



# Nashville MTA Board Meeting

## MNPD – West Police Precinct

5500 Charlotte Pike  
Nashville, TN 37209

November 18, 2021 | 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 28, 2021 MTA Board Minutes
4. Public Comments
5. Operations & Finance Committee – Walter Searcy, Chair
  - FY2021 Annual Audit Report – Ed Oliphant, CFO M-A-21-034 Pg. 8
  - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO OF-D-21-031 Pg. 10
  - Annual Risk Assessment – Ed Oliphant, CFO OF-D-21-032 Pg. 13
  - Monthly Operating Statistics – Andy Burke, COO OF-D-21-033 Pg. 16
  - Quarterly Performance Report – Dan Freudberg, Deputy Chief Operating Officer Operations Systems OF-D-21-034 Pg. 21
  - MTA Legal Service Contract Value Increase – Rita Roberts-Turner, CAO M-A-21-035 Pg. 24
  - Upcoming Procurement Projects List Pg. 26
6. New Initiatives & Community Engagement Committee – Janet Miller, Chair
  - nMotion Status Report – Felix Castrodad, Director of Planning & Grants NICE-D-21-013 Pg. 28
  - M-A-21-036 Pg. 29
7. 2022 MTA Committee & Board Meeting Schedule – Rita Roberts-Turner, CAO
8. CEO's Report – Stephen G. Bland, CEO
9. Chair's Report – Gail Carr Williams, Chair
10. Other Business
11. Adjournment

**NASHVILLE METROPOLITAN TRANSIT AUTHORITY**  
**Board of Directors Meeting**

**October 28, 2021**

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee Bankers Association, located at 211 Athens Way, Ste. 100, Nashville, TN 37228 on Thursday, October 28, 2021.
- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice-Chair; Walter Searcy, Member; Mary Griffin, Member; Tyler Yarbo, designated Board Secretary for Margaret Behm, Board Secretary; Chief Administrative Officer Rita Roberts-Turner; Chief Financial Officer Ed Oliphant; Chief Operating Officer Andy Burke; Director of Marketing & Communications Renuka Christoph; Director of Procurement & Business Diversity Amber Gooding; Director of Planning & Grants Felix Castrodad; Director of Maintenance Carl Rokos; Facilities Manager Patrick Hester; 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:** Walter Searcy made a motion to approve the September 28, 2021 minutes; the motion was seconded by Vice-Chair Miller, and unanimously approved by the board.

**Public Comments:** Chair Gail Carr Williams opened the floor for public comments. The public was reminded that comments were limited to three minutes.

**Eric Burke**

Mr. Burke's comments were as follows:

- Mr. Burke is a Public Transit Planner at HDR and he's an advocate for dedicated transit service. He said that he has friends that would love to be able to take safe and reliable transportation to and from the soccer games, especially after they have had a couple of beers. This would also help cut down on travel time and alleviate traffic congestion.

**Darius Knight**

Mr. Darius Knight's comments were as follows:

- Bus operators need to feel appreciated and a few of them feel like they don't matter. Mr. Knight said that he continues to suggest giving pep talks and encouraging words at the beginning of each shift to promote morale.
- Bus Fleet Issues and Concerns:
  - Many new flyer 60 ft buses need some TLC, especially concerning the center trail part. Please ask maintenance to be sure to check that all screws are back in place after the work has been performed.
- WeGo Central Issues:
  - Mr. Knight said the center has been operating unsafely for some time now and the warning sound system isn't working and has been reported several times.
  - Mr. Knight said that he's asked staff multiple times to switch bus bays for safety issues concerning routes 55 and 56. He said both routes use the bays behind them for overflow (both routes use 60ft buses), but the problem is the 55 over bay blocks other buses from passing through the horseshoe and the 56 overflow bay blocks buses from getting into Central and buses are having to come into the center the wrong way.
  - Mr. Knight said the entrance and exit signage needs to be clearly marked on all levels, to show pedestrians where buses enter and exit from; he said that this issue has been

reported several times and should have been corrected back in 2011 when a death took place a Central.

- Bus Operators and Routes:
  - Route 23B - rerouting needs to be considered to safely prevent accidents from happening. Kids are running and chasing buses once the bus turns from Village Trail on to West to Moorewood Dr. He suggested rerouting the bus from Brickmont Dr. to Eaglewood Dr.
  - Mr. Knight suggested that we provide a bi-weekly newsletter to highlight specific topics.
  - Mr. Knight said if WeGo staff continues to do nothing and they continue to have a shortage of bus operators, customers will become frustrated if bus routes are cut due to the failures of management to respond.

#### **John Bull**

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

- Mr. Bull said that he appreciates having Wi-Fi on the buses.
- Mr. Bull said that he likes that WeGo Public Transit is moving away from the hub system.
- Mr. Bull said Google maps and some of the other apps are very useful and essential when trying to get to your destination.
- Mr. Bull said that he likes the implementation of the Better Bus System and more dedicated funding is needed.
- Mr. Bull said that he likes that children ages four and under can ride at no charge. He said that it's wonderful to see the interactions among the older riders and the small children.

**IV.** Chair Gail Carr Williams provided space to acknowledge those that had recently won awards at the Tennessee Public Transportation Association Annual Conference and Bus Roadeo held at the Courtyard Marriott in Franklin, TN, October 19-21, 2021. She called on Chief Operating Officer Andy Burke and Safety Manager Earl Rhodes for acknowledgments. The following categories of award winners were as follows:

- **Cutaway Van Competition:** 1<sup>st</sup> Place - Operator Joyce Banks / 2<sup>nd</sup> Place - Operator Wanita Whitmore won second place.
- **30-ft. Bus Competition:** 1<sup>st</sup> Place - Operator Eric Liggett / 2<sup>nd</sup> Place - Operator Kevin Sentes
- **40-ft. Bus Competition** - 1<sup>st</sup> Place Operator Mark Johnson / 2<sup>nd</sup> Place - Operator Michael Featherstone
- **Van Maintenance Competition:** 1<sup>st</sup> Place - Christopher Brown
- **Bus Maintenance Competition:** 1<sup>st</sup> Place - Troy Willis
- **Van Competition:** 1<sup>st</sup> Place - Troy Willis was also awarded a medal for starting the bus in only 29 seconds!

Chair Gail Carr Williams thanked all of the TPTA winners for their hard work, not only for the roadeo but for the sacrifices that they make daily, and she appreciates that they continue to represent WeGo Public Transit well.

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

- a. **Monthly Financial Report Compared to Budget (OF-D-21-029)**: CFO Ed Oliphant reported and reflected on the statement of operations for the month of August 2021 compared to the budget and a balance sheet as of August 31, 2021. There was no further discussion at this time.
- b. **WeGo Central Dunkin Donuts Lease Assignment (M-A-21-030)**: CFO Ed Oliphant reported the following:

In April 2019, the Board approved a ten (10) year occupancy lease extension with Tennessee Business Enterprises (TBE), in the Division of Rehabilitative Services in the Tennessee Department of Human Services allowing Sweet Liberty, LLC (Sweet Liberty), a franchise operator of Dunkin Donuts, who has a contracting agreement with TBE, to utilize space on the 5th Avenue level of WeGo Central to operate a Dunkin Donuts store.

A blind vendor operating under license through TBE was also included in the lease arrangement. The original lease was for ten (10) years with two five (5) year options with Nashville MTA receiving 5% of Dunkin Donuts' monthly gross sales as a form of the lease payment. Sweet Liberty and TBE had requested that the two option periods be combined into one ten (10) year extension to the lease with the condition that Sweet Liberty invests approximately \$150,000 in upgrades to equipment and renovations by April 2020.

The lease generated approximately \$42,000 in lease revenues in the year preceding the pandemic and, at the time, with their willingness to invest in and upgrade their lease space, the Board was willing to extend the lease an additional 10 years.

During the timeframe to complete the renovations, the coronavirus pandemic hit, and the renovations were not completed by the April 30, 2020 requirement. As a result of the impact of the pandemic and receiving CARES Act funding, MTA entered into a rent abatement agreement with Sweet Liberty in April 2020 with the goal of Sweet Liberty keeping its employees and allowing the business to continue to operate. They did begin paying rent again in December 2020 and, by May 2021, the store had recovered to approximately 80% of pre-pandemic sales.

In June 2021, Sweet Liberty was approached by the Bluemont Group, a larger Dunkin Donuts franchisee out of Knoxville, Tennessee, that was interested in buying out two of Sweet Liberty's store locations in Nashville including the one at WeGo Central. Accordingly, Sweet Liberty has requested to assign its lease to the Bluemont Group with minimal changes in the lease terms with MTA.

Bluemont Group also has agreed to do store renovations that will be at least equal to and possibly exceed the \$150,000 that Sweet Liberty had originally planned to complete. In our due diligence, we find Bluemont Group to be financially stable and currently operates 51 Dunkin Donuts locations in cities including Nashville (12), Knoxville (23), Chattanooga (12), and Birmingham (4) with plans to open 2 more this year. They have already completed two store renovations with plans to renovate 2 more stores this year and 5-7 stores in 2022. TBE is also agreeable to the assignment to Bluemont Group and MTA has obtained an indemnity agreement from Sweet Liberty to protect MTA from any claims that may arise after the assignment is made and are required to maintain their existing insurance policies for 3 more years. If approved, the assignment would be done through a second amendment to the existing lease.

CFO Oliphant said that we have had a very good working relationship with Dunkin Donuts, and they have been a positive benefit for our customers that pass through WeGo Central daily.

Staff requested the Board approve the assignment of the current lease with TBE, Sweet Liberty, and the blind vendor for the WeGo Central 5th Avenue retail space to Bluemont Group.

TBE and the current blind vendor would remain a party to the lease. This assignment is done in consideration that Bluemont Group will complete renovations and store upgrades of at least \$150,000 and Nashville MTA will continue to receive a lease payment equivalent to 5% of Dunkin Donuts' gross monthly sales for the life of the lease. The improvements must begin no later than June 1, 2022 and be complete no later than December 31, 2022.

Walter Searcy made a motion to approve the WeGo Central Dunkin Donuts Lease Assignment and it was unanimously approved by the board.

- c. **Monthly Operating Statistics (OF-D-21-030):** Chief Operating Officer Andy Burke reported and reflected on the monthly operating statistics report through August 2021. There was no further discussion at this time.
- d. **60 Ft. Articulated bus Contract & Initial Purchase (M-A-21-031):** Chief Operating Officer Andy Burke reported the following:

Concurrent with MTA's efforts to operate within our Capital Fleet Replacement Plan for 60' Articulated Buses, staff requests approval to make an initial order for Fourteen (14) New Flyer of America Inc. Clean Diesel 60' Articulated Buses, to replace Fourteen (14) NABI 60' Articulated Buses that were built and purchased in 2009 and 2010 and have met Federal Transit Authority (FTA) replacement criteria. The contract will be to purchase up to fifty (50) 60' Articulated buses over the five-year contract period. The purchase will be made under contract with New Flyer of America Inc. The approval of this purchase is consistent with the agency's efforts to execute a more balanced schedule for capital spending and fleet replacement.

If approved, these fourteen (14) buses will replace vehicles referenced above that have met the end of their useful life and are no longer recommended for service. Considering the lead time for the production scheduling, maintenance staff anticipates delivery dates for these fourteen (14) replacements vehicles in the 3rd quarter of FY23. An additional twenty-one (21) 60' articulated buses will reach the end of their useful life during this contract period and fifteen (15) additional buses have been added in, in the event of 60' Articulated bus fleet expansion.

Board member Walter Searcy raised questions regarding complaints against the company. After discussion, the Board voted to defer the matter.

- VI. **New Initiative & Community Engagement Committee Report:** Ms. Mary Griffin introduced the following items for discussion and action:

- a. **Construction Administration Services for North Nashville Transit Center (M-A-21-032):** Facilities Manager Patrick Hester presented the following project update at the Board Meeting:

With the North Nashville Transit Center developing through the design process the agency issued a Request for Qualifications for construction administration services on July 14, 2021. The scope of work for these services encompassed design and constructability reviews, assisting with prime and subcontractor vendor outreach, bid review assistance, construction administration, and project closeout services. The solicitation was advertised on the agency and B2G websites, in *Transit Talent*, and was sent directly to Nashville-based minority-owned architecture and construction management firms.

Three firms responded to the solicitation: Don Hardin Group; Epps Public Strategies; and ViViD1 Architecture. In addition to their written proposals, all three firms were invited for presentations and interviews. Selection criteria included project approach, team and key personnel qualifications, and previous experience on representative projects.

The RFQ included a Disadvantaged Business Enterprise (DBE) participation goal of 15%, which was exceeded by all three proposers.

ViViD1 Architecture received the highest technical ranking based on the team's design and construction experience, knowledge of the Nashville construction market, and thorough approach to construction administration. ViViD1 Architecture and sub-consultants are all minority-owned DBE firms based in the Nashville area. As a federally funded project, the procurement was conducted under Brooks Act regulations that require architectural, engineering, or construction-related services solicitations to be evaluated on technical merit, with only the top-ranked firm then requested to submit a cost proposal for negotiation.

Following negotiations of scope items and allocation of hours and resources, ViViD1 Architecture and the evaluation committee agreed on a three-year contract duration at a total price of \$562,219.08, 2% over the agency's estimate of \$550,000. An allowance of \$85,000 is proposed to be added to the negotiated contract amount to be used at the agency's direction for construction materials testing and incidental items.

Detailed roles and responsibilities of the entire team were outlined in the board packet and presented to the board.

Staff requested the Board to provide the Chief Executive Officer the authority to enter a contract with ViViD1 Architecture to provide Construction Administration Services for the Clarksville Pike and 26th Avenue North Transit Center in the amount of \$647,219.08, which includes the base contract amount of \$562,219.08 and an allowance of \$85,000 to be used at agency direction for materials testing. The total contract term is 36 months, with 12 months allocated for construction administration.

The contract is funded by the North Nashville Transit Center project budget with funds from local, state, and federal sources.

The NICE Committee made a motion to approve the Construction Administration Services for North Nashville Transit Center action item, and it was unanimously approved by the board.

**b. Downtown Nashville Neighborhood Traffic Study Award (M-A-21-33):** Director of Planning & Grants Felix Castrodad presented the following:

At the Board's September 2021 meeting, this project was discussed in the context of a proposed Memorandum of Understanding (MOU) between the Metropolitan Transit Authority (MTA) and the Nashville Department of Transportation (NDOT). As approved by the Board in the MOU, the project will be under the direction of the Nashville Department of Transportation (NDOT), with the Metropolitan Transit Authority serving as the administrative lead for the project. MTA is also a full project partner contributing Federal Transit funding. Other funding partners for the project include Metro Nashville, the Tennessee Department of Transportation, and the Nashville Downtown Partnership. Under this agreement with Metro, the MTA conducted the solicitation of professional services for the project and will serve as the contracting agency for consulting services.

The notice of the Request for Proposals (RFP) was published on the WeGo, Transit Talent, and B2G websites, and in the American Public Transit Association's (APTA) bi-weekly industry newsletter beginning June 14, 2021. Notifications of the solicitation were also sent to the Eno Transportation Center and the Nashville chapter of the American Council of Engineering Companies.

The project has a 21% DBE participation goal. Two proposals were received on the solicitation due date of August 25, 2021, from:

- Nelson/Nygaard Consulting Associates (Nelson Nygaard)

- Stantec Consulting Services

Cost proposals received ranged from \$997,623 to \$999,986, closely aligned with the project budget of \$1,000,000. Following the evaluation committee's initial review of the proposals, each proposer was requested to respond to questions and participate in a presentation and interview. Factors considered in the evaluation included project approach and schedule, proposing team and key personnel qualifications, prior experience, and total project cost.

The Nelson Nygaard proposal received the evaluation committee's highest technical ranking based on the proposed public engagement approach, work done in other cities, and the experience of the key personnel and sub-consultants. After clarification of scope items and deliverables, Nelson Nygaard submitted a best and final offer cost proposal of \$949,837.

Nelson Nygaard is meeting the DBE participation goal through the following engagements:

Company	Owner	Work Description	Percentage
Fairpointe Planning- Minority & Woman Owned	Tanisha Hall	Public engagement, outreach, and planning	15%
duGard Communications – Minority & Woman Owned	Perri duGard	Outreach support	3%
Varallo Public Relations – Woman Owned	Deborah Varallo	Outreach support	3%

Staff requested the Board of Directors to provide the Chief Executive Officer the authority to enter a professional services contract with Nelson Nygaard to conduct the Downtown Nashville Neighborhood Traffic Project in the amount of \$1,000,000, which includes the base proposal of \$949,837 plus a contingency of \$50,163. The total contract term is 24 months, with a milestone for final recommendations at 18 months. Funding for the study includes FTA 5307 funds, TDOT's Urban Transportation Planning grant funds, and Local funds from the Metropolitan Government of Nashville and Davidson County and the Nashville Downtown Partnership.

Chair Janet Miller said that this was a great update and award has been a long time coming.

The NICE Committee made a motion to approve the Downtown Nashville Neighborhood Traffic Study Award action item and it was unanimously approved by the board.

**VII. CEO's Report:** CEO Bland was unable to attend the Board Meeting, but he provided Chair Carr Williams with his report and she asked that the report be entered into the minutes as public record. His report was as follows:

1. With respect to COVID status, we've seen a downturn in cases lately reflecting the overall decline in cases throughout Nashville. As of this week, we had 3 employees off for COVID-related leave.
2. With respect to the North Nashville Transit Center, we anticipate demolition of the current structures on the site to commence within the next few weeks.
3. Last week, the Mayor submitted a proposed capital spending plan totaling \$568.855 million to the Metro Council for their consideration over the next several months. With respect to transit, the plan recommends an allocation of \$26.76 million to WeGo for State and Federal Grant matches (\$5 million MTA, \$760,000 RTA); \$10 million for replacement buses; \$2 million for expansion buses; \$2 million for replacement vans; \$3 million for additional stop and waiting for shelter improvements; and \$2 million each to planning, environmental work and preliminary design for the Murfreesboro Pike and Clarksville Pike Corridors.



4. On the RTA side:

- a. The sinkhole that sidelined the Star for over a week has been rectified. We have engaged an engineering firm to maintain continuous monitoring of soil conditions around this location. To date, the soil has been stable. We were able to return the Star to service on Monday, October 18, just in time to have over 600 rides to and from the Titans successful Monday Night Football win against the Buffalo Bills.
- b. We completed the restriping of the Donelson and Hermitage Station Park and Ride Lots on the WeGo Star over the next month.
- c. We are partnering with the City of Murfreesboro on a park-and-ride lot adjacent to their soon-to-be-built transit facility. At this time, Hannah Schaeffer of our staff is working with Federal Transit Administrative staff on the necessary environmental reviews that must precede our projects.
- d. On behalf of Trey walker, we welcome Ms. Kia Lewis as the new Project Manager for WeGo Public Transit. Kia comes to us from the Metropolitan Nashville Airport Authority, where she served as a Strategic Planner/Project Manager.

VI. **Chair's Report:** Chair Gail Carr Williams reported the following:

Chair Carr Williams said the teamwork among the staff is very heartwarming and it's a testament to the great team we have.

In closing, Chair Gail Carr Williams said she had the pleasure of chairing the NNTC Advisory Committee. She said that the committee has met several times to provide input on the cultural elements of the design for the Center and that the design team will be collating their findings and recommendations for consideration by the Board to incorporate into the final design of the center.

She concluded remarks by wishing everyone a Happy Halloween and encouraging everybody to be safe.

VII. **Other Business:**

VIII. **Adjournment:** With no further business, the meeting was adjourned at 3:31 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*

## Board Action Item

Item Number:	M-A-21-034	Meeting Date:	11/18/2021
Item Title:	FY2021 Annual Audit Report		

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### BACKGROUND:

The enclosed report is the Comprehensive Annual Financial Report for the fiscal year ended June 30, 2021. The following page is a copy of the audited Statement of Operations for FY 2021 in the format normally presented to the Committee. We are pleased to report that the MTA once again received a “clean” opinion on the report from our auditors and that no material internal control weaknesses were encountered during the audit.

Also attached is the annual audit report that will be discussed by the auditors at the meeting.

### 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 ended June 30, 2021.

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### APPROVED:

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*Board Secretary*

*November 18, 2021*

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*Date*

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending June 30, 2021

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
<b>Revenue from Operations:</b>										
Passenger Fares	\$383,199	\$378,960	\$4,239	F	\$6,088,931	\$3,739,958	\$3,589,900	\$150,058	F	\$3,589,900
Access Ride	48,617	38,540	10,077	F	771,220	513,902	425,000	88,902	F	425,000
Contract Revenues	172,994	259,770	(86,776)	U	2,450,643	1,703,019	3,038,657	(1,335,638)	U	3,038,657
Advertising	33,110	50,407	(17,297)	U	725,371	567,431	604,900	(37,469)	U	604,900
Other Non-Trans Revenue	78,066	59,975	18,091	F	1,077,541	428,896	730,800	(301,904)	U	730,800
<b>Total Operating Revenue</b>	<b>715,986</b>	<b>787,652</b>	<b>(71,666)</b>	<b>U</b>	<b>11,113,706</b>	<b>6,953,206</b>	<b>8,389,257</b>	<b>(1,436,051)</b>	<b>U</b>	<b>8,389,257</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	0	0	0	F	48,635,900	27,315,700	27,315,700	0	F	27,315,700
State Assistance	0	0	0	F	5,263,930	5,098,600	4,977,900	120,700	F	4,977,900
EMSID - Project Management Grant	12,105	0	12,105	F	0	53,805	0	53,805	F	0
Federal Assistance - CARES Act	1,389,558	5,216,373	(3,826,815)	U	1,911,798	27,575,749	29,516,373	(1,940,624)	U	29,516,373
<b>Total Assistance Income</b>	<b>1,401,663</b>	<b>5,216,373</b>	<b>(3,814,710)</b>	<b>U</b>	<b>55,811,628</b>	<b>60,043,854</b>	<b>61,809,973</b>	<b>(1,766,119)</b>	<b>U</b>	<b>61,809,973</b>
<b>Capital Revenue:</b>										
Capital Operating Reimbursement	1,451,352	4,462,435	(3,011,083)	U	15,829,335	17,212,435	17,212,435	0	F	17,212,435
Capital ADA Reimbursement	0	0	0	F	2,625,000	2,625,000	2,625,000	0	F	2,625,000
<b>Total Capital Income</b>	<b>1,451,352</b>	<b>4,462,435</b>	<b>(3,011,083)</b>	<b>U</b>	<b>18,454,335</b>	<b>19,837,435</b>	<b>19,837,435</b>	<b>0</b>	<b>F</b>	<b>19,837,435</b>
<b>Total Revenue</b>	<b>\$3,569,001</b>	<b>\$10,466,460</b>	<b>(\$6,897,459)</b>	<b>U</b>	<b>\$85,379,669</b>	<b>\$86,834,495</b>	<b>\$90,036,665</b>	<b>(\$3,202,170)</b>	<b>U</b>	<b>\$90,036,665</b>
<b>Expenses from Operations:</b>										
Labor and Fringes	\$6,157,197	\$5,521,026	(\$636,171)	U	\$61,829,036	\$65,760,929	\$63,793,410	(\$1,967,519)	U	\$63,793,410
Services	1,044,408	1,054,353	9,945	F	9,664,969	9,237,535	11,329,705	2,092,170	F	11,329,705
Fuel	306,681	566,607	259,926	F	4,643,814	3,222,621	4,622,290	1,399,669	F	4,622,290
Parts, Materials and Supplies	242,313	525,538	283,225	F	5,313,878	4,915,924	6,088,120	1,172,196	F	6,088,120
Utilities	114,760	102,161	(12,599)	U	1,221,381	1,206,395	1,376,150	169,755	F	1,376,150
Casualty and Liability	222,275	180,100	(42,175)	U	2,072,116	2,299,334	2,251,070	(48,264)	U	2,251,070
Other	26,915	38,751	11,836	F	468,790	248,387	575,920	327,533	F	575,920
<b>Total Operating Expenses</b>	<b>8,114,549</b>	<b>7,988,536</b>	<b>(126,013)</b>	<b>U</b>	<b>85,213,984</b>	<b>86,891,125</b>	<b>90,036,665</b>	<b>3,145,540</b>	<b>F</b>	<b>90,036,665</b>
<b>Surplus / (Deficit) before GASB 33</b>	<b>(\$4,545,548)</b>	<b>\$2,477,924</b>	<b>(\$7,023,472)</b>	<b>U</b>	<b>\$165,685</b>	<b>(\$56,630)</b>	<b>\$0</b>	<b>(\$56,630)</b>	<b>U</b>	<b>\$0</b>
Capital Grant Revenue	1,324,068		1,324,068	F	13,103,798	24,360,715		24,360,715	F	
Capital Grant Revenue - CARES Act	5,239		5,239	F	5,422	51,875		51,875	F	
Rental income - MCC Amortization	49,167		49,167	F	590,004	590,004		590,004	F	
Gain/(Loss) on Sale of Property	698		698	F	(173,661)	(111,022)		(111,022)	U	
GASB OPEB Expense	(9,043,550)		(9,043,550)	U	(6,892,583)	(9,043,550)		(9,043,550)	U	
GASB 68 Pension Disclosure	1,235,827		1,235,827	F	509,390	1,235,827		1,235,827	F	
Depreciation	(3,149,960)		(3,149,960)	U	(20,643,350)	(21,628,352)		(21,628,352)	U	0
<b>Surplus / (Deficit)</b>	<b>(\$14,124,059)</b>	<b>\$2,477,924</b>	<b>(\$16,601,983)</b>	<b>U</b>	<b>(\$13,335,295)</b>	<b>(\$4,601,133)</b>	<b>\$0</b>	<b>(\$4,601,133)</b>	<b>U</b>	<b>\$0</b>

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-031	Meeting Date:	11/18/2021
Item Title:	Monthly Financial Report Compared to Budget		

## BACKGROUND:

Attached is a statement of operations for the month of September 2021 compared to the budget and a balance sheet as of September 30, 2020.

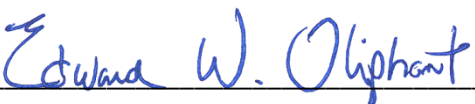
Fare revenues continue to see some more recovery in September as ridership slowly returns. While most operating expenses were favorable compared to budget since we were still at reduced service levels in September, we did see a 15% uptick in labor and fringes compared to budget and the prior month. Some of the increase came in sick pay related to employees out with COVID as well as vacation which put even more pressure on overtime needed on top of the bus operator shortage we are currently seeing. We have also increased estimates for health-related expenses as we saw an increase in the first two months of the fiscal year.

Some preliminary good news on the operator shortage front is that we are seeing some positive responses to the higher starting hourly wage rates in the new collective bargaining agreement and other strategies we have implemented as we see increases in the training classes. While candidates still must complete 8 to 9 weeks of training, the initial responses have been encouraging. We will keep the Board informed about manpower as we go through the rest of the year.

## CURRENT STATUS:

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

## APPROVED:

  
\_\_\_\_\_  
Chief Financial Officer

\_\_\_\_\_  
November 12, 2021  
Date

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending September 30, 2021  
**UNAUDITED**

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
<b>Revenue from Operations:</b>										
Passenger Fares	\$534,093	\$348,950	\$185,143	F	\$420,705	\$1,391,704	\$1,037,360	\$354,344	F	\$4,049,030
Access Ride	68,047	43,890	24,157	F	78,381	164,206	122,170	42,036	F	513,250
Contract Revenues	171,270	236,945	(65,675)	U	270,110	518,616	717,975	(199,359)	U	3,081,550
Advertising	79,772	45,120	34,652	F	103,703	177,900	136,870	41,030	F	502,070
Other Non-Trans Revenue	24,234	109,415	(85,181)	U	58,866	173,147	325,345	(152,198)	U	1,336,065
<b>Total Operating Revenue</b>	<b>877,416</b>	<b>784,320</b>	<b>93,096</b>	<b>F</b>	<b>931,765</b>	<b>2,425,573</b>	<b>2,339,720</b>	<b>85,853</b>	<b>F</b>	<b>9,481,965</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	5,500,000	6,000,000	(500,000)	U	11,260,000	18,500,000	19,000,000	(500,000)	U	51,835,900
State Assistance	0	0	0	F	0	0	0	0	F	5,098,610
Federal Assistance - CARES Act	90,108	0	90,108	F	8,495,392	90,108	0	90,108	F	3,618,135
<b>Total Assistance Income</b>	<b>5,590,108</b>	<b>6,000,000</b>	<b>(409,892)</b>	<b>U</b>	<b>19,755,392</b>	<b>18,590,108</b>	<b>19,000,000</b>	<b>(409,892)</b>	<b>U</b>	<b>60,552,645</b>
<b>Capital Revenue:</b>										
American Rescue Operating Reimbursement	0	0	0	F	0	0	0	0	F	23,303,190
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>23,303,190</b>
<b>Total Revenue</b>	<b>\$6,467,524</b>	<b>\$6,784,320</b>	<b>(\$316,796)</b>	<b>U</b>	<b>\$20,687,157</b>	<b>\$21,015,681</b>	<b>\$21,339,720</b>	<b>(\$324,039)</b>	<b>U</b>	<b>\$93,337,800</b>
<b>Expenses from Operations:</b>										
Labor and Fringes	\$6,529,722	\$5,597,373	(\$932,349)	U	\$10,109,327	\$17,469,546	\$16,999,554	(\$469,992)	U	\$68,869,115
Services	787,961	904,570	116,609	F	1,396,164	2,140,213	2,681,675	541,462	F	11,129,395
Fuel	205,094	262,795	57,701	F	546,512	677,347	800,875	123,528	F	3,178,400
Parts, Materials and Supplies	446,248	482,700	36,452	F	1,019,897	1,283,587	1,468,470	184,883	F	5,832,870
Utilities	111,781	116,680	4,899	F	178,077	295,778	355,055	59,277	F	1,410,220
Casualty and Liability	176,702	198,230	21,528	F	367,478	547,793	592,480	44,687	F	2,318,600
Other	9,091	43,880	34,789	F	111,091	122,013	213,525	91,512	F	599,200
<b>Total Operating Expenses</b>	<b>8,266,599</b>	<b>7,606,228</b>	<b>(660,371)</b>	<b>U</b>	<b>13,728,546</b>	<b>22,536,277</b>	<b>23,111,634</b>	<b>575,357</b>	<b>F</b>	<b>93,337,800</b>
<b>Surplus / (Deficit) before GASB 33</b>	<b>(\$1,799,075)</b>	<b>(\$821,908)</b>	<b>(\$977,167)</b>	<b>U</b>	<b>\$6,958,611</b>	<b>(\$1,520,596)</b>	<b>(\$1,771,914)</b>	<b>\$251,318</b>	<b>F</b>	<b>\$0</b>
Capital Grant Revenue	564,986		564,986	F	426,191	841,464		841,464	F	
Capital Grant Revenue -CARES Act	0		0	F	5,602	0		0	F	
Rental income - MCC Amortization	49,167		49,167	F	98,334	147,501		147,501	F	
Gain/(Loss) on Sale of Property	0		0	F	0	0		0	F	
Depreciation	(2,292,264)		(2,292,264)	U	(3,856,150)	(6,252,092)		(6,252,092)	U	0
<b>Surplus / (Deficit)</b>	<b>(\$3,477,186)</b>	<b>(\$821,908)</b>	<b>(\$2,655,278)</b>	<b>U</b>	<b>\$3,632,588</b>	<b>(\$6,783,723)</b>	<b>(\$1,771,914)</b>	<b>(\$5,011,809)</b>	<b>U</b>	<b>\$0</b>

# Metropolitan Transit Authority

## Comparative Balance Sheets

	Month Ended September 30, 2021 (unaudited)	Month Ended June 30, 2021 (Preliminary)
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$2,582,188	\$5,291,154
Receivables from federal, state and local government	113,085	4,232,776
Accounts receivable	1,145,189	746,944
Materials and supplies	3,183,119	2,982,464
Prepaid expense and other	2,066,137	1,420,871
Pension & OPEB Deferred Outflow	29,001,549	29,001,549
Total Current Assets	38,091,267	43,675,758
<b>PROPERTY AND EQUIPMENT</b>		
Land	14,733,025	14,733,025
Building, shelter and benches	110,545,012	110,514,846
Revenue equipment and parts	193,227,506	193,189,375
Office furniture and equipment	6,148,229	6,145,705
Other	9,583,156	8,729,214
	334,236,928	333,312,165
Less: Accumulated Depreciation	(172,529,404)	(166,287,998)
Total Property and equipment, net	161,707,524	167,024,167
<b>OTHER ASSETS</b>		
Cash and investments for self-insurance and other	350,000	350,000
<b>TOTAL ASSETS</b>	<b>\$200,148,791</b>	<b>\$211,049,925</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$1,570,513	\$1,929,138
Accrued expenses	7,600,461	7,718,662
Deferred revenue	57,513	57,547
Note Payable	0	3,000,000
Total Current Liabilities	9,228,487	12,705,347
<b>NON-CURRENT LIABILITIES</b>		
Deferred Revenue	6,639,948	6,787,449
Net Pension Liability	16,130,285	16,130,285
Pension & OPEB Deferred Inflows	3,132,430	3,132,430
Net other postemployment benefits obligations	103,168,732	103,168,732
<b>NET ASSETS</b>		
Invested in capital assets	155,067,576	157,236,718
Reserve for capital purchases	0	0
Unrestricted	(86,434,944)	(81,038,246)
Current Year Surplus / (deficit)	(6,783,723)	(7,072,790)
Total Net Assets	61,848,909	69,125,682
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$200,148,791</b>	<b>\$211,049,925</b>

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$1,040,362	\$21,763	\$51,920	\$31,144	\$1,145,189
	90.8%	1.9%	4.5%	2.7%	100.0%
Accounts Payable	\$1,538,906	\$60,760	\$30,972	(\$60,125)	\$1,570,513
	98.0%	3.9%	2.0%	-3.8%	100.0%

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-032	Meeting Date:	11/18/2021
Item Title:	Annual Risk Assessment Discussion		

## BACKGROUND:

Annual risk assessments should include reviews of every area of internal control, policies and procedures to identify strengths and weaknesses, and areas of financial or operational exposure and/or focus. We have focused on the area of finance and accounting in the past two annual assessments, but it's time to expand out of just finance and with what has happened over the past year and a half with COVID, we wanted to have an open discussion about all areas of risk. The list below includes areas of risk previously discussed and some of the controls we have in place to mitigate the risk. We have added some new ones as well and seek input from the MTA Board as to what areas of risk they might see that have not been mentioned and look for some good discussion on what mitigation measures can be taken to further mitigate overall risk and address ways to continue to improve overall operations.

## CURRENT STATUS:

Below is a list of each of the areas previously identified in the financial area plus a description and discussion of some new areas for discussion. This list for finance still has a major focus and we continue to find ways to mitigate financial risk, but to ensure we address all areas, we want to have open and have productive discussions on all aspects of the company as we continue to try to improve the company by identifying and mitigating any and all risks and improve the customer/rider experience for those who utilize and depend on our services.

- **Grant Management** – Continue to have heavy dependence on grant funding for our operating and capital needs.
- **Fare Collections & Ticket Media Sales** – This will be an area of significant focus with the new system continuing in beta testing with full implementation in the first part of 2022. Pre-pandemic, fares made up approximately 10% of revenues, or approximately \$9 million. With a significant amount of time being focused on new internal controls and with it being a new system, there will likely be some bugs that will need to be worked out through the implementation period with the expectation that errors will be less likely to occur and/or will be identified quickly through internal controls in place. While there is a higher monetary impact on revenues, it will be imperative to have strong processes and procedures and controls surrounding ticket media sales internally and externally (retail sales network) and ensure that all media sales are reconciled monthly by someone independent of the actual ticket sellers.
- **Cash Management** – Will continue to have the need for our \$20 million line of credit to assist cashflow during times when grant funding is delayed for preventive maintenance (PM) and ADA operating expenses. This year and next will be unique with receipt of the American Rescue Plan funding which will temporarily be used for PM and ADA expenses and free up Federal 5307 for existing capital projects in our Capital Plan.
- **Medical Claim Payments** – Continues to be an area of focus due to level of spending (\$15M - \$17M annually). Two new strategies have been implemented this year to help control and analyze areas of risk. The prescription side of claims has been carved out from under Blue Cross Blue Shield (BCBS) to a third-party pharmacy aggregator for our pharmacy claims to be included in a much larger pool and receive deeper volume discounts. Also purchased a software to be used by our healthcare consultants

that will download several years of BCBS claims data that can be better analyzed to help identify areas and negative trends on which to focus to better control costs.

- **Workers' Compensation Payments** – Achieved our lowest level of required reserves in FY2021 audit. Safety Committee still meets monthly with our third-party administrator to focus on all claims, trends and problem areas of concern to better control and manage costs.
- **Payroll Processing** – Labor expenses are by far our largest expense and we use ADP for all our payroll processing. It is imperative that the controls surrounding the payroll process be maintained and monitored to ensure accurate pay and combat fraud or incorrect reporting of time worked. A mitigating factor for payroll is that the payroll process is reviewed annually by two independent auditing firms including our regular independent auditors as well as our pension auditors.
- **Parts Inventory Management** – Due to the supply chain crisis we are seeing across the country, we have had to alter normal parts inventory levels and have identified the most critical parts that are needed to maintain our fleet in a state of good repair and are allowing higher than normal min/max levels to ensure that parts are available. We will continue to monitor the situation and act accordingly to keep our fleet running.
- **Accounts Payable** – We continue to refine the procurement and invoice flow process to better define and outline the necessary steps for purchasing and invoice payment and looking for ways to electronically automate and track invoices. Once complete, there will be refresher training throughout the agency to ensure a strong accounts payable process. It should be noted as well that the policies and procedures are reviewed and tested annually by our independent auditors.

### **Manpower Shortages (New)**

Manpower shortages are occurring across the country and across all industries including transit. In order to maintain our service levels and even expand services, we are utilizing all sorts of strategies to address our bus operator shortage specifically, but also maintenance and administrative positions as well. We have to be different and make MTA stand out to attract the employees we need. Some of the strategies fill open positions include:

1. Increasing operator starting wage to \$22 per hour
2. Award 4% annual increases to all Union positions
3. Reduce the progression to top pay from 4 years to 3 years
4. Allow contingency hiring of individual without a required CDL license and train them to get a CDL and move them directly into normal operator training
5. Advertising and promotion on Twitter, Instagram and Facebook.
6. Established work from home and alternative work schedules to prevent the spread of the virus.
7. Make available recommended Personal Protective Equipment to all employees
8. Require masks to be worn at all times when at work.
9. Established a weekly COVID Conference call to ensure accurate and effective communication.
10. Attending various job fairs.

We believe that these strategies are having some success as we are starting to see larger training classes in both regular training and CDL classes as well. Are there other strategies that need to be discussed?

### **Strategic Fuel Sourcing (New)**

With more and more “events” occurring that interrupt nation-wide or regional fuel supplies, it is critical that MTA have some way to guarantee diesel and gasoline supplies during crises to ensure MTA's ability to keep service on the street. While we have a fuel hedging program to help stabilize fuel costs from a budgetary perspective, we currently purchase all fuel from daily spot market quotes to take advantage of pricing, but that does not provide us with any supplier who could guarantee consistent supply. We are in the process of putting out an RFP to identify suppliers that we can guarantee a percentage of our fuel purchases on a cost plus basis in order to have a guaranteed supply when a crisis arises that jeopardizes our fuel supply.

### **Impact of COVID (New)**

Just like everyone else at the outset of the COVID pandemic, we have been reacting to changes we never



dreamed possible. As quickly as possible, we found ways to be proactive in protecting our employees and identified a third-party vendor to help us install different COVID protocol measures to mitigate exposure to COVID and keep MTA buses running through the pandemic. While this is not complete list of actions taken, it demonstrates some of the steps we are taking to mitigate risk were as follows:

1. Entered an MOU with our union to keep employee wages whole should they get or be exposed to COVID utilizing CARES Act funding.
2. Encouraging employees to get the vaccine with on-site clinics and giving out \$100 gift cards with proof of vaccination.
3. Driver barriers were installed on all buses to better protect our drivers.
4. Strategically locate extra buses (we call 99s) to assist when overcrowding becomes an issue.
5. Extra wipe downs of buses passing through WeGo Central.
6. Implemented signage and public education materials onboard buses and at Central to encourage social distancing and appropriate public health practices in accordance with Metro Public Health Department recommendations.
7. Installed sanitation stations at WeGo Central as well as building s at all or properties.

### **Improve Act Funding Awards (New)**

Consideration needs to be given to the possibility that Improve Act Funding not be awarded on a consistent basis or at all. While this is annual discretionary funding awarded by TDOT which MTA consistently applies for projects that fall within the parameters for the Improve Act, not receiving this funding would/could create issues for our approved Capital Plan causing either a delay or cancellation of certain capital projects. There are not assumptions of receiving the funding annually in the Capital Plan, but it is still an important part of the Capital Plan in terms of starting and completing projects. Decisions should be considered about the best course of action to take should funding not be available. Strategies of prioritizing capital projects, the ability to identify alternative funding, regular communications with TDOT promoting the importance of receiving the funding for pertinent projects should all be considered. An open discussion would be welcome to discuss these and other strategies to manage this risk.

While this is certainly not an exhaustive list of our areas of risk, it is a good exercise to identify all possible risks and address them in order of importance to continue to find ways to hopefully reduce and mitigate risk to the company.

Chief Financial Officer Ed Oliphant and Steve Bland will lead a discussion on the risk assessment at the meeting.

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**APPROVED:**



*Chief Financial Officer*

*November 12, 2021*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-033	Meeting Date:	11/18/2021
Item Title:	Monthly Operating Statistics		

## BACKGROUND:

Attached are monthly operating statistics through September 2021. We continue to see strong year-over-year trends, as well as month-to-month increases, with September bus ridership increasing despite having one fewer day in the month compared to August. However, as has been reviewed in previously monthly reports, our on-time performance continues to decline as traffic (and riders) return. Operations has been diligent about covering service when congestion creates a risk of missed trips, and though some services are running more behind schedule than they have been in recent months, on-time performance is still well above pre-pandemic levels on most routes. A very strong month for miles between road calls has also helped to mitigate the overall level of service disruptions.

In the future, one potential area of focus will be our Access Customers Per Complaint Indicator, which is now lower on a year-over-year basis, with customer relations and on-time performance being the categories with the most complaints. A deeper dive into this trend is being conducted to identify potential patterns contributing to this decline.

As we look ahead to October, we'll get to see the early effects of October service changes on ridership and productivity. We can expect modest initial gains in ridership and a significant (but likely temporary) drop in passengers per hour, as there is often a delay between implementing significant increases and service and ridership levels responding to those increases.

## CURRENT STATUS:

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

## APPROVED:



Deputy Chief Operating Officer

November 12, 2021

Date

# Operations Dashboard Report

	September 2021	September 2020	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	486,292	356,029	36.6%	
Access (WeGo)	18,308	14,058	30.2%	
Access (Overflow/Taxi)	4,497	3,781	18.9%	
Access-on-Demand *	2,657	2,996	-11.3%	
Access Total	25,462	20,835	22.2%	
<b>Total</b>	<b>511,754</b>	<b>376,864</b>	<b>35.8%</b>	<b>785,000</b>
<b>Passengers per Revenue Hour</b>				
Bus	13.53	11.48	17.9%	18
Access	1.76	1.54	14.3%	2.1
<b>Total Scheduled Revenue Hours</b>	<b>46,358</b>	<b>40,150</b>	<b>15.5%</b>	
<b>Total Cost Per Scheduled Revenue Hour of Service</b>	<b>\$171.82</b>	<b>\$161.90</b>	<b>6.1%</b>	
<b>Safety</b>				
Miles Between Total Accidents	42,418	39,102	8.5%	36,000
Miles Between Preventable Accidents	197,952	169,440	16.8%	300,000
Preventable Accidents	3	3	0.0%	
Non-Preventable Accidents	11	10	10.0%	
<b>Total Accidents</b>	<b>14</b>	<b>13</b>	<b>7.7%</b>	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.95%	99.95%	0.00%	99.50%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	6,455	3,605	79.0%	3,800
<b>On-Time Performance</b>				
Bus	88.1%	90.5%	-2.4%	85.0%
Access (WeGo)	91.8%	93.0%	-1.2%	89.0%
Access (Overflow/Taxi)	96.8%	97.8%	-1.0%	89.0%
Access Total	92.8%	94.0%	-1.2%	89.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	4,156	3,423	21.4%	6,000
Access	303	446	-32.0%	600
<b>Total Calls Received</b>	<b>18,271</b>	<b>14,522</b>	<b>25.8%</b>	
<b>Percent of Calls Answered</b>	<b>94.9%</b>	<b>95.1%</b>	<b>-0.2%</b>	<b>95.0%</b>

\* "Access on Demand service began March 2018"

# Operations Dashboard Report

	FY2022 September	FY2021 September	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	1,394,306	1,040,376	34.0%	
Access (WeGo)	54,596	40,419	35.1%	
Access (Overflow/Taxi)	12,787	10,870	17.6%	
Access-on-Demand *	8,168	9,143	-10.7%	
Access Total	75,551	60,432	25.0%	
<b>Total</b>	<b>1,469,857</b>	<b>1,100,808</b>	<b>33.5%</b>	<b>2,355,000</b>
<b>Passengers per Revenue Hour</b>				
Bus	12.69	10.98	15.6%	18
Access	1.69	1.49	13.4%	2.1
<b>Total Scheduled Revenue Hours</b>	<b>142,162</b>	<b>121,881</b>	<b>16.6%</b>	
<b>Total Cost Per Scheduled Revenue Hour of Service</b>	<b>\$153.19</b>	<b>\$160.93</b>	<b>-4.8%</b>	
<b>Safety</b>				
Miles Between Total Accidents	38,472	42,387	-9.2%	36,000
Miles Between Preventable Accidents	361,633	305,190	18.5%	300,000
Preventable Accidents	5	5	0.0%	
Non-Preventable Accidents	42	31	35.5%	
<b>Total Accidents</b>	<b>47</b>	<b>36</b>	<b>30.6%</b>	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.9%	99.9%	0.0%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	6,109	4,080	49.7%	3,800
<b>On-Time Performance</b>				
Bus	88.9%	90.9%	-2.1%	85.0%
Access (WeGo)	92.6%	92.9%	-0.3%	89.0%
Access (Overflow/Taxi)	98.1%	97.6%	0.5%	89.0%
<b>Access Total</b>	<b>93.7%</b>	<b>93.9%</b>	<b>-0.2%</b>	<b>89.0%</b>
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	3,917	2,922	34.0%	6,000
Access	380	521	-27.1%	600
<b>Total Calls Received</b>	<b>56,427</b>	<b>42,994</b>	<b>31.2%</b>	
<b>Percent of Calls Answered</b>	<b>95.2%</b>	<b>95.9%</b>	<b>-0.7%</b>	<b>95.0%</b>

\* "Access on Demand service began March 2018"

## Operations Dashboard Glossary

Metric	Definitions
<b>Ridership</b>	
<b>Total Passengers</b>	
Bus	Total fixed route passenger boardings on all WeGo operated services
Access (WeGo)	Total paratransit passenger boardings on WeGo vehicles
Access (Overflow/Taxi)	Total paratransit passenger boardings on third-party service providers
Access on Demand	Total paratransit passenger boardings on Access-on-Demand service by third-party providers
Access Total	Total paratransit boardings (WeGo vehicles and third-party service providers, includes Access-on Demand ridership)
<b>Passengers per Revenue Hour</b>	
Bus	Total fixed route passenger boardings divided by total scheduled fixed route revenue vehicle hours.
Access	Total paratransit boardings on WeGo vans divided by total scheduled paratransit revenue vehicle hours.
Total Scheduled Revenue Hours	Total fixed route and paratransit scheduled revenue vehicle hours. Note: Revenue vehicle hours are total vehicle in-service hours excluding vehicle travel from the garage to the first timepoint (or pickup for paratransit) and from the last timepoint (or pickup) to the garage.
Total Cost Per Scheduled Revenue Hour of Service	Total fully allocated cost to deliver service divided by the total scheduled revenue hours.
<b>Safety</b>	
Miles Between Total Accidents	Total number of miles travelled by all WeGo revenue vehicles (fixed route and paratransit) divided by the total number of accidents.
Miles Between Preventable Accidents	Total number of miles travelled by all WeGo revenue vehicles (fixed route and paratransit) divided by the total number of preventable accidents.
Preventable Accidents	A motor vehicle collision, in which the Operator did not do everything reasonable to avoid a collision, committed an error or failed to react to the errors of others.
Non-Preventable Accidents	A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the errors of others.
Internal Accidents	A motor vehicle collision that occurs on Nestor or Myatt yard.
External Accidents	A motor vehicle collision that occurs outside of Nestor or Myatt yard.

## Operations Dashboard Glossary

Metric	Definitions
<b>Service Quality</b>	
Bus Trip Completion Percentage	Percentage of one-way fixed route revenue trips completed versus scheduled.
Access Trip Denials	Total number of paratransit trips that cannot be scheduled within one hour before or after the customer's requested pick-up time.
Miles Between Road Calls	Any mechanical failure, excluding farebox and accidents. Bus and Access metrics will be reported separately.
<b>On-Time Performance</b>	
Bus	Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late.
Access (WeGo & Taxi/Overflow)	Percentage of total trips where vehicle arrives no later than 59 seconds outside of the scheduled pick-up window.
<b>Customer Care</b>	
<b>Passengers Carried Per Complaint</b>	
Bus	Total fixed route passengers divided by total fixed route customer complaints.
Access	Total paratransit (WeGo and third-party service providers) passengers divided by total paratransit customer complaints.
Total Calls Received	Percentage of calls received that were answered. Unanswered calls are calls that are lost for any reason once in the customer call phone queue.
Percent of Calls Answered	

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-034	Meeting Date:	11/18/2021
Item Title:	Quarterly Performance Report		

## BACKGROUND:

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

System-wide, ridership continues to increase on nearly every route. Many of the trends discussed with the previous quarter's data continue to hold true, with more robust recoveries in ridership seen on the most frequent transit routes. Trips oriented towards a more traditional commuter schedule (i.e., AM/PM peak period trips) have been slower to recover, with midday and weekend service demand showing stronger gains.

This period, we can also see some effects of students returning to in-person classes and using WeGo services under the StriDe program. Though StriDe ridership is still less than half of pre-pandemic levels, this still equates to well over 2,000 rides on a typical school day. A few hundred of these daily school rides are on the #55 Murfreesboro Pike, which has notably taken over the number one spot in our network for overall ridership. It replaces the #56 Gallatin Pike, which had previously held this position for essentially the entire modern history of the Nashville MTA/WeGo).

On-time performance system-wide continues its anticipated decline as congestion returns to the region but remains at or above pre-pandemic levels on most routes and at most times of day. Unfortunately, the routes with the highest ridership levels also tend to be those most impacted by the returning congestion, as these routes operate almost exclusively on major 'Pikes' that run roughly parallel to major highways and have highly directional peak-period traffic. Schedule adjustments that took effect with the October service change package will mitigate (but not reverse) these declines.

## CURRENT STATUS:

Chief Operations Officer Andy Burke will review this report at the committee meeting.

## APPROVED:



Deputy Chief Development Officer – Operations Systems

November 12, 2021

Date



# QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Jul 2021 Through Sep 2021

FY2022 - 1st Quarter

Rt. No.	Route Name	Ridership		Revenue Hours Change		Productivity				On-Time Performance	
		Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	From Last Year	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	On-Time Performance	Yr over Yr OTP Change
Better Bus Targeted Frequent Service Network											
3/5	West End	100,194	43.9%	8,790	31.6%	11.4	9.4%	9.4	15.5%	89.64%	1.44%
4	*** Shelby	38,319	31.2%	3,847	32.5%	10.0	-1.0%	5.3	-16.7%	93.74%	-0.75%
7	*** Hillsboro	71,288	81.9%	5,373	84.2%	13.3	-1.3%	8.2	-4.4%	89.71%	4.18%
22	Bordeaux	75,064	10.3%	5,699	4.0%	13.2	6.0%	6.9	6.0%	88.74%	-2.76%
23	*** Dickerson Pike	111,450	51.8%	8,613	77.1%	12.9	-14.3%	9.0	-17.6%	92.28%	-0.36%
50	Charlotte Pike	101,933	32.3%	5,958	3.8%	17.1	27.4%	12.9	27.0%	87.04%	0.72%
52	Nolensville Pike	150,017	32.2%	12,190	5.1%	12.3	25.8%	11.7	39.2%	87.36%	-5.83%
55	Murfreesboro Pike	246,338	55.4%	14,343	21.6%	17.2	27.8%	17.1	45.9%	85.39%	-4.47%
56	Gallatin Pike	197,374	22.4%	13,564	17.3%	14.6	4.4%	13.6	14.9%	90.01%	-2.61%
Frequent Service Route Totals		1,091,977	38.3%	78,376	23.3%	13.9	12.1%	11.0	15.5%	88.85%	-1.97%
Better Bus Local Network											
6	Lebanon Road	28,066	73.0%	2,919	64.1%	9.6	5.4%	9.3	4.7%	86.20%	-4.43%
8	8th Avenue South	42,526	28.1%	2,430	5.5%	17.5	21.4%	10.3	44.0%	85.40%	-0.21%
9	Metrocenter	12,042	-11.1%	710	-0.2%	17.0	-10.9%	6.3	-11.1%	92.60%	-0.44%
14	Whites Creek	17,622	-6.6%	1,565	7.7%	11.3	-13.2%	5.6	-12.3%	93.09%	-2.65%
17	12th Avenue South	24,643	25.5%	2,628	11.5%	9.4	12.5%	5.0	12.4%	90.50%	-2.27%
18	Airport/Elm Hill	21,078	47.4%	2,403	22.8%	8.8	20.0%	5.6	57.5%	87.30%	-3.75%
19	Herman	38,871	22.8%	3,231	5.4%	12.0	16.5%	7.9	16.5%	94.86%	0.34%
28	Meridian	11,755	19.5%	1,608	4.1%	7.3	14.7%	3.6	14.7%	96.57%	2.84%
29	Jefferson	27,451	-4.3%	2,815	1.5%	9.8	-5.8%	4.5	-6.3%	88.07%	-7.30%
34	Opry Mills - Music Valley	14,271	59.4%	1,531	-26.0%	9.3	115.4%	4.6	27.9%	88.54%	-0.12%
41	Golden Valley	2,279	N/A	330	N/A	6.9	N/A	3.6	N/A	82.45%	N/A
42	St. Cecilia - Cumberland	15,483	5.6%	1,282	4.6%	12.1	0.9%	5.8	0.6%	97.62%	2.60%
43	Hickory Hills	NO SERVICE									
Local Route Totals		256,087	22.2%	23,453	10.4%	10.9	10.7%	6.2	13.3%	90.34%	-1.64%

# QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Jul 2021 Through Sep 2021

FY2022 - 1st Quarter

		Ridership		Revenue Hours Change		Productivity				On-Time Performance	
Rt. No.	Route Name	Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	From Last Year	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	On-Time Performance	Yr over Yr OTP Change
Better Bus Connector Network											
21	Wedgewood	4,929	13.8%	1,251	-47.1%	3.9	115.1%	2.6	114.0%	87.17%	-5.44%
25	Midtown Connector	6,104	-9.1%	1,437	-46.4%	4.2	69.6%	3.0	65.6%	82.19%	-5.96%
72	Edmondson - Harding Place Connector	NO SERVICE									
73	Bell Road	NO SERVICE									
76	Madison Connector	18,495	6.4%	1,770	-2.6%	10.4	9.3%	6.7	6.4%	84.37%	-9.17%
77	Thompson Connector	6,647	117.6%	1,534	122.6%	4.3	-2.2%	3.2	-2.0%	89.09%	-6.77%
Connector Route Totals		36,175	7.6%	5,992	-29.7%	6.0	53.1%	4.1	59.5%	85.53%	-5.10%
Better Bus Express Network											
24	Bellevue Express					NO SERVICE					
35	Rivergate Express					NO SERVICE					
38	Antioch Express					NO SERVICE					
	Express Route Totals	NO SERVICE									
SYSTEM TOTALS		1,384,241	34.0%	107,821	15.6%	12.8	16.0%	9.2	20.4%	88.98%	-2.09%

\*\*\* Does not currently meet weekday service standards of frequent transit network

High performing route (25+ passengers per hour), may warrant additional service

Route approaching 12 passengers per hour

Route performing below 12 passengers per hour

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

Item Number:	M-A-21-000	Meeting Date:	11/18/2021
Item Title:	MTA Legal Services Contract Value Increase		

### BACKGROUND:

Following a competitive procurement process, the Nashville Metropolitan Transit Authority Board of Directors through its Chief Executive Officer entered into a five (5) year contract with Dodson Parker Behm & Capparella (Dodson Parker Behm) for general counsel and Board Secretary services and a five (5) year contract with Bradley Arant Boult Cummings LLP (Bradley) for general legal services on September 1, 2018.

As MTA Board Secretary, Dodson Parker Behm has the following responsibilities:

- Attend monthly meetings of the Board of Directors
- Provide legal advice on the conduct of the meetings including the interpretation of applicable Open Meetings laws and other issues that could affect the conduct of the meeting
- Attend monthly committee meetings as needed

As general counsel for MTA, Dodson Parker Behm has various responsibilities including but not limited to the following:

Review, draft and negotiate contracts, leases, and other legal documents

- Advise on government grant and contract issues
- Advise on corporate and tax-exempt organization legal issues
- Advise on trademark and copyright issues
- Advise on responses to subpoenas, court orders, and requests for information from third parties
- Attend Board of Directors and Committee meetings as necessary
- Conduct litigation as necessary
- Other legal services as needed

Bradley was retained primarily for legal needs including but not limited to:

- Advising on laws and regulations that pertain to real property, including but not limited to commercial and residential property development projects, real estate financing and leasing, Real Estate Investment Trusts, land sales, title issues and searches, escrow arrangements, property management, rights of way, eminent domain, easements, and lease disputes
- Negotiating and drafting contracts regarding real estate transactions
- Other legal services as needed

The firms have worked cooperatively as needed and requested, particularly for the North Nashville Transit Center project.

The Board approved funding for these services to be incorporated into annual operating and capital budgets and a contract was entered into for a not-to-exceed value of \$275,000 and \$200,000 for Dodson Parker Behm and Bradley respectively. However, the contracts did not stipulate a “not to exceed” limit on a per fiscal year basis. Both legal contracts are scheduled to expire on September 1, 2023.

Increased legal counsel has become necessary due to unexpected and specific issues related to the Covid-19 pandemic as well as the development of neighborhood transit centers. Accordingly, the staff is recommending that the contracts for both Dodson Parker Behm and Bradley be amended as follows:

Dodson Parker Behm—additional funding of \$200,000 over the remaining next two years for a total not to exceed contract value of \$475,000

Bradley—additional funding of \$150,000 over the remaining next 2 years for a total not to exceed contract value of \$350,000.

**RECOMMENDATION:**

We request the Board to approve the requested contract amendments as outlined above for a total not to exceed contract value of \$475,000 for Dodson Parker Behm and a total not to exceed contract value of \$350,000 for Bradley. Available funding will continue to be incorporated into annual operating and capital budgets in addition to any appropriate CARES Act funds.

**APPROVED:**

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*Board Secretary*

*November 18, 2021*

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*Date*

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

**List of upcoming procurement projects**

**Meeting Date: 11/18/2021**

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**Project Name: Bus Wash at Nestor Facility**

- Brief Description: Demolition of existing bus wash at the Nestor Facility.
- Anticipated Publish Date: December 2021
- Estimated Project Value: \$150,000 - \$250,000

**Project Name: RFP Escalator Modernization (Rebuild)**

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

**Project Name: Strategic Fuel Sourcing**

- Brief Description: Long-term agreement for fleet supply and delivery
- Anticipated Publish Date: December 2021
- Estimated Project Value: \$3,000,000 - \$4,000,000

**Project Name: Real Estate Services**

- Brief Description: This project is to engage real estate professional services to assist in the location of properties for easement, lease, or purchase for future transit centers, park and ride lots or other facilities.
- Anticipated Publish Date: January 2022
- Estimated Project Value: \$200,000 - \$250,000 annually

**Project Name: RFP Elevator & Escalator Preventative Maintenance**

- Brief Description: The project seeks a contractor to provide maintenance, repair and related services for full-service elevators, escalators, and chair/platform lifts.
- Anticipated Publish Date: January 2022
- Estimated Project Value: \$200,000 - \$250,000

**CURRENT STATUS:**

Pursuant to earlier Board discussion, staff will provide a rolling list of upcoming procurements to the Board on a monthly basis. Staff requests members make them aware of any potentially interested suppliers for planned procurement activity.

Unless there are questions of staff, no discussion is planned at the meeting. This material is provided for information only.

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**APPROVED:**

*Chief Administrative Officer*

*November 12, 2021*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-21-013	Meeting Date:	11/18/2021
Item Title:	nMotion Status Report		

## BACKGROUND:

In the fall of 2016, the Nashville MTA adopted the nMotion Strategic Plan, a 25-year comprehensive strategy designed to meet Nashville's and the region's vision for transit. The plan was the culmination of an intensive two-year process with over 20,000 engagements from a broad range of Nashvillians and Middle Tennesseans about the future of transit in this region.

The nMotion plan identified several opportunities and outlined a series of strategies to enhance the transit system by improving service, attracting and retaining riders, and meeting the growing needs of the Middle Tennessee region through the year 2040.

The plan consists of service improvement strategies designed to:

- Make service easier to use
- Improve existing services
- Improve access to transit
- Make service more comfortable
- Develop a network of regional transit centers
- Expand service to new areas
- Build a high-capacity/rapid transit network

## CURRENT STATUS:

Since the nMotion plan adoption, the agency has been strategically working on incremental improvements to advance the plan strategies within the existing resources. As we continue to plan and adapt for service post-pandemic, the resiliency built into the nMotion plan improvements will play a critical role in enhancing WeGo's relevance for the future. Felix Castrodad, Director of Planning, will present an overview of the nMotion status report and update the Board on progress made toward the plan implementation.

## APPROVED:



Chief Development Officer

November 12, 2021

Date



# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

Item Number:	M-A-21-036	Meeting Date:	11/18/2021
Item Title:	Nashville MTA 2022 Committee & 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 28 – 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 17 – Thanksgiving falls on the fourth Thursday, so the November meeting will be on the third Thursday.
- December 15 – 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 2022 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 18, 2021*

*Date*

## 2022 MTA Board Meetings Schedule

### WeGo Central Office

400 Dr. Martin L. King Jr. Blvd.

Nashville, TN 37228

Nice Committee   Operations & Finance Committee 1:30 p.m.	Board Meeting 2:30 p.m.
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Month	Committee & Board Meeting
January	27
February	24
March	24
April	28
May	26
June	23
July	28
August	25
September	22
October	27
November	17 *
December	15 *

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