



Nashville MTA Board Meeting

Location:

West Police Precinct
5500 Charlotte Pike, Nashville, TN 37209

August 26, 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 July 22, 2021 MTA Board Minutes
4. Public Comments
5. Operations & Finance Committee – Walter Searcy, Chair
 - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO OF-D-21-022 Pg. 7
 - Monthly Operating Statistics – Andy Burke, COO OF-D-21-023 Pg. 10
 - Quarterly Route Performance Report – Dan Freudberg, Deputy Chief Operating Officer - Operations Systems OF-D-21-024 Pg. 15
 - Security Video (Services) Contract Value Increase – Rob McElhaney, IT Manager M-A-21-025 Pg. 18
 - Upcoming Procurement Projects List Pg. 19
6. New Initiatives & Community Engagement Committee – Janet Miller, Chair
 - WeGo Link First/Last Mile Pilot Project Update – Dan Freudberg, Deputy Chief Operating Officer - Operations Systems NICE-D-21-010 Pg. 21
7. CEO's Report – Stephen G. Bland, CEO
8. Chair's Report – Gail Carr Williams, Chair
9. Other Business
10. Adjournment

NASHVILLE METROPOLITAN TRANSIT AUTHORITY
Board of Directors Meeting

July 22, 2021

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Nashville Metropolitan Police Department, located at 2231 26th Ave. North, Nashville, TN 37208 on Thursday, June 24, 2021.
- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Mary Griffin, Member; Jessica Dauphin, Member; Walter Searcy, Member; Secretary Margaret Behm; Chief Executive Officer Stephen G. Bland, Chief Administrative Officer, Rita Roberts-Turner, Chief Financial Officer Ed Oliphant, Chief Operating Officer Andy Burke, Chief Development Officer Trey Walker, Director of Planning & Grants Felix Castrodad, Director of Marketing & Communications Renuka Christoph, Sr. Safety Manager Nicholas Oldham, Director of Procurement & Business Diversity Amber Gooding, and Sr. Executive Assistant & Board Liaison Monica Howse.

Chair Gail Carr-Williams arrived a few minutes late to the meeting, but a quorum was established, and Walter Searcy called the meeting to order at 2:30 p.m.

Approval of Minutes: Mary Griffin made a motion to approve the June 24, 2021 minutes. The motion was seconded by Jessica Dauphin and unanimously approved by the board.

Public Comments: Mr. Walter Searcy opened the floor for public comments. The public was reminded that comments were limited to three minutes.

John Bull

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

- Mr. Bulls said that he has ridden the bus at least 59 times in a recent 30 day period and the ridership seems up, perhaps pre-COVID-19 levels.
- Mr. Bull said the Route 52 and the Fairground bus shelters - MLS season could start in early March and he's sure the local Latinex community is very interested.
- Mr. Bull likes that the QuickTicket keeps a detailed log of bus trips. He said he continues to use the phone app.
- Mr. Bull thinks the ECO-seats is a great idea

Steve Reiter

Mr. Steve Reiter's public comments were as follows:

- Mr. Reiter was excited to hear about the presentation on the North Transit Center
- Mr. Reiter said the ridership still seems a bit low and maybe we can offer free rides to improve ridership
- Mr. Reiter said that he appreciated everything that CEO Steve Bland and WeGo Public Transit is doing

Darius Knight

Mr. Darius Knight's public comments were as follows:

- Mr. Knight asked the Operations staff to continue motivating operators at the beginning of each shift to keep the upward morale among the bus drivers.
- Mr. Knight said that Mr. John Giles, badge number 574 was a well-devoted bus operator who helped many customers and understood their hardships and never held his tongue for what he believed was right or wrong. He was an excellent uncle and mentor.

- Mr. Knight asked if staff could remind customers to wear masks inside the bus and at least inside of waiting areas. He said some operators are being nice and understanding, allow customers to board without masks and some customers get mad when the operators ask them to move to the back of the bus and ask other customers with a mask to distance the space for the safety of everyone on board.
- Mr. Knight said that he believes WeGo needs to actively explain to all customers and operators the issues it currently has. The transparency needs to come no later than July 31, 2021. WeGo has a shortfall of operators which isn't new.
- Mr. Knight said an assessment should have been done on WeGo Central with the repeated issues of the elevator and escalators. Every few years this has gotten fixed, but it needs to be done promptly and correctly. He believes that the escalators need to be enclosed at this point.
- Mr. Knight said WeGo needs to start becoming innovative with plans ideas and needs an overall way of keeping service moving forward and not backward as this agency is behind.
- Mr. Knight said WeGo should look into speaking with the Metro Schools transportation department and council about possible means and ways of cross-training and allowing for bus operators to have a secondary part-time open shift, with the shortages of bus operators that now plague the United States currently. Another thing is, showing appreciation and the issue operators face once they have topped out. If there is no cost of living raise, something will need to be done ASAP or WeGo will face more than a few operators shortages, it won't be able to run basic needs if we all don't start finding ways and funding to combat this widespread problem that will not disappear.

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

- Monthly Financial Report Compared to Budget (OF-D-21-016):** Chief Operating Officer Ed Oliphant reported and reflected on the statement of operations for the month of May 2021 compared to the budget and a balance sheet as of May 31, 2021. There was no further discussion at this time.
- Debt Obligation Notification (OF-D-21-020):** In March 2021, the Nashville Metropolitan Transit Authority (Nashville MTA) Board authorized Nashville MTA to enter into a 12-month extension of its existing line of credit loan starting at \$14 million with Fifth Third Bank with the possibility of increasing the loan up to \$20 million if needed. The Metro Council set Nashville MTA's borrowing limit at up to \$20 million through June 30, 2022 as stated in the city's FY2022 Budget Resolution which became effective July 1, 2021.

We signed a twelve-month extension agreement for our Revolving Credit Promissory Note with Fifth Third Bank effective July 1, 2021 with a borrowing capacity from \$14 million to \$20 million, if needed, with an expiration of the note on June 30, 2022. This loan is needed to cover our cash flow needs through the remainder of the fiscal year ending June 30, 2022. The terms of the loan are as follows:

Term:	Twelve Months
Maturity Date:	June 30, 2022
Interest Rate:	Variable – LIBOR Rate plus 1.65%
Legal Fee:	\$1,413 paid to Butler Snow Law Firm representing Fifth Third Bank
Non-Use Fee:	20 basis points on the daily unused principal amount of the note, charged quarterly. Maximum fee will not exceed \$28,000 on \$14 million and \$40,000 if the loan is increased to \$20 million.

CFO Olipant said we have submitted our grant application to the Federal Transit Administration (FTA) to gain access to this funding as it relates to our preventive maintenance and ADA

paratransit services. As soon as we receive these grant funds, any loan would be paid down to minimize our interest expense.

There was no further discussion at this time.

- a. **Monthly Operating Statistics (OF-D-21-021)**: Chief Operating Officer Andy Burke reported and reflected on the monthly operating statistics report through May, 2021. There was no further discussion at this time.
- c. **Replacement Seat Insert Contract Award (M-A-21-021)**: This competitively bid contract is for the purchase of replacement seat inserts for 97 fixed route buses. The current bus fleet has these inserts installed in the fiberglass seat shell of. Historically, these have been cloth inserts that have been difficult to clean. This project will retrofit buses that are expected to remain in service for more than 2 more years. The existing fabric seats will be replaced with vinyl seats that reduce dust, are easier and faster to clean, and are more hygienic, utilizing an antimicrobial material. The seats will be replaced by the WeGo bus maintenance staff as scheduled with other service, or when time allows. The contract is funded with CARES Act funds as intended to help mitigate the impacts of the pandemic.

The Invitation to Bid (ITB) was published on the agency website, and in the B2G procurement notification system, and in *Transit Talent* on June 8, 2021. The project did not include DBE participation goals as the specified replacement seat products, which must fit within the existing seat frames, are sold through national manufacturer-authorized distributors.

The project estimate was \$514,740. Three bids were received on the June 25, 2021 due date:

- Gillig LLC \$521,088.72
- NFI Parts \$571,601.76
- AeroDesign \$874,020.00

Gillig's bid was 1% over the estimate and has been determined to be fair and reasonable and responsive to the solicitation requirements.

Staff requested the Board to provide the Chief Executive Officer the authority to enter into a fixed price contract with Gillig LLC to provide replacement seat inserts at a total cost of \$521,088. with a contingency amount of \$50,000 for a total contract budget of \$571,000. The total contract term is twelve (12) months.

Mr. Walter Searcy made a motion to approve the Replacement Seat Insert Contract Award. The motion was seconded by Ms. Jessica Dauphin and unanimously approved by the board.

- d. **Workplace Health & Safety Consultation (M-A-21-022)**: In preparation for restoring bus service to full pre-pandemic levels, make additional improvements in line with the Better Bus Plan, and a return of our employees back into the office, we desire to ensure continued best safety practices. To that end, WeGo requested proposals from firms interested and qualified to provide a long-term strategy to make certain we increase our understanding of workplace safety and continue best practices for the health and safety of both staff and passengers.

The Request for Proposals (RFP) was published on WeGo Public Transit and in *Transit Talent* on May 11, 2021. Due to the specialized nature of this service and limited subcontracting opportunities, the project has a 4% DBE participation goal. Invitations were emailed directly to 13 firms that initially responded to a request for information as well to 151 certified DBE firms identified as potential subcontractors (janitorial service and product suppliers for example). Three responsive proposals were received from:

- Fresh Start
- Spaulding Decon
- TDS & Associates, LLC

The factors considered for evaluating proposals included project approach, qualifications and experience, product and services, schedule, and cost. The evaluation committee completed the

final evaluation on June 21, 2021. TDS & Associates, LLC, a minority male owned firm, was selected and received the evaluation committee's highest ranking with strengths in training and experience of similar scope. In addition, TDS & Associates, LLC's proposal exceeded the DBE participation goal of 4%.

Staff requested the Board to give the Chief Executive Officer the authority to execute the contract with TDS & Associates, LLC to provide continued health and safety mitigation services.

Mr. Walter Searcy made a motion to approve the Workplace Health & Safety Consultation. The motion was seconded by Ms. Mary Griffin and unanimously approved by the board.

IV. New Initiative & Community Engagement Committee Report: Vice-Chair Miller introduced the following items for discussion and action:

- a. **North Nashville Transit Center Business Diversity Update (NICE-D-21-008)**: Ms. Amber Gooding, Director of Procurement and Business Diversity reviewed the PowerPoint presentation with the Board providing an update, and solicited feedback on our efforts to secure maximum minority and women owned business participation on this project.

As part of the overall public engagement process for the design, construction and operation of the North Nashville Transit Center, we are working in a community-engaged process to maximize the contracting and business opportunities for minority and woman-owned businesses over the life of the project and its construction.

There was no further discussion at this time.

- b. **North Nashville Transit Center Update (NICE-D-21-009)**: Trey Walker, Chief Development Officer provided an update at the meeting. The presentation included site renderings and an overview of planned features of the transit center.

Over the past 6 months, staff have been working with a design team led by our Architects, Smith-Gee Associates to advance design of the planned North Nashville Transit Center. This process has included detailed examinations of operating requirements, site constraints, and regulatory requirements associated with the project. It has included a number of work sessions with various WeGo departments ranging from Operations to Facilities Maintenance to Security to Customer Care to Safety and well beyond. The project schedule calls for design to be completed by the end of calendar year 2021, with construction bidding to occur in early to mid-2022.

There was no further discussion at this time.

- c. **Fall 2021 Service Changes & Title VI Analysis (M-A21-024)**: Staff requested that the Board approve a phased approach for implementation of service changes in Fall 2021 and Spring 2022 as documented in this item with Phase 1 starting on October 3, 2021.

Mr. Walter Searcy made a motion to approve the Fall 2021 Service Changes & Title VI Analysis. The motion was seconded by Ms. Jessica Dauphin and unanimously approved by the board.

V. CEO's Report: CEO Bland reported the following:

1. CEO Bland said that he was pleased to join Members Jessica Dauphin and Mary Griffin yesterday as Mayor Cooper officially launched the new Nashville Department of Transportation and Multimodal Infrastructure. Marty Sewel is here from NDOT, and I know all of us are looking forward to working with NDOT to advance improved infrastructure to support all users, but particularly transit riders. To clarify any confusion about the role of NDOT, it neither replaces the MTA nor takes on any of its functions, but will be an important partner in developing supportive infrastructures such as safer sidewalks, crossings, bus stop improvements, and transit priority measures that have been sorely lacking for transit riders over the years.

2. Metro has continued to advance their planning effort for the East Bank, and we have been involved in several work sessions with Metro Planning and their consultants to look at options for transit circulation and access in the broader development plans.
3. Felix Castrodad touched on the challenges of Operator hiring as one of the factors leading us to recommend a staged implementation of Better Bus Improvements. Andy Burke is spearheading an effort among all of our Departments to examine the issue in detail and re-engineer all of our practices associated with employee recruitment, hiring, training, and retention.
4. In prior months, I've reported that we're working with Metro on a collaborative Downtown Traffic Study that would examine a myriad of topics, including transit routing and transit priority. We anticipate the receipt of proposals in mid-August.
5. At your seats today, we provided information on our budding governance fine-tuning initiative. We have engaged a nationally prominent expert in this field to work with the Board and staff through the rest of this year to fine-tune our processes. We have a tremendous number of challenges we'll need to address in the coming years, but also an enormous volume of opportunities and we want to make sure our organizational leadership – Board and staff – are in a position to best address all of them.
6. You recently approved a contract with the KFH Group to do a full assessment of our Access system and make recommended improvements. This project has kicked off, and you'll be hearing more in the coming months on progress and findings.
7. Construction continues on the Hillsboro Transit Center. Supply chain items have led to some delays on long lead time items, but we anticipate completion by the end of the year. If you travel in that area now, you'll notice a huge amount of activity on the site.
8. CEO Bland recently attended a strategic planning meeting of the Tennessee Public Transportation Association Board of Directors in Kingsport this month. This was the first in-person meeting of this group in about 18 months. One of the primary topics of discussion was the shortage of vehicle operators, which is a national problem and is particularly acute among the smaller transit agencies in the state. TPTA is currently collecting data on the scope of the issue statewide, with an intent to do information sharing on best practices.
9. CEO Bland thanked Jessica Dauphin for spending the better part of a day with us to do an orientation of the MTA and facility tours of Nestor, Myatt, and Central.
10. On the RTA side:
 - a. We received information from 4 consulting firms to examine future options for enhancing the Star in accordance with the range of options included in the City Transportation Plan. We will collate the information we received, along with input from the freight operator in the corridor, to put together a full scope of work for a formal solicitation process.
 - b. We anticipate the delivery of 10 commuter buses for RTA services in October. This will include 7 replacement buses for services contracted to MTA in the Rutherford County Corridor.

VII. Chair's Report: Chair Williams reported the following:

Chair Williams acknowledged and welcomed Mr. Marty Sewell from the Nashville Department of Transportation to the Nashville Metropolitan Transit Authority Board Meeting.

Chair Williams said that she was excited about the upcoming Board Governance Workshop. She said it will help us to better support the work and the community as a whole.

Chair Williams concluded her remarks by saying that she's in awe of the work that's being done by staff, especially during this pandemic and all of the challenges that we've faced across the past 18 months. She encouraged everyone to keep going and continue to do good work.

VIII. **Other Business:**

IX. **Adjournment:** With no further business, the meeting was adjourned at 4:00 p.m.

Attested:

Gail Carr Williams
Chair

Margaret L. Behm
Secretary:

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-022	Meeting Date:	08/26/2021
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a fiscal year-ending statement of operations for the month of June 2021 compared to the budget and a balance sheet as of June 30, 2021.

These are preliminary financial statement which will be audited by our external auditors in the next couple of months. We still have one actuarial analysis outstanding for the pension plan to confirm our year-ending pension liability, so there is potential for additional adjustments that may come from the audit or the actuary. We will present these statements again in conjunction with presentation of the final audit report.

We ended the fiscal year with a small surplus and significantly under budget as it relates to expenses since the budget was based upon full operations and we ran reduced service level throughout the fiscal year. The one expense line that was significantly over budget was the Labor and Fringes. This was directly related to significant increases in our health plan expenses including over \$1.5 million in COVID related health issues. We did recoup those expenses through the CARES Act funding.

On a brighter note, we did not use all the budgeted dollars for the CARES Act funding and will be presenting in the near future an update of where we stand with CARES Act and Rescue Plan dollars.

For transparency sake, within the Accounts Receivable and Accounts Payable agings at the bottom of the balance sheet, MTA had a receivable from RTA of approximately \$225,000 for services rendered for the Rutherford County services provided by MTA and MTA owed RTA approximately \$38,000 for fares collected and ticket sales related to those services.

CURRENT STATUS:

Chief Financial Officer Ed Oliphant is available to answer any questions regarding the attached reports.

APPROVED:



Chief Financial Officer

August 20, 2021

Date

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

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
Revenue from Operations:										
Passenger Fares	\$398,265	\$378,960	\$19,305	F	\$6,088,931	\$3,755,024	\$3,589,900	\$165,124	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	54,434	59,975	(5,541)	U	1,077,541	405,264	730,800	(325,536)	U	730,800
Total Operating Revenue	707,420	787,652	(80,232)	U	11,113,706	6,944,640	8,389,257	(1,444,617)	U	8,389,257
Federal/State/Local Income:										
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	5,263,932	5,098,600	4,977,900	120,700	F	4,977,900
EMSID - Project Management Grant	0	0	0	F	0	41,700	0	41,700	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
Total Assistance Income	1,389,558	5,216,373	(3,826,815)	U	55,811,630	60,031,749	61,809,973	(1,778,224)	U	61,809,973
Capital Revenue:										
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
Total Capital Income	1,451,352	4,462,435	(3,011,083)	U	18,454,335	19,837,435	19,837,435	0	F	19,837,435
Total Revenue	\$3,548,330	\$10,466,460	(\$6,918,130)	U	\$85,379,671	\$86,813,824	\$90,036,665	(\$3,222,841)	U	\$90,036,665
Expenses from Operations:										
Labor and Fringes	\$6,185,907	\$5,521,026	(\$664,881)	U	\$61,295,446	\$65,789,639	\$63,793,410	(\$1,996,229)	U	\$63,793,410
Services	860,241	1,054,353	194,112	F	9,664,969	9,053,368	11,329,705	2,276,337	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	5,314,445	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	22,851	38,751	15,900	F	468,789	244,323	575,920	331,597	F	575,920
Total Operating Expenses	7,955,028	7,988,536	33,508	F	84,680,960	86,731,604	90,036,665	3,305,061	F	90,036,665
Surplus / (Deficit) before GASB 33	(\$4,406,698)	\$2,477,924	(\$6,884,622)	U	\$698,711	\$82,220	\$0	\$82,220	F	\$0
Capital Grant Revenue	1,333,824		1,333,824	F	13,103,798	24,370,471		24,370,471	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	(173,662)	(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	
Depreciation	(3,149,960)		(3,149,960)	U	(20,643,350)	(21,628,352)		(21,628,352)	U	0
Surplus / (Deficit)	(\$15,211,280)	\$2,477,924	(\$17,689,204)	U	(\$13,311,660)	(\$5,688,354)	\$0	(\$5,688,354)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended June 30, 2021 (unaudited)	Month Ended June 30, 2020 (audited)
CURRENT ASSETS		
Cash and cash equivalents	\$5,286,682	\$5,296,169
Receivables from federal, state and local government	4,230,426	7,317,284
Accounts receivable	726,770	778,437
Materials and supplies	2,982,464	2,675,559
Prepaid expense and other	927,821	1,031,959
Pension/OPEB Deferred Outflow	26,413,066	25,175,574
Total Current Assets	40,567,229	42,274,982
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	110,514,846	109,841,158
Revenue equipment and parts	193,189,375	169,469,402
Office furniture and equipment	6,145,705	5,931,031
Other	8,911,030	22,625,060
	333,493,981	322,599,676
Less: Accumulated Depreciation	(166,287,998)	(158,153,258)
Total Property and equipment, net	167,205,983	164,446,418
OTHER ASSETS		
Cash and investments for self-insurance and other	350,000	884,789
TOTAL ASSETS	\$208,123,212	\$207,606,189
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$1,911,722	\$2,770,460
Accrued expenses	7,718,663	7,881,004
Deferred revenue	57,547	45,759
Note Payable	3,000,000	5,500,000
Total Current Liabilities	12,687,932	16,197,223
NON-CURRENT LIABILITIES		
Deferred Revenue	6,787,449	7,377,453
Refundable Grants	0	431,663
Net Pension Liability	11,835,343	11,835,343
Pension/OPEB Deferred Inflow	3,603,062	3,915,737
Net other postemployment benefits obligations	103,168,732	92,575,015
NET ASSETS		
Invested in capital assets	157,418,534	151,568,965
Reserve for capital purchases	0	34,766
Unrestricted	(81,689,486)	(63,009,629)
Current Year Surplus / (deficit)	(5,688,354)	(13,320,347)
Total Net Assets	70,040,694	75,273,755
TOTAL LIABILITIES AND NET ASSETS	\$208,123,212	\$207,606,189

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$695,911 95.8%	\$13,004 1.8%	\$2,225 0.3%	\$15,630 2.2%	\$726,770 100.0%
Accounts Payable	\$1,767,799 92.5%	\$84,417 4.4%	\$59,821 3.1%	(\$315) 0.0%	\$1,911,722 100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-023	Meeting Date:	08/26/2021
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through June 2021. Ridership continues to recover slowly, though recent trends in COVID-19 infections both at the local and national level add some uncertainty as to whether these trends will continue through the remainder of the Summer. We are still planning on restoration to full-service levels this Fall to have capacity available when riders return in greater numbers.

As June represents the close of the Fiscal Year, it is worth focusing the Fiscal Year to Date data for this year's themes and longer-term trends. Aside from ridership, there are a few noteworthy items. For Fiscal Year 2020-2021, we saw a significant improvement in miles between accidents (both overall and preventable). Though many variables contribute to accident levels, we suspect that lower traffic and passenger volumes helped contribute to lower accident rates.

Within Service Quality, road call numbers were not quite as good as the previous Fiscal year but were still well above goal. While bus trip completion stats were significantly lower, it's worth putting this in context in that most of the missed trips for the year occurred in February due to winter weather, with a large number also occurring in December due to the 2nd Avenue bombing incident. Aside from these two events, bus trip completion rates were very high (approximately 99.9%).

The Fiscal Year saw higher complaint rates on fixed route, but lower complaint rates on paratransit. While there are multiple factors at play, a significant contributor to the higher rate on fixed route was the enforcement of social distancing on buses, leading to a greater number of passenger pass-ups. On the paratransit site, most trips were point-to-point pickups and drop-offs. That combined with much lower traffic levels led to lower onboard times and higher on-time performance on paratransit, lowering complaint rates on the service.

CURRENT STATUS:

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

APPROVED:



Chief Operating Officer

August 20, 2021

Date

Operations Dashboard Report

	June 2021	June 2020	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	402,464	339,974	18.4%	
Access (WeGo)	17,635	12,696	38.9%	
Access (Overflow/Taxi)	3,693	3,206	15.2%	
Access-on-Demand *	3,198	3,062	4.4%	
Access Total	24,526	18,964	29.3%	
Total	426,990	358,938	19.0%	785,000
Passengers per Revenue Hour				
Bus	11.04	10.85	1.8%	18
Access	1.60	1.44	11.1%	2.1
Total Scheduled Revenue Hours	47,461	40,120	18.3%	
Total Cost Per Scheduled Revenue Hour of Service	\$161.43	\$221.09	-27.0%	
Safety				
Miles Between Total Accidents	50,406	27,625	82.5%	36,000
Miles Between Preventable Accidents	302,434	124,312	143.3%	300,000
Preventable Accidents	2	4	-50.0%	
Non-Preventable Accidents	10	14	-28.6%	
Total Accidents	12	18	-33.3%	
Service Quality				
Bus Trip Completion Percentage	99.96%	99.85%	0.11%	99.50%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	5,401	8,152	-33.7%	3,800
On-Time Performance				
Bus	91.2%	91.0%	0.2%	85.0%
Access (WeGo)	92.7%	92.5%	0.2%	89.0%
Access (Overflow/Taxi)	97.4%	98.2%	-0.8%	89.0%
Access Total	93.6%	93.7%	-0.1%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,194	3,505	-8.9%	6,000
Access	446	454	-1.9%	600
Total Calls Received	19,114	14,573	31.2%	
Percent of Calls Answered	94.5%	96.9%	-2.4%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Report

	FY2021 June	FY2020 June	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	4,150,277	7,393,644	-43.9%	
Access (WeGo)	173,260	242,198	-28.5%	
Access (Overflow/Taxi)	43,436	80,438	-46.0%	
Access-on-Demand *	36,203	48,617	-25.5%	
Access Total	252,899	371,253	-31.9%	
Total	4,403,176	7,764,897	-43.3%	9,420,000
Passengers per Revenue Hour				
Bus	10.60	16.24	-34.7%	18
Access	1.51	1.76	-14.2%	2.1
Total Scheduled Revenue Hours	505,796	593,279	-14.7%	
Total Cost Per Scheduled Revenue Hour of Service	\$158.20	\$135.64	16.6%	
Safety				
Miles Between Total Accidents	45,215	39,999	13.0%	36,000
Miles Between Preventable Accidents	398,458	217,639	83.1%	300,000
Preventable Accidents	16	34	-52.9%	
Non-Preventable Accidents	125	151	-17.2%	
Total Accidents	141	183	-23.0%	
Service Quality				
Bus Trip Completion Percentage	99.1%	99.7%	-0.6%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	4,889	5,324	-8.2%	3,800
On-Time Performance				
Bus	90.6%	86.1%	4.5%	85.0%
Access (WeGo)	93.4%	84.4%	9.0%	89.0%
Access (Overflow/Taxi)	97.4%	95.8%	1.6%	89.0%
Access Total	94.2%	87.3%	6.9%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,328	4,467	-25.5%	6,000
Access	452	320	41.2%	600
Total Calls Received	188,824	269,079	-29.8%	
Percent of Calls Answered	96.3%	90.9%	5.3%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Glossary

Metric	Definitions
Ridership	
Total Passengers	
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)
Passengers per Revenue Hour	
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.
Safety	
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
Service Quality	
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.
On-Time Performance	
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.
Customer Care	
Passengers Carried Per Complaint	
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-21-024	Meeting Date:	08/26/2021
Item Title:	Quarterly Route Performance Report		

BACKGROUND:

The Quarterly Route Performance Report for the months of April, May, and June is provided on the following pages. This is the first reporting quarter where we can see year-over-year comparisons between two quarters where the pandemic was having a significant effect on service.

System-wide, ridership increased significantly, but is still off by more than 40% compared to pre-pandemic levels. What is more interesting is that riders have returned at varying rates and levels across the network. For example, ridership on our frequent transit routes is recovering much faster both percentage-wise and in terms of absolute numbers of riders. We have also seen more stable or increasing ridership levels on midday service versus peak commute hours across the network. We have been careful to preserve a high level of all-day service throughout the pandemic on the most heavily utilized routes, with many now operating at higher frequencies than before to provide space for returning customers while allowing for some level of social distancing onboard. Even with the significant increase in service hours, the frequent transit routes remain among the most productive in the network in terms of passengers carried per vehicle revenue hour.

As riders return, we are also seeing traffic-related congestion increase significantly. However, this was anticipated and considered with the most recent round of schedule changes in April, allowing our on-time performance to remain at or near its highest level since full GPS-based performance monitoring began. It is important to note that we do not anticipate maintaining quite this level of on-time performance as in-person schooling resumes and special events make their return to Nashville. Additional schedule adjustments will be made in October with a return to full service to mitigate (but not fully offset) the impact of increased congestion and travel time variability.

CURRENT STATUS:

Deputy Chief Operations Officer Dan Freudberg will review the statistics at the committee meeting.

APPROVED:



Deputy Chief Operations Officer – Operations Systems

August 20, 2021

Date

QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Apr 2021 Through Jun 2021

FY2021 - 4th 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	81,376	43.8%	8,492	28.6%	9.6	11.8%	7.9	17.5%	93.36%	3.44%	
4	*** Shelby	32,552	19.5%	3,712	29.1%	8.8	-7.4%	4.8	-21.0%	93.51%	-0.18%	
7	*** Hillsboro	53,157	73.6%	5,086	78.1%	10.5	-2.6%	6.4	-5.5%	92.06%	5.08%	
22	Bordeaux	71,851	9.2%	5,648	28.5%	12.7	-15.0%	6.7	-19.3%	88.19%	-2.37%	
23	*** Dickerson Pike	93,487	48.2%	8,145	117.1%	11.5	-31.7%	8.0	-33.9%	93.98%	3.65%	
50	Charlotte Pike	87,433	19.9%	5,907	6.7%	14.8	12.3%	11.2	10.3%	93.58%	5.01%	
52	Nolensville Pike	127,527	31.0%	12,045	27.6%	10.6	2.6%	10.0	4.8%	89.85%	-3.41%	
55	Murfreesboro Pike	187,093	36.0%	13,996	45.8%	13.4	-6.7%	13.1	-1.9%	88.65%	-2.55%	
56	Gallatin Pike	172,294	16.1%	13,272	41.7%	13.0	-18.1%	12.0	-16.6%	91.53%	-0.97%	
Frequent Service Route Totals		906,770	29.6%	76,303	40.2%	11.9	-7.6%	9.3	-8.4%	91.35%	0.20%	
Better Bus Local Network												
6	Lebanon Road	22,637	41.6%	2,809	62.6%	8.1	-12.9%	7.8	-13.4%	89.82%	-3.39%	
8	8th Avenue South	35,842	34.3%	2,400	34.2%	14.9	0.1%	8.6	16.4%	88.77%	-0.36%	
9	Metrocenter	11,223	-2.6%	711	-0.2%	15.8	-2.5%	5.8	-2.6%	92.93%	3.09%	
14	Whites Creek	16,952	1.2%	1,540	6.9%	11.0	-5.3%	5.5	-4.5%	94.92%	0.36%	
17	12th Avenue South	21,025	48.2%	2,581	10.3%	8.1	34.3%	4.4	34.2%	93.69%	2.64%	
18	Airport/Elm Hill	16,598	57.5%	2,337	38.0%	7.1	14.1%	4.5	45.8%	87.44%	-3.86%	
19	Herman	31,070	10.0%	3,182	4.8%	9.8	4.9%	6.4	5.0%	95.83%	3.91%	
28	Meridian	9,968	7.9%	1,585	3.7%	6.3	4.0%	3.1	4.0%	96.47%	4.26%	
29	Jefferson	25,314	6.4%	2,781	1.3%	9.1	5.0%	4.2	4.4%	90.70%	-1.51%	
34	Opry Mills - Music Valley	11,186	94.9%	1,577	-23.1%	7.1	153.6%	3.7	60.0%	92.59%	5.70%	
41	Golden Valley	NO SERVICE										
42	St. Cecilia - Cumberland	13,848	-2.2%	1,263	4.2%	11.0	-6.1%	5.3	-6.4%	96.91%	1.69%	
43	Hickory Hills	NO SERVICE										
Local Route Totals		216,508	22.4%	23,059	13.7%	9.4	7.6%	5.3	9.7%	91.45%	-0.09%	

QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Apr 2021 Through Jun 2021

FY2021 - 4th 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	4,444	6.5%	1,383	-41.7%	3.2	82.6%	2.1	81.4%	88.81%	-1.39%
25	Midtown Connector	5,644	8.2%	1,561	-41.2%	3.6	83.9%	2.6	80.5%	86.14%	-1.64%
72	Edmondson - Harding Place Connector	188	-90.9%	114	-88.3%	1.7	-22.3%	0.8	-22.3%	72.67%	-12.23%
73	Bell Road	NO SERVICE									
76	Madison Connector	17,616	12.1%	1,765	23.9%	10.0	-9.5%	6.4	-11.9%	92.79%	3.19%
77	Thompson Connector	4,728	38.6%	1,439	108.9%	3.3	-33.6%	2.5	-33.4%	91.02%	-4.09%
Connector Route Totals		32,620	6.7%	6,262	-22.8%	5.2	38.1%	3.5	42.8%	89.33%	0.17%
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		1,155,929	27.4%	105,624	27.6%	10.9	-0.1%	7.8	1.8%	91.23%	0.21%

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-21-025	Meeting Date:	08/26/2021
Item Title:	Video Security Contract Value Increase		

BACKGROUND:

In August 2017, through a competitive request for proposals process, Eye In The Sky was awarded a \$295,812 video security system contract with a five year base term which included a 5% DBE Goal and five additional one year renewal options. The base term expires in August 2022. The contract scope includes new installations, software licensing, equipment replacement and upgrades, and ongoing maintenance. The video security system supplements the 24/7 physical presence of security guards at WeGo Central (Central) and the Nestor and Myatt facilities. The system currently includes 205 cameras that cover the three locations to provide real-time monitoring and video documentation that can be used for post-incident factual assessments to support the WeGo Security and Safety departments.

The contract has a remaining balance of \$12,819. Planned expenditures in fiscal year 2022 include \$25,000 for ongoing maintenance, \$17,000 for the installation of video security at the Hillsboro Transit Center which includes \$2,200 DBE participation, and \$30,000 for video security for Central parking level improvements, totaling \$72,000.

In fiscal year 2022, the agency will be evaluating future needs for entire video security system to develop a long-term plan and schedule for new installations, replacements, and upgrades to form the basis for a new competitive solicitation.

RECOMMENDATION:

We request the Board to approve an increase of \$72,000 for the Video Security Contract, resulting in a not-to-exceed contract value of \$367,812 in order to maintain security video surveillance service needs through August 2022. The increase will be funded through a combination of operating and capital funds.

APPROVED:

Board Secretary

August 26, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of upcoming procurement projects

Meeting Date: 08/26/2021

BACKGROUND:

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: August 2021
- Estimated Project Value: \$200,000 - \$250,000 annually

Project Name: Request for Qualifications – Construction Administration Consulting Services

- Brief Description: The project seeks a consultant to provide construction administration services for the Clarksville Pike & 26th Avenue North Transit Center construction project
- Anticipated Publish Date: July/August 2021
- Estimated Project Value: \$400,000 - \$500,000

Project Name: ITB – Clarksville Pike & 26th Avenue Building Demolition

- Brief Description: This project will demolish the existing buildings at the site of the new Transit Center.
- Anticipated Publish Date: August 2021
- Estimated Project Value: \$150,000 - \$250,000

Project Name: ITB – Clarksville Pike & 26th Avenue Removal of Underground Storage Tanks and Hydraulic Lifts and Site Grading

- Brief Description: This project will remove the underground storage tanks and hydraulic lifts from the site of the planned Transit Center and will grade the site in preparation for construction.
- Anticipated Publish Date: August 2021
- Estimated Project Value: \$200,000 - \$300,000

Project Name: RFP Escalator Modernization (Rebuild)

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

Project Name: Admin Vehicle, Van, and Bus Tires

- Brief Description: This project is to determine a supplier to furnish tires for all revenue and non-revenue vehicles.
- Anticipated Publish Date: October 2021
- Estimated Project Value: \$ 300,000 – \$600,000 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: November 2021
- 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.

APPROVED:



Chief Administrative Officer

August 20, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-21-010	Meeting Date:	08/26/2021
Item Title:	WeGo Link First/Last Mile Pilot Project Update		

BACKGROUND:

WeGo currently has a contract with Uber Technologies, Inc. to implement a first/last mile 'Mobility-on-Demand' pilot program connecting customers to fixed route services, branded as WeGo Link. An additional service option for customers requiring wheelchair-accessible vehicles as well as those without credit cards or smartphones will be available through Mobility-On-Demand, on of WeGo's existing Access paratransit service contractors.

The pilot service will operate within the Antioch area of Davidson County, connecting customers to designated transfer locations along Route 55 Murfreesboro. Trip costs will be subsidized by WeGo such that most trips will cost customers \$2.00, the same as the current fixed route bus fare.

Recent Activities:

Over the past few months, staff worked on developing marketing and communications materials, including the following:

- Program website
- Interactive zone map
- FAQs
- Program brochure (pocket guide)
- Bus stop/shelter signage
- Uber push notifications (issued to current app users)

While these materials were being developed, Customer Care and Communications/Marketing engaged potential beta testers via various means, including online/social media engagements, contacts with area Council Members, and onsite tester recruitment. WeGo also partnered with the Network for Sustainable Solutions (NSS), a local nonprofit, to provide program testing and feedback on a volunteer basis. To date, 15 users have downloaded the voucher (about half internal WeGo staff testers and half external), with five unique users taking a total of 13 rides.

Beta Test Feedback:

All direct feedback received thus far from external testers has been provided by NSS testers. Feedback was generally positive, with most testers easily able to apply the Uber voucher, book a trip, and receive the appropriate discount through the app.

There were some areas of improvement noted by the NSS team. One was the pickup and drop-off locations for Uber, as there are currently no dedicated pickup or drop-off spot for rideshare at either location. Ideally, Uber would use the bus stop itself, but there is limited space for both a bus and another vehicle. Another issue noted during testing was that Mobility Solutions did not have vehicle availability on the day that NSS initially evaluated the program, so they were unable to test cash fares and wheelchair-accessible trip bookings.

Next Steps:

Before moving ahead with a public launch, the project team will take measures to address the primary issues noted thus far during Beta testing. First, WeGo will work with Uber to set up virtual stops within Uber's platform that will automatically notify both riders and drivers of safe, off-street pickup and drop-off locations near each bus stop. Second, WeGo will coordinate with Mobility Solutions to ensure that they have the resources in place to support the program prior to go-live. Safe locations for wheelchair-accessible vehicle drop-offs have also been identified as close as practical to each bus stop and shared with Mobility Solutions.

Following these activities, staff will begin printing signage and other materials and set a target go-live date for public launch. This date will be set in coordination with Uber, who will then schedule push notifications to be sent via the app to customers in the pilot area on the launch date. We are currently targeting a go-live in coordination with Fall service changes.

Deputy Chief Operations Officer Dan Freudberg will present a project update at the Committee Meeting.

APPROVED:

Deputy Chief Operating Officer - Operations Systems

August 20, 2021

Date