



Nashville MTA Board Meeting

Tennessee Bankers Association

211 Athens Way, Ste. 100
Nashville, TN 37228

September 23, 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 August 26, 2021 MTA Board Minutes**
4. **Public Comments**
5. **Operations & Finance Committee – Walter Searcy, Chair**
 - Monthly Financial Report Compared to Budget – Shelly McElhaney, Comptroller **OF-D-21-025** **Pg. 7**
 - Resolution for FY2022 Annual Grant Application – Billy Higgins, Capital Grants Administrator **M-A-21-026** **Pg. 10**
 - Procurement Policy Revisions – Kim Hereford, Procurement Manager **M-A-21-027** **Pg. 14**
 - ITB Light Duty Spare Parts – Carl Rokos, Director of Maintenance **M-A-21-028** **Pg. 25**
 - Monthly Operating Statistics – Andy Burke, COO **OF-D-21-026** **Pg. 27**
 - Operation’s Dashboard Reformulation Discussion – Andy Burke, COO **OF-D-21-027** **Pg. 32**
 - Workforce Planning Update – Andy Burke, COO & Rita Roberts-Turner, CAO **OF-D-21-028** **Pg. 33**
 - Upcoming Procurement Projects List **Pg. 35**
6. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Downtown Traffic Study MOU Approval – Steve Bland, CEO **M-A-21-029** **Pg. 37**
 - Bus Stop Signage Redesign Update – Justin Cole, Sr. Transit Planner **NICE-D-21-011** **Pg. 42**
 - QuickTicket – Next Generation Fare Collection System Update – Bryan Williams, Performance Oversight Manager **NICE-D-21-012** **Pg. 43**
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

August 26, 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 5500 Charlotte Pike, Nashville, TN 37209 on Thursday, August 26, 2021.

Chair Carr Williams asked that we pause for a moment of silence to remember those that are less fortunate than ourselves and for all that is going on in Afghanistan and for those grieving the loss of loved ones.

- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice-Chair; 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 Marketing & Communications Renuka Christoph, Director of Procurement & Business Diversity Amber Gooding, IT Manager Rob McElhaney and Sr. Executive Assistant & Board Liaison Monica Howse.

A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:32 p.m.

Approval of Minutes: Walter Searcy made a motion to approve the July 22, 2021 minutes. The motion was seconded by Ms. Janet 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.

John Bull

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

- Mr. Bull said that he takes no more than a couple of essential trips a week and he continues to wear his mask.
- Mr. Bull said that he attended the North Nashville Transit Center Community Meeting last Saturday in Council Member Taylor's district. He noted that Council Member Toombs was also present at that meeting, listening as she always does. He said that it was a very good presentation.
- Mr. Bull said that he was glad that WeGo was hosting a job fair at its Central office
- Mr. Bull said that he was looking forward to WeGo Link First/Last Mile presentation that will be presented today.
- Mr. Bull said he noticed a surplus in CARES ACT funding and an uptake in the future.
- Mr. Bull said that he appreciates all the work of all of the WeGo staff.

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

- a. **Monthly Financial Report Compared to Budget (OF-D-21-022):** Chief Operating Officer Ed Oliphant reported and reflected on the statement of operations for the month of June 2021 compared to the budget and a balance sheet as of June 30, 2021. There was no further discussion at this time.
- b. **Monthly Operating Statistics (OF-D-21-023):** Chief Operating Officer Andy Burke reported and reflected on the monthly operating statistics report through June 2021. There were general

discussions regarding MNPS ridership now that schools are back in session. CEO Bland said that we're running about 1700-1800 a day. Chair Williams said that we could see another shift in ridership with this new Delta variant. Chief Operating Officer Andy Burke said that we're going to continue monitoring ridership over the next few months and keep reporting back to the Board.

- c. **Quarterly Route Performance Report (OF-D-21-024)**: Mr. Dan Freudberg reported and reflected on the Quarterly Route Performance Report for the months of April, May, and June 2021. There was no further discussion at this time.
- d. **Security Video Services Contract Value Increase (M-A-21-025)**: 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.

Staff requested 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. Mr. Searcy questions the privacy implications of our on-board and facility surveillance systems, and the response of our employees to all this surveillance. Mr. Bland indicated that the camera systems are deployed in public facing areas of Authority property, that the systems have been beneficial in verifying appropriate employee conduct when complaints are called in by customers, and that off-hours staff in particular have expressed a desire for enhanced security measures such as the cameras and our security staff. Unrelated to MTA, Mr. Bland indicated that the RTA Board had recently approved a capital project to install these camera systems at our park-and-ride facilities.

Mr. Walter Searcy made a motion to approve the Video Security Contract. The motion was seconded by Ms. Janet Miller 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. **WeGo Link First/Last Mile Pilot Project Update (NICE-D-21-010)**: Deputy Chief Operations Officer Dan Freudberg presented the following project update at the Board Meeting:

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, one 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 with 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 spots 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, which 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.

There was no further discussion at this time.

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

1. CEO Bland thanked all the Board Members for the time they spent talking to Doug Eadie and generally helping to plan for our MTA Board Governance refresh. Janet, Gail, Margaret, and Mr. Bland met with Doug earlier this month to begin planning for our full-day workshop that we hope to hold by the end of the year, and we expect to wrap up a final outline to share within

the next month. Monica will be reaching out this week to look at additional dates we might schedule the session.

2. We continue to plan for the Fall service changes, which will be enacted on October 3. These changes will bring us back to our full pre-pandemic service level. Like most employers, we continue to face challenges in reaching full staffing levels. As of today, we are about 7% short of the fully authorized Bus Operator number for the October service increase. We do have several students in a new training class. The shortfall will continue into October, but Operations expects to be able to cover the service with overtime. However, it's highly unlikely we'll have access to the helper buses we've had throughout the pandemic, so we would expect our on-time and trip completion metrics to slip. Planned service expansion in March 2022 is a much larger concern, as we'll need 25 operators above the October number to reach that milestone.
3. One tool we will have at our disposal in recruiting is a substantially higher wage rate and shorter time frame to reach the top Operator rate. DTO completed collective bargaining with ATU Local 1235 earlier this month, and the new Collective Bargaining Agreement has been ratified by Union Membership and the DTO Board. The contract extends through June 30, 2024. As part of the overall agreement, and in recognition of our labor market challenges, the starting rate for new Bus Operators has been increased from \$17.56 to \$22.00, and the length of time to get to the top rate (which is now \$25.51) from 4 years to 3 years. CEO Bland acknowledged the efforts of the DTO Bargaining team, which was led by Bill Miller who had an extra incentive to get it done so he could fully begin enjoying his retirement! He also thanked ATU Local 1235 President Patrick Green (present in the audience) for a successful negotiation.
4. With respect to COVID status, we're all concerned by the rapidly accelerating rate of infection in the general population. Particularly concerning is the rate of infection among younger people. We have fully reinstated our bi-weekly COVID update meetings, led by Senior Safety Manager Nick Oldham. As of today, we had 5 employees off for COVID-related illness. As you may have heard, the Transportation Security Administration has extended the masking requirement on Public Transportation through at least January 18, 2022. With respect to ridership, we continue to see a slow, but steady, return of riders as Dan reported. With the return of in-person schooling, we are seeing an average of between 1,700 and 1,800 MNPS riders per day.
5. In prior months, CEO Bland reported that we're working with Metro on a collaborative Downtown Traffic Study. He said, yesterday we received 2 proposals for this project from Stantec and Nelson Nygaard, two highly qualified firms in the transportation and mobility planning space, so we're encouraged that we will have a good product and process no matter which way we go in selection.
6. Construction continues at the Hillsboro Transit Center, as our contractor splits time between our contract and finish up work on the High School. If you pass the site now, you'll see obvious signs of progress. We expect the facility to be substantially complete by the end of the calendar year.
7. Last month, you saw some of the early renderings for the North Nashville Transit Center. We have initiated public meetings to discuss the project with people in the neighborhood, and CEO Bland thanked Metro Council Members Brandon Taylor, Kyontze Toombs, and State Representative Harold Love for hosting a well-attended meeting at the North Precinct this past Saturday. We have several other forums scheduled in both in-person and virtual formats. In addition, we invited several dozen neighborhood and community stakeholders to participate in an advisory committee on elements of the center like public art and cultural programming, and 13 have accepted the invitation so far, representing a broad array of neighbors from the

business, social service, religious, educational, artistic and elected communities in the neighborhood.

8. Beyond our two transit centers in active development, we have engaged in very early-stage discussions for potential additional centers with the developers of two other high potential locations – the redeveloped Madison Town Center in Madison, and the proposed redevelopment of the Global Crossings Mall in Antioch.
9. Not unrelated to our discussion of transit centers, we have been engaged in several meetings with staff from the Housing Equity Fund established by Amazon to accelerate the maintenance and creation of affordable and workforce housing in their 3 primary markets – Seattle, Washington, DC, and Nashville. You will recall that, when they publicly announced this program, they highlighted the fact that they would be prioritizing investments in WeGo Public Transit's Frequent Transit Network corridors. Earlier this week, CDO Walker, CAO Roberts-Turner, and CEO Bland accompanied staff from the Housing Equity Fund – many visiting Nashville for the first time – on a bus tour of several transit center sites and transit corridors, specifically focusing on the North Nashville Transit Center and Dickerson Pike Corridor.
10. Several months ago, you authorized a contract with HDR Engineering to undertake an options assessment with respect to the future of our Nestor Bus Operating Facility. Last week, staff from HDR and their subcontractors conducted a planning workshop with WeGo Operations, Facilities, and Development Staff to discuss options and limitations; and to begin to narrow down options. This work is ongoing, and we anticipate it will consume significant space on the Board's policy agenda over the next year as we examine the future of this facility.
11. Advance work on the Nashville Department of Transportation's Advanced Transportation and Congestion Management Technologies Deployment Program is accelerating. In prior meetings, we discussed the city's success in obtaining these highly competitive funds to advance an intelligent transportation system in the Charlotte corridor. In addition to upgrading the overall transportation infrastructure through an advanced sensor, traffic signal, and traffic management technology; we'll be working closely with NDOT to include transit signal priority, and to experiment with advanced headway management applications that focus on bus spacing over schedule adherence in more frequent transit corridors that face rapidly changing traffic conditions.
12. Recently, CEO Bland sent an e-mail announcing Dan Freudberg's promotion to Deputy Chief Operating Officer for Systems. In this role, Dan will be heading up our participation in the NDOT project, as well as supporting Andy Burke and our Operations Team in applying more analytical techniques, systems, and appropriate technology to various aspects of operations management ranging from fleet maintenance to control center operations, to paratransit scheduling and dispatching. Supporting Dan and Andy in this function will be Bryan Williams, who was recently promoted to Performance Oversight Manager. In this role, Bryan will continue to oversee the deployment and operation of our QuickTicket System but will play a larger role in overall Operations Analytics and performance management. Both promotions are well earned.
13. On the RTA side:
 - a. We met with the 4 consulting firms who provided responses to our request for information to advance next-level planning for the WeGo Star commuter train. Based on these discussions, we will be preparing a full Request for Proposals to do a more defined examination of the options we have for the Star moving forward.
 - b. Transit Now Nashville conducted their first "in-person" event since the pandemic, with a ride on the Star to Donelson Station, and some transit conversation and socializing at Phat Bites in Donelson. CEO Bland said that he was pleased to be invited and to attend the

event, which was very well attended. Among the 30 or so attendees were 3 of the 4 Metro Council Members in the Star service corridor.

- c. At the risk of excluding other RTA services, we anticipated the delivery of 10 new buses for RTA commuter services. Of the 10 new buses, 7 will be assigned to the MTA for service it operates in the Rutherford County corridor.
- d. Finally, after a 1-year hiatus, we are reinstating the Titans Express train to all home Tennessee Titans games this year. This is a partnership with the Titans, who will hold the RTA harmless on overall expenses after accounting for ticket sales.

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

Chair Williams thanked Mr. Bull for his faithful attendance and his input at the MTA Board meetings. She also congratulated Mr. Dan Freudberg on his promotion and said that he continues to do great work. Lastly, she acknowledged Mr. Patrick Green, President of the Amalgamated Transit Union, and congratulated him on his work and approval of the bargaining agreement.

Chair Williams concluded by saying, we are in uncertain times, and we don't know if we'll have ten riders or none, but thanked the staff for all of their hard work, and she encouraged everyone to continue to be safe and continue to do good work. She said that the Board Members are always available to support the staff in any way.

VIII. Other Business:

- IX. Adjournment:** With no further business, the meeting was adjourned at 3:45 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-21-025	Meeting Date:	09/23/2021
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a statement of operations for the month of July 2021 compared to the budget and a balance sheet as of July 31, 2020.

This represents the first month of our new fiscal year 2022. As you know the Board approved a budget based upon full service being restored in our October system changes. At the time the budget was put together, we also anticipated our Better Bus improvements to be implemented in October as well. However, due to labor shortages as it relates to bus operators, the decision was made to wait until Spring 2022 to implement the service expansion. Consequently, as we go through this fiscal year, you will see favorable expense variances compared to budget.

Contract and Other Non-Transportation revenues for July are unfavorable due to the Regional Transportation Authority not yet at full service and Premier Parking not yet back to full contract as we discussed last month. One expense category that could eventually show as unfavorable is in Labor and Fringes. As a result of the labor shortage for bus operators, we negotiated a higher starting pay of \$22 per hour and reduced the step progression to top pay from 48 months to 36 months in our new Collective Bargaining Agreement with the Union. This is one of our strategies to help attract and retain operators. This may or may not impact the current year budget depending on how quickly we are able to fill the open operator positions. If we do see significant success in filling the open positions, any overage in labor expense can be covered with CARES Act funding. We will begin looking at FY2023 budget projections later this Fall to address the additional labor expense impact from this new strategy.

CURRENT STATUS:

Controller Shelly McElhaney will be available to answer any questions regarding the statements at the committee meeting.

APPROVED:


Chief Financial Officer

September 17, 2021

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending July 31, 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
Revenue from Operations:										
Passenger Fares	\$335,219	\$342,290	(\$7,071)	U	\$204,874	\$335,219	\$342,290	(\$7,071)	U	\$4,049,030
Access Ride	47,543	36,830	10,713	F	36,881	47,543	36,830	10,713	F	513,250
Contract Revenues	171,270	244,085	(72,815)	U	136,560	171,270	244,085	(72,815)	U	3,081,550
Advertising	43,196	47,280	(4,084)	U	53,439	43,196	47,280	(4,084)	U	502,070
Other Non-Trans Revenue	20,281	107,515	(87,234)	U	26,178	20,281	107,515	(87,234)	U	1,336,065
Total Operating Revenue	617,509	778,000	(160,491)	U	457,932	617,509	778,000	(160,491)	U	9,481,965
Federal/State/Local Income:										
Local Assistance	7,000,000	7,000,000	0	F	5,000,000	7,000,000	7,000,000	0	F	51,835,900
State Assistance	0	0	0	F	0	0	0	0	F	5,098,610
Federal Assistance - CARES Act	0	0	0	F	89,845	0	0	0	F	3,618,135
Total Assistance Income	7,000,000	7,000,000	0	F	5,089,845	7,000,000	7,000,000	0	F	60,552,645
Capital Revenue:										
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
Total Capital Income	0	0	0	F	0	0	0	0	F	23,303,190
Total Revenue	\$7,617,509	\$7,778,000	(160,491)	U	\$5,547,777	\$7,617,509	\$7,778,000	(160,491)	U	\$93,337,800
Expenses from Operations:										
Labor and Fringes	\$5,209,605	\$5,647,782	\$438,177	F	\$5,096,488	\$5,209,605	\$5,647,782	\$438,177	F	\$68,869,115
Services	534,094	880,045	345,951	F	616,707	534,094	880,045	345,951	F	11,129,395
Fuel	244,281	262,795	18,514	F	238,718	244,281	262,795	18,514	F	3,178,400
Parts, Materials and Supplies	366,196	482,720	116,524	F	529,890	366,196	482,720	116,524	F	5,832,870
Utilities	72,064	116,685	44,621	F	78,352	72,064	116,685	44,621	F	1,410,220
Casualty and Liability	204,985	198,520	(6,465)	U	186,176	204,985	198,520	(6,465)	U	2,318,600
Other	92,574	125,955	33,381	F	96,473	92,574	125,955	33,381	F	599,200
Total Operating Expenses	6,723,799	7,714,502	990,703	F	6,842,804	6,723,799	7,714,502	990,703	F	93,337,800
Surplus / (Deficit) before GASB 33	\$893,710	\$63,498	\$830,212	F	(1,295,027)	\$893,710	\$63,498	\$830,212	F	\$0
Capital Grant Revenue	0		0	F	254,125	0		0	F	
Capital Grant Revenue -CARES Act	0		0	F		0		0	F	
Rental income - MCC Amortization	49,167		49,167	F	49,167	49,167		49,167	F	
Gain/(Loss) on Sale of Property	0		0	F	0	0		0	F	
Depreciation	(1,973,821)		(1,973,821)	U	(1,650,798)	(1,973,821)		(1,973,821)	U	0
Surplus / (Deficit)	(1,030,944)	\$63,498	(1,094,442)	U	(2,642,533)	(1,030,944)	\$63,498	(1,094,442)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended July 31, 2021 (unaudited)	Month Ended June 30, 2021 (Preliminary)
CURRENT ASSETS		
Cash and cash equivalents	\$6,665,288	\$5,286,682
Receivables from federal, state and local government	3,363,110	4,232,776
Accounts receivable	768,349	751,416
Materials and supplies	3,080,293	2,982,464
Prepaid expense and other	6,127,984	5,800,524
Pension Deferred Outflow	21,540,363	21,540,363
Total Current Assets	41,545,387	40,594,225
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	110,514,846	110,514,846
Revenue equipment and parts	193,189,375	193,189,375
Office furniture and equipment	6,145,705	6,145,705
Other	8,729,133	8,729,214
	333,312,084	333,312,165
Less: Accumulated Depreciation	(168,250,391)	(166,287,998)
Total Property and equipment, net	165,061,693	167,024,167
OTHER ASSETS		
Cash and investments for self-insurance and other	350,000	350,000
TOTAL ASSETS	\$206,957,080	\$207,968,392
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$1,450,917	\$1,929,138
Accrued expenses	8,259,478	7,718,662
Deferred revenue	63,749	57,547
Note Payable	3,000,000	3,000,000
Total Current Liabilities	12,774,144	12,705,347
NON-CURRENT LIABILITIES		
Deferred Revenue	6,738,282	6,787,449
Refundable Grants	0	0
Net Pension Liability	11,835,343	11,835,343
Pension Deferred Inflow	3,603,062	3,603,062
Net other postemployment benefits obligations	103,168,732	103,168,732
NET ASSETS		
Invested in capital assets	155,323,411	157,418,534
Unrestricted	(85,454,950)	(81,689,484)
Current Year Surplus / (deficit)	(1,030,944)	(5,860,591)
Total Net Assets	68,837,517	69,868,459
TOTAL LIABILITIES AND NET ASSETS	\$206,957,080	\$207,968,392

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$692,880 90.2%	\$54,928 7.1%	\$14,856 1.9%	\$5,685 0.7%	\$768,349 100.0%
Accounts Payable	\$1,118,076 77.1%	\$147,553 10.2%	\$201,848 13.9%	(\$16,560) -1.1%	\$1,450,917 100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-21-026	Meeting Date:	09/23/2021
Item Title:	Resolution for FY2022 Annual Grant Applications		

BACKGROUND:

The Nashville Metropolitan Transit Authority (Nashville MTA) has the authority to receive federal, state and local financial assistance for transportation projects.

In order for Nashville MTA to apply and receive federal funds, Nashville MTA must comply with Federal Certifications and Assurances and annually submit compliance in accordance to these terms.

Federal Transit Administration (FTA) formula funding sources are as follows:

5307 Urbanized Area Formula Funds

When the apportionment is made available, Nashville MTA is eligible to use 5307 Urbanized Area Formula Funds, along with the 10% State and 10% Local match. The FY2021 apportionment for the region, combined with the State and Local match, is \$29,777,367 (total).

5339 Bus and Bus Facilities Formula Funds

Nashville MTA is eligible to use Bus and Bus Facilities Formula Funds. The FY2021 apportionment for the Nashville Urbanized Area, combined with State and Local match, is \$1,901,475 (80% Federal/10% State/10% Local).

5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program (EMSID) Funds

Nashville MTA is eligible to receive EMSID funds for projects that will enhance mobility for seniors and persons with disabilities beyond traditional services that are part of a locally developed and coordinated public transit human services transportation plan. At least 55% of the program funds must be used on capital projects and requires a 20% State/Local match; operating assistance requires a 50% Local match. The FY2021 Federal apportionment is \$845,540 (Federal amount).

The Tennessee Department of Transportation (TDOT) funding sources are as follows:

Operating Assistance

Nashville MTA is eligible for State operating assistance from TDOT. The amount for FY2021 was \$5,098,600. The FY 2022 amount has not been published.

Match Assistance

Nashville MTA can request a 10% match from TDOT for all federally executed awards for formula funding of capital or planning projects.

IMPROVE Act Assistance

Nashville MTA can request up to \$3 million (requires a 25% match) for capital projects that support public transportation services.

RECOMMENDATION:

The attached resolution comprises the annual submittal of Certifications and Assurances for FTA funds and authorization to submit applications for grants with the FTA, the TDOT, and other grant funding entities.

We are asking the Board to:

- Adopt the attached resolution;
- Authorize the application for 5307, 5339, and 5310 funding and State/local match;
- Authorize the submittal of the application for State Operating Assistance; and,
- Authorize the submittal of applications and execution of contracts for any other federal, state, or local grant funding that may become available during FY2022 for the benefit of the Nashville MTA.

APPROVED:

Board Secretary

September 23, 2021

Date

RESOLUTION #: M-A-21-026

A RESOLUTION AUTHORIZING THE FILING OF APPLICATIONS WITH THE FEDERAL TRANSIT ADMINISTRATION AND THE TENNESSEE DEPARTMENT OF TRANSPORTATION FOR FINANCIAL ASSISTANCE

WHEREAS, the Metropolitan Transit Authority of Nashville and Davidson County is filing applications for funds with the Federal Transit Administration, the Tennessee Department of Transportation, and other grant contracting entities; and,

WHEREAS, the Federal Transit Administration is authorized to make grants for mass transportation projects under the Urban Mass Transportation Act of 1964, as amended; and,

WHEREAS, it is required by the United States Department Transportation that in conjunction with the filing of these applications that the applicant agree to comply with all Federal legislation, regulations, and guidance pertaining to the requested financial assistance; and,

WHEREAS, that since 1995, the Federal Transit Administration has consolidated Annual Certifications and Assurances and requires applicants to annually submit to compliance with said Certifications and Assurances;

NOW, THEREFORE, BE IT RESOLVED BY THE METROPLITAN TRANSIT AUTHORITY OF NASHVILLE AND DAVIDSON COUNTY

SECTION 1: That the Chief Executive Officer of the Metropolitan Transit Authority is authorized to execute and file applications on behalf of the Metropolitan Transit Authority of the Metropolitan Government of Nashville and Davidson County with the Federal Transit Administration, the Tennessee Department of Transportation, and other grant contracting entities to aid in the financial assistance of capital projects and operations.

SECTION 2: That the Chief Executive Officer of the Metropolitan Transit Authority is authorized to execute and file with such applications an assurance or any other document required by the Federal Transit Administration, the Tennessee Department of Transportation, and other grant contracting entities effectuating the purposes of these grants.

SECTION 3: That the Chief Executive Officer of the Metropolitan Transit Authority is authorized to furnish such additional information as the Federal Transit Administration, the Tennessee Department of Transportation, and other grant contracting entities may require in connection with the applications or the projects.

SECTION 4: That the Chief Executive Officer of the Metropolitan Transit Authority is authorized to execute an agreement on behalf of the Metropolitan Transit Authority of Nashville and Davidson County with the Federal Transit Administration, the Tennessee Department of Transportation, and other grant contracting entities to aid in funding of Metropolitan Transit Authority projects.

ATTEST:

Margaret Behm
Secretary

Stephen G. Bland
Chief Executive Officer

Date

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-21-027	Meeting Date:	09/23/2021
Item Title:	Procurement Policy Revisions		

BACKGROUND:

After a recent assessment of the procurement policies and procedures, staff recognized that WeGo Public Transit's Procurement Policy lacks a provision for unsolicited proposals and should contain additional language regarding protest procedures.

A policy allowing for unsolicited proposals gives WeGo an opportunity to explore new business opportunities or concepts that's beneficial to the agency.

The proposed new policy for unsolicited proposals as attached and provided to the Board, addresses the following areas:

- Unsolicited Proposal Description
- Evaluation Process
- Dedication to Full and Open Competition
- Sole Source Award
- Contract Resulting from an Unsolicited Proposal
- Prerequisites to Contract Negotiation
- Use of Confidential Information

The policy will not circumvent the competitive bid process. It will instead give us insight to an innovative proposal. As with any proposal, an evaluation would be made whether such goods or services represent a clear and necessary sole source or require a competitive bid process to procure.

In addition to adding a policy for unsolicited proposals, staff also recognized that our current protest procedures should be updated to include the following:

- Protest Point of Contact/Response Time
- Appeal Process / Response Time
- FTA Notification

The proposed policy addition and updates promote structure and guidance internally as well as externally for potential receipt of unsolicited proposals or protests. If the Board approves, the Procurement Department will publish the new policy on WeGo's website as we work to finalize a revised hard copy of our Policy manual.

RECOMMENDATION:

Staff recommends the Board approve the attached proposed new policy for unsolicited proposals and updates to the protest procedures as discussed. (see attached).

APPROVED:

Board Secretary

September 23, 2021

Date

New Policy

I. Unsolicited Proposal

- A.** An “Unsolicited proposal” is a proposal which is not submitted in response to a procurement solicitation and is for the purpose of proposing a partnership or concept new to Nashville MTA. To be considered by MTA, the proposer of the Unsolicited proposal must furnish the information required and is subject to the process as specified herein.
- i.** Unsolicited proposals may be submitted by businesses (including startups and small businesses), labor unions, municipalities, academic institutions, philanthropic foundations, non-profit organizations, and other entities.
 - ii.** Unsolicited proposals may be submitted regarding the acquisition, lease, sale, or shared use of MTA property. Other guidelines may apply if the property was funded by the Federal Transit Administration.
 - iii.** An Unsolicited proposal may not be submitted as a response to a procurement solicitation.
 - iv.** An Unsolicited proposal may not be submitted as a policy proposal or a proposal for a recommendation for an operating procedure.
- B.** An Unsolicited proposal shall demonstrate its capability to carry out the proposal by stating:
- i.** Technical and financial resources to provide the proposal; and
 - ii.** The ability to contract with MTA if the proposal is accepted.
- C.** The unsolicited proposal shall address and provide the following:
- i.** Innovative and practical nature of the proposal.
 - ii.** Potential to significantly reduce MTA’s operating and/or capital expenses for an ongoing or a new service.
 - iii.** Any independent, original concept developed by the proposer.
 - iv.** Ability to provide proposal without MTA’s supervision, endorsement, direction, or direct involvement; and
 - v.** Sufficient details to demonstrate the benefits the proposal brings for MTA’s mission and responsibilities.
 - vi.** Contact information, mailing address, phone number and email.
- D.** After MTA’s receipt of an Unsolicited proposal, MTA may pursue a competitive procurement regarding the Unsolicited proposal per the established procurement policy and procedures.

II. Process and Requirements

A. Nashville MTA will review and evaluate an Unsolicited proposal using a two-phased approach:

- i. Phase One: Conceptual evaluation of the proposal. If the proposal is deemed to have some merit, it will proceed to Phase Two.
- ii. Phase Two: The proposal will undergo further assessment to determine benefits, cost impacts, and operational impact.

B. Phase One Process

- i. MTA will use its best efforts to acknowledge receipt of the proposal within five business days via email: and
- ii. MTA shall determine whether the proposal meets the threshold requirements of an Unsolicited proposal, including whether the proposal:
 - a. Satisfies the definition of an Unsolicited proposal.
 - b. Demonstrates in detail the customer benefit, operating expense savings and/or avoided capital expense to MTA.
 - c. Includes all required content.
 - d. Contains sufficient detail to enable MTA to perform an adequate evaluation of feasibility and/or potential costs and benefits.
 - e. Demonstrates the capability of the proposer to deliver and implement the proposed action(s).
 - f. Has been approved by a responsible official or other representative with the proposing organization authorized to contractually obligate the proposer; and
 - g. Complies with MTA requirements for use and disclosure of data.
- iii. If the proposal meets the threshold requirements, MTA staff will take the following steps:
 - a. Inception: MTA staff will log the proposal and assign it a number.
 - b. Notification: MTA will set and notify the proposer of the schedule for internal evaluation.
 - c. Form Evaluation Team: MTA will assemble an evaluation team with technical and financial subject-matter experts and experience relevant to the conceptual proposal.
 - d. Request for Further Information (Optional): MTA will schedule a meeting with the proposer, if it is determined that a meeting would be helpful to more fully understand the proposal.

- e. Evaluation: MTA will facilitate the evaluation process as needed.
- f. Notification: MTA will notify the proposer of the MTA's decision. The possible outcomes may be to discontinue the process, proceed to Phase Two, or pursue a competitive procurement. MTA will provide the proposer with a general explanation of the reasons for the decision. MTA will use its best efforts to complete Phase One within 45 business days of acknowledgement of receipt of the proposal; and
- g. Disclosure: MTA will post a public notice or posting which will list the identity of the proposer and the general area or theme of the proposal.

C. Phase Two Process

- i. If successful in Phase One, MTA may request a more detailed proposal to proceed to Phase Two. The request may include the following:
 - a. Essential terms and conditions that could be part of a subsequent agreement between MTA and the proposer.
 - b. A goal for participation of disadvantaged/small business enterprises (DBE/SBE).
 - c. A schedule and important deadlines for the proposer.
- ii. Evaluation criteria to be used during Phase Two; and
- iii. Requests for specific information, modifications, or clarifications to the scope of the original proposal, including, but not limited to, specific questions or information that is essential to consideration of the detailed proposal.
- iv. Information required in Proposer's Phase Two documentation ("Phase 2 Information") must include, at minimum:
 - a. Names and professional information of the proposer's key personnel who would be committed to the project.
 - b. Type of support needed from MTA (e.g., facilities, equipment, materials, or personnel resources).
 - c. Type of support being provided by the proposer.
 - d. A sufficiently detailed description of the scope of work being offered to allow MTA to evaluate the value received for the price proposed.
 - e. Proposed price or total estimated cost for the effort and/or the revenue generated in sufficient detail for meaningful evaluation and cost analysis, including an annual cash flow for the project and annual or future costs to operate and maintain.
 - f. A schedule for the implementation, including specific details for any property and/or services to be provided by MTA; and

- g.** Proposed duration of effort.
 - h.** Supporting information that includes:
 - Nature of relationship between the proposer and the MTA, including potentially the type of contract being sought by the proposer.
 - Description of the proposer's organization, previous experience in the field, and facilities to be used.
 - Required statements and disclosures, if applicable, about organizational conflicts of interest and environmental impacts; and
 - More detailed Information demonstrating to MTA that the proposer has the necessary financial resources to complete the project, as determined by MTA staff. Such information may include, but is not limited to financial statements, including an auditor's report letter or an accountant's review letter, balance sheets, statements of oncome and stockholder's equity, and a statement of change in financial position.
- v.** Evaluation Criteria will consist of, at a minimum:
- a.** The proposer's capabilities, related experience, facilities, techniques, or unique combinations of these which are integral factors for achieving the proposal objectives.
 - b.** The proposer's financial capacity to deliver the goods or services defined in the proposal.
 - c.** Viability of the proposed schedule and MTA's ability to meet activities required.
 - d.** MTA's capacity to enter a contract under its current debt authorization.
 - e.** The qualifications, capabilities, and experience of key personnel who are critical in achieving the proposal objectives.
 - f.** The relative costs and benefits of the proposal with respect to improving mobility and accessibility in MTA service area.
 - g.** The specific details of the cost/revenue generated; and
 - h.** Any other factors appropriate for the proposal.

III. Dedication to Full and Open Competition

MTA's receipt of a Phase 2 Information does not indicate or justify a contract award without full and open competition. If the Phase 2 Information offers a proprietary concept that is essential to contract performance, it may be deemed a Sole Source (see below). If not, the MTA shall pursue a competitive procurement per its established procurement policy and procedures to obtain any or part of the services or goods incorporated in the Unsolicited Proposal.

IV. Sole Source Award

If a description of the property or services offered would reveal proprietary information or disclose the originality of thought or innovativeness of the property or services sought, as solely determined by MTA, then MTA may make a sole source award, as provided in the MTA's Sole Source Award procedures.

V. Contract Resulting from an Unsolicited Proposal

Nothing in this policy or otherwise requires MTA to act or enter a contract based on an Unsolicited Proposal. MTA may return and/or reject an Unsolicited Proposal at any time during the process in its sole discretion.

VI. Prerequisites to Contract Negotiation

- a. The contracting officer or other designated MTA representative(s) may commence negotiations only after the following prerequisites have been met:
 - i. An Unsolicited Proposal has received a favorable comprehensive evaluation including in comparison to any Proposals received following publication as provided in this policy.
 - ii. MTA office sponsoring the contract supports its recommendation, furnishes the necessary funds, and provides a sole-source justification (if applicable); and
 - iii. MTA Senior Staff and CEO approval.
 - iv. Unsolicited proposals exceeding \$150,000 in total cost will require the approval of the MTA's Board prior to implementation.

VII. Use of Confidential Information

MTA personnel will not use any data, or any proprietary part of an Unsolicited Proposal or confidential technical or financial proprietary information as the basis, or part of the basis, for a solicitation or in negotiations with any other firm, unless the proposer is notified of and agrees to the intended use. The proposer's concepts or ideas are not considered proprietary by MTA.

Procurement Policy and Procedures Manual Amendment

Protest Language for Solicitation

PROTEST

A. Definitions for Purposes of the section

The term “business days” do not include Saturday and Sunday.

The term “interested party” means any person (a) who is an actual Proposer or prospective Proposers in the procurement involved, and (b) whose direct economic interest is affected by the award of the contract or by a failure to award the contract.

B. Nashville Metropolitan Transit Authority (MTA) shall hear and consider a ___ protest regarding its procurement actions. Protests will be evaluated and _____. Nashville MTA intends to provide a thorough review of all proposal protests. Nashville MTA’s primary concern is the timely procurement of needed capital equipment, supplies, or services. It does not intend to allow the filing of protests to unnecessarily delay the procurement process, especially if the protest involved is vexatious or frivolous in nature.

Any interested party is encouraged to exhaust all methods described in this section of resolving an issue before filing a formal protest with Nashville MTA. Nashville MTA reserves the right to give due consideration to the good faith efforts of the protestor to resolve the issue involved through informal methods.

C. Submission of Protest

Any interested party may file a protest with Nashville MTA on the basis that Nashville MTA has failed to comply with applicable Federal or State Regulations or with Nashville MTA’s Procurement Process. The protest must be filed in accordance with the timing requirements set forth in subsection D. It must include: 1) The name, phone number, e-mail, and address of the protestor; 2) the proposal and proposed contract number of the proposal; 3) a statement of grounds for the protest; 4) a statement as to what relief is requested; and 5) in particular, the Federal or State law or Nashville MTA Process alleged to have been **violated**.

This statement should be accompanied by any supporting documentation the protesting party desires Nashville MTA to consider in making its decision. The protest should be submitted to:

Director of Procurement
430 Myatt Drive
Nashville, TN 37115
Amber.gooding@nashville.gov

D. Types of Protests and Timing

The requirement for timely filing of protest with Nashville MTA depends upon the type of protests involved. Nashville MTA shall consider the following three types of protest by interested parties:

1. Protest regarding Proposal

Any protest regarding the proposal must be filed no later than five (5) business days before the proposal due date. Any protest filed after that date regarding the proposal will not be considered by Nashville MTA.

This type of protest includes any claim that the proposal contained exclusionary or discriminatory specification, any challenge to the basis of award, or any claim that the Proposal documents or the Proposal process violated applicable Federal or State law, or that the Nashville MTA failed to follow its Procurement Process in the Proposal.

2. Protests regarding Requirements and Responsiveness

Any protest regarding the requirements and responsiveness of the proposal by Nashville MTA must be filed with Nashville MTA no later than five (5) business days after receipt of the letter of notification of non-responsiveness. Any protest filed after such date regarding the requirements and responsiveness will not be considered by the Nashville MTA.

This type of protest includes any challenge to determinations by Nashville MTA of the responsiveness of or the responsibility of a proposer, or any claim that the requirements and responsiveness of the proposal violated Federal or State law or Nashville MTA's Procurement Process.

3. Protests Regarding Receipt of Non-Award Notification

Any protest regarding the award of the contract must be filed no later than five (5) business days after receipt of the non-award notification. Any protest regarding the award of the contract filed after that date will not be considered by Nashville MTA.

This type of protest will only be considered by Nashville MTA if the protestor is able to demonstrate that the party awarded the contract fraudulently represented itself as a responsible proposer or Nashville MTA violated Federal or State regulations or its Procurement Process in the award of the contract.

E. Nashville MTA Response

Nashville MTA shall notify the protestor **five business days** after receipt of a protest as set forth herein and may, where appropriate, request additional information from the protestor. Nashville MTA may, at its sole discretion, meet with protestor to review the matters raised by the protest. Nashville MTA's consideration of the types of protests will be conducted as set forth in this Section E.

1. Types of Protests

a. Protest regarding Proposal

Upon receipt of a timely filed protest regarding the Proposal, Nashville MTA will postpone the opening until resolution of the protest. No additional Proposals will be accepted during the period of postponement.

If the protest regarding the proposal involves a claim of unduly restrictive or exclusionary specifications, Nashville MTA will, in evaluation of the protest, consider both the specific need of Nashville MTA for the feature or item challenged and any effects on competition, including

the specifications regarding that feature or item. If Nashville MTA determines that such feature or item was included in the specification to meet justified and valid transit needs of Nashville MTA and was not unduly restrictive of competition or designed to exclude a particular competitor, then Nashville MTA may deny the protest.

b. Protest regarding requirement and responsiveness

Upon receipt of a timely filed protest regarding requirements and responsiveness, Nashville MTA may suspend its evaluation of all proposals submitted until resolution of the protest, if Nashville MTA determines, in its sole discretion, that the protestor has established reasonable doubts regarding the responsiveness of a proposal or the responsibility of a proposer or regarding Nashville MTA's compliance with Federal or State Regulations or its Procurement Process.

c. Protests after non-award notification

Upon receipt of a timely filed protest regarding the non-award notification, Nashville MTA will not proceed with contract, if necessary, until resolution of the protest, if Nashville MTA determines, in its sole discretion, that the protestor has established a prima facie case that the contract was awarded fraudulently or in violation of Federal or State Regulations or Nashville MTA's Procurement Process.

2. Decisions by Nashville MTA

As indicated above, in certain instances, Nashville MTA will suspend the procurement process upon receipt of a bona fide protest. However, Nashville MTA reserves the right, notwithstanding the pendency of a protest, to proceed with the appropriate action in the procurement process or under the contract in the following cases:

- a.** Where the item to be procured is urgently required.
- b.** Where Nashville MTA determines that the protest was vexatious or frivolous; and
- c.** Where delivery or performance will be unduly delayed or other undue harm will occur, by failure to make the award promptly.

After reviewing the protest submitted, Nashville MTA will issue a written decision of the basis of the information provided by the protestor, the results of any meetings with protestor, and Nashville MTA's own investigation. If the protest is upheld, Nashville MTA will take appropriate action to correct the procurement process and protect the rights of the protestor, revised evaluation of Proposal or Nashville MTA determinations, or termination of the contract. If the protest is denied, Nashville MTA will lift any suspension imposed and proceed with the procurement process. **If the protester is not satisfied with the response of the Director, the protester may appeal in writing to the Chief Executive Officer or the CEO's designee ("CEO"), within five (5) business days from the date of the Director's response. The CEO, in his or her sole discretion, shall determine if the protest has been given fair and reasonable consideration by the Director, or if additional information is needed or consideration is warranted. The CEO will provide a response within ten (10) business days after receipt of the appeal. The CEO's decision is final and no further action on the protest shall be taken by Nashville MTA. By written notice to all parties, the Director or CEO may extend the time provided for each step of the protest procedures, extend the date of notice of award, or postpone the award of a contract if deemed appropriate for protest resolution.**

F. FTA Protest Procedure

Note – WeGo will notify FTA regional office when it receives a third-party contract protest on a contract with substantial FTA funds (projects over \$500,000), and keep FTA informed about the status of the protest. A protestor must exhaust all administrative remedies with the Authority before pursuing a protest with FTA. An appeal to FTA must be received by the cognizant FTA regional or Headquarters Office within five (5) business days of the date the protester knew or should have known of the federal violation.

Under certain circumstances, a protest may be made to the FTA in accordance with FTA circular 4220.1F.

Violations of Federal law will be handled by the complaint process stated within that law or regulation. Violations of State or local law or regulations will be under the jurisdiction of State or local authorities.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-21-028	Meeting Date:	09/23/2021
Item Title:	Light Duty Spare Parts ITB 2021001(Ford/Motor Craft and Aftermarket)		

BACKGROUND:

The Nashville Metropolitan Transit Authority operates approximately 150 light duty vehicles. These vehicles are used in revenue service and in non-revenue support service.

For many years parts acquisition and ordering of light duty parts have been accomplished by seeking multiple bids for replacement parts and selecting the most reasonably priced, quality part. We sought to obtain competitive pricing from interested bidders and initiated an Invitation to Bid from firms interested and qualified to provide these light duty spare parts while still meeting Federal Transit Agency procurement requirements

The Invitation to Bid (ITB) was published on WeGo Public Transit's website and the Transit Talent website on June 15, 2021, we also reached out to the vendors that we have listed on file. We received 3 responsive bids.

Due to the type of commodity being sourced and limited subcontracting opportunities, the project has a 2% DBE participation goal. These responsive Bids were received from:

- Expoquip, Inc
- My Parts Express
- Tennessee Filters Sales, Inc

The procurement and maintenance conducted a final evaluation on July 29th, 2021. After careful review of the bids, it was determined that these 3 firms brought the most value in allocating the parts to the lowest quoted bidders as per the list below. In addition, My Parts Express and Expoquip, Inc will exceed the 2% target DBE participation goal while subcontracting with Town and Country Ford of Nashville.

Name	DBE Firm / Owner	Quantity of Parts Awarded (Lowest Bids)	Contract Value not to exceed amount for 5 years	DBE Committed Percentage
Expoquip, Inc (Minority Male Owned DBE)	Jorge Sanabria	94	\$508,996.48	60%
My Parts Express (Minority Male Owned DBE)	Rick Dees	17	\$165,003.48	60%

Name	Firm Owner	Quantity of Parts Awarded (Lowest Bids)	Contract Value not to exceed amount for 5 years
Tennessee Filters Sales, Inc	Ann Molteni Bridenstine	9	\$45,672.14

RECOMMENDATION:

Staff requests the Board to give the Chief Executive Office the authority to execute the contracts with Expoquip, Inc., My Parts Express and Tennessee Filters Sales, Inc. to provide Light Duty Spare Parts (Ford/Motorcraft and aftermarket) to the agency. Funding for this project will be provided as part of the Federal funding assigned through the capitalization of preventive maintenance to Federal grants with matching state and local funds.

APPROVED:

Board Secretary

*September 23, 2021**Date*

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-026	Meeting Date:	09/23/2021
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through July 2021. Ridership continues its slow and steady recovery, with strong year-over-year gains as noted on the report but also continued month-to-month increases, with ridership up nearly 7% compared to the previous month (June 2021). Even though we are running more service than this time last year, both our bus and paratransit productivity levels (passengers per hour) continue to increase. Looking ahead to August, we will see the effects of Metro Nashville Public Schools and associated programs returning, though we expect student ridership to start out at modest levels, especially given concerns associated with the Delta variant.

Aside from ridership, another area of note is on-time performance. As has been mentioned in previous monthly reports, we expected the return of Nashville's congestion to begin impacting this metric over the summer, and we are starting to see the effects here in terms of slight declines in schedule adherence. In addition, special events are starting to make a return to the City, with the July 4th festivities bringing not only tourists but also a number of street closures necessitating detours on some routes. Fortunately, we've been able to maintain strong performance with regards to trip completion and fleet reliability, keeping overall service dependability relatively high. Trip completion will be one area we will track carefully as we move into Fall service changes to make sure that staffing shortages with bus operators do not affect service as we increase our service hours.

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

September 17, 2021

Date

Operations Dashboard Report

	July 2021	July 2020	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	430,190	337,537	27.4%	
Access (WeGo)	17,796	13,106	35.8%	
Access (Overflow/Taxi)	3,970	3,251	22.1%	
Access-on-Demand *	2,744	3,153	-13.0%	
Access Total	24,510	19,510	25.6%	
Total	454,700	357,047	27.4%	785,000
Passengers per Revenue Hour				
Bus	11.74	10.54	11.4%	18
Access	1.61	1.42	13.4%	2.1
Total Scheduled Revenue Hours	47,711	41,215	15.8%	
Total Cost Per Scheduled Revenue Hour of Service	\$136.20	\$159.85	-14.8%	
Safety				
Miles Between Total Accidents	31,757	39,300	-19.2%	36,000
Miles Between Preventable Accidents	301,696	510,902	-40.9%	300,000
Preventable Accidents	2	1	100.0%	
Non-Preventable Accidents	17	12	41.7%	
Total Accidents	19	13	46.2%	
Service Quality				
Bus Trip Completion Percentage	99.90%	99.92%	-0.03%	99.50%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	5,747	5,614	2.4%	3,800
On-Time Performance				
Bus	89.9%	91.2%	-1.2%	85.0%
Access (WeGo)	93.6%	92.6%	1.0%	89.0%
Access (Overflow/Taxi)	98.7%	97.5%	1.2%	89.0%
Access Total	94.6%	93.6%	1.0%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,807	3,097	22.9%	6,000
Access	545	399	36.5%	600
Total Calls Received	18,824	14,306	31.6%	
Percent of Calls Answered	95.2%	96.4%	-1.3%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Report

	FY2022 July	FY2021 July	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	430,190	337,537	27.4%	
Access (WeGo)	17,796	13,106	35.8%	
Access (Overflow/Taxi)	3,970	3,251	22.1%	
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Access Total	24,510	19,510	25.6%	
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Passengers per Revenue Hour				
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Total Scheduled Revenue Hours	47,711	41,215	15.8%	
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Safety				
Miles Between Total Accidents	31,757	39,300	-19.2%	36,000
Miles Between Preventable Accidents	301,696	510,902	-40.9%	300,000
Preventable Accidents	2	1	100.0%	
Non-Preventable Accidents	17	12	41.7%	
Total Accidents	19	13	46.2%	
Service Quality				
Bus Trip Completion Percentage	99.9%	99.9%	0.0%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	5,747	5,614	2.4%	3,800
On-Time Performance				
Bus	89.9%	91.2%	-1.2%	85.0%
Access (WeGo)	93.6%	92.6%	1.0%	89.0%
Access (Overflow/Taxi)	98.7%	97.5%	1.2%	89.0%
Access Total	94.6%	93.6%	1.0%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,807	3,097	22.9%	6,000
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Total Calls Received	18,824	14,306	31.6%	
Percent of Calls Answered	95.2%	96.4%	-1.3%	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-21-027	Meeting Date:	09/23/2021
Item Title:	Operation's Dashboard Reformulation Discussion		

BACKGROUND:

Each month staff presents ongoing monthly reports to provide an overview of various KPIs (Key Performance Indicators) of the agency. The Operation's Dashboard includes data such as ridership, productivity, safety, maintenance, complaints, and others. It is the intent to provide an overview of Operation's performance to the Board for discussion and to provide a high-level view of the functionality of the system.

RECOMMENDATION:

Staff is requesting for this to be a discussion item for the Board to be engaged in revamping the Operation's Dashboard monthly report. Chief Operating Officer, Andy Burke, will be presenting a reformatted version of the Operation's Dashboard to include recommended data points the Board may be interested in reviewing on an ongoing basis. Staff will be encouraging questions and input from the Board to tailor a helpful and useful monthly report for the Board to provide guidance and direction in future discussions and meetings.

APPROVED:



Chief Operation's Officer

September 17, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-21-028	Meeting Date:	09/23/2021
Item Title:	Workforce Planning Update		

BACKGROUND:

In preparation for phasing of the Better Bus Plan and increased service levels in the fall, that were discussed at the July Board meeting, a cross section of departments has worked together to begin thinking strategically about ensuring our service readiness. We have identified what we believe are three key focus areas that we'd like the Board assistance in helping us to advance:

- 1) Recruitment
- 2) Retention
- 3) Fleet availability

Recruitment

During the Covid-19 pandemic we were able to more consistently maintain operator staffing levels, with a slight staffing surplus. However, like many industries throughout the state and country, post pandemic hiring has proven to be a challenge as we are not only competing with other transit agencies for employees, but with nearly every other industry seeking energetic, motivated, customer centered employees. With our current new hire rate, we anticipate being 53 operators short by October 1 if we are unsuccessful at changing the trend. As we will discuss today, this recruitment challenge has created an opportunity for us to examine ways in which we can make WeGo more competitive by:

- Providing salary incentives
- Increasing the pool of qualified applicants
- Streamlining the application process
- Minimizing the time it takes to onboard new hires

Retention

As we concentrate on hiring, it is equally important to focus on retaining quality employees. In the last 12 months (August 2020 – July 2021) we have hired 70 new operators. Of these 70 hired, 36 remain employed, which represents a 49% turnover rate. To tackle this issue, we believe some important retention tools should include:

- Salary incentives
- Continued improvements to the employee experience and workplace environment
- Career path and development opportunities

Fleet Availability

Finally, we understand that service readiness encompasses not only staff, but the availability of high functioning fleet. To ensure sufficient fleet for increased service levels, we would like to focus attention on:

- Consistent preventive maintenance schedules
- Consistent fleet plans
- Asset management tools
- Technology and process improvements

As we think about these three focus areas—recruitment, retention and fleet availability—we are analyzing what immediate, intermediate, and long-term actions can and should be taken.

RECOMMENDATION:

Chief Administrative Officer Rita Roberts-Turner and Chief Operating Officer Andy Burke will distribute a draft action plan chart for Board discussion and next steps in preparing for the fall service expansion.

APPROVED:



Chief Operating Officer

September 17, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of upcoming procurement projects

Meeting Date: 09/23/2021

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

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: 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: 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.

APPROVED:



Chief Administrative Officer

September 17, 2021

Date

As we think about these three focus areas—recruitment, retention and fleet availability—we are analyzing what immediate, intermediate, and long-term actions can and should be taken.

RECOMMENDATION:

Chief Administrative Officer Rita Roberts-Turner and Chief Operating Officer Andy Burke will distribute a draft action plan chart for Board discussion and next steps in preparing for the fall service expansion.

APPROVED:



Chief Administrative Officer

September 17, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-21-029	Meeting Date:	09/23/2021
Item Title:	Downtown Traffic Study Memorandum of Understanding Approval		

BACKGROUND:

The nature of Nashville's street network as being primarily radial in nature dictates that most "high level" transit service travel to/through the Downtown core. With increasing Downtown activity, traffic (pedestrian and vehicular), and more frequent disruptions for construction, special event closures, etc. We have been observing significant challenges in service reliability, with Downtown traffic being one of the most frequent causes of service delay and disruption. Over the years (and including the MTA's current strategic service plan "nMotion") various plans and studies for transit in Nashville have pointed to the need for "transit priority corridors" through Downtown Nashville to simplify the bus network, as well as to increase average operating speed and reduce disruptions to the system. However, given the dozens of competing uses that vie for utilization of the Downtown Street network, efforts that have focused specifically on transit priority (without accounting for all the other various uses of the network) have not met with any success.

The Metro Nashville Transportation Plan adopted by the Metropolitan Council in December 2020 includes a project titled "Downtown Neighborhood Traffic Project." This project distinguishes itself from earlier efforts in that it anticipates a scope that is more holistic with respect to Downtown infrastructure. It will include transit flow/transit priority, but also account for other uses including auto and truck traffic, pedestrian and bicycle activity, curb management (valet lanes, sidewalk cafes, delivery zones, etc.), micromobility (scooters, bikeshare, etc.), transportation networking companies, and various "transportainment" (pedal taverns, party buses, horse drawn carriages, etc.), among other uses. It also contemplates a broad reaching stakeholder and public engagement process in an effort to balance and prioritize many competing priorities for scarce Downtown right of way. Under the direction of the Nashville Department of Transportation (NDOT), the Metropolitan Transit Authority is a full project partner, contributing \$350,000 in Federal Transit funding toward the study (as memorialized in the Authority's most recent Board-adopted Capital Improvement Budget). Other funding partners for the estimated \$1 million effort are Metro Nashville, the Tennessee Department of Transportation and the Nashville Downtown Partnership.

The project is expected to gear up shortly after the first of the year, with most work activities taking place through 2022. MTA is currently administering the procurement process for professional services supporting the project.

Given the MTA's partnership role and strong funding commitment, NDOT approached MTA about taking on the role of administrative lead for the project. While NDOT will retain overall project management and leadership responsibility due to its role in managing and regulating right of way in the Downtown core, it also recognizes the MTA's capabilities and history in terms of managing similar types of planning efforts with a variety of public funding sources, including funding from the Federal Transit Administration and TDOT. MTA will assume a full "project partner role," along with NDOT, TDOT and the Nashville Downtown Partnership; but will also assume an expanded administrative role for the project. This role (as well as NDOT's role as overall project lead) is delineated in the attached Memorandum of Understanding between the Nashville Department of Transportation and the MTA.

RECOMMENDATION:

Staff recommends that the Board authorize the Chief Executive Officer to execute the attached Memorandum of Understanding with the Nashville Department of Transportation describing the responsibilities of the two parties with respect to carrying out the work activities of the Downtown Nashville Neighborhood Traffic Project. This document has been reviewed and approved by the General Counsel of the Nashville MTA.

APPROVED:

Board Secretary

September 23, 2021

Date

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE DEPARTMENT OF TRANSPORTATION AND MULTIMODAL INFRASTRUCTURE
OF THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY
AND
THE METROPOLITAN TRANSIT AUTHORITY OF NASHVILLE AND DAVIDSON COUNTY

The purpose of this Memorandum of Understanding (**MOU**) between the Department of Transportation and Multimodal Infrastructure (**NDOT**) and the Metropolitan Transit Authority of Nashville and Davidson County (**MTA**) (collectively “the **Parties**” or individually “a **Party**”) is to establish the Parties’ mutual understanding of their respective responsibilities in assisting with the implementation of a Downtown Neighborhood Traffic Project (“the **Project**”).

General Terms

The Parties agree as follows:

1. **Project Purpose:** The Downtown Nashville Neighborhood Traffic Project is a comprehensive effort to analyze and identify options to address how the Downtown core’s increasing congestion can be better managed through improvements in traffic management, curbside access, transit access, and pedestrian safety while also supporting the anticipated growth in employment, residential and commercial development, and Nashville’s primacy as a tourism destination.
2. **Project Lead:** The Project will be led by NDOT. Overall project management and public communication of Project-related events, findings, recommendations and publications will be conducted by NDOT. The exception is that MTA will provide Project documentation to outside third parties when requested in accordance with The Tennessee Public Records Act requirements. MTA will notify NDOT of any such requests prior to document transmittal.
3. **Administrative Lead:** The Administrative lead for the Project will be MTA. This role will include executing funding agreements with outside funding partners including the Federal Transit Administration and others as identified by NDOT; conducting competitive procurement activities in accordance with applicable Federal, State and Local requirements; contracting activities with selected consultants; and providing support for auditing of the Project and Project-related expenses by regulatory entities (or their duly established external auditors), including, but not limited to, the Federal Transit Administration and Federal Highway Administration of the United States Department of Transportation; Tennessee Department of Transportation; and Metropolitan Government of Nashville and Davidson County.
4. **Compliance with Applicable Laws and Regulations:** The Parties agree to follow applicable Federal, State and Local codes, ordinances and regulations.
5. **Collaboration:** The Parties have met and agreed to collaborate to complete the Project.

6. **Responsibilities of the Parties.** In addition to the responsibilities set forth above, the Parties have the following responsibilities:

NDOT

1. Manage the overall Project including the day-to-day direction of enlisted consulting staff, acceptance of deliverables and approvals of vendor invoicing for transmittal to MTA for payment in accordance with established payment milestones.
2. Establish overall project schedules, deliverables and payment milestones with selected Contractor(s).
3. Develop specific payment milestones for project funding partners (MTA, Nashville Downtown Partnership and TDOT) based on the scope assignment among partners.
4. Provide necessary Project and contract documentation as it may generate to MTA to support MTA grant contracts and ensuing audits.
5. Lead in the scheduling of advisory group and public meetings associated with the Project.
6. Serve as lead spokesperson for Project progress and reporting.
7. Provide prompt payment to MTA for approved invoices reflecting any NDOT funding shares in accordance with payment milestones.

MTA

1. Enter into funding agreements with outside funding partners including, but not limited to, the United States Department of Transportation, Tennessee Department of Transportation, Metropolitan Government of Nashville and Davidson County, and Nashville Downtown Partnership.
2. Invoice NDOT for NDOT Project cost shares in accordance with the Project budget and payment milestones.
3. Conduct Project consultant solicitation support services through its procurement function in accordance with Local, State and Federal requirements.
4. Serve as the contracting agency with the selected consulting team.
5. Provide NDOT with all reasonable and necessary procurement documentation to support its regulatory mission.
6. Provide NDOT and Consultant(s) with agency-generated data and information reasonably necessary to support the work plan, including (but not limited to) transit route and schedule information, average running time data, and boarding count data.
7. Serve along with other Project partners in an advisory role to NDOT and the Consulting team for the duration of the Project.
8. Administer State and Federal transit grants being utilized to fund a portion of Project expenses.
9. Provide staff support as available for any public meetings that may arise during the course of the Project and subsequent thereto as requested by NDOT.
10. Provide timely feedback on any draft reporting, work papers, and interim recommendations that may be developed as precursors to final reports.
11. Promote any public activities that may arise during the course of the Project through its usual public communication channels (website, social media feeds, etc.) as may be requested by NDOT.

7. Effective Date

This MOU will take effect upon signature of this MOU by all Parties by a person with the authority to enter this MOU on behalf of each Party.

8. Modification and Amendment

Any modifications, amendments, renewals, or extensions must be in writing, signed, and approved by all Parties who signed and approved this MOU.

9. Intention of the Parties

This document is a non-binding Memorandum of Understanding intended to set forth the understanding among the Parties and does not create a contractual obligation or otherwise bind the Parties.

**NASHVILLE DEPARTMENT OF TRANSPORTATION
AND MULTIMODAL INFRASTRUCTURE OF THE
METROPOLITAN GOVERNMENT OF
NASHVILLE & DAVIDSON COUNTY**

**METROPOLITAN TRANSIT AUTHORITY OF
NASHVILLE & DAVIDSON COUNTY**

Faye DiMassimo, Interim Director

Stephen G. Bland, Chief Executive Officer

Date: _____

Date: _____

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-21-011	Meeting Date:	09/23/2021
Item Title:	Bus Stop Signage Redesign Update		

BACKGROUND:

The nMotion Strategic Plan identified several key strategies for improving transit in Nashville over the next 25-years. One of the strategic recommendations with short-term improvement potential was to make the service easier to use including a rebranding of the system and other initiatives to provide better information for riders. In 2018, the Nashville MTA rebranded to WeGo Public Transit beginning a process to implement the new brand in several areas of the system.

One of the next steps in the process involves a systemwide redesign of bus stop signs that will update the signs to be consistent with the WeGo brand and will allow for the inclusion of useful route information for an improved rider experience and customer communication. WeGo staff is getting ready to start the implementation of the new bus stop signs in the upcoming weeks. With over 1,500 bus stops across the system, this labor-intensive process will span over a period of 2 years requiring coordination among different WeGo departments.

CURRENT STATUS:

Justin Cole, Senior Transit Planner, will present a project update at the NICE committee meeting including details about the proposed sign features and the rollout process.

APPROVED:



Chief Development Officer

September 17, 2021

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-21-012	Meeting Date:	09/23/2021
Item Title:	QuickTicket – Next Generation Fare Collection System Update		

BACKGROUND:

WeGo Public Transit is currently in year three of the QuickTicket – Next Generation Fare Collection System project. Over the past few years, we have installed new fareboxes and smart media validators on all WeGo revenue vehicles, dispersed smart cards, deployed the QuickTicket by WeGo mobile app, and initiated use of the software solutions to power the system. QuickTicket allows customers to pay using a self-managed mobile application or reloadable smart card, which can be managed on the QuickTicket website. Payment across WeGo Local, Regional, and Train services are completed using a single phone or card scan.

QuickTicket is an account-based system that allows for a simple and seamless experience for customers as they board WeGo services. Part of the QuickTicket implementation required WeGo to make decisions on our fare structure, existing practices, and policies to fully realize the benefits of the elevated system. These choices have allowed WeGo to meet the following project goals:

- **Accessible** for customers with disabilities, without bank accounts, credit cards, or smartphones
- **Equitable** fare payment structure for all customers
- **Revenue-neutral** fare structure to every degree possible
- **Seamless** payment between WeGo Local, Regional, and Train services
- **Simple** fare payment process for customers and Bus Operators

Recent Activities:

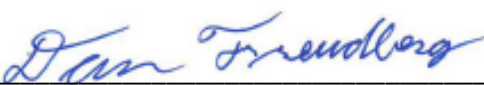
- Comprehensive testing of back-office software and field equipment
- Retail network onboarding
- Ticket Vending Machine focus group
- Development of Access-QuickTicket integration

CURRENT STATUS:

Since beta testing began in late November 2020, adoption has increased steadily and now represents 14% of WeGo Local ridership. Many of the core systems are functioning well and riders have accessed the benefits associated with an account-based system. While we move toward system launch, partnering with technology consultants nMomentum and Clever Group has proven to be invaluable in validating the functionality of key components of the system, ticket vending machines, retail network, and technology infrastructure. This has positively positioned WeGo to develop a list of final tasks to be completed for full launch.

Performance Oversight Manager, Bryan A. Williams, will provide an overall project update.

APPROVED:


Deputy Chief Operating Officer – Operations Systems

September 17, 2021
Date