

Tennessee State Library & Archives
 1001 Rep. John Lewis Way N., Nashville, TN 37219
 February 23, 2023 | 2:30 p.m.

Board Members:

Gail Carr Williams, Chair
Janet Miller, Vice Chair

Jessica Dauphin
Mary Griffin

Walter Searcy

1. **Call to Order**
2. **Roll Call**
3. **Approval of the December 15, 2022, MTA Board Minutes**
4. **Public Comment**
5. **Information Only Items** – The following information is contained in the distributed Board packet for member review. There is no planned discussion of these items, but the staff is available for discussion should members have questions.
 - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO **M-I-23-001** **P. 5**
 - FY2024 Budget Submission to Metro – Ed Oliphant, CFO **M-I-23-002** **P. 8**
 - Monthly Operating Statistics – Andy Burke, COO **M-I-23-003** **P. 30**
 - Upcoming Procurement Projects List – Denise Richardson, Director of Procurement and Business Diversity **M-I-23-004** **P. 35**
6. **Consent Agenda Items** – Pursuant to recent discussions, these action items are routine in nature, tend to be repetitive year over year, and are described in the written agenda materials. As such, they would be voted on as a group to permit more time for discussion of more unusual items. Any Board member can request that any item be removed from the Consent Agenda for further discussion, and the listed staff will be available for questions.
 - IT Software Maintenance and Related Services Contract Increase - Rob McElhaney, IT Manager **M-A-23-001** **P. 37**
 - MTA Agency Safety Plan Amendment Approval – Nick Oldham, CSSO **M-A-23-002** **P. 38**
 - American Paper & Twine Contract Value Increase – Patrick Hester, Facility Manager **M-A-23-003** **P. 39**
7. **Operations & Finance Committee – Walter Searcy, Chair**
 - Quarterly Route Performance Report – Katie Freudberg, Scheduling & Service Planning Manager **OF-D-23-001** **P. 40**
 - Enterprise Asset Management Assessment Consulting Contract Award – Dan Freudberg, Deputy COO-Op Systems **M-A-23-004** **P. 42**
 - Escalator Modernization Contract & Vertical Circulation Maintenance Services Trey Walker, CDO **M-A-23-005** **P. 44**
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Spring '23 Service Changes & Title VI Analysis – Felix Castrodad, Director of Planning & Grants **M-A-23-006** **P. 46**

- 9. CEO's Report – Stephen G. Bland, CEO**
- 10. Chair's Report – Gail Carr Williams, Chair**
- 11. Other Business**
- 12. Adjournment**

NASHVILLE METROPOLITAN TRANSIT AUTHORITY
Board of Directors Meeting
December 15, 2022

I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee Bankers Association, located at 211 Athens Way, Nashville, TN 37228, on Thursday, December 15, 2022.

II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice Chair; Walter Searcy, Member; Jessica Dauphin, Member; Mary Griffin Member; Margaret Behm, Board Secretary; Chief Executive Officer, Stephen Bland; Chief Financial Officer, Ed Oliphant; Chief Operating Officer, Andy Burke; Chief Development Officer, Trey Walker; Chief Safety & Security Officer, Nick Oldham; Chief Communication Officer, Renuka Christoph; Chief of Staff & Administration, Vince Malone, Director of Planning & Grants, Felix Castrodad; Transit Business Intelligence Analyst, Hannah Schaefer; Project Manager, Kia Lewis; and Sr. Executive Assistant & Board Liaison, Monica Howse.

A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:36 p.m.

III. **Approval of Minutes:** Jessica Dauphin made a motion to approve the November 17, 2022, MTA Board minutes, the motion was seconded by Vice-Chair 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. There were no public comments at this meeting.

IV. **Informational Items:** The following items were presented for the board members' review. If any members had questions, they were asked to reach out to the staff for the specific item. No questions or observations were raised by Members at this time.

- Monthly Financial Report Compared to Budget
- Upcoming Procurement Projects List

V. **Consent Agenda Items:** Walter Searcy made a motion to approve the following consent agenda items, Mary Griffin seconded the motion, and the items were unanimously approved by the board.

- a. Armored Car Contract Award (M-A-22-037):
- b. WeGo Central Dunkin Donuts Lease Assignment (M-A-22-038):

VI. **Operations & Finance Committee Report:** There were no discussions or action items presented this month.

VII. **New Initiative & Community Engagement Committee Report:** Vice-Chair Janet Miller presented the following item for discussion and action:

- a. **WeGo Central Renaming Signage Update (NICE-D-22-022):** Kia Lewis, Engineering & Construction Project Manager, and Renuka Christoph, Chief Communications Officer provided a presentation highlighting the signage concepts for board consideration and discussion during the New Initiatives and Community Engagement committee meeting.

Earlier this year, concurrent with the naming of the Dr. Ernest Rip Patton, Jr. North Nashville Transit Center, the MTA Board recommended, and subsequently Metro Council voted to rename WeGo Central the Elizabeth Duff Transit Center at WeGo Central. To commemorate the name change, WeGo staff have worked internally and with the design consultant team to provide visuals for typical location and signage concepts. Considered signage concepts for

WeGo Central include exterior signage as well as internal displays that highlight Elizabeth Duff's contributions to transportation in Nashville.

Kia Lewis, along with Board members and staff expressed their appreciation to the Duff family for being present at the meeting and for providing information about Elizabeth Duff to aid in the renaming of WeGo Central.

Committee Chair Janet Miller asked members of the family if they would like to make remarks. Viripi Duff who is the daughter of Elizabeth Duff recalled a time when their father called them in to see their mother on television. She said many people didn't believe her when she said that her mother was the first African American female bus driver, but the renaming of WeGo Central is proof to all of those people. She thanked the Board members and staff and said that she was proud of her mother and that it was an honor to be a part of her legacy, and this history-making event.

Chair Janet Miller asked that we have permanent memorialization that she was the first African American female bus driver.

Walter Searcy asked how the pictures of Carlton Petway and Elizabeth Duff would complement each other in that space, CEO Bland clarified by saying that Elizabeth Duff's pictures would be placed in the lobby area adjacent to Dunk'n Donuts, not in the waiting area named after Mr. Petway.

Ms. Lewis and Ms. Christoph reviewed signage concepts – including permanent external building signage and interior commemoration options, including fixed v. digital options and potential locations for placement. One of the concepts reviewed included images of Ms. Duff alongside photos of current WeGo Public Transit Employees to illustrate the connection between past and present. There was a general discussion about the concepts, and the Board expressed interest in seeing future iterations. Mr. Bland indicated that we would come back as concepts advanced, but that the Board should share any reservations about the external signage concepts now, as we needed to move those toward production due to the long lead times involved. There was general agreement that the permanent exterior signage should move forward as presented.

Chair Janet Miller thanked Ms. Lewis and Ms. Christoph for their presentation, and she also thanked the members of the Duff family in attendance.

- b. **2022 Title VI Program Update Adoption (M-A-22-039):** Hannah Schaeffer, Business Intelligence Analyst, presented information relative to updates to the Authority's Title VI Plan update. Title VI of the Civil Rights Act of 1964 states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance". The Federal Transit Administration (FTA) requires all recipients of federal funding to adopt and submit an agency Title VI Program every three years. The MTA Board approved the current MTA Title VI Program in September 2019, and the Program was submitted to the FTA in October 2019. The updated Title VI Program is required to be submitted to FTA in January 2023 upon approval by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions.

Ms. Schaeffer reported that staff had followed the various FTA requirements with respect to the development of the Title VI plan update, including the publication of the draft plan and an opportunity for public comment. Public comment opportunities included one in-person public hearing at WeGo Central and a virtual public hearing opportunity. Only one comment was received from the public and it was addressed in the plan update.

The NICE Committee made a recommendation to approve the 2022 Title VI Program Update Adoption item as presented by staff and it was unanimously approved by the Board. Chair Janet Miller thanked Ms. Schaeffer for her excellent work.

- c. **Connect Downtown Study Update (NICE-D-22-023)**: Director of Planning & Grants Felix Castrodad and Marty Sewell, Transportation Planning Director for the Nashville Department of Transportation and Connect Downtown Project Manager provided an extensive presentation on the status of the study. Mr. Sewell emphasized that, while the overall Connect Downtown effort would broadly examine all aspects of downtown mobility, there was a primary emphasis on developing strategies that would help improve the reliability of bus service to and through the Downtown core. He reported that project consultants were currently developing several scenarios to provide stakeholders and the general public the opportunity to examine the impacts of various potential strategies in combination with each other.

Finally, Mr. Sewell introduced Ms. Meghan Mathson to the Board. Ms. Mathson has recently joined the Nashville Department of Transportation to coordinate its travel demand management programs. In this role, she will be working closely with WeGo Public Transit staff to encourage more people to travel by means other than single-occupant autos.

- d. **FY2024 Operating Budget Discussion Kick-off (NICE-D-22-024)**: Chief Executive Officer Steve Bland and Chief Financial Officer Ed Oliphant presented information with respect to financial and operating trends and key initiatives entering the FY2023-2024 budget season. The intent was to generate sufficient discussion to provide staff direction in assembling the FY2024 operating budget request to Metro Finance and the Mayor's Office. All feedback will be used to provide the board with an update on our funding request at your January meeting, in advance of the anticipated budget submission deadline in February.

IX. CEO's Report: CEO Steve Bland provided the following report:

1. As just discussed, FY2023-24 budget discussions have begun in earnest. Metro Nashville anticipates the budget call either late this month or early in January, and we anticipate a February due date. Finance staff has already been meeting with Department heads to review various trends and potential initiatives, and Planning has issued the request for projects for our update to the Capital Improvement Plan.
2. This month, CEO Bland had the opportunity to participate in a panel discussion with several of his peers for Leadership APTA on the topic of public-private partnerships. Leadership APTA is the executive development program of our national trade association, the American Public Transportation, and it provides an intensive year-long training and networking opportunity for young leaders in our industry to ascend in their careers. We're very proud that one of the members of this year's class is our own Trey Walker.
3. Vince Malone started this month and has certainly hit the ground running. In addition to taking on quite a few issues that were waiting for him, Vince has been terrific about getting around the system and meeting people.
4. With respect to East Bank planning, CEO Bland participated in a briefing of Davidson County's State Legislative Delegation conducted by Mayor Cooper and various members of his staff. The transportation elements of the plan were of specific interest, and we plan to conduct a follow-up briefing with the delegation regarding broader transportation issues in the upcoming session.
5. We are planning to initiate public engagement on our spring service changes in January. While we continue to make headway in recruiting new operators, there are several emerging factors that will require that we defer most of our planned Better Bus improvements to the Fall. These include increasing demand on WeGo Access requiring that we add more operator runs to paratransit, increasing ridership and traffic congestion on several routes mandating more

service be added to routes 4, 52, and 55 to support improved reliability. To the point Marty and Felix made in the Connect Downtown, if we are not able to get priority treatment of transit through Downtown Nashville, this will be an ongoing and worsening problem. Frankly, as we expand our services, it will be crucial that we do so in a sustainable way that prioritizes the quality of our services.

6. Holiday parties were held for operating staff at Nestor, Myatt, and Central. Mr. Bland thanked Zeda Riggs and the Employee Engagement Committee for their leadership in putting these together, and the leadership staff who helped serve.
7. On the RTA side, Mr. Bland reported:
 - a. We kicked off discussions with the development team for the Donelson Station joint development project. Both RTA and the developer have some follow-up actions necessary prior to active negotiations. We'll need to get property appraisals and undertake a baseline market assessment of the property, and the development team will be contacting adjacent property owners about the potential inclusion of their parcels in the project.
 - b. The Titans Express continues to operate to all home Titans games and, so far, it has been very successful as the trains so far have sold out. CEO Bland would encourage anyone who plans to attend any of the upcoming games to go to our website for access to train tickets.

CEO Bland availed himself of questions and there were none at this time.

X. Chair's Report: Chair Carr Williams provided the following report:

Chair Carr Williams welcomed Chief of Staff & Administration Vince Malone to WeGo Public Transit. She also welcomed Ms. Mathson to the city of Nashville and the Nashville Department of Transportation.

Chair Carr Williams shouted out to Zeda for working so hard on the Employee Engagement activities and for the smile and warm spirit that she brings to the team. She also thanked Felix Castrodad and Marty Sewell for their Connect Downtown Study presentation; Kia Lewis & Renuka Christoph for their WeGo Central Renaming Signage Update presentation. She acknowledged that this was Kia's first time presenting to the board and thought she did an amazing job.

Chair Carr Williams gave special thanks to the Duff family. She said that she loves the fact that the family and staff are working together in partnership to honor Elizabeth Duff.

Lastly, Gail said that it was great working with this board, and she loves the synergy at the table about what our work is going to look like next year and that we're taking transit to the next level. She said that she has a deeper appreciation for the work that we all do and much gratitude for how we take care of the citizens of Nashville.

In closing, she wished everyone Happy Holidays and encouraged everyone to be safe.

XI. Other Business: There was no other business to come before this board.

XII. Adjournment: With no further business, Chair Carr Williams called for a motion to adjourn the meeting, a proper motion was made and seconded and the meeting was adjourned at 4:04 p.m.

Attested:

Gail Carr Williams
Chair

Margaret L. Behm
Secretary

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-001	Meeting Date:	2/23/2023
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is the statement of operations for the month of December 2022 compared to the budget and a balance sheet as of December 31, 2022. For the fiscal year to date, operating revenue is tracking just slightly below budget and operating expenses are also tracking slightly below budget for a generally positive net operating position year to date.

Fixed route bus fares continue to track well against budget as ridership continues to rebound. Conversely, while WeGo Access Fare Revenues are under budget, Services expense continues to be over budget because of the increased use of our subcontracted WeGo Access taxi service providers to operate additional trips. This is simultaneously due to both increasing demand for paratransit services and our ongoing Operator shortage for directly operated service.

From a financial reporting standpoint, we record Access passenger revenue for riders who use our in-house vans, but we net out fare collections on our subcontracted service against service invoices. As a result, the apparent anomaly of lower-than-expected revenues and higher-than-expected expenses is explained. With the spring service changes, we will be assigning additional Operators to WeGo Access to relieve some of the pressure on our taxi providers. To some extent, this issue has also resulted in labor and fringes being below budget, even as we observe increased overtime expenses due to the Operator shortage.

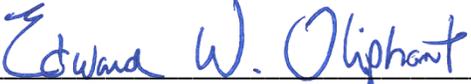
One other anomaly relates to Local Operating Assistance from Metro reflecting a favorable balance of \$5 million. This was due to the timing of the receipt of the State Operating Assistance occurring the last week of the month and making an extra draw from Metro to cover cash flow needs around the holidays in case the State dollars did not come in December. Consequently, we should expect the draws from Metro to be lower than the budget for the month of January.

As of December 31, 2022, RTA owed Nashville MTA approximately \$307,000 for services provided to and from Rutherford County as well as management fees and back office shared expenses related to the Quick Ticket fare collection system due. MTA also had an account payable to RTA of approximately \$27,000 for fares collected as well as WeGo Ride revenue sharing due.

CURRENT STATUS:

CFO Ed Oliphant will be available to answer questions at the meeting.

APPROVED:



Chief Financial Officer

2/23/2023
Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending December 31, 2022

UNAUDITED

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
Revenue from Operations:										
Passenger Fares	\$458,460	\$519,810	(\$61,350)	U	\$2,937,477	\$3,293,146	\$3,129,820	\$163,326	F	\$6,358,780
WeGo Access	31,502	63,260	(31,758)	U	341,743	279,896	331,910	(52,014)	U	708,490
Contract Revenues	234,403	238,562	(4,159)	U	1,170,637	1,413,552	1,438,518	(24,966)	U	2,877,040
Advertising	32,748	38,560	(5,812)	U	404,923	276,500	292,640	(16,140)	U	552,280
Other Non-Trans Revenue	57,970	111,595	(53,625)	U	687,936	455,810	672,450	(216,640)	U	1,362,200
Total Operating Revenue	815,083	971,787	(156,704)	U	5,542,716	5,718,904	5,865,338	(146,434)	U	11,858,790
Federal/State/Local Income:										
Local Assistance	12,500,000	7,500,000	5,000,000	F	40,500,000	52,500,000	47,500,000	5,000,000	F	61,610,900
State Assistance	5,314,300	5,170,200	144,100	F	0	5,314,300	5,170,200	144,100	F	5,170,200
Federal Assistance - CARES Act	19,480	0	19,480	F	244,615	69,430	0	69,430	F	4,071,610
Total Assistance Income	17,833,780	12,670,200	5,163,580	F	40,744,615	57,883,730	52,670,200	5,213,530	F	70,852,710
Capital Revenue:										
American Rescue Operating Reimbursement	0	0	0	F	0	0	0	0	F	24,427,585
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	0
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	0
Total Capital Income	0	0	0	F	0	0	0	0	F	24,427,585
Total Revenue	\$18,648,863	\$13,641,987	\$5,006,876	F	\$46,287,331	\$63,602,634	\$58,535,538	\$5,067,096	F	\$107,139,085
Expenses from Operations:										
Labor and Fringes	\$6,447,554	\$6,375,440	(\$72,114)	U	\$34,621,897	\$38,017,014	\$38,146,185	\$129,171	F	\$76,612,120
Services	1,225,379	990,493	(234,886)	U	4,979,074	6,513,353	5,984,555	(528,798)	U	11,969,110
Fuel	493,242	613,860	120,618	F	1,291,829	3,525,733	3,732,230	206,497	F	7,424,390
Parts, Materials and Supplies	437,343	540,985	103,642	F	2,407,296	3,037,178	3,269,840	232,662	F	6,539,610
Utilities	128,474	121,660	(6,814)	U	664,642	692,093	735,700	43,607	F	1,471,460
Casualty and Liability	213,369	203,200	(10,169)	U	1,092,394	1,333,685	1,278,870	(54,815)	U	2,457,720
Other	38,464	55,320	16,856	F	199,634	216,471	332,360	115,889	F	664,675
Total Operating Expenses	8,983,825	8,900,958	(82,867)	U	45,256,766	53,335,527	53,479,740	144,213	F	107,139,085
Operating Surplus / (Deficit)	\$9,665,038	\$4,741,029	\$4,924,009	F	\$1,030,565	\$10,267,107	\$5,055,798	\$5,211,309	F	\$0
Capital Grant Revenue	2,207,779		2,207,779	F	2,553,843	4,728,218	4,728,218		F	
Capital Grant Revenue -CARES Act	51,555		51,555	F	107,748	212,063	212,063		F	
Rental income - MCC Amortization	49,167		49,167	F	295,002	295,002	295,002		F	
GASB 87 Lease Interest Expense	(20,382)		(20,382)	U		(122,029)		(122,029)	U	
Depreciation and Amortization	(1,789,522)		(1,789,522)	U	(12,076,748)	(11,298,935)		(11,298,935)	U	0
Surplus / (Deficit)	\$10,163,635	\$4,741,029	\$5,422,606	F	(\$8,089,590)	\$4,081,426	\$5,055,798	(\$974,372)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended December 31, 2022	Month Ended June 30, 2022
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$14,481,856	\$3,780,301
Receivables from federal, state and local government	306,733	1,483,679
Accounts receivable	879,172	1,513,979
Materials and supplies	3,297,107	3,288,783
Prepaid expense and other	1,807,107	1,651,572
Pension & OPEB Deferred Outflow	34,548,339	34,548,339
Total Current Assets	55,320,314	46,266,653
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	119,468,625	118,892,706
Revenue equipment and parts	187,272,414	187,050,821
Office furniture and equipment	6,456,000	6,377,272
Other	9,357,556	5,654,722
	337,287,620	332,708,546
Less: Accumulated Depreciation	(192,275,057)	(180,956,798)
Total Property and equipment, net	145,012,563	151,751,748
OTHER ASSETS		
North Nashville Property (Lease)	7,063,765	7,063,765
Cash and investments for self-insurance and other	902,464	731,607
	7,966,229	7,795,372
TOTAL ASSETS	\$208,299,106	\$205,813,773
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$1,546,521	\$3,158,951
Accrued expenses	8,349,834	7,733,165
Deferred revenue	151,539	99,427
Note Payable	0	0
Total Current Liabilities	10,047,894	10,991,543
NON-CURRENT LIABILITIES		
Deferred Revenue	5,902,443	6,197,445
North Nashville Lease Liability	7,049,599	7,049,599
Net Pension Liability	4,206,838	4,206,838
Pension & OPEB Deferred Inflows	24,580,424	24,580,424
Net other postemployment benefits obligations	79,108,586	79,108,586
	91,847,889	91,142,991
NET ASSETS		
Invested in capital assets	139,110,120	145,554,303
Reserve for capital purchases	552,464	381,607
Unrestricted	(66,340,688)	(77,403,145)
Current Year Surplus / (deficit)	4,081,426	5,146,573
Total Net Assets	77,403,322	73,679,338
TOTAL LIABILITIES AND NET ASSETS	\$208,299,106	\$205,813,773

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$678,115	\$77,266	\$48,638	\$75,153	\$879,172
	77.1%	8.8%	5.5%	8.5%	100.0%
Accounts Payable	\$1,473,923	\$56,476	\$10,441	\$5,681	\$1,546,521
	95.3%	3.7%	0.7%	0.4%	100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-002	Meeting Date:	2/23/2023
Item Title:	FY 2024 Budget Submission to Metro		

BACKGROUND:

As in recent years, we have approached the FY2023-24 Metro budget process with the submission of a “baseline budget proposal,” and a “Tier 1 Investment proposal.” The baseline budget proposal would reflect the funding level that would be necessary to sustain existing service which includes the balance of the \$5.2 million in Better Bus services implemented during FY2022-23 adjusted for inflation, funding for a partial year of the North Nashville Rip Patton transit scheduled to open in Spring 2024, and additional funding to support and sustain our ongoing bus shelter expansion. The Tier 1 Investment proposal would reflect the next round of desired Better Bus service and/or product enhancements reflected in approved Authority and City transportation plans. The timeline for this year will also follow the same traditional schedule as follows:

1. February budget request submittals to Metro Office of Management and Budget (OMB),
2. Budget meetings with Metro Finance and OMB are scheduled for the third week in March,
3. The Mayor’s recommended budget submitted to Metro Council by May 1,
4. Metro Council Budget hearings with departments and agencies during the month of May with WeGo’s hearing currently scheduled for May 23, 2023,
5. Metro Council budget workshops during June with budget approval by June 30, 2023,
6. If the Council does not approve the Mayor’s recommended budget or adopt any substitute budgets, the Mayor’s recommended budget takes effect automatically on July 1, 2023, by City Charter.

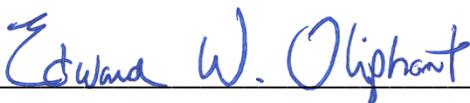
In last year’s budget process, Metro also introduced a new Budget Equity Tool (BET) submission to describe how and what Metro departments and Metro agencies were doing to address diversity, equity, and inclusion and how it impacts the operating budget. WeGo’s submittal last year was well received by Metro’s Office of Diversity, Equity, and Inclusion as we laid out how WeGo’s transit operations, projects, initiatives, and processes used are built into our operating budget to perfectly align with the important goals of being a diverse, equitable and inclusive agency. Metro will continue the BET process and has requested an update on last year’s submissions.

We have attached the Metro Budget submissions for both the operating budget and the Budget Equity Tool which were submitted on February 10 for the Board’s review.

CURRENT STATUS:

The attached budget submissions are for your information and there is no planned discussion of this item. Staff will continue to update the Board on key dates and issues as Metro Nashville proceeds through the budget process. Appropriate staff will be available at the meeting if there are any questions.

APPROVED:



Chief Financial Officer

2/23/2023

Date



FY2023-24
Submission to Metro Nashville Department of Finance
Operating Budget Appropriation Proposal
February 10, 2023

The Board of Directors and Staff of WeGo Public Transit understand and appreciate the challenges that Metro Nashville has faced over the past three years as described in Finance Director Flannery’s FY2023-24 Budget kick-off communication. We also recognize the proactive steps the Cooper Administration has applied to restore the City’s fiscal standing with strong fund balances heading into the new fiscal year. Toward that end, we were very pleased that Metro was able to fund MTA and RTA annual subsidies plus inflation for the current FY2022-23 fiscal year as well as provide partial year funding \$2.9 million in seed funding to implement the next round of Better Bus service expansion included in the Mayor’s Transportation Plan. While the Mayor had originally recommended \$3.9 million in seed funding, Metro Council reduced it by \$1 million to reallocate funding to a Metro Schools budget shortfall. WeGo Public Transit will still implement the planned \$3.9 million this coming Spring, albeit delayed due to the reduced seed funding and labor challenges being experienced across the country. We will include the full annualized amount of \$5.2 million as a part of our baseline budget request to continue the new services in the FY2023-24 fiscal year.

Public Transportation: Crucial To Furthering Metro Nashville Priorities

The leadership of the Cooper Administration has positioned Nashville well as we continue to emerge from the pandemic and multiple disasters. Metro Nashville’s financial support of WeGo Public Transit services perfectly align with all the City’s priorities for investment to protect the life, health and safety needs of residents, address the challenges of inequity and furthering the quality and livability of our neighborhoods, as identified in OMB’s budget submission guidance:

- ✓ **Education** – On a typical pre-pandemic month, over 100,000 rides were taken by Metro Nashville Public School (MNPS) students on WeGo Public Transit to travel to and from school. As we emerge from the pandemic, we are currently back to averaging over 50,000 student rides per month and growing. This program allows students from almost every neighborhood of Nashville access to the wide variety of neighborhood, magnet and charter schools under the direction of Metro Nashville Public Schools (MNPS). Last year, WeGo Public Transit opened its new Hillsboro Neighborhood Transit Center in a partnership between WeGo Public Transit and MNPS, as it was built on Hillsboro High School property.

Currently, we are working with MNPS to identify funding to support service to the new James Lawson High School scheduled to open in FY2023-24.

Effective with the start of the 2023-24 School Year, WeGo Public Transit, in collaboration with MNPS, also expanded eligibility for the StriDe program to staff and faculty of the School District, expanding travel options for our educators.

In addition to WeGo Public Transit's strong and continuing relationship with Metro Nashville Public Schools to transport students, faculty and staff to public secondary education facilities, WeGo Public Transit has forged ongoing relationships with several post-secondary institutions to support no-cost rides on transit to their students, faculty and staff at various levels. These relationships include Vanderbilt University, Belmont University, Lipscomb University, Trevecca Nazarene University, Fisk University, and Nashville State Community College.

- ✓ **Public Safety, Justice and Public Health**– WeGo Public Transit has enjoyed a long and productive relationship with the Metro Nashville Police Department (MNPd) to enhance the safety and security of transit riders and the general public. On an annual basis, WeGo Public Transit spends over \$5 million services related to safety and security, including \$1.2 million in direct payments to MNPd. Our extensive on-board and in-station digital video surveillance systems have been instrumental in both deterring criminal activity and in providing necessary evidence to MNPd and prosecutors in the enhancement of public safety. Following the tragic Christmas Day bombing, WeGo Public Transit, at the request of OEM, transported those affected in the 2nd Avenue neighborhood to temporary shelter. This is but one example of the public safety and social justice partnerships we have with partners ranging from OEM to the Homeless Impact Division of Metro Social Services to the Metro Nashville Department of Public Health, especially during the height of the pandemic assisting in transporting Davidson County residence to various vaccination sites.

During the upcoming year, WeGo Public Transit and MNPd will collaborate on a review of best practices in public transportation security and policing. Engaging a consultant with national experience in this field, the Police Department and WeGo Public Transit will examine trends and recent practices in transit security and policing around the nation – including some of the largest cities – to develop enhanced programs addressing emerging issues in overall policing as well as issues specific to the public transportation environment.

- ✓ **Economic Opportunity** –WeGo Public Transit continues to provide and build sustained targeted and effective support for our youth, vulnerable citizens, essential workers, small businesses and neighborhoods to ensure their participation in the recovery and future growth of Nashville. During the height of the pandemic, the impact on public transportation was epic. Overall ridership on WeGo Public Transit declined by over half, with downtown commuter-oriented services dropping by 90% in those early days of the pandemic. Still, over 12,000 Nashvillians each day rode WeGo Public Transit. They were the construction workers, the hospital custodians, the physician's assistants, the grocery store clerks and fast

food workers who kept Nashville running while most of us stayed “Safer at Home.” In this powerful statement, we do not even mention the over 500 heroic WeGo Public Transit front line employees who operate our buses, maintain our fleet and clean our facilities. Without the continuous, uninterrupted operation of our services, Nashville would not have slowed to a crawl as it did – it would have ground to a halt. And with it, the economic hope of the thousands of Nashvillians who rely on our services as their only means of accessing economic opportunity. On the horizon, we are now in construction for the exciting North Nashville Transit Center project which saw the Mayor and numerous state and local officials participate in the groundbreaking ceremony this past November. The new neighborhood transit center is scheduled to open Spring 2024 and will be included in our baseline request for FY24. This strong commitment to North Nashville will provide expanded economic opportunity to this chronically underserved neighborhood. Within ¼ mile of the Center, 38% of the households live in poverty. The expanded access this facility (and related connecting transit services) will increase the number of jobs accessible within a 45-minute transit commute to neighborhood residents by over 100,000 – more than double those available now. It is now, more important than ever to have a robust public transit system that has economic opportunity options for people to get back to work. We are also participating in the exciting expansion of the East Bank Project - another prime example of the importance of including public transportation as a key driver for economic opportunity as the city continues to expand infrastructure and attract new investment.

- ✓ ***Fiscal Sustainability and Strengthening of Neighborhood Infrastructure*** – Metro Nashville’s investments in public transportation and neighborhoods through WeGo Public Transit provide Nashvillians with some of the highest returns on investment of any line item in the City’s \$2 billion operating budget. With respect to the operating budget, every dollar spent by Metro returns \$2 in other transit operating funds, and every \$1 in Capital support leverages \$2 - \$10 from outside funding. The CARES Act and American Rescue Plan funds are shining examples of the massive return on investment Metro receives. This does not even scratch the surface of the full return on transit investments. Various economic impact analyses typically peg the total return on investment for public transit in the 4:1 range, through the benefits that good public transit affords the citizens of the communities it serves. Specifically, the cost-benefit study that WeGo Public Transit commissioned supporting various funding applications for the North Nashville Transit Center pegged the Benefit to Cost Ratio for this project at \$7.76:\$1, using USDOT approved methodologies. As Nashville (and the world) emerges from the pandemic, a strong and resilient public transportation system will be crucial to support the expanded economic activity that we can expect.

While addressing Metro challenges head-on, the Cooper Administration developed an aggressive – and appropriately sized – transportation plan to support a future mobility infrastructure that works for ALL Nashvillians. It was our pleasure to partner with Metro in the development of this plan (overwhelmingly approved by the Metro Council two years ago), which called for the long-term expanded investment of \$825.9 million in capital projects for public transportation, and system service expansion of approximately 30%, with additional annual

operating funding of \$30.3 million over a five-year period. Mayor Cooper's extremely well-developed plan for transportation priorities underwent exhaustive analysis and public scrutiny. In the end, this plan – the first truly multi-modal transportation plan in the city's history – demonstrated the critical nature of public transportation by programming just over half of the total capital project value into projects under the direction of WeGo Public Transit, and well over 80% of increased operating budget support for services operated by WeGo Public Transit. To date, WeGo has implemented approximately \$9.7 million, or one-third, of the planned service improvements over the last two years with an additional planned investment request of another \$7.2 million in service improvements in the Fall and Spring of FY24.

In many ways, however, the Mayor's aggressive transportation system goals are merely "means to an end" for the broader policy objectives in the areas of sustainability, affordable housing, and neighborhoods. With respect to affordable housing and neighborhoods, programmed service improvements and planned neighborhood transit center projects included in the plan will expand access to economic opportunity and a multitude of housing options for Nashvillians in almost all neighborhoods – regardless if they have access to an automobile. WeGo is currently in partnership with the Nashville Department of Transportation and Multimodal Infrastructure (NDOT), the Tennessee Department of Transportation (TDOT), and the Nashville Downtown Partnership in a comprehensive effort to improve overall mobility in and through Downtown Nashville's core. The Connect Downtown study will identify and examine options for improvements in traffic management, transit access, curbside and parking management, and bicycle and pedestrian safety while also supporting the anticipated growth in employment, residential and commercial development, and Nashville's primacy as a tourism destination. Transit operations is a primary area of emphasis of the study, recognizing the need for improving transit reliability for the local and regional bus network to make transit a more competitive option, especially with downtown traffic being one of the most significant challenges in transit reliability for the city. Reliable connectivity in and through downtown is key for transit to be able to provide fast and consistent access to more places around Nashville.

FY2022-23 WeGo Public Transit Operating Budget Proposal

Addressing the guidance from Metro Office of Management and Budget, the following represents WeGo Public Transit's specific responses. The information below reflects both funding for the Metropolitan Transit Authority services, and services operated by the Regional Transportation Authority (and managed by the MTA). You will recall that in last year's budget request, MTA requested an investment in the next phase of the 5-year transportation plan of \$3.9 million for a partial year (\$5.2 million annualized) of which Metro ultimately funded \$2.9 million. As requested, this submission reflects the adjusted baseline budget with inflation of approximately 7% plus the balance of the \$2.3 million for the new services implemented during FY2022-23, approximately one-third of the estimated expenses to operate the new Dr. Ernest Rip Patton, Jr. North Nashville Transit center scheduled to open Spring 2024 and funding to maintain WeGo's shelter expansion project culminating from ongoing capital investments for more bus shelter stops made by the Mayor through Metro's Capital Spending Plan over the last several years.

✓ **Baseline Operating Budget Request:**

	FY2022-23 Baseline Operating Budget	FY2023-24 Baseline Operating Budget Request	Increase/ (Decrease)	Percent Change
<u>Metropolitan Transit Authority</u>				
Metro Operating Subsidy	61,610,900	68,878,310	7,267,410	11.8%
Total Operating Expenses	107,139,085	114,826,210	7,687,125	7.2%
Program Revenues				
Operating Income	11,858,790	12,058,700	199,910	1.7%
Federal Grant Revenues	20,657,800	21,381,300	723,500	3.5%
One-time Federal Relief Funding	7,841,385	7,193,600	(647,785)	-8.3%
State Operating Assistance	5,170,200	5,314,300	144,100	2.8%
<u>Regional Transportation Authority</u>				
Metro Operating Subsidy	1,820,200	1,820,200	-	0.0%
Total Operating Expense	11,230,100	11,144,800	(85,300)	-0.8%
Program Revenues				
Operating Income	739,934	797,100	57,166	7.7%
Regional Funding	1,205,210	1,205,210	-	0.0%
Federal Grant Revenue	3,795,200	4,191,100	395,900	10.4%
One-time Federal Relief Funding	4,529,200	2,471,007	(2,058,193)	-45.4%
State Operating Assistance	642,300	660,200	17,900	2.8%

Approval of the Baseline Budget Request will permit WeGo Public Transit to sustain current services at pre-pandemic levels plus the expanded service related to the transportation plan previously discussed that is scheduled for implementation April 2023 as well as a partial year for the new North Nashville neighborhood transit center scheduled to open in Spring 2024. Based on current ridership trends which have recovered to approximately 85%-90% of pre-pandemic levels for MTA, we anticipate ridership to continue to recover as Metro schools continue in classroom work and businesses continue to return to in-office work. Current fare levels should be retained as well as fare capping which was introduced with our “QuickTicket” advanced fare collection system. Approval will also support the supplemental operating expenses associated with ongoing maintenance of the expanded shelter program funded in the Capital Spending Plan and our “WeGo Link” first mile/last mile partnership with Uber.

✓ **Performance Metrics:**

Proposed performance metrics for the upcoming year will continue to reflect the transition to post-pandemic recovery. On the positive side, these objectives reflect a gradual return of ridership as reflected in both the overall ridership and active paratransit customers categories. We will also attempt to sustain the high level of service reliability performance we saw in FY2022-23 in the area of trip completion percentage. The higher trip completions have been accomplished through upgraded maintenance practices, some progress in filling out the Bus Operator ranks, as well as the strategic deployment of “helper” buses to enhance social distancing objectives. Objectives with respect to bus on time performance continues to reflect a “middle ground” between the increased congestion we are seeing from the return of some businesses and students during the past year and the significantly improved performance we observed during the height of the pandemic in FY2020-21. On time performance is also negatively impacted by traffic congestion and route disruptions resulting from special event closures. As the region continues to emerge from the pandemic, we anticipate an increase in both sources of service disruption. It will be important to see what solutions come from the Connect Downtown study discussed earlier.

Metric Title	Metric Description	FY2023 Proposed	First 6 months FY2023 Actual	FY2024 Proposed
Active Paratransit Customers	Average number of individuals who use WeGo Access Paratransit Services at least once monthly.	1,750	1,546	1,750
On-time Performance Regional Bus	Measures on-time departures for Regional Bus: no more than 59 seconds early and no later than 5 minutes, 59 seconds after the scheduled departure.	87.0%	86.2%	85.0%
On-time Performance Train	Measures on-time departures for Train: arrival at the final destination within 6 minutes (before or after) from the scheduled time.	96.0%	98.0%	97.0%
On-time Performance WeGo MTA	Measures on-time departures for MTA: no more than 59 seconds early and no later than 5 minutes, 59 seconds after the scheduled departure.	90.0%	85.4%	85.0%
Ridership	Total number of passengers boarding on fixed route, and Access services; directly operated and contracted. Includes MTA, Train, and Bus passengers per month.	550,000	693,244	700,000
Trip Completion	Percentage of one-way fixed route vehicles and fixed guideway trips completed. Includes MTA, Train, and Bus passengers.	99.8%	99.8%	99.8%

Investment Requests:

Mayor Cooper’s “Metro Nashville Transportation Plan” (adopted by the Metro Council in December 2020) highlights his commitment to improving public transportation in Nashville by, first and foremost, upgrading the bus system. This is reflected in the proposal to increase service hours by approximately 30% overall, with a major focus on:

- Extending service hours on almost all routes, but with a specific focus on the targeted “Frequent Service Network,” the 9 corridors in the WeGo Public Transit Network that carry over 70% of current riders. These routes would operate from 4:15am – 1:15am Monday through Friday; 5:15am – 1:15am on Saturday and 5:15am – 11:15pm on Sunday.
- Upgrading mid-day, evening and weekend service through improved service frequency on higher ridership routes.
- Improving peak frequency on many routes and assuring that all 9 frequent transit network corridors have peak frequency of 10 – 15 minutes.
- Expanding the availability of the WeGo Link First Mile/Last Mile service to up to 8 zones in outlying areas of Davidson County.
- Strategic route extensions to new transit centers, further enhancing access to economic opportunity.
- Creation of new crosstown and circulator services (such as a Trinity Lane Crosstown route connecting the new North Nashville Transit Center to the Gallatin Road Corridor via Trinity Lane).
- Expanded WeGo Access services for persons with disabilities.
- Additional trips on the WeGo Star commuter train (following necessary capital investments to accommodate these trips).

Overall, the service expansion called for in Mayor Cooper’s plan would add \$30.3 million in current year annual operating expense. Realistically, a complete service expansion of this magnitude at one time does not make sense. As a result, WeGo Public Transit (in cooperation with its Better Bus Advisory Committee) has developed a logical sequencing plan to increase services incrementally over a 5-year period. If the baseline budget request for FY24 is fully funded, the first two years will have been funded. The sequence is as follows:

FY2021-22 - \$4,300,000 already funded to extend service hours on core routes and route extensions to serve the Hillsboro Neighborhood Transit Center. This was funded by Metro in MTA’s FY2022-23 baseline budget request.

FY2022-23 - \$5,400,000 partially funded (\$2.9M) in FY2022-23 to improve off-peak (evening and weekend) service frequency, expand Access on Demand Service hours, expand WeGo Link Mobility on Demand zones. The balance of \$2.3 million is included in the baseline budget request for FY2023-24.

- ✓ **FY2023-24 - \$7,236,000 to add service span expansion on more routes, improved frequency on core service and local routes, route extensions to serve the new Dr. Ernest Rip Patton, Jr. North Nashville Neighborhood Transit Center and additional mobility on demand zones. The partial year investment request is \$5,427,000 for Fall 2023 and Spring 2024 service improvements. This figure is also dependent on capital funding for fleet expansion as identified in the recently announced 2023 Capital Spending Plan that is under consideration.**

FY2024-25 - \$5,700,000 to improve frequency during peak and off-peak hours for more routes, new crosstown service and improved service on existing crosstown service, continued expansion of WeGo Link Mobility on Demand.

FY2025-26 - \$7,600,000 to complete implementation of remaining service enhancements identified in Mayor Cooper’s Metro Nashville Transportation Plan.

Further delineation of the specific proposals and associated benefits of these service proposals can be found in Chapter 1 of Mayor Cooper’s Metro Nashville Transportation Plan, titled “Our Transportation Priorities.”

Specifically, for the FY2023-24 Operating Budget, WeGo Public Transit is seeking the following operating budget appropriations from Metro Nashville:

	Baseline Funding	Investment Request	Total FY2023-24 Request
Metro Transit Authority	\$68,878,310	\$5,427,000	\$74,305,310
Regional Transportation Authority	\$1,820,200	N/A	\$1,820,200
Total	\$70,698,510	\$5,427,000	\$76,125,510

- ✓ **Reduction Scenarios:**

The specific application of budget reduction scenarios would ultimately depend on the nature of pending reductions as to whether the cut is expected to be structural (ie: permanent) or temporary, with an expectation of full restoration.

Possible scenarios could play out like this:

1. First, our assumption is that any reduction to the baseline funding scenario is that there would be no new investment funding, so we would anticipate that the service enhancements identified in the Mayor’s Transportation Plan would be deferred for (at least) one year.
2. Using the baseline funding figure of \$63,431,100 for MTA and RTA services, a 2% reduction would amount to a funding cut of approximately \$1.3 million. If this cut were “transitional” (ie: expected to be restored following economic recovery after a year) the agencies could sustain the cut without detriment to current customers by utilizing residual CARES Act funds (for both MTA and RTA) to fill the gap. If the cut were structural, we would need to look at some structured combination of potential fee (fare increases) and service hour reductions to address the structural deficit. With significant residual Federal pandemic relief funding being nearly depleted, these

impacts on customers could only be stretched one year in an effort to minimize impacts and allow specific customers the maximum time possible to identify travel alternatives. However, these funds would have to be redirected from their current purpose to advance key capital projects in Mayor Cooper's Transportation Plan. All of these assessments would take place under the umbrella of WeGo Public Transit's Title VI policies (described in some detail within the Budget Equity Tool) to assure that a disproportionate share of negative impacts did not befall those with lower incomes, those of different abilities, or communities of color. Significant budget reductions are difficult to absorb in our environment without an impact on customers due to the relatively high level of fixed expense associated with system assets. Other factors that play into the agency's ability to absorb budget reductions are reflected in factors largely outside our direct short-term control, at least in the short-term. Examples include significant budget line items such as fuel costs (driven by global market conditions), employee healthcare expenses (driven by the regional and national healthcare market and overall trending in employee healthcare claims) and necessary pension contributions (driven by overall financial market performance impacting pension fund valuation).



FY2023-24
Submission to Metro Nashville
Office of Diversity, Equity, and Inclusion
Budget Equity Tool
February 10, 2023

Question 1.

Are there budget modifications for departmental programs that address the needs of underserved and disadvantaged communities? (How will the department embed equity in program development and execution? How will programs be assessed? What role will data play in program development and assessment?)

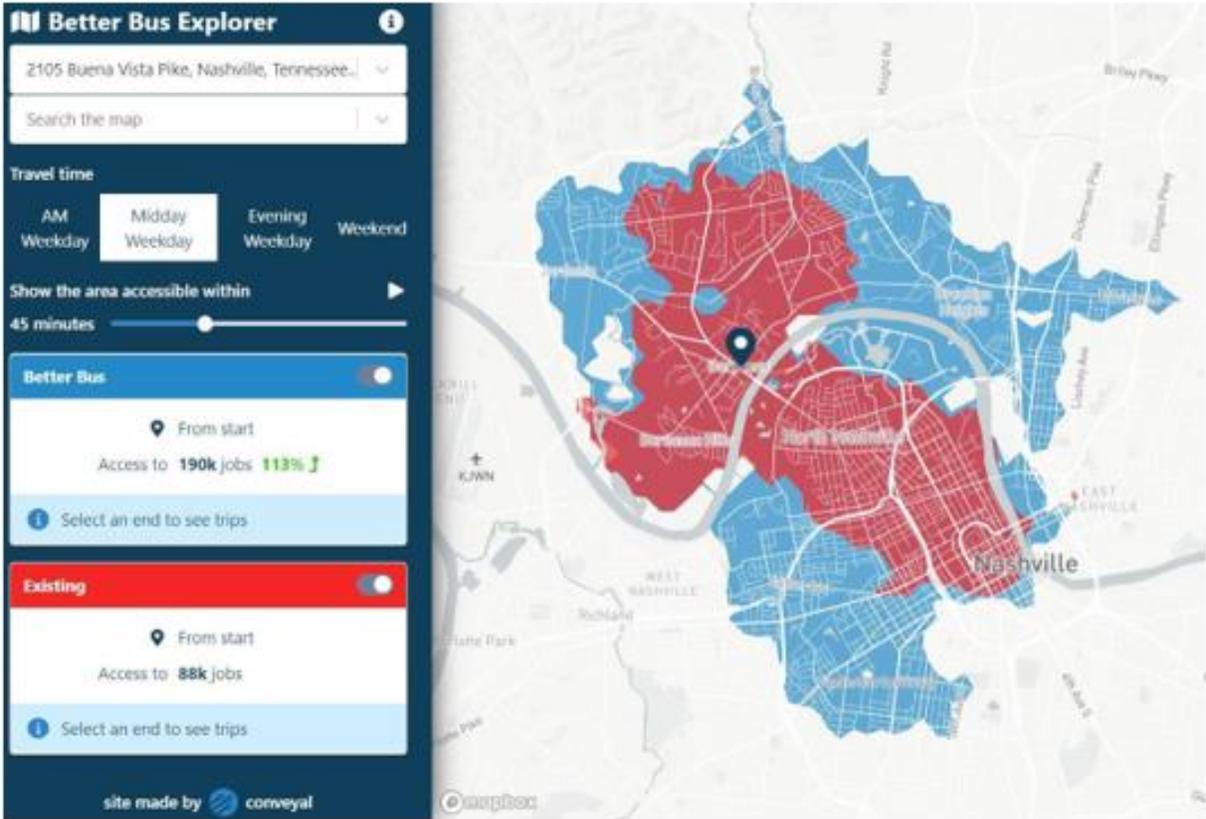
A robust public transportation system is fundamental to assure that the growth and prosperity experienced in some parts of Nashville can be shared with all Nashvillians, and particularly those who have been historically underserved and disenfranchised. A comprehensive, accessible, and affordable public transportation network connects those of color, those with low household incomes, and those with differing physical and mental abilities to jobs, education, medical care, recreation, and social opportunities.

As outlined on our FY2022-23 Budget Equity Tool submission, WeGo Transit thoroughly applies equity considerations in the advancement of all its programs. Equity is at the very center of implementation for any project that we do. As a recipient of federal funding, WeGo already complies with very specific federal equity requirements including, developing and maintaining an agency wide Title VI Program and performing an equity analysis for all transit service changes to ensure that there is no disparate impact or disproportionate burden on minority or low-income populations.

For FY 2023-24, WeGo's budget request focuses on continuation of service improvement initiatives to help the agency to continue to enhance transit and make it more accessible, convenient, and ultimately more equitable to all Nashvillians. In FY24, WeGo will seek to reduce disparities and improve equity if our budget proposal is funded in a few different ways:

- Continued implementation of Better Bus service enhancements
 - Service span expansion on more routes and improved frequency on core services and local routes
 - Improved span for crosstown routes
 - Route extensions and new crosstown route to serve the new Dr. Ernest Rip Patton Jr. North Nashville Transit Center at 26th Avenue North and Clarksville Pike
 - Additional WeGo Link (Mobility on Demand) zones
- Continued expansion of passenger waiting shelter program

Better Bus Service Improvements - The Better Bus Plan is comprised of a variety of transit service improvements across the WeGo system and is also included as part of the Metro Nashville Transportation Plan. Better Bus Improvements planned for FY24 are focused on improving crosstown travel and providing new opportunities for connections outside of downtown. Many of these improvements will be supporting the opening of the new Dr. Ernest Rip Patton Jr. North Nashville Transit Center (NNTC) and are thus critical to the success of that facility. This will include several route extensions to serve this new neighborhood hub, along with a new crosstown route along Trinity Lane. Service on existing crosstown routes will also be upgraded to provide less wait time between buses and more consistent service throughout the day. This improved crosstown service will allow riders going places outside of downtown to reach their destination more quickly. This is a particularly important equity improvement because WeGo on-board survey data shows that low-income and minority riders are less likely to be traveling downtown and more likely to be traveling to neighborhoods outside of downtown. As such, these improvements are directly aimed at reducing disparities in travel time and expanding access for residents using transit. It will have a particularly positive impact on residents in neighborhoods such as North Nashville, Bordeaux, Haynes, and Whites Creek. The example below shows how many new places residents in Bordeaux can reach within 1 hour with Better Bus service improvements along with the resulting improvement in access to jobs. When fully implemented, the Better Bus plan will allow Nashvillians to reach 25% more jobs within 1 hour using transit. The FY24 budget request (if funded) will also allow the continuation of service improvements funded in the past year.

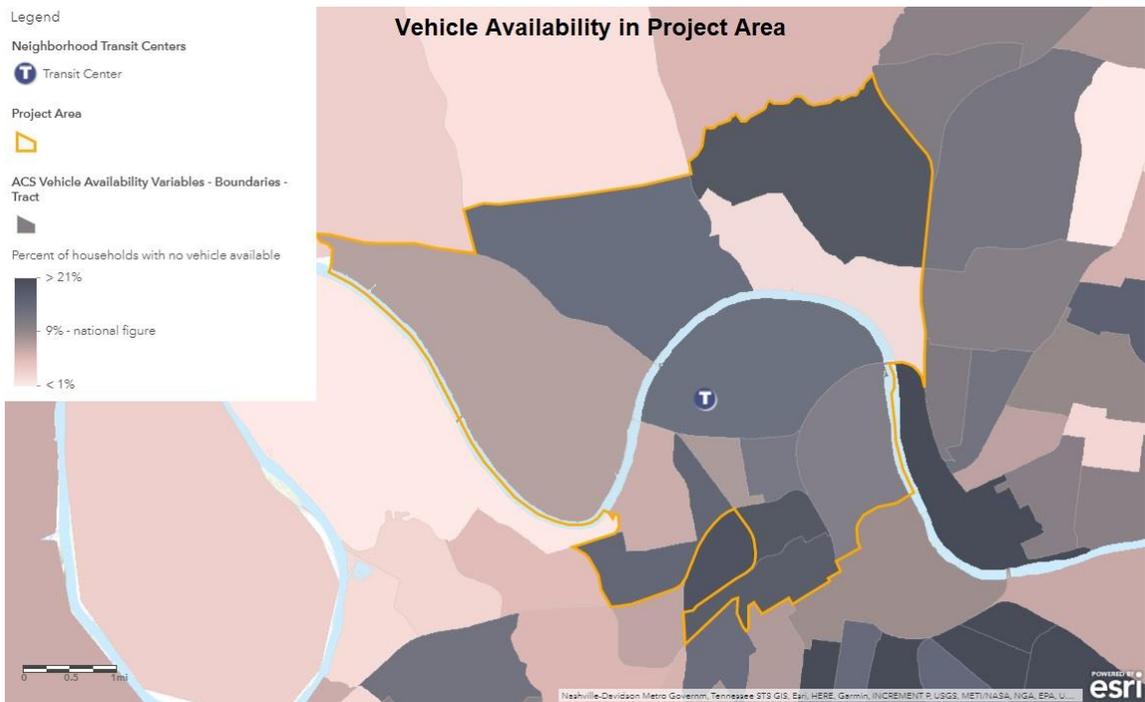


Route Extensions to Serve the New Dr. Ernest Rip Patton Jr. North Nashville Transit Center (NNTC) -

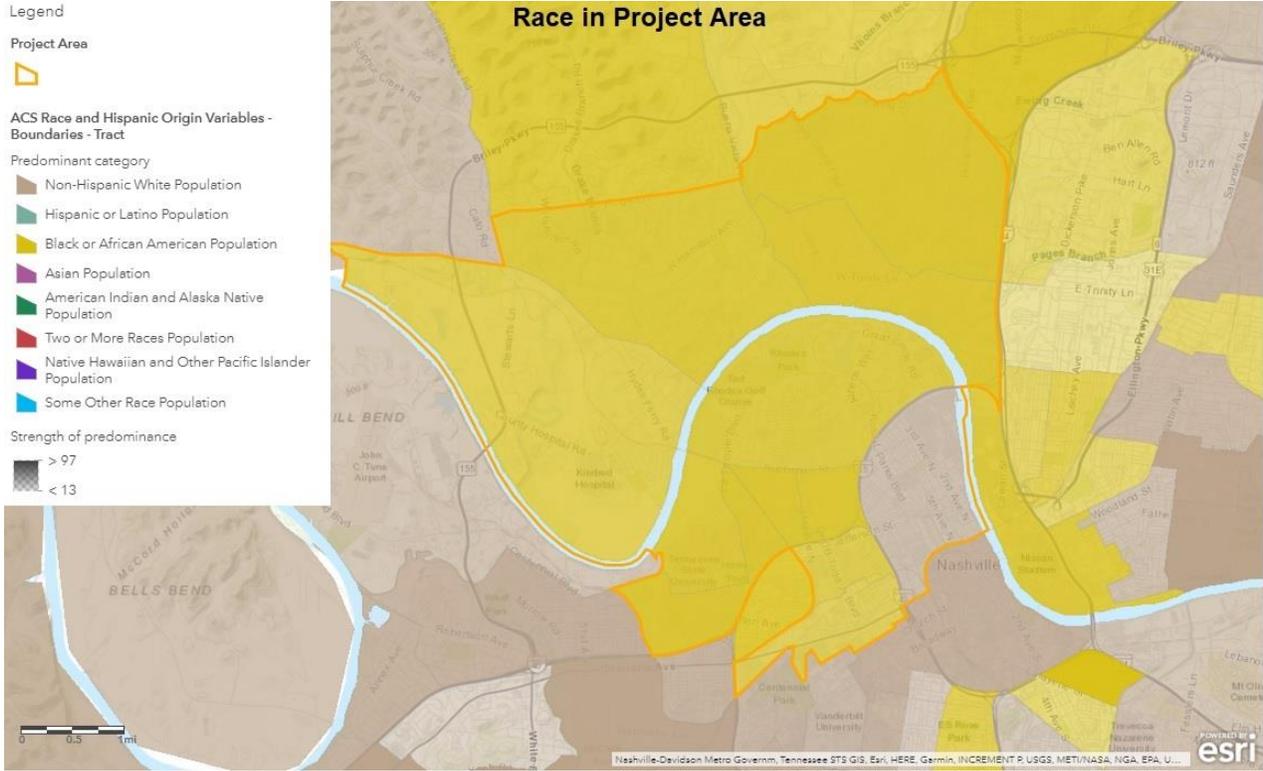
One key strategy identified in WeGo’s strategic plan, nMotion and carried into the Metro Nashville Transportation Plan is the development of a system of transit centers. Our focus on transit centers to help decentralize the system offers opportunities for new connections outside of downtown and reduced travel time for riders while expanding travel options for accessing services. The Dr. Ernest Rip Patton Jr. North Nashville Transit Center exemplifies this. The center will become a beacon for the community that will have impacts beyond transportation meeting other needs like access to Wi-Fi, space for community events, and others that will enhance overall livability. Through this model, WeGo will be creating transportation hubs that become destination points in communities around Nashville that can help enhance the fabric of the neighborhood and sustainability. The deployment of neighborhood transit centers will improve the connections to transit service and improve the dignity of the passenger waiting experience.

Connections between the transit system and other mobility providers such as rideshare operators, taxis and micromobility options (bikeshare, scooter, etc.) will also be facilitated. Concurrent with the development of the hub, strategic route extensions will expand the reach of the transit system and reduce overall travel times.

According to American Community Survey estimates, over 12,000 people in the project vicinity are below the poverty level. Most of the census tracts in the project area have greater than 15% of households without a vehicle available which is nearly twice the national average. This shows that many residents rely on transit to access jobs, healthcare, education and training, healthy food, and more. Unemployment is high and many work multiple jobs to make ends meet. A 2018 Brookings Institution study of Americans born between 1980 and 1986 found that in the 37208 ZIP code (North Nashville), one out of every seven people of that generation found themselves imprisoned in their 30s—the highest incarceration trend in the nation. A portion of the project area is also a designated opportunity zone.



The neighborhoods of North Nashville, Bordeaux and Whites Creek are also predominantly black communities. The area is home to multiple historical African-American colleges and universities including Fisk University, Tennessee State University, Meharry Medical College, and American Baptist College. The Jefferson Street corridor in particular has a rich history as a center for African-American business, arts, and music. However, much of the project area was heavily impacted by the construction of I-40 and I-24/I-65 in the 1950's and 1960's. The highways bisected neighborhoods, disrupted businesses, and dislocated residents. The resulting surface street network is disconnected, creating a challenging environment for active transportation modes including transit. Economic decline followed and population of the community dropped.



Improving transit service for the neighborhoods in the project area will provide substantial benefits, including decreased travel time and expanded access to opportunities including jobs and education. The decentralization of transit service is a particularly important equity improvement for this neighborhood. A transit network oriented around travel to/from downtown is an equity concern. When reviewing on board survey data, minority riders were less likely to be traveling to downtown than white riders. The addition of new connections outside of downtown and improved crosstown service will better meet travel needs of the residents in the project area and make the system more equitable.

To illustrate the importance of this, below are three examples of how access will improve a typical rider's travel experience from this transit center.

Example 1. Someone living in the Hadley-Washington neighborhood and commuting to a job in MetroCenter:

- Currently: take Route 19 Herman to downtown and transfer to Route 9 MetroCenter.
Total travel time: Approximately 45 minutes

- Future: take Route 77 Thompson/Wedgewood to the NNTC and transfer to the extended Route 9 MetroCenter.

Total estimated travel time: Approximately 30 minutes

Example 2. Someone living off of West Trinity Lane near Whites Creek Pike and attending class at TSU:

- Currently: take Route 14 Whites Creek to downtown and transfer to Route 29 Jefferson.

Total travel time: Approximately 55 minutes

- Future: take the new Trinity Lane connector and transfer to Route 77 Thompson/Wedgewood.

Total estimated travel time: Approximately 35 minutes

Example 3. Someone living in Bordeaux and going to a midday medical appointment at St. Thomas Midtown:

- Currently: take Route 22 Bordeaux to downtown and transfer to Route 50 Charlotte Pike.

Total travel time: Approximately 55 minutes

- Future: take Route 22 Bordeaux to NNTC and transfer to the improved Route 75 Midtown.

Total travel time: Approximately 35 minutes

These examples of time savings are made possible by the NNTC facility and the planned service improvements (route extensions, frequency, span) that the NNTC facilitates. This strong commitment to North Nashville will provide expanded economic opportunity to this chronically underserved neighborhood. Within ¼ mile of the Center, 38% of the households live in poverty. The expanded access this facility (and related connecting transit services) will increase the number of jobs accessible within a 45-minute transit commute to neighborhood residents by over 100,000 – more than double those available now. It is now, more important than ever to have a robust public transit system that has economic opportunity options for people to get back to work.

The planning of the route and service extension to serve the NNTC will involve robust public engagement including data collection related to travel needs of residents in the project area along with barriers to access transit. Additionally, this effort will involve the creation of datasets for opportunities/destinations identified as important to the community, the development of scenarios for a redesign of transit service in the project area, the use of accessibility analysis software to evaluate those scenarios based on priority opportunities/destinations, and the development of a final service plan to be implemented in coordination with the opening of the North Nashville Transit Center.

Continued Expansion of Passenger Shelter Program - WeGo Public Transit will continue to use available capital funding to implement strategies to improve the facilities utilized to access transit. WeGo currently has about 270 passenger waiting shelters distributed across Davidson County. Based on a total bus stop count of 1,544, this means that 17.5% of all stops have a shelter. However, based on overall ridership patterns and prioritizing high boarding locations for shelter improvements almost 72% of all passenger boardings occur at sheltered stops. Recent Capital Budget investments from Metro have enabled WeGo to more than double the number of passenger shelters since 2015. As WeGo improves bus stops to accommodate shelters, we are also constructing pedestrian and bicyclist safety as infrastructure improvements providing access to transit. The Metro Nashville Transportation Plan calls for an additional 68 passenger waiting shelters, and the expansion of 25 sites that are currently undersized based on use.

The agency's Capital Investment Plan identifies sources and amounts of projected capital funding available to Nashville MTA as well as a framework for categorizing and prioritizing projects for funding decisions.

Resources are allocated to maintain assets in a state of good repair but also to provide service improvements for riders. Such assets include amenities like bus stops, shelters, and transit centers. Many of these improvements are essential to enhance accessibility to transit including connections that make it easier for disadvantaged communities to travel faster and safer to access opportunities like jobs, food, education, and healthcare. This process helps prioritize those investments through an equity lens ensuring proper distribution and equitable access. Better bus stops and shelters are key for safe access and improving rider's safety, security, and comfort. With just under 1,600 stops in the system and a growing need to expand the number of shelters at bus stops, it requires additional resources to build, maintain, and improve such facilities.

Title VI Program - As a recipient of federal funds and in accordance with Title VI of the Civil Right Act of 1964, WeGo is committed to ensuring that no person is excluded from participation, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services provided on the basis of race, color, or national origin.

WeGo's Title VI Program details how the agency complies with Title VI requirements including the establishment of specific system-wide service standards and system-wide service policies. In addition, a *Major Service Change Policy*, *Disparate Impact Policy*, *Disproportionate Burden Policy*, a *Language Assistance Plan (LAP)*, and *Public Participation Plan* are established. Key Components of the Title VI Program include how WeGo: 1) Measures impacts to minority and low-income populations when making service and fare changes; 2) Engages minority populations in public outreach efforts, and 3) Takes reasonable steps to ensure meaningful access to individuals who are limited English proficient (LEP).

The Federal Transit administration (FTA) requires transit agencies to develop a Title VI Program and update that program every three years and submit to the FTA for approval. WeGo just updated its Title VI Plan in December 2022 and submitted to the FTA for their review.

On-Board Survey and Origin-Destination Survey Data - WeGo Public Transit conducts a systemwide transit on-board survey every 5 years. The survey collects travel data from a sample of WeGo riders traveling on buses for all routes and includes origin and destinations, socio-economic and demographics, fare payment preferences, travel purposes, means for accessing and egressing the system, and time of travel among others. This data provides a critical understanding of the characteristics of our riders and their travel behaviors. This is important to help WeGo predict how and where riders will use the system. The socioeconomic and demographic information collected provides insight about the makeup of the ridership and is used to allocate resources in an equitable manner to ensure underserved populations are being served adequately. The on-board transit survey also includes an attitudinal component to help determine how passengers learn about routes and times, and to assess the reasons that individuals ride transit. It can also be used to explore amenities such as lighting at bus stops or cover for stops (shelters) which may mitigate rider concerns like personal security or shelter from the weather. This information can help prioritize new policies, services, or amenities, identifying areas with the highest need. Many of the service initiatives contained in WeGo Public Transit's Better Bus Plan and many of the projects in WeGo Public Transit's Capital Improvement Plan have directly resulted from this intense level of passenger engagement.

WeGo just conducted an update to the on-board Origin-Destination survey in the fall of 2022. The on-board survey data along with the recently released 2020 Census data will provide great sources of information that

WeGo staff utilizes to evaluate current service availability, amenity distribution, and outreach strategies to ensure equitable distribution of services and resources.

Public Participation Plan - To better understand Nashville’s low-income, minority, and LEP communities, WeGo Public Transit uses census data, as well as the most up to date five-year estimates from the American Community Survey to determine the demographic make-up of our service area. WeGo Public Transit also uses geographic information system (GIS) mapping to identify the minority block group communities within our service area. By collecting this data, we are able to develop a comprehensive plan that will prevent any of our services from causing a disparate impact to those communities and ensure inclusivity in all engagement methods. Furthermore, ridership data provided through systemwide on-board surveys conducted every five years allows for targeted outreach as appropriate in public engagement, particularly for considerations that may impact WeGo Public Transit riders more so than the community at large.

Demographic data are also collected on an optional basis for all outreach events. This data is collected to evaluate the reach of our audience and taken into consideration in any updates to the Public Participation Plan included in the Title VI Program.

Business Diversity in Contracting and Procurement - W WeGo Public Transit's Business Diversity Program continues to realize significant gains in the number of contracts awarded to Disadvantaged Business Enterprise (DBE) businesses. Through focused outreach and advocacy for DBEs in contracting, in FY2022, WeGo Public Transit achieved an overall spend of 29.44% with DBEs. That is nearly a 10% increase over the previous fiscal year's achievement of 20.17%. This increase is a result of active involvement in the procurement phase through outreach initiatives that directly target diverse businesses and the intentional program implemented in FY2021, that focuses on the following:

- Outreach
- Technical Assistance
- Automation of the DBE Certification Process
- Implementation of a software solution that allows WeGo Public Transit to more accurately track dollars spent based on ethnicity, gender, certification type and locality.

In addition to increasing diverse participation, the Business Diversity Department at WeGo is intently focused on removing barriers to participation in contract opportunities expressed by the DBE community. In Spring and Summer 2024, events will be held to encourage relationship building between primes and subcontractors. Working diligently with WeGo’s Procurement Department, the Business Diversity Department ensures information about current opportunities is provided timely for review by diverse businesses and competition is facilitated in a fair and open manner.

By attending DBE and Small Business events hosted by our partner agencies, the Business Diversity Department has provided diverse businesses with information about WeGo Public Transit’s business diversity services and opportunities. As part of our efforts with technical assistance, the Business Diversity Department offers assistants with understanding contracting requirements, processes DBE certifications, as well as referring businesses to supportive services programs offered by our partner agencies:

- TDOT Small Business Supportive Services
- Office of Business Diversity Development (BNA)
- U.S. Small Business Administration

- Office of Minority and Women Business Assistance (Metro)
- Governor’s Office of Diversity Business Enterprise (Go-DBE)

Through WeGo Public Transit’s automated Business Diversity Management System (BDMS), the vendor community has access to the entire Tennessee Uniformed Certification Program (TNUCP) DBE directory. This system offers support to primes and subcontractors during their outreach efforts for project team building in the pursuit of contracting opportunities. BDMS serves a pivotal role for WeGo Public Transit in engaging diverse businesses through mass notification of current opportunities and tracking participation by ethnic, gender, and geographic breakdowns. We will continue to make strides in creating a level playing field for diverse businesses in contracting and plan to increase all efforts as our Business Diversity Program continues to evolve.

One of our most notable partnerships with a small minority business is that of BC Mason Group, a local general contractor. From August 2021 to present, we have committed roughly \$594,292 in contract awards to BC Mason Group, through our competitive process. Of these awards, \$184,553 were funded through Metro’s Participatory Budgeting efforts in North Nashville and Bordeaux for six transit stop improvements. With the implementation of our Business Diversity Program, we expect participation from small diverse businesses competing for WeGo Public Transit projects to continue to increase.

Question 2.

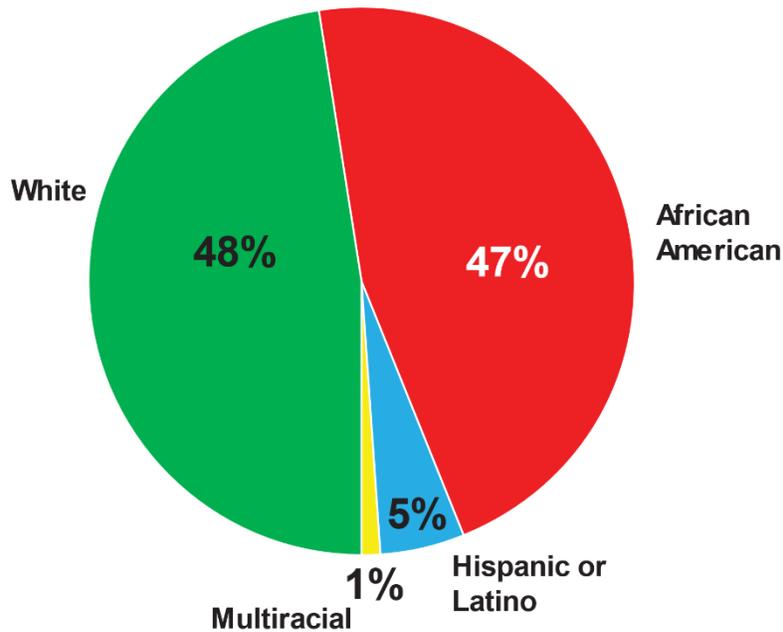
Are there budget modifications that will promote diversity, equity, and inclusion among department staff? (How will the department incorporate an equity lens in recruitment, retention, or promotions? How will these efforts be assessed? What data will guide policy and assessment?)

The Human Resources Department at WeGo Public Transit will continue to prepare and review annual reports of the racial, ethnic and gender makeup of staff at various levels of the organization to identify areas for improvement and strategies for recruitment, retention, advancement, and leadership development initiatives. WeGo Public Transit is working to ensure that its staff and leadership resemble the evolving demographics of the community through targeted partnerships that have included:

- El Jefe 96.7 Radio targeting the Hispanic community and Spanish Speaking applicants.
- Jefferson Street Jazz Festival
- The Tennessee Tribune for marketing and job postings
- The Urban League of Middle Tennessee Virtual Hiring Event
- Coordinate with state and private partners for reentry program candidates
- Ft. Campbell Job Fair targeting emerging military veterans
- Metro Government job fair

Annually, senior leadership reviews the composition of our overall and leadership workforce to monitor its reflection of our overall community and to identify specific efforts to improve performance in this area. With respect to management positions, as of the end of 2022, the ethnicity profile looked like this:

WeGo Public Transit Management Staff by Ethnicity



The expansion of our recruitment resources and efforts has resulted in a noted increase in diversity of our non-union staff. In the fall of 2017, WeGo Public Transit’s e3 Leadership Academy was initiated to identify rising leaders in our organization and expose them to a variety of professional development opportunities. This resulted in the promotion of several individuals into senior leadership roles throughout the organization. More recently, WeGo Public Transit initiated its “WeGo Academy” program, which is still evolving. Where the e3 Leadership Academy was focused on mid-management and administrative personnel, WeGo Academy is focused on our entry level operating personnel. Historically, individuals entering employment with WeGo Public Transit as Bus Operators, Servicers and Custodians have been much more representative of the community at large across ethnic and gender categories. WeGo Academy was created in 2021 to address several issues we were recognizing in our industry:

- By hiring new employees without a commercial driver’s license and with no previous commercial driving experience (and by providing extended training opportunities to address these very specific skill deficiencies) we sought to diversify our pool of talent for Bus Operators (which represent well over half of the total position in the organization) from traditional holders of commercial driver’s licenses to those with more diverse employment backgrounds. This has moved us beyond looking for “truck drivers” to looking for those with customer satisfaction backgrounds and an interest in serving their community. This change in approach has simultaneously expanded our candidate pool in a tight labor market, and significantly expanded the diversity of applicants.
- Expanding the training focus from simply how to successfully operate a transit bus in revenue service to a much broader exposure to our operations and the fundamentals of our organization to deepen their understanding of their role to improve long-term retention.

➤ To begin to identify career paths for our entry level employees so they can gain a better understanding of the promotional opportunities available to them, and the necessary steps they need to take to be ready to take on more advanced roles.

Although the WeGo Academy initiative is in its infancy and continually evolving, early results have been impressive with a significant increase in the number of individuals entering the program from 70 per year to 204 and a retention rate (to date) of about 62%.

The WeGo Mechanic Apprenticeship Program is another new program recognized by the Department of Labor launched in 2021. It is a three-year program. Apprenticeship is a partnership between the company and the union in the efforts to develop productive solutions by addressing training needs, mentoring, and credentialing. Apprenticeship opportunities builds a stronger workforce and provides opportunities for youth outreach and develops a career pipeline for the transit industry.

Question 3.

Are there any budget modifications that will enhance outreach to Metro residents or increase accessibility to departmental services and information? (How will the department use an equity lens to guide outreach and accessibility efforts? How will these efforts be assessed? What data will guide policy and assessment?)

Community Outreach –

WeGo expanded ongoing community partnerships and developed new relationships in the last year. New partnerships included outreach work with area nonprofits serving the Latino and immigrant community: Conexión Américas, Tennessee Immigrant and Refugee Rights Coalition, and the Hispanic Family Foundation. Ongoing projects included collaborations with Metro Homeless Impact Division, Oasis Center, American Muslim Advisory Council, Metro Nashville Police Department Mental Health Services Division, and Nashville Promise Zone Infrastructure Working Group.

One goal was to strengthen relationships with organizations that assist a diverse network of people throughout Metro Nashville, many of whom are our core group of riders- those who rely on WeGo to get to work and take care of their families. We wanted to familiarize those core riders with the QuickTicket fare system. Through Fare Capping, QuickTicket can save regular riders money and it allows for quicker boarding, which helps keep routes on time.

American Muslim Advisory Council (AMAC)

- WeGo works with AMAC to support refugee resettlement, specifically for people from Afghanistan. The goal is to introduce refugees to the Nashville public transit system. Fifty three-month passes were distributed this year, along with information on how to ride.

Metro Homeless Impact Division (MHID)

- **Connector Card program/Drive to End Chronic Homelessness**
 - WeGo has partnered with MHID since October 2017 to provide up to 500 annual bus passes for chronically homeless individuals.
 - Housing navigators assist the individuals and help them move towards obtaining housing.
 - More than 2100 Connector Cards have been distributed thus far.

- The 2022 program used QuickTicket cards and included information on using the system, encouraging long-term use of public transit for life and job opportunities.
 - All program participants have a disability and are chronically homeless.
 - As of October 2021, 58% of program participants are between the ages of 45 and 64 years old.
 - **Cold weather response**
 - WeGo provides 350 Cold Weather Cards each winter that are activated on days when temperatures drop to 32F or below, so that card holders can travel to shelter.
 - More than 38,000 rides to shelter have been provided via the Cold Weather Card program since November 2017
 - Cold Weather Cards have transitioned to the QuickTicket fare payment system, allowing the Homeless Impact Division to capture information provided to outreach workers who distribute the cards.
 - WeGo expanded the collaboration with MHID for the city-wide cold weather response program. The priority is to get homeless people to shelters when the temperature is below 32 degrees overnight.
 - WeGo works with MHID to get homeless to the Metro Emergency Overflow Shelter location at 3230 Brick Church Pike via Route 23B - Dickerson Pike from 6:00pm until end of service on nights the shelter is open.
 - This is a large-scale project that provides free rides for thousands of people during the coldest months of the year.
 - The influx created strains on the system at WeGo Central. This year, WeGo developed a new support plan. MHID provided at least one staffer, often joined by volunteers, to help communicate information and provide organization to the process of getting homeless people on the buses. These workers and volunteers are skilled in working with the homeless population. The result has been a better organized process with less impact on WeGo employees and other WeGo riders.
 - In addition to riders with passes, more than 5000 free rides have been provided from WeGo Central to 3230 Brick Church Pike since November 2021.
 - WeGo provides additional bus services to accommodate Metro Emergency Overflow Shelter guests when they leave in the morning. Metro Social Services distributes free WeGo bus passes to shelter guests. More than 16,000 bus passes have been provided since November 2018.
 - **Safety**
 - WeGo works with MNP and the Homeless Impact Division on issues related to encampments and loitering at bus stops, shelters, WeGo Central, and WeGo Star stations and tracks.

Latino Community Outreach

- WeGo distributed more than 400 QuickTicket fare cards in fall of 2022 through Conexión Américas, Tennessee Immigrant and Refugee Rights Coalition, and the Hispanic Family Foundation.
- PSAs in Spanish on radio stations Ranchera radio 880 AM and Activa radio 1240 AM informed riders about the QuickTicket system.
- QuickTicket cards and information were also given out at several Latino community events.
- WeGo continues to expand outreach and marketing materials provided in both English and Spanish, including bus schedules, and for public meeting and service change information.

Oasis Center

- WeGo continues the longstanding partnership with the Oasis Center for the WeGo Youth Action Team.
 - The WeGo Youth Action Team (YAT) consists of eight (8) high school students from across Nashville that work to increase student ridership through education and activities. The Team meets for two (2) hours each week during the school year.
 - The Team tours WeGo facilities and meets with WeGo staff to learn about public transit and be able to better inform their peers and students' families about the services WeGo provides.
 - The Team attends Metro Nashville Public Schools events to teach students about riding WeGo public transit.
 - This year YAT students organized a Metro Schools art contest open to students in middle and high schools. The themes included students sharing their stories about using WeGo and their visions of the future of public transit in Nashville.
 - Outreach included communication with art teachers and administrators and presentations to students.
 - Winning entries will be celebrated on WeGo buses, shelters and in a party to which the media will be invited.

Promise Zone Working Group

- WeGo met with the Nashville Promise Zone Infrastructure Working Group this year to share information and gain ideas about WeGo outreach to groups like the Metropolitan Development and Housing Agency.
 - Identified ways to engage Nashville Promise Zone partners in informing and participating in public transit efforts and services, including QuickTicket.

Public Participation Plan - Public engagement strategies are formulated based on the content of the message, paired with available demographic statistics from the U.S. Census Bureau and American Community Survey 5-Year Estimates. In using this data, WeGo Public Transit completes analyses through GIS of the most up to date data available to determine the areas in which traditionally underserved populations reside and determine methods to reach those audiences. Establishing and understanding receptivity to messaging is key when determining how to effectively communicate. Presently, WeGo Public Transit has numerous messaging methods, both passive and active, that are utilized to reach various audiences without creating audience fatigue. A comprehensive list of those methods can be found on MTA's Public Participation Plan (<https://www.wegotransit.com/publications/>)

Question 4.

Provide a general characterization of any remaining budget modifications that do not align with the previous three questions. Please group together similar or related modifications.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-003	Meeting Date:	2/23/2023
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through December 2022.

A winter storm in late December had a significant impact on service, with bus trip completion being affected. In addition to service cancellations directly attributable to unsafe or impassable parts of the route, some trips were also canceled due to bus operators not reporting to report to work as a result of road conditions. Incidents due to weather or staffing represented 90% of all cancellations.

On a positive note, we continue to hire operators at a rapid pace, with 18 trainees being released into revenue service in December and many more in the pipeline for release in the coming months. Aside from the winter weather, service cancellations due to staffing availability have been steadily decreasing over the last few weeks as more operators are onboarded.

We are finally beginning to receive vehicles from pending orders. This is critical, as it has become increasingly difficult to have sufficient vehicles available to meet service requirements as the fleet continues to age. Three of the six Chevy paratransit vans ordered earlier in 2022 have been received, and we anticipate delivery of the articulated 60-foot New Flyers this Spring. Unfortunately, our order of Gillig 40-foot buses has been delayed until March 2023 at the earliest due to supply chain issues, and additional paratransit vehicle orders are still significantly delayed.

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

2/17/2023

Date

Operations Dashboard Report

	December-2022	December-2021	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	575,645	477,177	20.6%		
Access Ridership	27,623	24,866	11.1%		
Total Ridership	603,268	502,043	20.2%	700,000	◆
Percentage of Pre-Pandemic Ridership	80.5%	67.0%	13.5%	85.0%	▲
Productivity & Efficiency					
Bus Passengers per Revenue Hour	13.57	12.25	10.8%	16.00	◆
Access Passengers per Revenue Hour	1.65	1.63	1.2%	1.75	▲
Cost Per Scheduled Revenue Hour	\$0.00	\$128.02	-100.0%	\$141.46	●
Safety					
Total Collisions per 100,000 miles	3.8	3.8	-1.9%	4.8	●
Preventable Collisions per 100,000 miles	2.5	1.8	33.7%	1.6	◆
Service Quality					
Bus Trip Completion	98.38%	99.94%	-1.56%	99.75%	◆
Bus On-Time Performance	84.3%	88.0%	-3.6%	85.0%	▲
Access On-Time Performance	91.3%	91.6%	-0.3%	92.0%	▲
Maintenance					
Bus Miles Between Road Calls	9,018	7,159	26.0%	6,000	●
Access Miles Between Road Calls	33,411	28,568	17.0%	18,000	●
Customer Care					
Bus Passengers per Complaint	6,059	4,588	32.1%	4,000	●
Access Passengers per Complaint	359	541	-33.6%	400	◆
Percent of Calls Answered	95.5%	94.7%	0.8%	95.0%	●
Staffing					
% of Operator Positions Filled	93.3%	98.2%	-4.9%	95.0%	▲
% of Maintenance Positions Filled	86.8%	83.5%	3.3%	95.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	18.0%	16.6%	1.4%	18.0%	▲
% of Boardings at Covered Stops (including Central)	72.1%	71.4%	0.7%	73.0%	▲

● Exceeding Goal
 ▲ Within 10% of Goal
 ◆ More than 10% off Goal

Operations Dashboard Report

	FY2023 December-2022	FY2022 December-2021	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	3,828,194	2,876,381	33.1%		
Access Ridership	176,926	151,555	16.7%		
Total Ridership	4,005,120	3,027,936	32.3%	4,200,000	▲
Percentage of Pre-Pandemic Ridership	80.9%	61.2%	32.3%	85.0%	▲
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.15	12.73	19.0%	16.00	▲
Access Passengers per Revenue Hour	1.75	1.68	4.2%	1.75	●
Cost Per Scheduled Revenue Hour	\$131.56	\$133.59	-1.5%	\$141.46	●
Safety					
Total Collisions per 100,000 miles	4.4	4.4	-1.4%	4.8	●
Preventable Collisions per 100,000 miles	1.9	2.2	-12.9%	1.6	◆
Service Quality					
Bus Trip Completion	99.58%	99.92%	-0.34%	99.75%	◆
Bus On-Time Performance	85.2%	88.4%	-3.2%	85.0%	●
Access On-Time Performance	91.7%	93.1%	-1.4%	92.0%	▲
Maintenance					
Bus Miles Between Road Calls	6,758	5,532	22.2%	6,000	●
Access Miles Between Road Calls	19,248	20,758	-7.3%	18,000	●
Customer Care					
Bus Passengers per Complaint	5,111	4,097	24.7%	4,000	●
Access Passengers per Complaint	317	415	-23.8%	400	◆
Percent of Calls Answered	94.2%	95.0%	-0.8%	95.0%	▲
Staffing					
% of Operator Positions Filled	91.7%	95.8%	-4.0%	95.0%	▲
% of Maintenance Positions Filled	83.9%	86.9%	-3.0%	95.0%	◆
Customer Amenities					
% of Stops with Shelters (including Central)	17.6%	16.3%	1.3%	18.0%	▲
% of Boardings at Covered Stops (including Central)	71.9%	71.8%	0.1%	73.0%	▲

● Exceeding Goal
 ▲ Within 10% of Goal
 ◆ More than 10% off Goal

Operations Dashboard Glossary

Metric	Definition
Ridership	
Bus	Total fixed route passenger boardings on all WeGo operated services
Access	Total paratransit boardings (WeGo vehicles and third-party service providers, and Access-on Demand ridership)
Total	Total Bus & Access ridership combined
Percentage of Pre-Pandemic Ridership	Total ridership for the current period divided by total ridership for the same period in Fiscal Year 2019
Productivity & Efficiency	
Bus Passengers per Revenue Hour	Total fixed route passenger boardings divided by total scheduled fixed route revenue vehicle hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public
Access Passengers per Revenue Hour	Total paratransit boardings on WeGo vans divided by total scheduled paratransit revenue vehicle hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public.
Total Cost Per Scheduled Revenue Hour of Service	Total fully allocated cost to deliver service divided by the total scheduled revenue hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public
Safety	
Miles Between Total Collisions	Total number of Collisions divided by total number of revenue miles multiplied by 100,000. An Collision is defined as any time the vehicle makes contact with something other than the road resulting in any damage and/or injuries
Miles Between Preventable Collisions	Total number of Collisions determined to be preventable divided by total number of revenue miles multiplied by 100,000. A preventable Collision is defined as an Collision in which the Operator did not do everything reasonably possible to avoid the collision
Service Quality	
Bus Trip Completion Percentage	Percentage of one-way fixed route revenue trips completed versus scheduled. Includes partial missed trips
Bus On-Time Performance	Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late as recorded by the Automated Vehicle Location (AVL) system. Arrivals are used for on-time performance calculations for the last stop of the trip, with early arrivals at end of line considered as on-time
Access On-Time Performance	Percentage of total scheduled paratransit trips, not including Access-on-Demand or WeGo Link, where vehicle arrives no later than 59 seconds outside of the scheduled pick-up window

Operations Dashboard Glossary

Metric	Definition
Maintenance	
Bus Miles Between Road Calls	Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in fixed route revenue service that causes the vehicle to be removed from service.
Access Miles Between Road Calls	Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in paratransit (Access) revenue service that causes the vehicle to be removed from service.
Customer Care	
Bus Passengers Carried per Complaint	Total fixed route passengers divided by total fixed route customer complaints.
Access Passengers Carried per Complaint	Total paratransit (WeGo and third-party service providers) passengers divided by total paratransit customer complaints.
Percent of Calls Answered	Percentage of calls received that were answered. Unanswered calls are calls that are lost for any reason once in the customer call phone queue.
Staffing	
% of Operator Positions Filled	Total WeGo Operators available divided by total number of operator positions budgeted for service. Part-time Access operators are not included
% of Maintenance Positions Filled	Total WeGo Maintenance positions available divided by total number of maintenance positions budgeted for service. All maintenance and cleaning positions for vehicles and facilities are included
Shelters	
% of Stops with Shelters (including Central)	The total number of stops with shelters divided by total number of stops WeGo operates.
% of Sheltered Boardings (including Central)	The total number of riders who boarded with a shelter (including WeGo Central boardings) divided by the total number of riders for the time period.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of Upcoming Procurement Projects

Meeting Date: 2/23/2023

Item #: M-I-23-004

Project Name: Shuttle Bus Rebuilds

- Brief Description: This project is to rebuild (21) twenty-one 2013 Ford E450 Glavel shuttle buses to ensure operational capability and continued service.
- Anticipated Publish Date: January 2023
- Estimated Project Value: \$1,100,000.00

Project Name: Zero Emission Fleet Transition Plan

- Brief Description: Consultant Services to assist the Agency in developing a plan to transition to a zero emissions fleet
- Anticipated Publish Date: January 2023
- Estimated Project Value: \$500,000

Project Name: Emergency Procurement – Nestor Facility Westside Sewer Line Replacement

- Brief Description: Replacement and relocation of the sewer line at the west side of the Nestor Facility
- Anticipated Publish Date: January 2023
- Estimated Project Value: \$ 300,000

Project Name: Call for Artist (Videographer/Photographer) Small Purchase

Brief Description: Seeking artist to design and compose images into video graphics for internal display within the North Nashville Transit Center that depicts present iconic members and influential events in the North Nashville community.

- Anticipated Publish Date: February 2023
- Estimated Project Value: \$150,000

Project Name: Call for Artist (Mural) Small Purchase

- Brief Description: Seeking an artist to paint a mural at the North Nashville Transit Center that depicts the cultural fabric of the North Nashville community from a futuristic lens of hope, inclusion, and advancement.
- Anticipated Publish Date: February 2023
- Estimated Project Value: \$150,000

Project Name: Buchanan Transit Stop Construction

- Brief Description: This project will construct four shared cycle track transit platforms on Buchanan Street and a new pedestrian crosswalk at 16th Ave. N. Each of the four shared cycle track transit platforms includes curb changes to accommodate the bicycle lane ramping up to the same elevation as the sidewalk.
- Anticipated Publish Date: February 2023
- Estimated Total Project Value: \$373,000

Project Name: 40' Heavy Duty Bus Procurement

- Brief Description: Long-term agreement for fleet replacement to meet Federal Transit Authority replacement criteria.
- Anticipated Publish Date: March 2023
- Estimated Project Value: \$ 32,100,000

Project Name: Safety & Security Assessment

- Brief Description: Professional Services to develop and help implement a long-term, proactive and prevention-oriented Public Transportation System Security Plan.
- Anticipated Publish Date: March 2023
- Estimated Project Value: \$600,000

CURRENT STATUS:

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

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

APPROVED:

Denise Richardson

Director of Procurement & Business Diversity

2/17/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-001	Meeting Date:	2/23/2023
Item Title:	IT Software Maintenance and Related Services Contract Increase		

BACKGROUND:

The State of Tennessee has a statewide Information Technology contract RSWC #3014 available for use by local agencies for the purchase of computer workstations, laptops, servers, software, licensing, warranty, and other related support services. The initial contract period started June 1, 2016, and ended March 31, 2020, but could and was extended to February 28, 2023, through annual renewal options and amendments.

Nashville Metropolitan Transit Authority (Nashville MTA) has prioritized projects in the annual capital plan to ensure funding of State of Good Repair, high-priority projects, and ongoing replacement projects. This includes continuous replacement of aging computer equipment and software as they reach the end of life. Representative projects that will be pursued via these contracts contained in ongoing capital investment plans include:

- Vontas – Trapeze Yard Management Software and Annual Software Maintenance and Upgrades.
- Vontas – Trapeze support for Operations Systems Software (Vehicle Location, Automated Passenger Counting, Traffic Signal Communications, Scheduling, and Dispatching, etc.
- Fleet Watch and Ron Turley Fleet/Fuel Management Systems
- Sage 300 Finance and Accounting Systems
- Genfare and Init Fare Collection Support
- Hardware and Software Necessary for Commissioning of the Ernest Rip Patton, Jr. North Nashville Transit Center

Additional projects include standard state-of-good repair projects encompassed in prior capital plans with respect to the replacement of various Servers, Desktop/Laptop Computing Equipment, Switches, and Other Accessories.

Due to supply chain delivery delays, Nashville MTA would like to order computer and server equipment prior to the end of this contract.

Funding for these projects will come from sources established in Annual Capital Plans, generally including Federal, State, and Local funds.

RECOMMENDATION:

Staff is requesting Board approval to increase the purchase allowance allocated to ongoing Information Technology projects by \$571,000 for Computer and Server Equipment, Storage, Software, and Related Services. Board approval provides the Chief Executive Officer the authority to utilize State contracts to purchase Computer and Server Equipment, Storage, Software, and Related Services for an amount not to exceed \$2,271,000.00 through February 28, 2023.

APPROVED:

2/23/2023

Board Secretary

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-002	Meeting Date:	2/23/2023
Item Title:	MTA Agency Safety Plan Amendment Approval		

BACKGROUND:

On July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop plans that include the processes and procedures to implement Safety Management Systems. The MTA Board adopted the original Agency Safety Plan at its regular meeting on September 24, 2020.

The new Bipartisan Infrastructure Law amends FTA's safety program at 49 U.S.C. § 5329(d) by adding to the Public Transportation Agency Safety Plan (PTASP) requirements. Under this new law, transit agencies that receive Section 5307 funds and serve an urbanized area with a population of 200,000 or more are required to establish a joint labor-management Safety Committee, a risk reduction program, new safety training requirements, and strategies to minimize exposure to infectious diseases consistent with the Centers for Disease Control and Prevention guidelines or a State health authority.

MTA has established the joint labor-management Safety Committee, which has approved this updated safety plan that includes the new Bipartisan Infrastructure Law requirements. The Agency Safety Plan sets a framework to support and complement the existing approach to public transportation safety, identifies deficiencies, and promotes improvements in transit safety performance. This plan sets a proactive approach to safety risk management that is outcome-focused and emphasizes an overall improved safety culture. Amendments to the overall safety plan document incorporate the requirements of the new Bipartisan Infrastructure Law.

RECOMMENDATION:

Staff requests the Board give the Chief Executive Officer the authority to execute the Agency Safety Plan with these amendments to comply with FTA's Public Transportation Agency Safety Plan Final Rule and the new Bipartisan Infrastructure Law requirements. This item is on the consent agenda, so no specific presentation is planned. However, the final plan is available for inspection at the request of any Member and appropriate staff will be on hand at the meeting to respond to any questions.

APPROVED:

2/23/2023

Board Secretary

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-003	Meeting Date:	2/23/2023
Item Title:	American Paper & Twine Contract Value Increase		

BACKGROUND:

On August 6th of 2018, the Nashville Metropolitan Transit Authority entered a contract with American Paper & Twine Company. The duties and responsibilities of the contractor are to provide janitorial and heavy-duty cleaning supplies with inventory management for Facilities, Transit Stop, and Vehicle Maintenance departments at Nestor, Myatt, and WeGo Central.

Supplies are utilized to disinfect, clean, deodorize, and maintain MTA buildings, bus stops, and vehicles. Supplies include personal protective equipment, safety signage, cleaning equipment, cleaning chemicals, liners, paper goods, hand tools, floor care, and more.

The initial term of the contract was for a three (3) year period with two (2) additional (1) year terms offered by Nashville MTA total contract value of \$932,800.00.

CURRENT STATUS:

Amendments 1 and 2 were executed, extending both one (1) year term options. The contract resulted in a 5-year term with the original contract value remaining the same at \$932,800.00.

Cleaning and protective practices changed in all departments with the onset of Covid-19. Masks, gloves, and disinfection solutions became the focal point for public health and personal protective equipment for staff. In addition to the higher use of cleaning products, our supplier has also witnessed inflation in product prices during the contract period. Specific areas of high inflation include plastics. The increases range from 30% to over 100% on items such as nitrile gloves, can liners, and chemical containers. Furthermore, our use of products has expanded with new facilities such as the Hillsboro Transit Center.

RECOMMENDATION:

We are requesting the Board to approve an increase of \$250,000.00 on the existing contract with American Paper & Twine Company, resulting in a new not-to-exceed contract value of \$1,182,800.00 for cleaning supplies and inventory management through August 4th, 2023. We anticipate a new solicitation for these services to commence later this spring coinciding with the expiration of this contract.

APPROVED:

Board Secretary

2/23/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	OF-D-23-001	Meeting Date:	2/23/2023
Item Title:	Quarterly Route Performance Report		

BACKGROUND:

The Quarterly Route Performance Report for the months of October, November, and December is provided on the following pages.

As expected, due to the holidays and some winter weather, ridership this quarter dropped slightly (around 4%) from the previous quarter. Because this is within the range of seasonal variation that we would have expected pre-Covid, it appears that our ridership growth may be starting to level off.

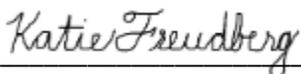
We have added the WeGo Link service to the Quarterly Performance Report as part of the Connector Network. While the overall ridership numbers for WeGo Link remain low, we saw a substantial increase in usage this quarter thanks to the addition of three new zones in October, serving Hermitage, Goodlettsville, and additional parts of Antioch / Southeast Nashville. We will continue to monitor use of the WeGo Link service to understand how people are using it and how it will fit into our network in the future.

On-time performance system-wide has dropped to around pre-pandemic performance levels. We will be adding service hours to several routes in order to maintain current service levels in Spring 2023. We continue to see large variations in travel times on our major corridors, reducing the predictability and reliability of some of our busiest services.

CURRENT STATUS:

Scheduling & Service Planning Manager Katie Freudberg will review this report at the committee meeting.

APPROVED:



Scheduling & Service Planning Manager

2/17/2023

Date

Quarterly Route Performance Indicator Report - October Through December 2022

Route	Ridership			Revenue Hours		Productivity				On-Time Performance	
	Ridership	Ridership Change	Pre-Pandemic Ridership %	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	Pax/Trip Change	OTP	OTP Change
Better Bus Frequent Network											
03 - West End	141,061	32.6%	82.2%	10,695	6.9%	13.2	24.0%	11.1	26.5%	84.18%	-1.51%
04 - Shelby	50,006	24.8%	63.4%	3,943	0.2%	12.7	24.6%	6.7	24.7%	88.84%	-3.41%
07 - Hillsboro	96,776	31.1%	83.3%	5,943	13.7%	16.3	15.3%	10.8	17.6%	82.61%	0.54%
22 - Bordeaux	89,538	12.7%	65.0%	5,946	2.0%	15.1	10.5%	7.9	10.1%	89.43%	-0.95%
23 - Dickerson	150,463	27.1%	108.9%	8,972	1.7%	16.8	24.9%	11.7	24.9%	88.80%	-3.88%
50 - Charlotte Pike	139,324	20.5%	89.8%	8,216	9.0%	17.0	10.5%	12.8	10.6%	86.19%	-2.39%
52 - Nolensville Pike	200,304	30.9%	98.5%	12,646	2.6%	15.8	27.6%	15.1	28.5%	80.77%	-6.70%
55 - Murfreesboro Pike	331,507	25.4%	119.8%	15,288	5.1%	21.7	19.3%	21.4	18.6%	80.07%	-5.28%
56 - Gallatin Pike	253,081	22.2%	86.6%	13,802	1.3%	18.3	20.7%	17.0	20.1%	82.43%	-4.30%
Total	1,452,060	25.4%	92.5%	85,450	4.4%	17.0	20.1%	13.5	20.4%	84.03%	-3.67%
Better Bus Local Network											
06 - Lebanon Road	40,708	40.9%	85.7%	4,088	32.5%	10.0	6.3%	9.7	6.7%	78.63%	-5.03%
08 - 8th Avenue South	61,422	28.3%	98.0%	3,068	9.3%	20.0	17.4%	12.2	20.4%	81.94%	-5.52%
09 - Metrocenter	20,043	34.8%	59.4%	1,431	4.8%	14.0	28.6%	5.5	24.6%	91.54%	-0.52%
14 - Whites Creek	20,246	3.6%	58.1%	2,010	20.6%	10.1	-14.1%	5.0	-14.4%	85.48%	-5.80%
17 - 12th Avenue South	36,123	41.2%	79.8%	3,631	45.1%	9.9	-2.7%	5.9	15.9%	88.08%	-1.51%
18 - Airport/Elm Hill	31,709	42.0%	100.6%	2,508	2.1%	12.6	39.0%	8.2	41.7%	84.38%	-1.24%
19 - Herman	49,204	19.1%	64.4%	4,342	33.2%	11.3	-10.6%	7.6	-7.7%	90.54%	-3.65%
28 - Meridian	18,190	43.4%	63.8%	1,968	19.6%	9.2	19.9%	4.5	18.5%	89.76%	-6.05%
29 - Jefferson	36,459	30.5%	76.6%	3,358	10.6%	10.9	17.9%	5.0	12.2%	89.74%	1.63%
34 - Opry Mills - Music Valley	23,901	57.2%	89.7%	1,542	0.0%	15.5	57.2%	7.6	56.8%	86.58%	-3.07%
41 - Golden Valley	3,179	7.2%	61.5%	343	-0.2%	9.3	7.4%	5.0	7.2%	85.44%	-3.81%
42 - St.Cecilia - Cumberland	20,082	30.8%	66.8%	1,733	22.3%	11.6	7.0%	5.4	7.6%	93.15%	-2.56%
Total	361,266	31.6%	74.8%	30,022	19.5%	12.0	10.1%	6.9	13.3%	86.76%	-3.11%
Better Bus Connector Network											
75 - Midtown Connector	6,051	1.4%	44.2%	1,438	1.3%	4.2	0.1%	3.0	0.1%	78.44%	3.40%
76 - Madison Connector	20,100	-0.6%	84.0%	1,719	-5.7%	11.7	5.4%	7.6	8.1%	86.37%	-2.53%
77 - Thompson – Wedgewood	15,096	33.6%	77.1%	2,762	1.4%	5.5	31.8%	7.4	156.3%	80.35%	-7.27%
79 - Skyline Connector	10,068	N/A	N/A	1,716	N/A	5.9	N/A	2.5	N/A	82.09%	N/A
WeGo Link	124	24.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	51,439	36.8%	80.5%	7,635	27.9%	6.7	6.9%	4.8	12.5%	81.74%	-3.12%
System Total	1,864,765	26.8%	87.0%	123,107	9.0%	15.1	16.4%	10.9	16.9%	84.55%	-3.49%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-004	Meeting Date:	2/23/2023
Item Title:	Enterprise Asset Management Assessment Consulting Contract Award		

BACKGROUND:

The agency's existing asset management system for rolling stock (vehicles) as currently deployed has limited functionality to support core bus maintenance and transit asset management functions and lacks integration with other enterprise software systems. For example, when a work order is opened in the maintenance system for a vehicle problem, that information does not flow through to the vehicle dispatching software, meaning that manual checks must be performed using various reports and spreadsheets to ensure that vehicles undergoing maintenance are not assigned to runs. Similarly, if a bus operator reports an issue and their vehicle is replaced by the Transit Operations team, that information must be manually relayed to Vehicle Maintenance.

Staff identified a need for consultant support that includes subject matter expertise in the areas of asset management and vehicle maintenance to develop a plan that addresses the agency's needs in a comprehensive manner from a people, process, and technology perspective. The scope of work is divided into four defined tasks, starting with a needs assessment that must be completed within one year of the notice to proceed. The needs assessment is a critical prerequisite to making any significant changes and will form the foundation for all future recommendations and implementation plans.

If needs assessment recommends that a new enterprise asset management system is required, the consultant may be requested, through exercised contract options, to assist with solicitation development, project management, and support, including staff training, as the system is implemented. Throughout the project, the consultant will provide regular status updates and presentations to staff and other stakeholders, including the MTA Board of Directors.

The solicitation was issued and advertised on July 26, 2022, on the agency website, Transit Talent, and in B2G. The solicitation was also sent directly to four firms that have backgrounds in enterprise asset management consulting. The pre-proposal meeting was held on August 9, 2022; attendees included 25 primes, sub-consultants, and DBE firms. Eight proposals were received on the October 14, 2022, deadline; two proposals were deemed non-responsive for failing to meet the established 5% DBE participation goal. Responsive proposals were received from the following companies:

- AMCL
- Avero Advisors
- Cambridge Systematics
- Evison Partners (Evison)
- Hatch LTK
- Intueor Consulting (Intueor)

The evaluation criteria included project approach, schedule, proposing team and key personnel qualifications, and total project cost. Following preliminary evaluations, the evaluation committee elected to interview and request a Best and Final Offer (BAFO) from the two highest-scoring proposers: Intueor and Evison. In both the interview and BAFO evaluations, the committee selected Evison as the highest-scoring consultant with the team's project approach, experience, and schedule being the primary deciding factors. Although both Evison's and Intueor's proposals exceeded the 5% DBE participation goal, Evison's proposal included 11.2% DBE participation compared to Intueor's 8.5%. Evison's DBE utilization is detailed below:

DBE Consultant	TASK	UTILIZATION
Draycott Consulting, LLC (Woman-owned DBE)	Needs Assessment and Implementation Support	9.1%
Borra Consulting (Minority-owned DBE)	Project Management Support	2.1%

Cost proposals ranged from \$488,890.00 to \$1,651,880.00, with an average total cost of \$869,806.53. After scope clarifications, Evison submitted a BAFO of \$708,392.78, thereby lowering their initial cost by 4%. When compared to the averages of all received proposals Evison was 26% below the mean and 11% above the estimate. Based on this comparative cost review, Evison’s cost proposal was determined to be fair and reasonable, with appropriate resources dedicated to each project task.

RECOMMENDATION:

Staff requests that the Board provide Chief Executive Officer with the authority to enter into a contract with Evison Partners to conduct the needs assessment and provide necessary requested services to enhance and improve the agency’s Enterprise Asset Management system in the amount of \$708,392.78, plus a 20% owner-controlled contingency, for a total project value of \$850,000. The initial term of this contract is one year with three additional one-year options to be exercised at the Agency’s sole discretion. This project will be funded with FTA funds matched with TDOT and local funds, and the project is included in the current MTA Capital Spending Plan.

APPROVED:

Board Secretary

2/23/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-005	Meeting Date:	2/23/2023
Item Title:	Escalator Modernization Contract and Vertical Circulation Maintenance Services		

BACKGROUND:

Over 10,000 passengers utilize WeGo Central every day to access bus service. The facility is served by two escalators that were installed in 2008 and one passenger elevator (the parking facility is served by two additional passenger elevators). A 2021 engineering assessment of the escalators' conditions indicated that to provide more reliable service, the escalators required extensive rehabilitation. Two options were explored: complete replacement or modernization which replaces all components of the unit except the structural truss. Complete replacement of the escalators would require major reconstruction and a lengthy period without service, therefore, staff determined that a modernization would achieve the same goal of vastly improved reliability at a lower cost with a shorter construction period. To improve coordination of escalator and elevator maintenance and eliminate the risk of both being out of service during the modernization, the Agency incorporated full-service maintenance services into the contract. Additionally, with the Nestor, Central, and Myatt elevators being under different service contracts with varying terms and pricing, it was determined to consolidate elevator maintenance for all three facilities into one contract with standardized service terms. The aim of this consolidation of services into one contract should improve the reliability of vertical circulation equipment agency-wide and assist in attaining State-of-Good-Repair goals in the Agency's asset management plan.

The Request for Proposals was issued on October 10, 2022. Two responses were received from Kone and TK Elevator. TK Elevator proposed only on elevator maintenance and did not offer a proposal for the escalators or escalator maintenance, indicating that it could not meet the federal Buy America requirements. Kone submitted a proposal for escalator modernization and maintenance of at all facilities. Currently, Kone is the only escalator manufacturer that meets Buy America requirements.

The escalator modernization requires demolition of all escalator elements down to the structural truss that supports the unit, and reconstruction of internal and external elements of the escalator to create a new product. The anticipated useful life of the new units are 20 years with proper preventative maintenance measures. The new units will include comb-plate heating and a 'sleep' mode to improve performance and reliability.

Vertical Circulation maintenance services are scheduled to provide ongoing safe operational services for ridership and to extend the useful life of these assets. Services include dedicated, scheduled preventative maintenance for escalators, elevators, and platform lifts each month per site with a comprehensive list of responsibilities for complete maintenance, testing & inspections, a 24/7 Callback Service with an emergency response time of 30 minutes, performance guarantees, and parts inventory that will be kept to make repairs as expeditiously as possible. Locally, Kone provides maintenance services on escalators at Bridgestone Arena, Nashville International Airport, and 5th & Broadway.

The solicitation did not include a DBE participation goal as a search of the TNUCP directory indicated there are no certified DBEs specializing in elevator and escalator maintenance in the Nashville region and the contract requires a 30-minute response time to an outage to minimize inconvenience to customers and employees.

RECOMMENDATION:

Staff is requesting the Board provide the Chief Executive Officer the authority to enter a contract with Kone for escalator modernization on ongoing vertical circulation equipment maintenance. Staff requests advancing the modernization for a base cost of \$1,495,800 and a contingency amount of \$375,000 to be used at the Agency's discretion to address unforeseen conditions or needed equipment repairs that would not be covered as regular maintenance. The proposed schedule for the modernization is approximately 20 months. Ongoing scheduled and preventative maintenance of all vertical circulation equipment is anticipated to cost \$111,678.80 over the life of the five-year contract. To address major repairs beyond those scheduled by preventative maintenance, Staff requests an additional 250,000 over the life of the contract. Total not-to-exceed budget for the five-year contract is \$2,231,678.80. The modernization project budget is funded with a combination of federal, state, and local funding sources. The ongoing maintenance budget is addressed in the Agency's operating budget for contracted maintenance.

Chief Development Officer Trey Walker and Facilities Manager Patrick Hester will provide an overview of the scope of the escalator modernization project and will be available to answer any questions.

APPROVED:

Board Secretary

2/23/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-006	Meeting Date:	2/23/2023
Item Title:	Spring 2023 Service Changes & Title VI Analysis		

BACKGROUND:

Over the past several months, system changes have focused on restoring bus service to pre-pandemic levels as ridership continues to build back up. At the same time, staff has taken an opportunity to start implementation of strategic investments of the Better Bus Plan including extending hours of operation on frequent routes and most local routes, improving frequency on major corridor routes with a focus on evenings and weekends, and establishing new services to improve transit access and connections.

The proposed Spring 2023 service changes include routing adjustments to a few routes to improve reliability and address operational safety challenges, minor schedule adjustments to several routes, and span improvement to a crosstown route to expand travel options. The rest of the proposed changes for the spring relate directly to the WeGo Link program which is part of the Better Bus plan.

The original service proposal for Spring 2023 that was discussed along with the Fall 2022 changes included additional improvements to build on Better Bus improvements already in place by. Those included:

- Improving service span on frequent network routes and local routes
- Improving mid-day frequency on some local routes during weekdays and weekends
- Improving service span and frequency on two major crosstown routes

As stated at the time, effective implementation of the originally proposed Better Bus improvements for Spring 2023 was subject to availability of operators and vehicle equipment due to a required increase in the number of operators and vehicles needed to implement new service. Unfortunately, despite agency efforts, challenges with workforce shortages and supply chain disruptions did not allow MTA to reach the needed numbers for the implementation of the original proposal. Those improvements have been delayed as focus turns to maintaining service reliability of the current service.

Staff continues to work toward meeting the required numbers and reaching established goals. An update on the status of those is included on this item. The specific details on the proposed changes and the outreach process are included in subsequent sections of this item.

The item outlines information on the following areas:

- Operator & Fleet Availability
- Public Outreach Process
- Service Changes Recommendations
- Service Change Equity Analysis
- Request for Authorization to Implement Service Changes

OPERATOR AND FLEET AVAILABILITY:

With every service change, staff reviews current staff and fleet levels to ensure WeGo provides reliable service to its customers. The number of operators required to be fully staffed for Spring service changes is **428** full time operators. As of 01/27/2023, WeGo Transit has 392 operators and 38 newly recruited operators currently in training.

The number of vehicles that will be utilized (at peak times) for Spring service changes will be:

- Fixed Route:
 - o 133 fixed route buses comprised of a mix of 40FT & 60FT buses. (An increase of 2 buses to current service conditions)
 - o 5 vans for fixed route
- Access:
 - o 55 vans for ADA Paratransit

WeGo currently has an active bus fleet consisting of 167 active buses (mixed with 40ft and 60ft buses). As the board is aware of the challenges of our small bus procurements (Cutaways), staff will continue to provide updates on the ongoing procurements. WeGo is expecting fourteen (14) 60ft Articulated buses to be arriving over the next several weeks as they come off the production line. WeGo is also expecting an additional twenty (20) 40ft coaches in the first half of 2023. This will allow staff to maintain a healthy fleet age by replacing worn out vehicles ready to be retired.

Staff continues to engage in efforts on recruiting and retention strategies in order to combat the national and global challenges of hiring in today's climate.

- Ongoing Social activities that promote healthy workforce networking opportunities through our Employee Engagement Committee
- Hired & trained new recruiting personnel for fresh perspectives in the recruiting area
- Implemented a sign-on bonus for Operators (\$1000 for non-CDL holders, and \$2000 for CDL holders)
- Implemented referral program for Operators & Mechanics (\$1000 for a referral after 12 months)

PUBLIC OUTREACH PROCESS:

A service changes proposal was presented to the public for review and comment applying the following guiding principles:

- Assuring social equity of service changes
- Providing high quality service on major routes carrying the most riders
- Balancing needs and resources to ensure service is deployed cost-effectively
- Continuing to advance service design principles from Better Bus where feasible
- Maintaining flexibility to respond to changing conditions and trends

Public engagement on proposed Spring 2023 service changes was conducted between January 17 and February 7, 2023. WeGo staff held a total of three public meetings regarding the proposed changes. The meetings took in place at WeGo Central (January 24th) and two virtual meetings (January 25th and 26th). Staff presented the proposed service changes to the public at these meetings, answered questions, and received comments for the record.

Aside from discussing the proposed changes for the spring, staff also explained the delay with the previously proposed changes related to the Better Bus plan.

Information about service changes was posted at WeGo Central, at impacted bus stops, on social media, via public notice and on WeGoTransit.com. Public notice, signage, and information on the website was provided in both English and Spanish. The public provided comments at meetings and via email and Customer Care.

Over 100 comments were received ranging from general to specific. Aside from general questions and comments not directly related to the proposed service changes, most comments were positive, with several questions about the schedule and routing for Routes 18 Airport and additional improvements for Route 77 Thompson/Wedgewood. Additionally, there were several questions about the WeGo Link program, especially from employers in the Cockrill Bend zone about access to employment and training.

Other comment topics included: Questions about impacts to transit service because of TDOT's Broadway Bridge construction project, status of Bus Rapid Transit service for Nashville and future funding, questions about QuickTicket functionality, schedule changes for Route 88 Dickson (RTA), improvements to Dickson park and ride location, commendations for crosstown service, bus stop locations issues, questions about implementation timing for previously proposed Better Bus improvements, questions about information at bus stop signs, need for more bus stops in West Nashville, capacity issues with vans on certain routes, bus tracking information accuracy on the app, Route 7 Hillsboro extension to Burton Hills area, service frequency increase request for Route 3B West End/Bellevue, time adjustments for Route 76 Madison, issues with juveniles at Central, more assistance for homeless at Central during extreme weather, and requests to implement longer spans from the delayed service proposal on weekends.

A summary of the specific comments received by route for the proposed changes is provided below:

- **Route 18 Airport:** Requests for fewer stops, quicker service, more frequent service on weekdays, and better signage at airport and convention center.
- **Route 19 Herman:** No comments received.
- **Route 77 Thompson/Wedgewood:** Requests to be extended to later hours and more service in general, request for Sunday service, commendation for proposed increased span that helps for Nashville Soccer games, clearer signage at 25th Ave and Clarksville Pike.
- **WeGo Link:** General questions about how the program works, general approval of the concept, support for the proposed areas, request for service in other neighborhoods, questions about usage so far, questions about providing fixed route in the future if there is enough use of the program, concerns about wait times for Uber rides and additional cost, interest from some employers in the Cockrill Bend area, concerns about disable riders being able to use it, request for expansion of Bellevue and Sylvan Park zones to include adjacent areas.

SERVICE CHANGES RECOMMENDATIONS:

Most of the proposed changes for Spring 2023 are minor routing and schedule adjustments aimed at improving on time performance and service reliability. The additional service on Route 18 Airport on the weekends and the expansion of the WeGo link zones are considered major changes and are of part of the Better Bus plan to improve access to transit. Below is a summary of the service change recommendations as presented to the public during the public comment period followed by a detailed explanation of each change. All public comments were reviewed and fully considered in making final recommendations.

<p style="text-align: center;">Route Modifications</p> <p style="text-align: center;">3A West End/White Bridge</p> <p style="text-align: center;">18 Airport</p> <p style="text-align: center;">19 Herman</p>	<p style="text-align: center;">Minor Schedule Adjustments</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">3 West End</td> <td style="width: 50%;">50 Charlotte Pike</td> </tr> <tr> <td>6 Lebanon Pike</td> <td>52 Nolensville Pike</td> </tr> <tr> <td>17 12th Avenue South</td> <td>55 Murfreesboro Pike</td> </tr> <tr> <td>18 Airport</td> <td>56 Gallatin Pike</td> </tr> <tr> <td>19 Herman</td> <td>76 Madison</td> </tr> <tr> <td>29 Jefferson</td> <td>77 Thompson/ Wedgewood</td> </tr> <tr> <td>34 Opry Mills</td> <td>79 Skyline</td> </tr> </table>	3 West End	50 Charlotte Pike	6 Lebanon Pike	52 Nolensville Pike	17 12 th Avenue South	55 Murfreesboro Pike	18 Airport	56 Gallatin Pike	19 Herman	76 Madison	29 Jefferson	77 Thompson/ Wedgewood	34 Opry Mills	79 Skyline
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<p style="text-align: center;">Improved Service Span</p> <p style="text-align: center;">77 Thompson/Wedgewood</p>	<p style="text-align: center;">New Services</p> <p style="text-align: center;">WeGo Link Expansion:</p> <p style="text-align: center;">Bellevue Cockrill Bend Sylvan Park</p>														
<p style="text-align: center;">Improved Frequency</p> <p style="text-align: center;">18 Airport</p>															

Following is a breakdown of the recommended changes for the spring:

- **Routing Modifications – To improve on time performance, reliability, and safety**
 - **3A West End/White Bridge**
Outbound Trips – Continue on White Bridge Pike, make a left on Charlotte Pike and circle around the Midland Avenue and Obrien Avenue back to White Bridge Pike.

 - *This was a request from a rider at a public meeting that staff evaluated and concluded that it was feasible and reasonable to implement. This change will reduce the number of pedestrian crossings necessary to transfer between Route 3A West End/White Bridge and Route 50 Charlotte Pike.***

 - **18 Airport**
*Express Inbound Trips – Stay on I-24 to James Robertson Pkwy
Express and Local Outbound Trips – Travel on Rosa L. Parks Blvd/8th Avenue to Lafayette instead of 4th Avenue*

 - **19 Herman**
*Buses will no travel on Batavia Street
Inbound and Outbound Trips – Will use a combination of 28th Avenue, Albion Street, and 32nd Avenue to bypass Batavia Street*

- **Service Span Improvements**
 - **77 Thompson/Wedgewood**
Extend service until 10:00 p.m. Monday-Saturday – Will provide additional options for Nashville Soccer Club games at Geodis Park

- **Improved Frequency**
 - **18 Airport**
Every 45-50 minutes via Elm Hill Pike, 6:00 a.m. to 6:00 p.m. on weekends

- **Minor Schedule Adjustments**
 - 3 West End
 - 6 Lebanon Pike
 - 17 12th Avenue South
 - 18 Airport/Elm Hill Pike
 - 19 Herman
 - 29 Jefferson
 - 34 Opry Mills
 - 52 Nolensville
 - 55 Murfreesboro Pike
 - 56 Gallatin Pike
 - 76 Madison
 - 77 Thompson/Wedgewood
 - 79 Skyline
- **New Service**
 - **WeGo Link**
Add new zones in Bellevue, Cockrill Bend, and Sylvan Park

*** Staff received a letter from Goodwill Industries highlighting some issues with the proposed WeGo Link program for their employees and people accessing their facility in Cockrill Bend. Staff will reach out to Goodwill to further clarify the WeGo Link program model, discuss their specific needs, and explore opportunities for coordination.**

***The boundaries for the proposed WeGo Link zones in Bellevue and Sylvan Park were slightly revised to include adjacent neighborhood areas in response to rider feedback during the public comment process.**

SERVICE CHANGES EQUITY ANALYSIS:

The Federal Transit Administration (FTA) requires transit agencies to demonstrate consideration, awareness, and approval of Title VI equity analysis for any major service or fare changes. The Major Service Changes thresholds that require Title VI review are:

1. Any change in service of 25 percent or more of the number of a transit route’s revenue service miles computed on a daily basis of the day of the week for which the change is made.
2. A new transit route is established or eliminated.
3. Emergency service changes that meet either of these definitions and have been in effect for over one year.

Proposed service changes are compared to current service levels in order to evaluate any potential adverse effects to minority or low-income communities in the service area. With service improvements, this means that the benefits of the service cannot disproportionately benefit non-minority or non-low-income populations. Based on WeGo Title VI Policy, and consistent with Federal law, adverse effects of changes are borne disproportionately by minority populations when the impacts to minority populations are more than 20% greater than impacts to non-minority populations. Similarly, adverse effects of changes are borne disproportionately by low-income populations when the impacts to low-income populations are more than 20% greater than impacts to non-low-income populations.

The major changes identified for the Spring 2023 changes include the routing alignment and additional service for Route 18 Airport, additional service on the 77 Thompson-Wedgewood, and the expansion of the WeGo Link program in Bellevue, Cockrill Bend, and Sylvan Park areas. Using the Transit Boardings Estimation & Simulation Tool (TBEST), staff evaluated the impacts of the proposed fixed-route changes by comparing the change in trips available for minority and low-income populations in comparison to non-minority and non-low-income populations. For the WeGo Link expansion, staff reviewed the population served by each zone and

looking at the presence of low-income and minority populations within the zones in relation to the entire service area of Davidson County.

The proposed changes to Route 18 involved modifications to routing alignment in downtown and additional trips on weekends. The benefit of additional service was greater for both low-income and minority riders as shown in the charts below. The proposed Route 77 improvements involve additional trips in the evening, Monday to Saturday. The benefits of that additional service are almost identical for low-income and minority riders when compared to non-low-income and non-minority riders. Thus, staff find no disproportionate burden or disparate impact with these fixed route changes.

Route	Change in Low Income People Trips	Change in Non-Low-Income People Trips	Low Income: Non-Low- Income Total Trip Percent Difference
18	28.1%	24.5%	14.7%
77	9.7%	9.7%	0.4%

Route	Change in Minority People Trips	Change in Non-Minority People Trips	Minority: Non-Minority Total Trip Percent Difference
18	26.1%	23.7%	10.1%
77	9.7%	9.7%	0.4%

When reviewing the proposed WeGo Link Expansion, staff found that overall, each of the new zones had a lower percentage of minority and low-income residents than the county overall. The chart below summarizes the minority and low-income populations in each zone. This produces a potential disparate impact and disproportionate burden. Based on these results staff is required to complete additional analysis to determine either a) mitigation strategies or b) substantial justification for moving forward with the recommendations.

WeGo Link Zone	% Minority	% Low Income
Sylvan Park	11.8%	8.8%
Bellevue	23.7%	9.4%
Cockrill Bend	25.1%	6.3%
Total New Zones	21.8%	8.9%
Davidson County	40.6%	14.9%
<i>Disparate Impact/ Disproportionate Burden</i>	85.7%	67.4%

Staff reviewed zone boundaries to determine if any changes could be made to reduce the disproportionate benefit. Finding none, staff then reviewed the new zones within the context of existing zones, including those added in the Fall of 2021. Overall, 42% of the population living within any WeGo Link zone are minority, and 13.2% of households are low-income. Taken as a whole, the WeGo Link program shows no disparate impact or disproportionate benefit.

	% Minority	% Low Income
All 7 WeGo Link Zones	42.0%	13.2%
Davidson County	40.6%	14.9%
<i>Disparate Impact/ Disproportionate Burden</i>	-3.5%	12.3%

These results reflect the agency approach for WeGo Link. Zones were initially prioritized based in part on the presence of low-income and minority populations. Thus, zones with higher proportions of those groups were implemented first, leaving zones with lower proportions for later implementations. Additionally, the role of the WeGo Link service is to serve areas where fixed-route service may not be appropriate or effective. Many parts of the county that have higher proportions of low-income and minority populations already have good access to fixed-route service. WeGo Link is designed to provide access in areas without fixed-route service. Finally, the agency has determined that there are several other factors that justify the addition of these zones. The Cockrill Bend zone provides access to employment opportunities in the area that would otherwise be inaccessible by transit. The Sylvan Park and Bellevue zones provide access to parks and community centers that also lack direct fixed-route service. These are destinations that are beneficial to serve and with WeGo Link, they could be accessed by residents in other portions of the county. Based on these factors, staff have concluded that there is a substantial justification for these new zones despite the overall lower proportion of low-income and minority residents within the zones.

RECOMMENDATION:

Staff requests approval by the Board of the proposed Spring 2023 service changes as documented in this item for implementation to take effect on April 2, 2023.

APPROVED:

Board Secretary

2/23/2023
Date