

Nashville MTA Board Meeting

Tennessee Bankers Association

211 Athens Way | Nashville, TN 37203

November 17, 2022 | 2:30 p.m.

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:

Gail Carr Williams
Chair

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 Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
Revenue from Operations:										
Passenger Fares	\$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
Total Operating Revenue	984,173	982,737	1,436	F	2,426,823	2,898,371	2,893,132	5,239	F	11,858,790
Federal/State/Local Income:										
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
Total Assistance Income	10,023,370	10,000,000	23,370	F	18,590,108	24,023,370	24,000,000	23,370	F	70,852,710
Capital Revenue:										
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
Total Capital Income	0	0	0	F	0	0	0	0	F	24,427,585
Total Revenue	\$11,007,543	\$10,982,737	\$24,806	F	\$21,016,931	\$26,921,741	\$26,893,132	\$28,609	F	\$107,139,085
Expenses from Operations:										
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
Total Operating Expenses	8,883,213	9,003,298	120,085	F	22,544,643	26,131,711	26,749,960	618,249	F	107,139,085
Operating Surplus / (Deficit)	\$2,124,330	\$1,979,439	\$144,891	F	(\$1,527,712)	\$790,030	\$143,172	\$646,858	F	\$0
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
Surplus / (Deficit)	\$813,165	\$1,979,439	(\$1,166,274)	U	(\$6,790,839)	(\$4,089,083)	\$143,172	(\$4,232,255)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended September 30, 2022 (unaudited)	Month Ended June 30, 2022 (audited)			
CURRENT ASSETS					
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			
PROPERTY AND EQUIPMENT					
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			
OTHER ASSETS					
North Nashville Property (Lease)	7,063,765	7,063,765			
Cash and investments for self-insurance and other	731,612	731,607			
TOTAL ASSETS	\$200,286,878	\$205,813,773			
LIABILITIES AND NET ASSETS					
CURRENT LIABILITIES					
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			
NON-CURRENT LIABILITIES					
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			
NET ASSETS					
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			
TOTAL LIABILITIES AND NET ASSETS	\$200,286,878	\$205,813,773			
	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

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 16th 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.

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		

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.

APPROVED:

Board Secretary

November 17, 2022

Date

2023 MTA Board Meetings Schedule

WeGo Central Office

400 Dr. Martin L. King Jr. Blvd.

Nashville, TN 37228

Committee/Board Meeting
2:30 p.m.

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		

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.

APPROVED:

Board Secretary

November 17, 2022

Date

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

AUDITED

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
Revenue from Operations:										
Passenger Fares	\$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
Total Operating Revenue	939,441	864,960	74,481	F	6,953,206	10,975,607	9,481,965	1,493,642	F	9,481,965
Federal/State/Local Income:										
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
Total Assistance Income	3,409,749	903,315	2,506,434	F	60,043,854	60,874,878	60,552,645	322,233	F	60,552,645
Capital Revenue:										
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
Total Capital Income	148,830	6,151,590	(6,002,760)	U	19,837,435	21,371,020	23,303,190	(1,932,170)	U	23,303,190
Total Revenue	\$4,498,020	\$7,919,865	(\$3,421,845)	U	\$86,834,495	\$93,221,505	\$93,337,800	(\$116,295)	U	\$93,337,800
Expenses from Operations:										
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
Total Operating Expenses	8,770,226	8,063,506	(706,720)	U	86,891,125	93,556,847	93,337,800	(219,047)	U	93,337,800
Operating Surplus / (Deficit)	(\$4,272,206)	(\$143,641)	(\$4,128,565)	U	(\$56,630)	(\$335,342)	\$0	(\$335,342)	U	\$0
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
Surplus / (Deficit)	\$14,520,366	(\$143,641)	\$14,664,007	F	(\$7,072,787)	\$5,146,573	\$0	\$5,146,573	F	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended June 30, 2022 (Audited)	Month Ended June 30, 2021 (Audited)			
CURRENT ASSETS					
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			
PROPERTY AND EQUIPMENT					
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			
OTHER ASSETS					
North Nashville Property (Lease)	7,063,765	0			
Cash and investments for self-insurance and other	731,607	350,000			
TOTAL ASSETS	\$205,813,773	\$211,049,925			
LIABILITIES AND NET ASSETS					
CURRENT LIABILITIES					
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			
NON-CURRENT LIABILITIES					
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			
NET ASSETS					
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			
TOTAL LIABILITIES AND NET ASSETS	\$205,813,773	\$211,049,925			
	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$1,428,447	\$47,916	\$9,180	\$28,436	\$1,513,979
	94.4%	3.2%	0.6%	1.9%	100.0%
Accounts Payable	\$2,685,946	\$419,078	\$16,193	\$37,734	\$3,158,951
	85.0%	13.3%	0.5%	1.2%	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
Ridership					
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%	
Productivity & Efficiency					
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	
Safety					
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	
Service Quality					
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%	
Maintenance					
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	
Customer Care					
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%	
Staffing					
% of Operator Positions Filled	91.3%	95.3%	-4.0%	95.0%	
% of Maintenance Positions Filled	85.3%	88.2%	-2.9%	95.0%	
Customer Amenities					
% 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 September-2022	FY2022 September-2021	Pct. Change	Goal	Indicator
Ridership					
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%	▲
Productivity & Efficiency					
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	▲
Safety					
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	◆
Service Quality					
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%	●
Maintenance					
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	◆
Customer Care					
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%	▲
Staffing					
% of Operator Positions Filled	92.0%	95.3%	-3.3%	95.0%	▲
% of Maintenance Positions Filled	80.9%	87.3%	-6.4%	95.0%	◆
Customer Amenities					
% 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
Ridership	
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
Productivity & Efficiency	
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
Safety	
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
Service Quality	
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
Maintenance	
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.
Customer Care	
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.
Staffing	
% 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
Shelters	
% 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

Rt. No.	Route Name	Ridership			Revenue Hours		Productivity				On-Time Performance		
		Quarterly Ridership	Yr over Yr Ridership Change	Percentage of Pre-Pandemic Ridership	Quarterly Revenue Hours	From Last Year Change	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	On-Time Performance	Yr over Yr OTP Change	
Better Bus Targeted Frequent Service Network													
3/5	West End	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		53,272	47.3%	83.4%	7,729	29.0%	6.9	14.2%	5.0	20.1%	80.35%	-5.19%	
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		

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.

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:

Board Secretary

November 17, 2022

Date