REGIONAL TRANSPORTATION AUTHORITY
Of Middle Tennessee

EXECUTIVE COMMITTEE MEETING

Wednesday, February 16, 2022 | 9:30 a.m.

TN State Library & Archives
1001 Rep. John Lewis Way N.
Nashville, TN 37219

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1. **Call to Order**

2. **Approval of the January 19, 2021 Minutes**

3. **Public Comments**

4. **Finance Committee Report – Mayor Anthony Holt, Committee Chair**
   - Monthly Financial Report Compared to Budget   **R-D-22-007**   **Pg. 6**

5. **Operations Committee Report – Mayor Rick Bell, Committee Chair**
   - RTA Monthly Operating Statistics – Andy Burke, COO   **R-D-22-008**   **Pg. 9**

6. **Safety Management System Plan Update – Nicholas Oldam, Director**   **R-A-22-009**   **Pg. 17**
   of System Safety & Risk Management

7. **CEO's Report – Stephen G. Bland, CEO**

8. **Chair's Report – Mayor Randall Hutto, Chair**

9. **Other Business**

10. **Adjournment**

MINUTES
EXECUTIVE COMMITTEE MEETING
REGIONAL TRANSPORTATION AUTHORITY
January 19, 2022

I. **Call to Order:** The regular meeting of the Regional Transportation Authority of Middle Tennessee (RTA) Board of Directors was held at the Tennessee State Archives & Library, located at 1001 Rep. John Lewis Way N., Nashville, TN 37219 on Wednesday, January 19, 2022. A quorum of the full RTA Board was not established, so the RTA Board meeting was adjourned, and the RTA Executive meeting was called to order at 9:30 a.m. by Chair, Mayor Randall Hutto.

Executive Committee Members in Attendance:
Mayor Randall Hutto – Wilson County
Mayor Paige Brown – City of Gallatin
Mayor Rick Bell – City of Lebanon
Governor's Appointee Ed Cole, Secretary – Davidson County
Mayor Bob Rial – Dickson County
Mayor Bill Ketron – Rutherford County
Mayor Billy Vogle – Robertson County
Mayor Anthony Holt – Sumner County
Governor's Appointee Kelly Dannenfelser – Williamson County

Others Present:
Mayor Jamie Clary – City of Hendersonville
Andy Barlow – City of Mt. Juliet (Alt).
Jim Kerr– City of Murfreesboro (Alt.)
Gerald Herman- City of White House (Alt.)
Faye DiMassimo – Davidson County (Alt.)
Darrell James – Dickson County (Gov. Appt.)
Ray Render - Congressman John Rose Office -6th District, TN
Derrick Free – Gray Line of TN.

II. **Approval of the November 17, 2021, Minutes**
Chair Randall Hutto entertained a motion to approve the November 17, 2021 Minutes. A proper motion was made and seconded, and the minutes were unanimously approved by the RTA Executive Committee.

III. **Public Comments:** There were no public comments to come before this. at this time.

IV. **Annual Audit Report (R-A-22-001):** Chief Financial Officer Ed Oliphant reported the following:

a. **FY2021 Annual Audit Report (R-A-22-001):** The Comprehensive Annual Financial Report for the fiscal year ended June 30, 2021, has been completed and was distributed along with the auditor's required communication at the committee meeting. RTA once again received a "clean" opinion on the report from our auditors and had no new audit findings.

A proper motion was made and seconded, and the FY2020 Annual Audit Report action item was unanimously approved by the RTA Executive Committee.

b. **Annual Risk Assessment (R-D-22-001):** Mayor Anthony Holt reviewed the Annual Risk Assessment that was distributed at the Board meeting. The Annual Risk Assessment focused on RTA's accounting system controls. CFO Ed Oliphant briefly discussed the risk matrix that was developed to assist in determining what functions need to be focused on based upon two factors: the likelihood of occurrence of an error due to weakness and the potential monetary impact of that error or oversight.

CFO Ed Oliphant availed himself for questions and there were no additional questions at this time.

c. **Conflict of Interest (R-D-22-002):** Mayor Anthony Holt reviewed the Annual Conflict of Interest report with the Executive Committee as distributed. The Conflict-of-Interest report is designed to highlight incidents or circumstances that have the appearance of conflict and how potential conflicts are mitigated. Currently, there are no conflicts at this time.

CFO Ed Oliphant availed himself for questions and there were no additional questions at this time.

V. **Finance Committee Report:** Chief Financial Officer Ed Oliphant reported the following:

a. **Monthly Financial Report Compared to Budget Report (R-D-22-003):** Chief Financial Officer Ed Oliphant reviewed the year-to-date data of the statement of operations for the month of November 2021 compared to the FY2020 budget and the balance sheet as of November 30, 2021. Chief Financial Officer Ed Oliphant availed himself for questions and there was on none at this time.

b. **WeGo Ride Pilot True-Up (R-D-22-004):** Chief Financial Officer Ed Oliphant reviewed the WeGo Ride Pilot Grue-Up report:

In November 2019, the Board authorized staff to begin work on a new program to reach out to businesses and universities based upon a pilot program to market the WeGo Ride Program using an annual per-employee program versus the current per swipe program. The WeGo Ride Program is an employer-paid transit pass program to provide employee commuter benefits on Nashville MTA and RTA services in Middle Tennessee under the name WeGo Public Transit. In June 2020, the Board approved for the first time, an WeGo Ride Program Revenue Sharing Agreement with Nashville MTA for the period of July 1, 2020, through June 30, 2021. To remind the Board, the following are the objectives of the program:

- All: Simplify program transportation benefits
- All: Simplify program administration
- All: Simplify program fee structure to better predict costs and revenues for annual budgeting
- MTA/RTA: Protect existing program revenue
- MTA/RTA: Grow program participation to increase overall ridership and operating revenue
- MTA/RTA: Increase transparency between the two agencies on program revenue and ridership
- Business Partners: Manage and reduce both direct and indirect transportation costs
- Business Partners: Provide sustainable and competitive employee benefits.

Vanderbilt University was the only employer to participate in the pilot during FY2021. One of the stipulations of the pilot program was for staff to review the results of the pilot with both

MTA and RTA boards and committees to determine the viability of the pilot. Vanderbilt University agreed to join the pilot program in April 2020, but due to the pandemic, it was decided to wait until June 2021 to perform the first true-up of revenue sharing between MTA and RTA. Consequently, the true-up period covered 15 months from April 2020 through June 30, 2021. While the pandemic resulted in far fewer rides being provided during the pilot, Vanderbilt continued to pay full monthly fees as if conditions were normal. This resulted in a skewed result in terms of cost per ride from Vanderbilt's perspective which will be addressed with Vanderbilt during the current contract year which Vanderbilt did renew effective July 1, 2021. The terms of the contract were based upon the following:

Vanderbilt Faculty, Staff & Student Count	20,000
Annual Cost per Employee/Student	$20.50
Total Annual Contract	$410,000
Total 15-Months Timeframe	$512,500
Monthly payment	$34,166.67

Based upon the Revenue Sharing Agreement between Nashville MTA and RTA, revenues were allocated using the weighted average percentage of all modes based upon the total rides provided during the 15 months using full fare for each mode. The allocation was calculated as follows:

Transportation Mode	Rides Provided 15-Months	Full Fare	Total Based Upon Fare	Weighted Average Percentage	Contract Revenue Allocation	Vanderbilt Cost Per Ride
MTA Bus	72,107	$2.00	$144,214	71.6%	$366,714	$5.09
MTA Access	3,008	$3.70	$11,130	5.5%	$28,301	$9.41
RTA Bus	6,568	$4.25	$27,914	13.8%	$70,981	$10.81
RTA Train *	4,572	$4.00	$18,288	9.1%	$46,504	$10.17
Total	86,255		$201,546	100%	$512,500	$5.94

* The fare used for train is based upon average fares for all stations.

As previously mentioned, the cost per ride was skewed due to the reduced ridership that was impacted by the pandemic. The cost per ride in all modes should be at least less than the cost of a full fare to make the program viable for Vanderbilt University. The per swipe program that Vanderbilt Medical Center is still utilizing is for $1.15 per ride. There are not any comparable statistics for pre-pandemic rides since the program prior to this pilot was a combined per swipe for the Medical Center and University and the University did not promote the program to students. As for RTA rides pre-pandemic, Vanderbilt just sporadically purchased both regional bus and Star fare media that they then resold to faculty, staff and students. Consequently, there is not a good apple to apple comparison or analysis to see how this program would have looked with pre-pandemic ridership. However, the per swipe program pre-pandemic did average approximately 35,000 rides per month for the combined programs.

While we believe the revenue-sharing allocation methodology is reasonable between the two agencies, we will continue to work with Vanderbilt on the terms of the contract to make it more reasonable as to the cost per ride. We will also have additional, albeit, smaller businesses to review at the end of this coming fiscal year as we continue to promote and add businesses to this pilot program.

Chief Financial Officer Ed Oliphant discussed the results of the 15-month pilot at the committee meeting.

c. **Operating Budget Discussion for FY2023 (R-D-22-005):** CFO Ed Oliphant and CEO Steve Bland led a discussion on the FY2023 Operating Budget with the Committee with a focus on the following:

1. With ridership down and projections of a very slow recovery, there needs to be a discussion about what strategies should be developed to grow the agency in the most effective way to serve middle Tennessee given what appears to be our new normal as it relates to commuter habits.

2. While the current CMAQ award is being projected to last through FY2025, should consideration be given to applying for a new round of CMAQ for regional bus operation? The importance of CMAQ cannot be underestimated as it is the largest funding source for all the regional bus services. After skipping a year to submit a CMAQ application for operations, is it important for RTA to stay top of mind with the State for CMAQ operating funds?

3. Is it time to strategize a way to establish a reserve for the train operations similar to the regional bus reserves?

4. With several of the regional partners' bus reserves reaching or exceeding the one-year reserve target established by the Board, a discussion should be had to determine if partner contributions should be reduced or have a portion of the contributions converted to a new Capital matching reserve?

CFO Oliphant and CEO Bland addressed questions and observations related to the financial information that was presented at the meeting.

VI. **Operations Committee Report**: Chief Operating Officer Andy Burke reported the following:

a. **Monthly Operating Statistics (R-D-22-006:):** Chief Operating Officer Andy Burke reviewed the RTA Monthly Dashboard Report through the month of November 30, 2021, with the Executive Committee. Chief Operating Officer Andy Burke availed himself for questions and there was on none at this time.

VII. **Election of 2022 RTA Officers (R-A-22-002):** Chief Administrative Officer Rita Roberts-Turner presented the following:

Pursuant to Article 3, Section 1(a), of the by-laws for the Regional Transportation Authority of Middle Tennessee (RTA), officers of the RTA shall be elected by the full RTA Board at its first regular meeting in each calendar year or by a majority vote of the Executive Committee, acting in the stead of the Board at its first regularly scheduled meeting in each calendar year, whichever meets first. Nominations may be made from the floor by any member of the Board and/or Executive Committee.

The officers of the RTA shall be Chair, Vice-Chair, and Secretary must include at least one appointed member and one elected official member. The following currently serve as 2021 officers:

Chair – Randall Hutto, Wilson County Mayor
Vice Chair – Paige Brown, Gallatin Mayor
Secretary – Ed Cole, Davidson County Governor Appointee

Chair Hutto opened the floor for nominations. Mayor Rick Bell made a motion to approve retaining the current slate of officers for reelection to the same positions for the 2022 year.

A proper motion was made and seconded. And the vote of approval was unanimously approved by the Executive Committee.

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

1. Last year, the Transportation Security Administration extended its mandate for passengers on all forms of public transportation to wear masks through at least March 18. With the State adopting legislation prohibiting mandatory facial coverings, we applied for a waiver through a process established in the legislation through the Office of State Comptroller. This waiver was granted for 1 year, conditional on compliance is a requirement for the continuity of our Federal Funding so our masking requirement remains in effect.

2. Earlier this week, we were notified that TDOT had approved two discretionary funding applications for the RTA. RTA will receive $3,440,000 in CMAQ funding to advance the development of park-and-ride facilities in Middle Tennessee and an additional $3 million in IMPROVE Act funding for park-and-ride development. The creation of well-located, good park and rides has been identified as a key barrier to ridership in a number of our corridors.

3. The Nashville Department of Transportation kicked off it's Downtown Neighborhood Traffic Study over the past 2 months. The Consultant Team is currently in the data collection phase and has submitted a draft public participation plan for review and comment. This planning will be key for developing transit routing and service continuity strategies through downtown Nashville to connect regional commuters to various locations in and around the downtown core.

4. We operated the Titans Express for all Titan's regular-season home games this year and will operate service to all home playoff games, with tickets on sale to this Saturday's game now.

CEO Bland concluded his remarks and was available for any questions from the floor and there were none at this time.

IX. **Chair's Report:** Mayor Hutto thanked everyone for attending the Executive Committee Meeting.

X. **Adjournment:** With no further business, Mayor Hutto called for adjournment, a proper motion was made and seconded to adjourn, and the meeting was adjourned at 9:55 a.m.

Respectfully submitted:

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Ed Cole, RTA Secretary &
Davidson County Governor Appointee

Regional Transportation Authority
of Middle Tennessee

☐ **Committee Discussion Item**   ☒ **Exec. Committee Discussion Item**   ☐ **Board Discussion Item**

☐ **Committee Action Item**   ☐ **Exec. Committee Action Item**

Item Number:	R-D-22-007		Meeting Date:	02/16/2022
Item Title:	**Monthly Financial Report Compared to Budget**			

BACKGROUND:

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

Year-to-date through December fare revenues continue to lag behind budgeted estimates. We had budgeted for fare revenues to recover to about 25% - 30% of pre-covid revenues. Through the first 6 months of the year regional bus revenues are running approximately 20% and train revenues about 22% when compared to pre-covid numbers through December 2019. A positive in operating revenues is that all partners are paid upon their annual membership dues, thus the positive variance for the year in Other Non-Transportation Revenues. There are no other anomalies to highlight for the month.

As of December 31, 2021, RTA owed Nashville MTA approximately $434,000 for services provided to and from Rutherford County as well as management fees due. RTA also had an accounts receivable from Nashville MTA of approximately $22,000 for fares collected as well as Easy Ride revenue sharing due.

CURRENT STATUS:

Chief Financial Officer Ed Oliphant will be available to answer any questions regarding the statements at the committee meeting.

APPROVED:

_____
Chief Financial Officer

February 11, 2022
_____
Date

Regional Transportation Authority
Statement of Operations Compared to Budget
For the Period Ending December 31, 2021
UNAUDITED

	Actual Month	Budget Month	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Budget
Revenue from Operations:										
R&R Revenues	$11,015	$16,650	($5,635)	U	$61,038	$77,026	$91,225	($14,199)	U	$185,757
Train Revenues	16,796	23,155	(6,359)	U	45,429	99,115	138,725	(39,610)	U	272,939
Special Events	19,321	20,550	(1,229)	U	0	57,157	43,980	13,177	F	74,250
Advertising	0	750	(750)	U	0	0	4,670	(4,670)	U	9,900
Other Non-Trans Revenue	33,677	27,720	5,957	F	141,820	218,645	129,720	88,925	F	267,872
Total Operating Revenue	80,809	88,825	(8,016)	U	248,287	451,943	408,320	43,623	F	810,718
Federal/State/Local Income:										
Local Assistance	176,541	125,000	51,541	F	305,020	238,292	835,000	(596,708)	U	1,561,751
Regional Assistance	(10,008)	47,030	(57,038)	U	786,979	378,120	526,615	(148,495)	U	647,625
State Assistance	0	0	0	F	633,400	0	633,400	(633,400)	U	633,400
Federal Assistance - CMAQ	0	118,963	(118,963)	U	738,459	312,619	692,146	(379,527)	U	1,373,477
Federal Assistance - CARES Act	212,093	225,000	(12,907)	U	706,372	1,577,437	570,563	1,006,874	F	2,710,068
Total Assistance Income	378,626	515,993	(137,367)	U	3,170,230	2,506,468	3,257,724	(751,256)	U	6,926,321
Capital Revenue:										
Capital Operating Reimbursement	17,618	107,593	(89,975)	U	984,400	75,620	625,994	(550,374)	U	1,242,208
American Rescue Plan Operating	164,523	167,500	(2,977)	U	0	943,371	1,000,000	(56,629)	U	1,000,000
Total Capital Income	182,141	275,093	(92,952)	U	984,400	1,018,991	1,625,994	(607,003)	U	2,242,208
Total Revenue	$641,576	$879,911	($238,335)	U	$4,402,917	$3,977,402	$5,292,038	($1,314,636)	U	$9,979,247
Expenses from Operations:										
Management Contract - MTA	$70,338	$70,338	$0	F	$422,028	$422,028	$422,028	$0	F	$844,056
Services	557,521	684,006	126,485	F	2,590,493	3,079,429	3,980,896	901,467	F	8,089,201
Fuel	30,591	27,645	(2,946)	U	169,857	143,098	160,842	17,744	F	319,175
Materials and Supplies	0	1,916	1,916	F	4,949	9,629	11,496	1,867	F	22,975
Utilities	14,855	14,733	(122)	U	65,013	84,279	88,271	3,992	F	177,010
Casualty and Liability	34,198	41,080	6,882	F	234,756	217,950	250,252	32,302	F	496,730
Other	0	2,430	2,430	F	11,463	11,224	14,770	3,546	F	30,100
Total Operating Expenses	707,503	842,148	134,645	F	3,498,559	3,967,637	4,928,555	960,918	F	9,979,247
Surplus / (Deficit)	($65,927)	$37,763	($103,690)	U	$904,358	$9,765	$363,483	($353,718)	U	$0
Capital Grant Revenue	486,573		486,573	F	2,801,731	1,101,989		1,101,989	F	0
Gain / (Loss) on Sale	0		0	F	0	0		0	F	0
Vanpool Replacement Revenue Fund	0		0	F	1,250	208		208	F	0
Depreciation	(244,673)		(244,673)	U	(1,232,906)	(1,465,465)		(1,465,465)	U	0
Surplus / (Deficit)	$175,973	$37,763	$138,210	F	$2,474,433	($353,503)	$363,483	($716,986)	U	$0

Regional Transportation Authority

Comparative Balance Sheets

	Month Ended December 31, 2021	Month Ended June 30, 2021
	(unaudited)	(preliminary)
CURENT ASSETS		
Cash and cash equivalents	$951,841	$976,448
Receivables from federal, state and local government	638,566	656,134
Accounts receivable	41,240	155,121
Materials and supplies	431,514	434,672
Prepaid expense and other	196,440	43,095
Total Current Assets	2,259,601	2,265,470
PROPERTY AND EQUIPMENT		
Land	3,382,052	3,382,052
Building, shelter and benches	16,762,094	16,730,983
Guideway Improvements	6,594,944	6,594,944
Revenue equipment and parts	22,773,460	22,773,460
Office equipment	526,144	526,144
Work-in-Progress	7,223,872	6,123,347
	57,262,566	56,130,930
Less: Accumulated Depreciation	(18,152,084)	(16,686,619)
Total Property and equipment, net	39,110,482	39,444,311
OTHER ASSETS		
Cash and investments restricted	5,562,135	4,575,088
TOTAL ASSETS	**$46,932,218**	**$46,284,869**
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	$869,765	$703,289
Accrued expenses	18,152	24,500
Deferred Revenue	3,106,035	2,284,334
Note Payable	0	0
Total Current Liabilities	3,993,952	3,012,123
NET ASSETS		
Invested in capital assets	39,110,482	39,444,311
Restricted - Self Insurance Reserve	1,000,000	1,000,000
Restricted - Administrative Reserve	1,000,000	1,000,000
Restricted - Reserve for van pool replacement	456,100	517,374
Restricted - Regional Bus Reserve	3,106,035	2,057,714
Unrestricted	(1,380,848)	(2,985,841)
Current Year Surplus / (deficit)	(353,503)	2,239,188
Total Net Assets	42,938,266	43,272,746
TOTAL LIABILITIES AND NET ASSETS	**$46,932,218**	**$46,284,869**

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	$41,240	$0	$0	$0	$41,240
	100.0%	0.0%	0.0%	0.0%	100.0%
Accounts Payable	$869,765	$0	$0	$0	$869,765
	100.0%	0.0%	0.0%	0.0%	100.0%

Regional Transportation Authority

of Middle Tennessee

☐ **Committee Discussion Item** ☒ **Exec. Committee Discussion Item** ☐ **Board Discussion Item**

☐ **Committee Action Item** ☐ **Exec. Committee Action Item**

Item Number:	R-D-22-008		Meeting Date:	02/16/2022
Item Title:	**Monthly Operating Statistics**			

BACKGROUND:

Attached are monthly operating statistics through December 2021. Ridership continues its steady recovery, though the Omicron variant may have a short-term impact on this recovery as we look ahead to January and February. As we look ahead, we will also see the effects of the snowstorm on January 6th on both ridership and trip completion, as a number of routes did not operate due to road conditions.

Fortunately, increased COVID cases have not resulted in additional missed trips for either Bus or Rail service, and overall staffing levels are continuing to improve as a result from intensive recruiting efforts. During the entire month of December, only two trips were missed on RTA bus service compared to 22 trips the month prior.

CURRENT STATUS:

Staff are available to address committee member questions regarding the attached report. Please direct any inquiries to Monica Howse.

APPROVED:

_____
Chief Operating Officer

February 11, 2022
_____
Date

RTA Monthly Dashboard Report *

Metric	FY 2021 December	FY 2020 December	Pct. Change
Ridership			**% Change**
Total RTA Bus Passengers	41,947	26,894	56.0%
WeGo Star Passengers	31,868	15,480	105.9%
Total RTA Passengers	116,189	42,374	174.2%
Percentage of Pre-Pandemic Ridership	23.5%	13.5%	10.0%
Safety			
RTA Bus Total Accidents	0	1	-100.0%
WeGo Star Total Accidents	0	1	-100.0%
RTA Bus Total Miles btwn Accidents	N/A	175,511	N/A
WGS Total Miles btwn Accidents	N/A	31,855	N/A
Service Quality			
RTA Bus Total Trip Completion %	98.89%	99.90%	-1.00%
WeGo Star Total Trip Completion %	99.76%	100.00%	-0.24%
RTA Bus Total Miles btwn Service Interruption	2,725.7	31,119.0	-91.2%
WGS Total Miles btwn Service Interruption	11,471.9	N/A	N/A
On-Time Performance ^			
RTA Bus	98.3%	99.0%	-0.7%
WeGo Star	97.9%	98.6%	-0.8%
Customer Care			
RTA Bus Total Passengers per Complaint	2,330	2,689	-13.3%
WeGo Star Passengers per Complaint	3,187	3,870	-17.7%

* RTA Dashboard submitted for discussion and for Committee and Board review.

^ On Time Performance reporting began September 2017.

N/A - metric cannot be calculated due to not being divisible by "0"

RTA Monthly Dashboard Report *

Metric	December 2021	December 2020	Pct. Change
Ridership			**% Change**
Total RTA Bus Passengers	6,976	4,111	69.7%
WeGo Star Passengers	5,434	2,228	143.9%
Total RTA Passengers	12,410	6,339	95.8%
Percentage of Pre-Pandemic Ridership	29.0%	14.8%	14.2%
Safety			
RTA Bus Total Accidents	0	0	N/A
WeGo Star Total Accidents	0	1	-100.0%
RTA Bus Total Miles btwn Accidents	N/A	N/A	N/A
WGS Total Miles btwn Accidents	N/A	5,233	N/A
Service Quality			
RTA Bus Total Trip Completion %	99.86%	99.89%	-0.04%
WeGo Star Total Trip Completion %	99.60%	100.00%	-0.40%
RTA Bus Total Miles btwn Service Interruption	19,782.5	30,166.0	-34.4%
WGS Total Miles btwn Service Interruption	5232.8	N/A	N/A
On-Time Performance ^			
RTA Bus	88.3%	89.0%	-0.7%
WeGo Star	100.0%	97.7%	2.3%
Customer Care			
RTA Bus Total Passengers per Complaint	6,976	N/A	0.0%
WeGo Star Passengers per Complaint	5,434	2,228	143.9%

* RTA Dashboard submitted for discussion and for Committee and Board review.
^ On Time Performance reporting began September 2017.
N/A - metric cannot be calculated due to not being divisible by "0"

RTA Operations Dashboard Glossary

Metric	Definitions
Ridership	
Total Passengers	
RTA Bus	Total fixed route passenger boardings on all MTA operated RTA routes (84, 86, 93, 96) and Gray Line operated RTA routes (87, 88, 89, 91, 92, 94, 95)
WeGo Star	Total passenger boardings on WeGo Star Rail Service
Safety	
RTA Bus Accidents	A motor vehicle collision, either preventable or non-preventable, in which the Operator did not do everything reasonable to avoid a collision, committed an error or failed to react to the errors of others. A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the errors of others. (Gray Line & MTA operated RTA metrics combined)
WeGo Star Accidents	Accident – an unexpected, unforeseen, or unintended event that causes injury, loss, or damage. These events can include any event arising from the operation of the railroad which results in the death of any person; or an injury to any person that requires medical treatment, except suicides or attempted suicides; any collision between railroad on-track equipment and an automobile, bus, truck, motorcycle, occupied bicycle, pedestrian or trespasser at any location on the railroad; any collision, derailment, fire, explosion, failure of equipment or infrastructure, act of nature, or other event involving damage to the railroad's on-track equipment, signals, track, track structures, and/or roadbed.
Service Quality	
RTA Bus Missed Trips	The total number of Bus revenue trips not completed or departing more than 30 minutes late -vs- scheduled. (Gray Line & MTA operated RTA metrics combined
WeGo Star Missed Trips	A train that is disabled in transit or cancelled prior to embarking. A missed trip is reported as an annulment and is when the train is cancelled and doesn't complete the run or make it to its final destination.
RTA Bus Missed Trips	The total number of Bus revenue trips not completed or departing more than 30 minutes late -vs- scheduled. (Gray Line & MTA operated RTA metrics combined
RTA Bus Trip Completion Percentage	Percentage of one-way fixed route revenue trips completed versus scheduled.
WeGo Star Trip Completion Percentage	Percentage of one-way rail trips completed versus scheduled.

RTA Operations Dashboard Glossary

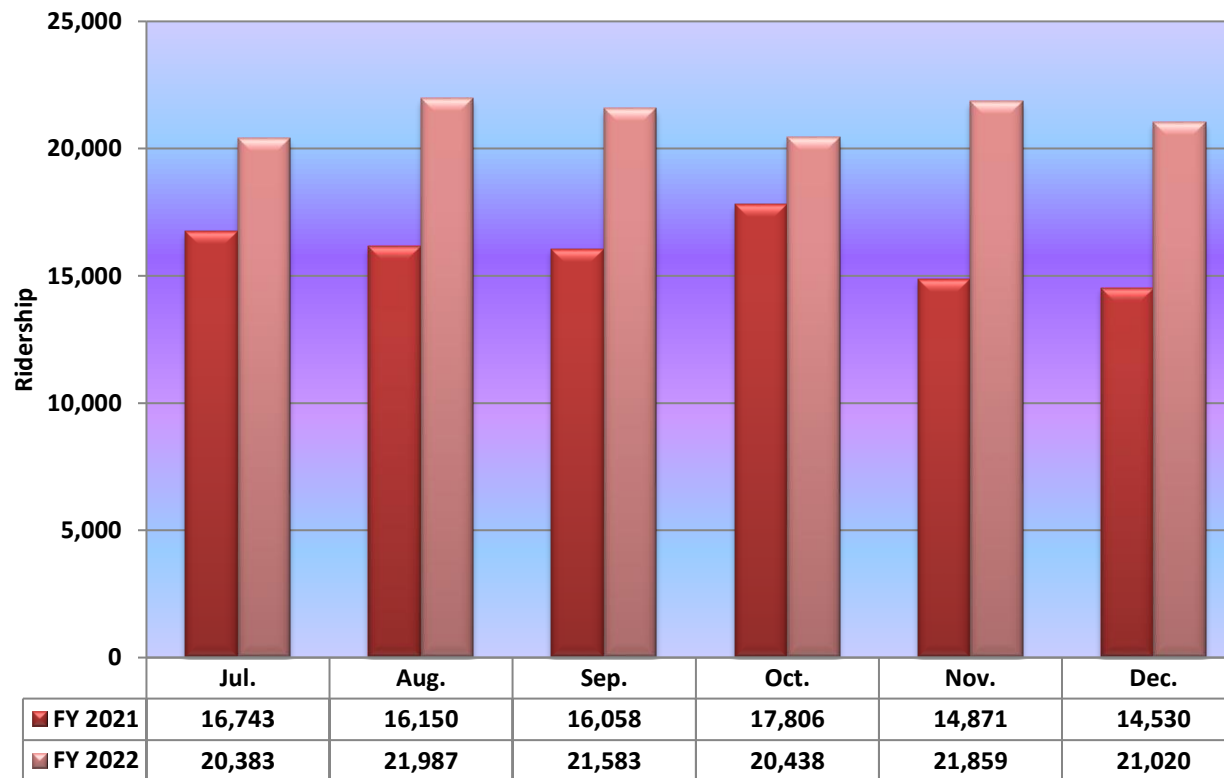| Metric	Definitions
On-Time Performance	
RTA Bus OTP	MTA operated RTA routes - OTP is the Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late obtained from AVL data. Gray Line operated routes - OTP is the Percentage of total scheduled fixed WeGo Central route arrivals and departures occurring no later than 5 minutes 59 seconds late obtained from data provided by Gray Line personnel. (Gray Line & MTA operated RTA metrics combined based on a weighted average of total trips)
WeGo Star OTP	A train is considered on time when the train arrives at the final destination less than 6 minutes from the scheduled time. If a train is held up for 6 minutes or longer it is considered delayed and not on time. Intermediate station times are not included.
Customer Care	
Passengers Carried Per Complaint	
RTA Bus	Total RTA Bus passengers divided by total RTA Bus customer complaints. (Gray Line & MTA operated RTA metrics combined)
WeGo Star	Total WeGo Star passengers divided by total WeGo Star customer complaints.

REGIONAL TRANSPORTATION AUTHORITY
FISCAL YEAR AND MONTH TO MONTH RIDERSHIP COMPARISON - FY 2022 -vs- 2021

	Month to Month Comparison			Fiscal Year Comparison		
	Dec-20	Dec-21	Percentage Change	FY 2021	FY 2022	Percentage Change
WeGo Star	2,228	5,434	143.9%	15,480	31,868	105.9%
Express Bus & Shuttle Services	4,111	6,976	69.7%	26,894	41,947	56.0%
RTA VanStar Vanpool Service	1,372	1,398	1.9%	11,644	9,806	-15.8%
Total RTA Ridership	**7,711**	**13,808**	**79.1%**	**54,018**	**83,621**	**54.8%**

RTA FY2022-vs-FY2021
Month to Month Ridership Comparison

	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
FY 2021	16,743	16,150	16,058	17,806	14,871	14,530
FY 2022	20,383	21,987	21,583	20,438	21,859	21,020

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NASHVILLE AND REGIONAL TRANSPORTATION AUTHORITY
FISCAL YEAR AND MONTH TO MONTH RIDERSHIP COMPARISON - FY 2022 -vs- 2021

	Month to Month Comparison			Fiscal Year		
	Dec-20	Dec-21	Change	FY 2021	FY 2022	Change
MTA Local Bus Service	321,072	473,789	47.6%	2,055,098	2,854,596	38.9%
MTA Local Paratransit Service	19,508	24,819	27.2%	122,139	151,452	24.0%
RTA Regional Bus Service	4,111	6,976	69.7%	26,894	41,947	56.0%
RTA VanStar Vanpool Service	1,372	1,398	1.9%	11,644	9,806	-15.8%
RTA Regional Rail Service	2,228	5,434	143.9%	15,480	31,868	105.9%
* RTA Special Events Rail Service	0	1,080	N/A	0	5,638	N/A
Subtotal RTA Rail Service	2,228	6,514	192.4%	15,480	37,506	142.3%
Subtotal MTA & RTA Bus & Rail Service	348,291	513,496	47.4%	2,231,255	3,095,307	38.7%
Williamson County VanStar Vanpool Service	6,819	6,132	-10.1%	42,140	38,011	-9.8%
Murfreesboro ROVER Local Bus Service	8,755	8,552	-2.3%	52,492	53,432	1.8%
Franklin Transit Local Bus Service	3,622	7,324	102.2%	20,347	36,811	80.9%
Clarksville Transit Local Bus Service	35,889	36,705	2.3%	225,328	235,529	4.5%
Total Area Ridership	403,376	572,209	41.9%	2,571,562	3,459,090	34.5%

* Dec 2021 - Titans Express Train *

15

REGIONAL TRANSPORTATION AUTHORITY
ROUTE PERFORMANCE INDICATOR REPORT

| | | | | | For the Month of: | December-21 |

Rte. No.	Route Name	Monthly Ridership	Ridership Change vs Last Year	Revenue Hours Of Service	Average Passengers Per Trip	Average Passengers Per Hour
CORRIDOR SERVICE COMPARISONS - COMMUTER BUS SERVICE					
	North Corridor (Route 87)	1,170	71.1%	151	9	7.7
	Northwest Corridor (Routes 89 & 94)	1,651	95.4%	233	8	7.1
	South Corridor (Route 95)	611	148.4%	173	5	3.5
	Southeast Corridor (Routes 84 & 86)	1,652	83.1%	862	3	1.9
EXPRESS BUS ROUTE SERVCE					
84	Murfreesboro Express	1,075	N/A	697	2	1.5
86	Smyrna - LaVergne Express	577	N/A	165	4	3.5
87	Gallatin Express	1,170	278.6%	151	9	7.7
88	Dickson Express	156	246.7%	44	4	3.6
89	Springfield - Joelton Express	368	67.3%	57	9	6.4
94	Clarksville Express	1,283	105.3%	176	8	7.3
95	Spring Hill Express	611	517.2%	173	5	3.5
	Express Bus Route Totals	**5,240**	**92.5%**	**1,463**	**4**	**3.6**
OTHER ROUTES					
64	Star Downtown Shuttle	121	N/A	67	0	1.8
93	WeGo Star West End Shuttle	1,615	16.3%	85	13	19.1
	RTA Bus Route Monthly Totals	**6,976**	**69.7%**	**1,547**	**5**	**4.5**
COMMUTER RAIL SERVICE					
90	WeGo Star Commuter Rail	5,434	143.9%	240	22	22.7
	RTA Commuter Rail and Bus Totals	**12,410**	**95.8%**	**1,787**	**7**	**7**

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Regional Transportation Authority
of Middle Tennessee

☐ **Committee Discussion Item** ☒ **Exec. Committee Discussion Item** ☐ **Board Discussion Item**

☐ **Committee Action Item** ☐ **Exec. Committee Action Item**

Item Number:	R-D-22-009	Meeting Date:	02/16/2022
Item Title:	Safety Management System Update		

BACKGROUND:

In July 2018, the Federal Transit Administration published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS) by July 20, 2021. We complied with that date and have since begun implementing the SMS.

SMS is a top-down, data-driven, comprehensive, and collaborative management system which involves the continuous collection and analysis of information that helps a transit agency become proactive about how it addresses safety risks. It brings management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely. SMS also supports management decisions to prioritize actions and allocate resources to resolve identified safety concerns or reduce safety risk to an acceptable level through:
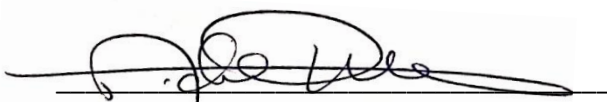
- Increasing the focus of hazard identification across the organization

- Broadening the scope of safety data collection

- Emphasizing the importance of managing safety risks across all areas of operations

- Integrating data from other organizational processes into safety data analysis

- Promoting participation and contribution of frontline personnel in the management of safety; and

- Fostering an organizational culture that encourages proactive safety reporting and safety risk management

As the agency continues with its efforts to build and maintain an effective Safety Management System, we will provide periodic updates about our progress to ensure a continued push to proactively reduce identified safety risks to an acceptable level.

CURRENT STATUS:

Director of System Safety and Risk Management, Nick Oldham will provide an update on the Safety Management System (SMS).

APPROVED:

_____
Director of System Safety & Risk Management

February 11, 2022
_____
Date