00%     |
| 50   | Charlotte Pike            | 144,998   | 42.3%      | 93.5%      | 8,215         | 37.9%  | 17.6         | 3.2%       | 13.2 | 2.1%       | 89.16%              | 2.12%      |
| 52   | Nolensville Pike          | 209,713   | 39.8%      | 103.2%     | 12,629        | 3.6%   | 16.6         | 34.9%      | 15.7 | 34.5%      | 81.46%              | -5.91%     |
| 55   | Murfreesboro Pike         | 354,360   | 43.9%      | 128.0%     | 15,167        | 5.7%   | 23.4         | 36.0%      | 23.1 | 35.1%      | 78.19%              | -7.20%     |
| 56   | Gallatin Pike             | 257,009   | 30.2%      | 87.9%      | 13,917        | 2.6%   | 18.5         | 26.9%      | 17.1 | 25.5%      | 85.71%              | -4.30%     |
| Frequent Service Route Totals                |                           | 1,508,375 | 38.1%      | 96.1%      | 85,644        | 9.3%   | 17.6         | 26.4%      | 13.9 | 27.0%      | 85.41%              | -3.44%     |
| Better Bus Local Network                     |                           |           |            |            |               |        |              |            |      |            |                     |            |
| 6  | Lebanon Road              | 42,230    | 50.5%      | 88.9%      | 4,092         | 40.2%  | 10.3         | 7.3%       | 10.0 | 7.3%       | 80.58%              | -5.63%     |
| 8  | 8th Avenue South          | 61,493    | 44.6%      | 98.2%      | 3,119         | 28.4%  | 19.7         | 12.7%      | 12.2 | 18.5%      | 85.63%              | 0.23%      |
| 9  | Metrocenter               | 20,516    | 70.4%      | 60.8%      | 1,401         | 97.2%  | 14.6         | -13.6%     | 5.9  | -5.3%      | 89.29%              | -3.31%     |
| 14   | Whites Creek              | 20,861    | 18.4%      | 59.8%      | 2,017         | 28.9%  | 10.3         | -8.2%      | 5.2  | -8.2%      | 89.42%              | -3.67%     |
| 17   | 12th Avenue South         | 37,073    | 50.4%      | 81.9%      | 3,700         | 40.8%  | 10.0         | 6.8%       | 6.1  | 20.9%      | 91.21%              | 0.71%      |
| 18   | Airport/Elm Hill          | 33,552    | 59.2%      | 106.4%     | 2,480         | 3.2%   | 13.5         | 54.2%      | 8.7  | 54.3%      | 83.40%              | -3.90%     |
| 19   | Herman                    | 53,035    | 36.4%      | 69.4%      | 4,360         | 34.9%  | 12.2         | 1.1%       | 8.1  | 2.8%       | 93.38%              | -1.48%     |
| 28   | Meridian                  | 17,007    | 44.7%      | 59.6%      | 1,998         | 24.2%  | 8.5          | 16.5%      | 4.2  | 15.8%      | 91.90%              | -4.67%     |
| 29   | Jefferson                 | 38,059    | 38.6%      | 80.0%      | 3,302         | 17.3%  | 11.5         | 18.2%      | 5.2  | 17.0%      | 91.54%              | 3.47%      |
| 34   | Opry Mills - Music Valley | 22,820    | 59.9%      | 85.6%      | 1,536         | 0.4%   | 14.9         | 59.3%      | 7.3  | 58.6%      | 89.38%              | 0.84%      |
| 41   | Golden Valley             | 3,195     | 40.2%      | 61.8%      | 327           | -0.8%  | 9.8          | 41.3%      | 5.0  | 40.2%      | 89.55%              | 7.10%      |
| 42   | St. Cecilia - Cumberland  | 21,059    | 36.0%      | 70.0%      | 1,747         | 36.3%  | 12.1         | -0.2%      | 5.7  | -1.6%      | 93.76%              | -3.86%     |
| Local Route Totals                           |                           | 370,900   | 44.8%      | 76.7%      | 30,080        | 28.3%  | 12.3         | 12.9%      | 7.1  | 15.6%      | 88.90%              | -1.44%     |
| Better Bus Connector Network                 |                           |           |            |            |               |        |              |            |      |            |                     |            |
| 75   | New Midtown               | 6,575     | 7.7%       | 48.1%      | 1,436         | -0.1%  | 4.6          | 7.8%       | 3.3  | 7.7%       | 78.40%              | -3.79%     |
| 76   | Madison                   | 20,842    | 12.7%      | 87.1%      | 1,563         | -11.7% | 13.3         | 27.6%      | 7.9  | 17.4%      | 80.28%              | -4.09%     |
| 77   | Thompson - Wedgewood      | 15,917    | 37.5%      | N/A        | 2,837         | 1.8%   | 5.6          | 35.0%      | 5.6  | 35.0%      | 82.88%              | -5.18%     |
| 79   | Skyline                   | 9,938     | N/A        | N/A        | 1,893         | N/A    | 5.3          | N/A        | 2.5  | N/A        | 78.22%              | N/A        |
| Connector Route Totals                       |                           | 36,759    | 1.6%       | 57.5%      | 4,400         | -26.6% | 8.4          | 38.4%      | 7.8  | 88.9%      | 81.89%              | -3.64%     |
| SYSTEM TOTALS                                |                           | 1,932,547 | 39.6%      | 90.1%      | 123,453       | 14.5%  | 15.7         | 21.9%      | 11.3 | 22.3%      | 85.93%              | -3.05%     |

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

☐ Information Item    ☐ Committee Discussion Item    ☐ Committee Action Item    ☒ Board Discussion

|              |                              |               |            |
|--------------|------------------------------|---------------|------------|
| Item Number: | OF-D-22-026                  | Meeting Date: | 11/17/2022 |
| Item Title:  | Operations Dispatch Overview |               |            |

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## BACKGROUND:

The Dispatch team is the first and last contact for front-line operators and is an essential resource to the success of day-to-day operations. Dispatch provides 24/7 support ensuring bus routes get out of the yard and on the streets in a timely manner, as well as answering questions and supporting operators, who are the heart and soul of operations.

This discussion item is to allow an opportunity for staff to demonstrate the changes & improvements made over the past few months, and the direction heading into the new year. With the upcoming and ongoing Better Bus improvements and enhancements to the service, it is crucial that dispatch continues its innovative approaches to managing the day-to-day operation to both improve service reliability and enhance efficiency.

This item is informational only, not requiring Board Action. This item is intended to keep the board engaged and allow the opportunity for feedback and comments surrounding the dispatch department functions.

## CURRENT STATUS:

Dispatch Manager, Karl Dean, will discuss the functions of Dispatch and its impacts on the organization and provide an overview of ongoing and planned improvements.

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## APPROVED:



*Chief Operation's Officer*

*November 11, 2022*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

|              |                                       |               |            |
|--------------|---------------------------------------|---------------|------------|
| Item Number: | M-A-22-037                            | Meeting Date: | 11/17/2022 |
| Item Title:  | 2022 Title VI Program Update Adoption |               |            |

### BACKGROUND:

Title VI of the Civil Rights Act of 1964 states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance". The Federal Transit Administration (FTA) requires all recipients of federal funding to adopt and submit an agency Title VI Program every three years. The MTA Board approved the current MTA Title VI Program in September 2019 and the Program was submitted to the FTA in October 2019. The updated Title VI Program is required to be submitted to FTA in January 2023 upon approval by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions.

The MTA Title VI Program establishes specific system-wide service standards and policies as well as a *Major Service Change Policy*, a *Disparate Impact Policy*, a *Disproportionate Burden Policy*, *policies for oversight of sub-recipients*, a *Language Assistance Plan (LAP)*, and a *Public Participation Plan (PPP)*. The Public Participation Plan describes MTA's plans and strategies to engage minority and Limited English Proficiency (LEP) populations in its planning and programming activities. The PPP also details what shall be placed in MTA's notices to the public as well as the methods by which we communicate with the public. Additionally, the PPP defines what constitutes a "Major Service Change", including fare changes, and includes a description and explanation of how comments are considered through the service planning process for all proposed service changes. The PPP was updated by staff in January 2021 with a comprehensive look at how we engage with the community. The final Title VI Program 2022 document can be viewed [on the WeGo website](#).

The 2022 Title VI Program Update reflects changes to the demographic makeup of our service area and the changes made to our system since 2019 utilizing census data. MTA is currently completing a systemwide onboard passenger survey that will help augment specific passenger demographic information. Once the onboard survey is complete, staff will review the results from the survey to update rider demographic and socio-economic information as needed.

The Draft Program was released for a 21-day public review and comment period beginning on October 10, 2022, and ending on October 31, 2022. The public was given the opportunity to provide comment via phone, email, and at two public hearings held at WeGo Central and virtually via WebEx. Public notice was provided on the MTA website, media advisory, social media, and in two local newspapers, including one Spanish-language publication. The document was made available online and hard copies were made available at the public hearings. One comment was received in the public comment period and was addressed as part of the update.

### RECOMMENDATION:

Upon review and revision of the Title VI Program, staff recommends that the MTA Board approved the 2022 update to the MTA Title VI Program to be submitted to the FTA in January 2023.

### APPROVED:

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Board Secretary

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November 17, 2022

Date