



# Nashville MTA Board Meeting

## Tennessee Bankers Association

211 Athens Way | Nashville, TN 37228

February 24, 2022 | 2:30 p.m.

### Board Members:

Gail Carr Williams, Chair  
Jessica Dauphin  
Mary Griffin

Janet Miller, Vice Chair  
Walter Searcy

1. Call to Order
2. Roll Call
3. Approval of the January 27, 2022 MTA Board Minutes
4. Public Comments
5. Operations & Finance Committee – Walter Searcy, Chair
  - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO OF-D-22-006 P. 9
  - Monthly Operating Statistics – Andy Burke, COO OF-D-22-007 P. 12
  - Quarterly Route Performance - Dan Freudberg, Deputy COO for Systems OF-D-22-008 P. 17
  - Upcoming Procurement Projects List P. 20
6. New Initiatives & Community Engagement Committee – Janet Miller, Chair
  - Spring 2022 Service Changes & Title VI Analysis, Felix Castrodad, Director of Planning & Grants M-A22-002 P. 22
  - Bus Stop Signage Redesign Update – Justin Cole, Senior Transit Planner NICE-D-21-010 P. 28
  - Marketing Plan Update – Renuka Christoph, Director of Marketing, Communications & Sales NICE-D-21-011 P. 29
  - Access Improvement Study & Technology Assessment – Dan Freudberg, Deputy COO - Op Systems NICE-D-21-012 P. 30
  - FY2023 Budget Submission to Metro – Ed Oliphant, CFO NICE-D-21-013 P. 32
7. CEO's Report – Stephen G. Bland, CEO
8. Chair's Report – Gail Carr Williams, Chair
9. Other Business
10. Adjournment

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

**January 27, 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, Ste. 100, Nashville, TN 372228 on Thursday, January 27, 2022.
- II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Walter Searcy, Member; Mary Griffin, Member; Jessica Dauphin, Member; Margaret Behm, Board Secretary; Chief Executive Officer Steve Bland; Chief Administrative Officer Rita Roberts-Turner; Chief Financial Officer Ed Oliphant; Chief Operating Officer Andy Burke; Chief Development Officer Trey Walker; Deputy Chief Operating Officer-Operations Systems Dan Freudberg; Director of Marketing & Communications Renuka Christoph; Director of System Safety & Risk Management Nicholas Oldham; Sr. Transit Planner Justin Cole; Director of Planning & Grants Felix Castrodad; and Sr. Executive Assistant & Board Liaison Monica Howse.  
A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:48 p.m.
- III. **Approval of Minutes:** Mary Griffin made a motion to approve the December 16, 2021 MTA Board minutes; the motion was seconded by Jessica Dauphin, and unanimously approved by the Board.
- IV. **Public Comments:** Chair Gail Carr Williams opened the floor for public comments. The public was reminded that comments were limited to three minutes. The following members of the public had these comments:  
**Darius Knight**  
Mr. Darius Knight's comments were as follows:
  - Mr. Knight suggested that the North Nashville Transit Center be named after former employee Elizabeth Duff or Senator Thelma Harper; or name it after both of them.
  - Mr. Knight said bus operators are frustrated and still having issues with passengers not wearing masks, but when bus operators are caught without their mask passengers are reporting them for non-compliance.
  - Mr. Knight said that the WeGo Central escalator doesn't feel safe going up, its jerking and you can hear a sound from it while going up the stairs.
  - Mr. Knight said there were many issues with the virtual meetings regarding the bi-annual changes. Many people had issues logging on and felt that this was a deliberate effort to keep customers from expressing their wants and opinions.
  - Mr. Knight asked if WeGo would be making an effort to add the Trinity Lane connector since the Juvenile Justice Center will be moving to Trinity Lane.
  - Mr. Knight said buses aren't being cleaned well enough to keep the transmission of omicron cases down.
- V. **Operations & Finance Committee Report:** Committee Chair Walter Searcy introduced the following items for discussion and action:
  - a. **Monthly Financial Report Compared to Budget (OF-D-22-001):** Chief Financial Officer Ed Oliphant reported and reflected on the statement of operations for November 2021 compared to the budget and a balance sheet as of November 30, 2021. There was no further discussion at this time.

- b. **Conflict of Interest (OF-D-22-002)**: Chief Financial Officer Ed Oliphant reviewed the Annual Conflict of Interest report with the Board. The Conflict-of-Interest report is designed to highlight incidents or circumstances that have the appearance of conflict and how potential conflicts are mitigated. Currently, there are no conflicts at this time.

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

- c. **WeGo Ride Pilot True Up (OF-D-22-003)**: Chief Financial Officer Ed Oliphant reported the following:

The WeGo Ride Program is an employer-paid transit pass program to provide employee commuter benefits on Nashville MTA and RTA services in Middle Tennessee under the name WeGo Public Transit. In June 2020, the Board approved for the first time, an WeGo Ride Program Revenue Sharing Agreement with Nashville MTA for the period of July 1, 2020, through June 30, 2021. To remind the Board, the following are the objectives of the program:

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

Vanderbilt University was the only employer to participate in the pilot during FY2021. One of the stipulations of the pilot program was for staff to review the results of the pilot with both MTA and RTA boards and committees to determine the viability of the pilot. Vanderbilt University agreed to join the pilot program in April 2020, but due to the pandemic, it was decided to wait until June 2021 to perform the first true-up of revenue sharing between MTA and RTA. Consequently, the true-up period covered 15 months from April 2020 through June 30, 2021. While the pandemic resulted in far fewer rides being provided during the pilot, Vanderbilt continued to pay full monthly fees as if conditions were normal. This resulted in a skewed result in terms of cost per ride from Vanderbilt's perspective which will be addressed with Vanderbilt during the current contract year which Vanderbilt did renew effective July 1, 2021. The terms of the contract were based upon the following:

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

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

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

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

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

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

CEO Bland concluded that we have some additional 15 companies or so that have signed up and we will do another true-up of revenue sharing between MTA and RTA at the end of June.

- c. **Armored Car Contract Extension (M-A-22-001)**: Chief Financial Officer Ed Oliphant reviewed Armored Car Contract Extension report with the Board.

MTA contracts with Loomis Armored Services for armored car pick up and cash processing services for all cash collected through our fare boxes. They pick up our portable vaults every weekday at our Nestor property and twice weekly at our Myatt property. They are responsible for counting the cash and delivery to US Bank for deposit into MTA's operating account.

In December 2020, the Board approved a one-year extension to our expiring 5-year contract to allow more time to complete the RFP process that had been delayed due to COVID. In October 2021, we went back out for requests for proposal (RFP) that included a modified process in that we were requesting just transportation services to transport our vaults to US Bank who indicated they would be responsible for the cash processing services. In November, we received responses from Brinks Armored Services and Loomis. Both companies indicated that they were not bidding on the services. Brinks indicated it did not have the capacity to transport our vaults and Loomis was not interested in just transporting vaults but would consider it only if it included the cash processing services that are in the current contract. Procurement has been working diligently to amend the RFP to include cash processing as in previous years but was unable to get it complete before the end of the year. In order to complete the RFP process, it will be necessary to ask for up to a one-year extension on our current Loomis contract, which is the minimum Loomis would allow. The contract does have a termination at will clause for both parties. Once the RFP process is complete, we will be bringing back a request to the Board for approval of a new multi-year contract to the winning bidder.

Staff requested the Board approve a one-year contract extension with Loomis Armored Services at an amount not to exceed \$137,750 which is a 4% increase over the current contract that expired December 31, 2021.

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

Committee Chair Walter Searcy made a recommendation to approve the Armored Car Contract Extension and it was unanimously approved by the Board.

- d. **Monthly Operating Statistics (OF-D-22-004)**: Chief Operating Officer Andy Burke reported and reflected on the monthly operating statistics report through November 2021. There was no further discussion at this time.

COO Andy Burke availed himself for questions and there were no questions at this time.

- e. **SMS Update (OF-D-22-005)**: Director of System Safety & Risk Management Nick Oldham provided an update on the Safety Management System (SMS).

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

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

- Increasing the focus of hazard identification across the organization;
- Broadening the scope of safety data collection;
- Emphasizing the importance of managing safety risks across all areas of operations;
- Integrating data from other organizational processes into safety data analysis;
- Promoting participation and contribution of frontline personnel in the management of safety; and
- Fostering an organizational culture that encourages proactive safety reporting and safety risk management

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

Director of Safety Management Systems & Risk Management Nick Oldham availed himself for questions and there were no questions at this time.

VI. **New Initiative & Community Engagement Committee Report**: In the absence of Vice-Chair Janet Miller, Board Member Mary Griffin introduced the following items for discussion:

- a. **Spring 2022 Service Changes Update (NICE-D-22-001)**: Director of Planning and Grants Felix Castrodad presented an update of the proposed changes for Spring 2022 including additional public outreach on the new Skyline Connector route.

At the July 22, 2021, MTA Board meeting, the Board approved a phased approach for implementation of service changes to take place in the Fall 2021 and Spring 2022. Two phases of service changes included not only service restoration to pre-pandemic levels, but also

service expansion consistent with the Better Bus plan recommendations. The overall service expansion with these changes represents approximately 35,500 additional annual service hours or a 7% increase in service.

Director of Planning & Grants Felix Castrodad availed himself for questions and there were no questions at this time.

There was a question and general discussion regarding the reason for route renumbering. Director of Planning & Grant Felix Castrodad explained that we have more than one route that operates on the same corridor, such as the 3A & 3B, so it makes it easier for the public to understand and use.

- b. **Better Bus Service Expansion, Improvement Update and Direction for Next Phase Expansion (NICE-D-22-002)**: Sr. Transit Planner Justin Cole presented an overview of the Better Bus improvements implemented to date and those planned for FY2023 and beyond.

In 2020, as part of the nMotion Strategic Plan, WeGo developed the Better Bus plan to improve existing bus service in Nashville over a 5-year implementation timeline. This plan was adopted by Metro Council as part of the City Transportation Plan and included the following:

- Longer Hours of Service
- More Frequent Service
- New and Improved Connections
- New Transit Centers and Upgraded Stops
- Access Improvements

With full implementation, service would begin to approach peer city per capita service levels. These improvements require an increase of \$29.5 million in the annual operating budget, in addition to capital costs for fleet expansion, transit centers, and bus stop upgrades. In FY2021, WeGo began implementing Better Bus service enhancements by reallocating existing service resources in response to pandemic-related ridership shifts. In FY2022, additional Better Bus improvements are being implemented by leveraging American Rescue Plan (ARP) funding

Sr. Transit Planner Justin Cole availed himself for questions and there were no questions at this time.

- c. **WeGo Link Program Expansion (NICE-D-22-003)**: Deputy Chief Operating Officer, Dan Freudberg and Director of Planning, Felix Castrodad, provided an update on the WeGo Link program and discussed a potential approach for expanding the program.

The nMotion Strategic Plan recommended exploring first/last mile “Mobility on Demand” zones to service lower-demand areas to improve access to transit services more cost-effectively. The development of these zones allows for improved connections to fixed-route transit service, especially in areas where access is limited due to the amount of distance to the main road and where the lack of proper pedestrian infrastructure makes walking conditions difficult and unsafe.

As the agency begins preparations for the FY2023 operating budget, conversations about the potential future of the WeGo Link program will be timely including considerations for expanding coverage and span of service to increase access to frequent transit service for riders.

Deputy COO for Systems Dan Freudberg and Director of Planning Felix Castrodad availed themselves for questions, and there was one question from Board Member Jessica Dauphin, she asked how the program going in terms of users and utilization. Deputy COO of Systems Dan Freudberg said that the utilization is fairly limited, and we haven’t done a lot of aggressive marketing because we wanted to first make sure that the program was up and running, but we are looking at more marketing efforts in the future.

VII. **CEO’s Report:** CEO Steve Bland reported the following:

1. We continue to ride the COVID wave, and the radical increase in cases brought on by the Omicron variant has certainly impacted our workforce. As recently as November, we only had in the range of 5 – 7 employees off for COVID-related leave at a given time. In recent weeks, that figure has been in the 25 – 30 range, which represents approximately 3-1/2% of our workforce. We hope that early indications that the impact of this variant is starting to run its course in Davidson County are correct and that we've peaked. We have been much more fortunate than most transit agencies, which have typically had much higher rates of infection in other parts of the country and have significant disruptions in service as a result. Much to the credit of our Operations, Safety, Human Resources, and Training Departments – and some luck – we have been able to sustain full-service levels through a combination of limited staff absences and aggressive hiring of new Operators.
2. Unfortunately, we've had less luck with some of our winter weather, as two of our recent snow and ice events necessitated us to move into our adverse weather plans, moving us to snow routes on a number of routes and having to suspend some services due to treacherous roads and a number of our employees being unable to get into work from their homes. I do want to thank our Operations and Facilities Staff, in particular, for sustaining the overwhelming majority of our service during this period and doing so safely.
3. You heard a good bit about the North Nashville Transit Center today, so I won't add to that terrific discussion. However, I will say we're pleased to report that we have begun planning for the grand opening of the Hillsboro Transit Center. With construction progressing well on that project, we are lining up dignitaries to help us "cut the ribbon" during the week of March 28, immediately preceding our spring service changes. We anticipate that the boarding platform will be in service well before that date, and there will likely still be some punch list items to complete after that date, but the project will be substantially complete.
4. You may have read in the newspaper that Mayor Cooper initiated a participatory budgeting process in the North Nashville community to program \$2 million of Metro Capital funds to projects deemed a priority by residents of those neighborhoods through a facilitated public engagement process. We are pleased to report that the neighbors allocated \$300,000 for additional shelters and bus stop improvements. This will be on top of the overall allocation of \$3 million in this year's Capital Spending Plan that we reported earlier. I want to thank Trey Walker, who served as MTA's liaison to this process.
5. Last month CFO Ed Oliphant and CEO Bland were unable to engage in the usual January Operating Budget Workshop with the Board. However, supporting materials were sent out for the Board members to review and input. With submissions due in early February to Metro Finance, we will approach our submission in the same manner as prior years, with a baseline funding request that will include full funding for all current services, including the Better Bus Improvements scheduled to begin in April; as well as a supplemental investment request to support the next phases of Better Bus service expansion in FY2022-23.
6. We were pleased to be notified by TDOT of 2 capital grant awards this past month under the IMPROVE Act competitive grant program. We have been allocated \$900,000 toward our Stop Improvement Program and \$375,000 toward improvements at WeGo Central. This latter project will focus on improving the shelters at our outdoor stops at Central.
7. Planning for a potential Regional Transit Center at the Global Mall in Antioch has continued this past month, including a meeting with Council Member Joy Styles who represents that area. Metro Planning is also initiating a planning study to help guide the redevelopment of the neighborhood around that site.
8. CEO Bland and the Planning and Development staff participated in a number of meetings over the past month with respect to potential development on the East Bank, including the specific inclusion of transit facilities within the overall infrastructure. This effort will likely be highly public in the upcoming year.



9. CEO Bland thanked Renuka Christoph, Rick Rodriguez, Zeda Riggs, and the Marketing and Communications Staff for undertaking a stuff a bus event in collaboration with the Mall at Green Hills. The event collected canned goods for needy families, and we were able to contribute a significant amount of food to the Second Harvest Food Bank for that purpose. In addition to its charitable purpose, the event was very successful in generating attention on our “in progress” Hillsboro Transit Center. CEO Bland also publicly thanked Mayor Cooper for attending the event and calling attention to this project.
10. Operations and Development Staff continued to work with our consultants from HDR Engineering on an assessment of improvement options for the Nestor Bus Operating Facility. We have received some high-level programming options and will plan to develop a Board update in the coming months when we have a bit of a lull in the agenda.
11. CEO Bland said, with a month of staffing transitions in our relationships with the city, we were very sad to hear that the Mayor’s Senior Advisor for Transportation and Infrastructure, Faye DiMassimo will be leaving Nashville for a position as CEO for the transit agency in Savannah, Georgia, but said that he was happy for Faye as Savannah is her home. We also learned that two key contacts at the Nashville Department of Transportation – Jeff Hammond and Rochelle Carpenter – will be leaving for positions in the private sector. On a brighter note, CEO Bland said that he had the opportunity to meet with the new and permanent NDOT Director, Diana Alorcan, to get acquainted and provide some background on a number of issues of mutual interest.
12. Although the process is moving more slowly than we might have liked due to COVID and scheduling conflicts, Chair Williams, Vice-Chair Janet Miller, Board Secretary Margaret Behm and CEO Bland are continuing to work towards a Board/ Senior Staff workshop in the Spring. The Workshop Steering Committee will be meeting as soon as possible to find a convenient date for everyone, and we’ll be targeting a date sometime in late March or early April.
13. CEO Bland thanked Board Member Jessica Dauphin for the opportunity to participate in a virtual presentation to the Transit Alliance of Middle Tennessee with respect to potential funding opportunities under the new Federal Infrastructure Bill, the Infrastructure Investment and Jobs Act. He said that he was able to provide an overview of the transit provisions of the Bill, and Michael Skipper of GNRC presented on the broader implications of the legislation. There was an excellent attendance and a number of good questions.
14. We continued to receive customer feedback and obtain information relative to our bus stop sign replacement project that we briefed the Board on several months ago. We expect to schedule another update with you in February and to begin deploying our new signage in the Spring.
15. On the RTA side:
  - a. The RTA received even better news than the MTA with respect to TDOT's competitive funding for capital projects. TDOT announced an award of \$3 million to RTA in IMPROVE Act funds and an additional \$3.4 million in Federal Congestion Mitigation funds to develop park and ride capacity in the RTA Commuter Bus corridors.
  - b. I continued to participate in meetings of the Nashville Area MPO Project Delivery Task Force. The Task Force is made up of TDOT, a number of regional mayors, and GNRC staff examining ways to expedite project delivery in the region with Federal funds.
  - c. Unfortunately, the Titans will not be playing this weekend, but they had an overall strong season, and one indicator of that success was ridership on the WeGo Star Titans Express. In total, we carried about 6,000 customers to the 10 games, including 644 total trips to last weekend’s game against Cincinnati.
  - d. The RTA began receiving the order of new over-the-road buses that will be deployed in Rutherford County corridor service by the MTA. We currently have 4 of the 10 buses on



the property and they are being prepared for service. We expect to have the remaining 6 by the end of March.

- e. The RTA Board also conducted its annual Election of Offices this month, with Mayor Hutto of Wilson County being re-elected Chairman; Mayor Brown of the City of Gallatin to Vice-Chair; and Davidson County Governors Appointee Ed Cole to the position of Secretary-Treasurer.

16. CEO Bland concluded his report by announcing the retirement of Dispatch Managers Bobby Green, who began his career back in 2002. CEO Bland said, through all the years of staffing shortages, service changes, weather issues, tornadoes, pandemics, floods, and bombings; Bobby was the steady hand in charge of making sure we had as close to the number of bus operators to the number of open driver seats as was possible. He did so in a calm and dignified manner, and in a manner that always put our customers and employees first. His calmness and resilience were probably born from his years as a tour bus driver in the music industry. CEO Bland said that he was sure that the Board joined WeGo staff in congratulating and thanking Bobby for his many years of service and in wishing him the best success in his retirement.

CEO Bland also announced the promotion of Karl Dean as the new Dispatch Manager. For clarification, not Karl Dean, as former Mayor Karl Dean. WeGo employee, Karl Dean recently earned his degree after years of work, and he has been a steady hand in our Operations Department in a variety of roles: from dispatch to radio control to street supervision. You will always find him with a smile, a positive attitude, and a customer-first approach. Karl Dean will assume his new position effective this coming Monday, January 31<sup>st</sup>.

VIII. **Chair's Report:** Chair Gail Carr Williams thanked Board Member Mary Griffin for chairing the NICE-New Initiatives & Community Engagement Committee in the absence of Vice-Chair Janet Miller. She also expressed her condolences to Mary in the loss of her father. Chair Williams concluded her remarks by thanking all of the board members and staff for their hard work.

IX. **Other Business:** There was no other business to come before the Board at this time.

X. **Adjournment:** With no further business, Chair Gail Carr Williams called for a motion to adjourn the meeting, a proper motion was made and seconded and the meeting was adjourned at 4:15 p.m.

**Attested:**

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Gail Carr Williams  
Chair

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Margaret L. Behm  
Secretary

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

☒ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

|              |   |               |            |
|--------------|---|---------------|------------|
| Item Number: | OF-D-22-006                                 | Meeting Date: | 02/24/2022 |
| Item Title:  | Monthly Financial Report Compared to Budget |               |            |

## BACKGROUND:

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

Actual Fare revenues continue to outperform budgeted amounts in November as ridership slowly returns. We had budgeted for fare revenues in FY2022 to recover to approximately 57% of pre-covid revenues compared to a COVID low of approximately 45% of pre-pandemic revenues. Through the first 6 months of this fiscal year, fare revenues are running approximately 77% when compared to pre-covid numbers through December 2019. While this does not necessarily mean we will maintain this return in ridership with all the new COVID variants coming out, it is a positive sign seeing this level of fare revenues through the first 5 months of the fiscal year.

There are no other anomalies to highlight this month.

## CURRENT STATUS:

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

## APPROVED:



*Chief Financial Officer*

*February 18, 2022*

*Date*

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending December 31, 2021  
**UNAUDITED**

|   | Actual<br>Month    | Month<br>Budget      | Month End<br>Variance | F /<br>U | Prior Year<br>Y-T-D | Actual<br>Y-T-D      | Budget<br>Y-T-D      | Y-T-D<br>Variance  | F /<br>U | Annual<br>Budget    |
|---|--------------------|----------------------|-----------------------|----------|---------------------|----------------------|----------------------|--------------------|----------|---------------------|
| <b>Revenue from Operations:</b>           |                    |                      |                       |          |                     |                      |                      |                    |          |                     |
| Passenger Fares                           | \$496,749          | \$315,280            | \$181,469             | F        | \$1,715,890         | \$2,937,477          | \$2,017,940          | \$919,537          | F        | \$4,049,030         |
| Access Ride                               | 58,128             | 38,090               | 20,038                | F        | 249,774             | 341,743              | 249,450              | 92,293             | F        | 513,250             |
| Contract Revenues                         | 217,324            | 244,090              | (26,766)              | U        | 807,321             | 1,170,637            | 1,435,955            | (265,318)          | U        | 3,081,550           |
| Advertising                               | 64,229             | 34,600               | 29,629                | F        | 307,544             | 404,923              | 272,120              | 132,803            | F        | 502,070             |
| Other Non-Trans Revenue                   | 51,030             | 109,415              | (58,385)              | U        | 175,035             | 687,936              | 659,380              | 28,556             | F        | 1,336,065           |
| <b>Total Operating Revenue</b>            | <b>887,460</b>     | <b>741,475</b>       | <b>145,985</b>        | <b>F</b> | <b>3,255,564</b>    | <b>5,542,716</b>     | <b>4,634,845</b>     | <b>907,871</b>     | <b>F</b> | <b>9,481,965</b>    |
| <b>Federal/State/Local Income:</b>        |                    |                      |                       |          |                     |                      |                      |                    |          |                     |
| Local Assistance                          | 7,500,000          | 2,750,000            | 4,750,000             | F        | 27,315,700          | 40,500,000           | 34,250,000           | 6,250,000          | F        | 51,835,900          |
| State Assistance                          | 0                  | 0                    | 0                     | F        | 0                   | 0                    | 0                    | 0                  | F        | 5,098,610           |
| Federal Assistance - CARES Act            | 40,632             | 0                    | 40,632                | F        | 13,317,559          | 244,615              | 0                    | 244,615            | F        | 3,618,135           |
| <b>Total Assistance Income</b>            | <b>7,540,632</b>   | <b>2,750,000</b>     | <b>4,790,632</b>      | <b>F</b> | <b>40,633,259</b>   | <b>40,744,615</b>    | <b>34,250,000</b>    | <b>6,494,615</b>   | <b>F</b> | <b>60,552,645</b>   |
| <b>Capital Revenue:</b>                   |                    |                      |                       |          |                     |                      |                      |                    |          |                     |
| American Rescue Operating Reimbursement   | 0                  | 0                    | 0                     | F        | 0                   | 0                    | 0                    | 0                  | F        | 23,303,190          |
| Capital Operating Reimbursement           | 0                  | 0                    | 0                     | F        | 0                   | 0                    | 0                    | 0                  | F        | 0                   |
| Capital ADA Reimbursement                 | 0                  | 0                    | 0                     | F        | 0                   | 0                    | 0                    | 0                  | F        | 0                   |
| <b>Total Capital Income</b>               | <b>0</b>           | <b>0</b>             | <b>0</b>              | <b>F</b> | <b>0</b>            | <b>0</b>             | <b>0</b>             | <b>0</b>           | <b>F</b> | <b>23,303,190</b>   |
| <b>Total Revenue</b>                      | <b>\$8,428,092</b> | <b>\$3,491,475</b>   | <b>\$4,936,617</b>    | <b>F</b> | <b>\$43,888,823</b> | <b>\$46,287,331</b>  | <b>\$38,884,845</b>  | <b>\$7,402,486</b> | <b>F</b> | <b>\$93,337,800</b> |
| <b>Expenses from Operations:</b>          |                    |                      |                       |          |                     |                      |                      |                    |          |                     |
| Labor and Fringes                         | \$5,912,930        | \$5,364,235          | (\$548,695)           | U        | \$31,656,657        | \$34,611,864         | \$34,249,876         | (\$361,988)        | U        | \$68,869,115        |
| Services                                  | 883,721            | 929,905              | 46,184                | F        | 4,407,614           | 4,949,654            | 5,451,825            | 502,171            | F        | 11,129,395          |
| Fuel                                      | 194,279            | 275,165              | 80,886                | F        | 1,661,988           | 1,291,829            | 1,601,630            | 309,801            | F        | 3,178,400           |
| Parts, Materials and Supplies             | 309,313            | 502,880              | 193,567               | F        | 2,802,980           | 2,406,662            | 2,936,810            | 530,148            | F        | 5,832,870           |
| Utilities                                 | 119,655            | 121,640              | 1,985                 | F        | 567,579             | 664,642              | 710,060              | 45,418             | F        | 1,410,220           |
| Casualty and Liability                    | 183,816            | 195,030              | 11,214                | F        | 1,094,126           | 1,094,578            | 1,177,770            | 83,192             | F        | 2,318,600           |
| Other                                     | 29,436             | 43,445               | 14,009                | F        | 184,253             | 220,027              | 342,220              | 122,193            | F        | 599,200             |
| <b>Total Operating Expenses</b>           | <b>7,633,150</b>   | <b>7,432,300</b>     | <b>(200,850)</b>      | <b>U</b> | <b>42,375,197</b>   | <b>45,239,256</b>    | <b>46,470,191</b>    | <b>1,230,935</b>   | <b>F</b> | <b>93,337,800</b>   |
| <b>Surplus / (Deficit) before GASB 33</b> | <b>\$794,942</b>   | <b>(\$3,940,825)</b> | <b>\$4,735,767</b>    | <b>F</b> | <b>\$1,513,626</b>  | <b>\$1,048,075</b>   | <b>(\$7,585,346)</b> | <b>\$8,633,421</b> | <b>F</b> | <b>\$0</b>          |
| Capital Grant Revenue                     | 1,020,640          |                      | 1,020,640             | F        | 16,735,684          | 2,553,843            |                      | 2,553,843          | F        |                     |
| Capital Grant Revenue -CARES Act          | 54,972             |                      | 54,972                | F        | 41,397              | 107,748              |                      | 107,748            | F        |                     |
| Rental income - MCC Amortization          | 49,167             |                      | 49,167                | F        | 295,002             | 295,002              |                      | 295,002            | F        |                     |
| Gain/(Loss) on Sale of Property           | 0                  |                      | 0                     | F        | (127,630)           | 0                    |                      | 0                  | F        |                     |
| Depreciation                              | (1,923,812)        |                      | (1,923,812)           | U        | (10,571,107)        | (12,076,748)         |                      | (12,076,748)       | U        | 0                   |
| <b>Surplus / (Deficit)</b>                | <b>(\$4,091)</b>   | <b>(\$3,940,825)</b> | <b>\$3,936,734</b>    | <b>F</b> | <b>\$7,886,972</b>  | <b>(\$8,072,080)</b> | <b>(\$7,585,346)</b> | <b>(\$486,734)</b> | <b>U</b> | <b>\$0</b>          |

# Metropolitan Transit Authority

## Comparative Balance Sheets

|  | Month Ended<br>December 31, 2021<br>(unaudited) | Month Ended<br>June 30, 2021<br>(Audited) |           |           |             |
|--|---|---|-----------|-----------|-------------|
| <b>CURRENT ASSETS</b>                                |   |   |           |           |             |
| Cash and cash equivalents                            | \$3,774,192                                     | \$5,291,154                               |           |           |             |
| Receivables from federal, state and local government | 297,248   | 4,232,776                                 |           |           |             |
| Accounts receivable                                  | 1,124,223                                       | 746,944                                   |           |           |             |
| Materials and supplies                               | 3,348,803                                       | 2,982,464                                 |           |           |             |
| Prepaid expense and other                            | 1,776,986                                       | 1,420,871                                 |           |           |             |
| Pension & OPEB Deferred Outflow                      | 29,001,549                                      | 29,001,549                                |           |           |             |
| Total Current Assets                                 | 39,323,001                                      | 43,675,758                                |           |           |             |
| <b>PROPERTY AND EQUIPMENT</b>                        |   |   |           |           |             |
| Land   | 14,733,025                                      | 14,733,025                                |           |           |             |
| Building, shelter and benches                        | 110,826,837                                     | 110,514,846                               |           |           |             |
| Revenue equipment and parts                          | 193,308,820                                     | 193,189,375                               |           |           |             |
| Office furniture and equipment                       | 6,243,833                                       | 6,145,705                                 |           |           |             |
| Other  | 11,481,386                                      | 8,729,214                                 |           |           |             |
|  | 336,593,901                                     | 333,312,165                               |           |           |             |
| Less: Accumulated Depreciation                       | (178,332,383)                                   | (166,287,998)                             |           |           |             |
| Total Property and equipment, net                    | 158,261,518                                     | 167,024,167                               |           |           |             |
| <b>OTHER ASSETS</b>                                  |   |   |           |           |             |
| Cash and investments for self-insurance and other    | 731,598   | 350,000                                   |           |           |             |
| <b>TOTAL ASSETS</b>                                  | <b>\$198,316,117</b>                            | <b>\$211,049,925</b>                      |           |           |             |
| <b>LIABILITIES AND NET ASSETS</b>                    |   |   |           |           |             |
| <b>CURRENT LIABILITIES</b>                           |   |   |           |           |             |
| Accounts payable                                     | \$1,447,466                                     | \$1,929,138                               |           |           |             |
| Accrued expenses                                     | 6,938,208                                       | 7,718,662                                 |           |           |             |
| Deferred revenue                                     | 64,399  | 57,547                                    |           |           |             |
| Note Payable   | 0   | 3,000,000                                 |           |           |             |
| Total Current Liabilities                            | 8,450,073                                       | 12,705,347                                |           |           |             |
| <b>NON-CURRENT LIABILITIES</b>                       |   |   |           |           |             |
| Deferred Revenue                                     | 6,492,447                                       | 6,787,449                                 |           |           |             |
| Net Pension Liability                                | 16,130,285                                      | 16,130,285                                |           |           |             |
| Pension & OPEB Deferred Inflows                      | 3,132,430                                       | 3,132,430                                 |           |           |             |
| Net other postemployment benefits obligations        | 103,168,732                                     | 103,168,732                               |           |           |             |
| <b>NET ASSETS</b>                                    |   |   |           |           |             |
| Invested in capital assets                           | 151,769,071                                     | 157,236,718                               |           |           |             |
| Reserve for capital purchases                        | 0   | 0   |           |           |             |
| Unrestricted   | (83,136,439)                                    | (81,038,246)                              |           |           |             |
| Current Year Surplus / (deficit)                     | (8,072,080)                                     | (7,072,790)                               |           |           |             |
| Total Net Assets                                     | 60,560,552                                      | 69,125,682                                |           |           |             |
| <b>TOTAL LIABILITIES AND NET ASSETS</b>              | <b>\$198,316,117</b>                            | <b>\$211,049,925</b>                      |           |           |             |
|  | Current   | > 30 days                                 | > 60 Days | > 90 days | Total       |
| Accounts Receivable                                  | \$900,094                                       | \$213,593                                 | \$5,114   | \$5,422   | \$1,124,223 |
|  | 80.1%   | 19.0%                                     | 0.5%      | 0.5%      | 100.0%      |
| Accounts Payable                                     | \$1,044,570                                     | \$311,982                                 | \$91,224  | (\$310)   | \$1,447,466 |
|  | 72.2%   | 21.6%                                     | 6.3%      | 0.0%      | 100.0%      |

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

|              |                              |               |            |
|--------------|------------------------------|---------------|------------|
| Item Number: | OF-D-22-007                  | Meeting Date: | 02/24/2022 |
| Item Title:  | Monthly Operating Statistics |               |            |

## BACKGROUND:

Attached are monthly operating statistics through December 2021. Ridership continues its recovery from pandemic lows, with overall passenger volumes at nearly 67% of pre-pandemic (Fiscal Year 2019) levels. Although we have seen a number of new cases of COVID-19 among employees in recent weeks, these additional absences have not translated into missed service for customers, and we continue to maintain very high trip completion rates.

Looking ahead to next month, expect a significant decline in trip completion and ridership due to the winter storm on January 6<sup>th</sup>. Many routes were cancelled due to safety concerns as well as a temporary lack of bus operators as employees encountered difficulties reporting for work that week.

## 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

February 18, 2022

Date

# Operations Dashboard Report

|  | December 2021 | December 2020 | Pct. Change | Average Monthly Goals |
|--|---------------|---------------|-------------|-----------------------|
| <b>Ridership</b>                                 |               |               |             |                       |
| <b>Total Passengers</b>                          |               |               |             |                       |
| Bus  | 477,177       | 323,363       | 47.6%       |                       |
| Access (WeGo)                                    | 18,511        | 13,638        | 35.7%       |                       |
| Access (Overflow/Taxi)                           | 3,596         | 2,713         | 32.5%       |                       |
| Access-on-Demand *                               | 2,712         | 3,157         | -14.1%      |                       |
| Access Total                                     | 24,819        | 19,508        | 27.2%       |                       |
| Total  | 501,996       | 342,871       | 46.4%       | 785,000               |
| Percentage of Pre-Pandemic Ridership             | 66.6%         | 45.1%         | 21.5%       |                       |
| <b>Passengers per Revenue Hour</b>               |               |               |             |                       |
| Bus  | 12.25         | 10.02         | 22.3%       | 18                    |
| Access   | 1.63          | 1.42          | 14.8%       | 2.1                   |
| Total Scheduled Revenue Hours                    | 50,323        | 41,857        | 20.2%       |                       |
| Total Cost Per Scheduled Revenue Hour of Service | \$145.17      | \$153.91      | -5.7%       |                       |
| <b>Safety</b>                                    |               |               |             |                       |
| Miles Between Total Accidents                    | 43,402        | 65,788        | -34.0%      | 36,000                |
| Miles Between Preventable Accidents              | 325,515       | N/A           | N/A         | 300,000               |
| Preventable Accidents                            | 2             | 0             | N/A         |                       |
| Non-Preventable Accidents                        | 13            | 8             | 62.5%       |                       |
| Total Accidents                                  | 15            | 8             | 87.5%       |                       |
| <b>Service Quality</b>                           |               |               |             |                       |
| Bus Trip Completion Percentage                   | 99.94%        | 98.49%        | 1.45%       | 99.50%                |
| Access Trip Denials                              | 0             | 0             | 0.0%        | 0                     |
| Miles Between Road Calls                         | 8,918         | 5,848         | 52.5%       | 3,800                 |
| <b>On-Time Performance</b>                       |               |               |             |                       |
| Bus  | 88.0%         | 90.6%         | -2.7%       | 85.0%                 |
| Access (WeGo)                                    | 90.3%         | 93.3%         | -3.0%       | 89.0%                 |
| Access (Overflow/Taxi)                           | 98.0%         | 98.2%         | -0.2%       | 89.0%                 |
| Access Total                                     | 91.6%         | 94.1%         | -2.5%       | 89.0%                 |
| <b>Customer Care</b>                             |               |               |             |                       |
| <b>Passengers Carried Per Complaint</b>          |               |               |             |                       |
| Bus  | 4,588         | 4,430         | 3.6%        | 6,000                 |
| Access   | 540           | 574           | -6.0%       | 600                   |
| Total Calls Received                             | 20,075        | 11,551        | 73.8%       |                       |
| Percent of Calls Answered                        | 94.7%         | 96.7%         | -2.0%       | 95.0%                 |

\* "Access on Demand service began March 2018"

# Operations Dashboard Report

|  | FY2022<br>December | FY2021<br>December | Pct. Change  | Average<br>Monthly<br>Goals |
|--|--------------------|--------------------|--------------|-----------------------------|
| <b>Ridership</b>                                 |                    |                    |              |                             |
| <b>Total Passengers</b>                          |                    |                    |              |                             |
| Bus  | 2,876,381          | 2,069,280          | 39.0%        |                             |
| Access (WeGo)                                    | 110,414            | 82,602             | 33.7%        |                             |
| Access (Overflow/Taxi)                           | 24,783             | 21,046             | 17.8%        |                             |
| Access-on-Demand *                               | 16,255             | 18,491             | -12.1%       |                             |
| Access Total                                     | 151,452            | 122,139            | 24.0%        |                             |
| <b>Total</b>                                     | <b>3,027,833</b>   | <b>2,191,419</b>   | <b>38.2%</b> | <b>4,710,000</b>            |
| Percentage of Pre-Pandemic Ridership             | 60.9%              | 43.8%              | 17.1%        |                             |
| <b>Passengers per Revenue Hour</b>               |                    |                    |              |                             |
| Bus  | 12.73              | 10.86              | 17.2%        | 18                          |
| Access   | 1.68               | 1.49               | 12.8%        | 2.1                         |
| Total Scheduled Revenue Hours                    | 291,858            | 245,904            | 18.7%        |                             |
| Total Cost Per Scheduled Revenue Hour of Service | \$140.72           | \$158.55           | -11.2%       |                             |
| <b>Safety</b>                                    |                    |                    |              |                             |
| Miles Between Total Accidents                    | 39,427             | 55,149             | -28.5%       | 36,000                      |
| Miles Between Preventable Accidents              | 312,130            | 514,720            | -39.4%       | 300,000                     |
| Preventable Accidents                            | 12                 | 6                  | 100.0%       |                             |
| Non-Preventable Accidents                        | 83                 | 50                 | 66.0%        |                             |
| Total Accidents                                  | 95                 | 56                 | 69.6%        |                             |
| <b>Service Quality</b>                           |                    |                    |              |                             |
| Bus Trip Completion Percentage                   | 99.9%              | 99.7%              | 0.2%         | 99.5%                       |
| Access Trip Denials                              | 0                  | 0                  | 0.0%         | 0                           |
| Miles Between Road Calls                         | 6,873              | 4,582              | 50.0%        | 3,800                       |
| <b>On-Time Performance</b>                       |                    |                    |              |                             |
| Bus  | 88.4%              | 90.6%              | -2.2%        | 85.0%                       |
| Access (WeGo)                                    | 91.8%              | 93.3%              | -1.5%        | 89.0%                       |
| Access (Overflow/Taxi)                           | 98.1%              | 97.6%              | 0.5%         | 89.0%                       |
| Access Total                                     | 93.1%              | 94.2%              | -1.1%        | 89.0%                       |
| <b>Customer Care</b>                             |                    |                    |              |                             |
| <b>Passengers Carried Per Complaint</b>          |                    |                    |              |                             |
| Bus  | 4,097              | 3,306              | 24.0%        | 6,000                       |
| Access   | 415                | 487                | -14.7%       | 600                         |
| Total Calls Received                             | 115,753            | 84,191             | 37.5%        |                             |
| Percent of Calls Answered                        | 95.0%              | 96.5%              | -1.6%        | 95.0%                       |

\* "Access on Demand service began March 2018"



## Operations Dashboard Glossary

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

## Operations Dashboard Glossary

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

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

|              |                              |               |            |
|--------------|------------------------------|---------------|------------|
| Item Number: | OF-D-22-008                  | Meeting Date: | 02/24/2022 |
| Item Title:  | Quarterly Performance Report |               |            |

## BACKGROUND:

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

This is the first quarter of near full service since the start of the pandemic, with some frequent transit routes operating at higher frequencies than they were prior to the pandemic. Perhaps the most significant change in service associated with this period has been the introduction of extended night service on a number of routes in the system, with trips now available after midnight 6 days a week on major routes as well as Access.

A combination of these service increases and (at least for this period) improving conditions with regard to COVID-19 have led to continued ridership gains across the majority of the system. The service changes in October also included retiming of routes in response to quickly changing traffic conditions. However, with increasing variability in travel times, we should not expect a return to the days of system-wide on-time performance above the 90% level.

## CURRENT STATUS:

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

## APPROVED:



Deputy Chief Operating Officer – Op Systems

February 18, 2022

Date

# QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Oct 2021 Through Dec 2021

FY2022 - 2nd Quarter

| Rt.<br>No.                                   | Route Name                | Ridership              |                                   | Revenue Hours Change          |                      | Productivity       |                                  |                    |                                  | On-Time Performance    |                             |  |
|--|---------------------------|------------------------|-----------------------------------|-------------------------------|----------------------|--------------------|----------------------------------|--------------------|----------------------------------|------------------------|-----------------------------|--|
|  |                           | Quarterly<br>Ridership | Yr over Yr<br>Ridership<br>Change | Quarterly<br>Revenue<br>Hours | From<br>Last<br>Year | Pax<br>Per<br>Hour | Yr over Yr<br>Pax/Hour<br>Change | Pax<br>Per<br>Trip | Yr over Yr<br>Pax/Trip<br>Change | On-Time<br>Performance | Yr over Yr<br>OTP<br>Change |  |
| Better Bus Targeted Frequent Service Network |                           |                        |                                   |                               |                      |                    |                                  |                    |                                  |                        |                             |  |
| 3/5  | West End                  | 106,388                | 52.8%                             | 10,008                        | 49.8%                | 10.6               | 2.0%                             | 8.8                | 7.5%                             | 85.69%                 | -2.51%                      |  |
| 4  | *** Shelby                | 40,055                 | 37.1%                             | 3,960                         | 36.4%                | 10.1               | 0.5%                             | 5.4                | -15.3%                           | 92.25%                 | -2.25%                      |  |
| 7  | *** Hillsboro             | 73,846                 | 88.4%                             | 5,264                         | 80.5%                | 14.0               | 4.4%                             | 9.2                | 7.8%                             | 82.09%                 | -3.44%                      |  |
| 22   | Bordeaux                  | 79,438                 | 16.7%                             | 5,796                         | 5.8%                 | 13.7               | 10.3%                            | 7.2                | 10.4%                            | 90.38%                 | -1.12%                      |  |
| 23   | *** Dickerson Pike        | 118,378                | 61.2%                             | 8,852                         | 82.1%                | 13.4               | -11.5%                           | 9.3                | -14.2%                           | 92.67%                 | 0.04%                       |  |
| 50   | Charlotte Pike            | 115,646                | 50.1%                             | 7,544                         | 31.5%                | 15.3               | 14.1%                            | 11.6               | 13.7%                            | 88.58%                 | 2.25%                       |  |
| 52   | Nolensville Pike          | 153,038                | 34.9%                             | 12,349                        | 6.5%                 | 12.4               | 26.7%                            | 11.8               | 39.8%                            | 87.48%                 | -5.72%                      |  |
| 55   | Murfreesboro Pike         | 264,389                | 66.8%                             | 14,553                        | 23.4%                | 18.2               | 35.2%                            | 18.0               | 54.2%                            | 85.35%                 | -4.51%                      |  |
| 56   | Gallatin Pike             | 207,105                | 28.5%                             | 13,637                        | 17.9%                | 15.2               | 9.0%                             | 14.1               | 19.3%                            | 86.73%                 | -5.89%                      |  |
| Frequent Service Route Totals                |                           | 1,158,283              | 46.7%                             | 81,963                        | 29.0%                | 14.1               | 13.7%                            | 11.2               | 17.7%                            | 87.70%                 | -3.12%                      |  |
| Better Bus Local Network                     |                           |                        |                                   |                               |                      |                    |                                  |                    |                                  |                        |                             |  |
| 6  | Lebanon Road              | 28,900                 | 78.1%                             | 3,102                         | 74.4%                | 9.3                | 2.2%                             | 9.1                | 2.0%                             | 83.67%                 | -6.97%                      |  |
| 8  | 8th Avenue South          | 47,868                 | 44.1%                             | 2,834                         | 23.0%                | 16.9               | 17.2%                            | 10.2               | 41.8%                            | 87.46%                 | 1.84%                       |  |
| 9  | Metrocenter               | 14,871                 | 9.8%                              | 1,350                         | 89.7%                | 11.0               | -42.1%                           | 4.4                | -37.6%                           | 92.04%                 | -1.00%                      |  |
| 14   | Whites Creek              | 19,534                 | 3.5%                              | 1,667                         | 14.7%                | 11.7               | -9.7%                            | 5.9                | -8.6%                            | 91.29%                 | -4.45%                      |  |
| 17   | 12th Avenue South         | 25,582                 | 30.3%                             | 2,669                         | 13.3%                | 9.6                | 15.0%                            | 5.1                | 14.7%                            | 89.61%                 | -3.17%                      |  |
| 18   | Airport/Elm Hill          | 22,338                 | 56.2%                             | 2,450                         | 25.2%                | 9.1                | 24.7%                            | 5.8                | 62.3%                            | 85.61%                 | -5.44%                      |  |
| 19   | Herman                    | 41,302                 | 30.5%                             | 3,275                         | 6.8%                 | 12.6               | 22.2%                            | 8.2                | 20.7%                            | 94.19%                 | -0.33%                      |  |
| 28   | Meridian                  | 12,688                 | 28.9%                             | 1,656                         | 7.3%                 | 7.7                | 20.2%                            | 3.8                | 20.2%                            | 95.80%                 | 2.07%                       |  |
| 29   | Jefferson                 | 27,939                 | -2.6%                             | 2,869                         | 3.4%                 | 9.7                | -5.9%                            | 4.5                | -6.3%                            | 88.12%                 | -7.26%                      |  |
| 34   | Opry Mills - Music Valley | 15,209                 | 69.9%                             | 1,542                         | -25.5%               | 9.9                | 127.9%                           | 4.9                | 35.4%                            | 89.70%                 | 1.03%                       |  |
| 41   | Golden Valley             | 2,965                  | N/A                               | 324                           | N/A                  | 9.2                | N/A                              | 4.7                | N/A                              | 89.25%                 | N/A                         |  |
| 42   | St. Cecilia - Cumberland  | 15,350                 | 4.7%                              | 1,464                         | 19.5%                | 10.5               | -12.4%                           | 5.1                | -12.0%                           | 95.69%                 | 0.67%                       |  |
| 43   | Hickory Hills             | NO SERVICE             |                                   |                               |                      |                    |                                  |                    |                                  |                        |                             |  |
| Local Route Totals                           |                           | 274,567                | 31.0%                             | 25,201                        | 18.7%                | 10.9               | 10.4%                            | 6.1                | 12.5%                            | 89.87%                 | -2.11%                      |  |

# QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - Oct 2021 Through Dec 2021

FY2022 - 2nd Quarter

|                              |                                     | Ridership           |                             | Revenue Hours Change    |                | Productivity |                            |              |                            | On-Time Performance |                       |
|------------------------------|-------------------------------------|---------------------|-----------------------------|-------------------------|----------------|--------------|----------------------------|--------------|----------------------------|---------------------|-----------------------|
| Rt. No.                      | Route Name                          | Quarterly Ridership | Yr over Yr Ridership Change | Quarterly Revenue Hours | From Last Year | Pax Per Hour | Yr over Yr Pax/Hour Change | Pax Per Trip | Yr over Yr Pax/Trip Change | On-Time Performance | Yr over Yr OTP Change |
| Better Bus Connector Network |                                     |                     |                             |                         |                |              |                            |              |                            |                     |                       |
| 21                           | Wedgewood                           | 4,881               | 12.7%                       | 1,228                   | -48.1%         | 4.0          | 117.1%                     | 2.6          | 114.8%                     | 87.57%              | -5.04%                |
| 25                           | Midtown Connector                   | 5,968               | -11.2%                      | 1,419                   | -47.1%         | 4.2          | 67.8%                      | 3.0          | 64.1%                      | 75.05%              | -13.10%               |
| 72                           | Edmondson - Harding Place Connector | NO SERVICE          |                             |                         |                |              |                            |              |                            |                     |                       |
| 73                           | Bell Road                           | NO SERVICE          |                             |                         |                |              |                            |              |                            |                     |                       |
| 76                           | Madison Connector                   | 20,225              | 16.4%                       | 1,823                   | 0.3%           | 11.1         | 16.0%                      | 7.0          | 11.9%                      | 88.90%              | -4.64%                |
| 77                           | Thompson Connector                  | 6,420               | 110.1%                      | 1,497                   | 117.2%         | 4.3          | -3.2%                      | 3.2          | -4.1%                      | 87.69%              | -8.17%                |
| Connector Route Totals       |                                     | 37,495              | 11.5%                       | 5,967                   | -30.0%         | 6.3          | 59.4%                      | 4.3          | 64.8%                      | 84.86%              | -5.77%                |
| Better Bus Express Network   |                                     |                     |                             |                         |                |              |                            |              |                            |                     |                       |
| 24                           | Bellevue Express                    |                     |                             |                         |                | NO SERVICE   |                            |              |                            |                     |                       |
| 35                           | Rivergate Express                   |                     |                             |                         |                | NO SERVICE   |                            |              |                            |                     |                       |
| 38                           | Antioch Express                     |                     |                             |                         |                | NO SERVICE   |                            |              |                            |                     |                       |
|                              | Express Route Totals                | NO SERVICE          |                             |                         |                |              |                            |              |                            |                     |                       |
| SYSTEM TOTALS                |                                     | 1,470,355           | 42.3%                       | 113,132                 | 21.2%          | 13.0         | 17.4%                      | 9.4          | 21.9%                      | 88.05%              | -3.03%                |

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Does not currently meet weekday service standards of frequent transit network

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

Route approaching 12 passengers per hour

Route performing below 12 passengers per hour

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## List of upcoming procurement projects

Meeting Date: 02/24/2022

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### Project Name: Strategic Fuel Sourcing

- Brief Description: Long-term agreement for fleet supply and delivery
- Anticipated Publish Date: March 2022
- Estimated Project Value: \$3,000,000 - \$4,000,000

### Project Name: Real Estate Services

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

### Project Name: RFQ for Task Order Based Capital Program Support Services

- Brief Description: This is a qualification-based solicitation for capital program support services that will result in multiple contract awards for firms to provide architectural, engineering, and construction-related engineering and inspection services on a task order basis.
- Anticipated Publish Date: April 2022
- Estimated Individual Contract Value: \$1,000,000 - \$3,000,000

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

- Brief Description: The project seeks a contractor to provide an escalator modernization rebuild solution.
- Anticipated Publish Date: March 2022
- Estimated Project Value: \$675,000 - \$1,000,000

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

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

### Project Name: Nestor Sewer Replacement


- Brief Description: The project seeks a specialty contractor to stabilize and abandon an existing 48" sewer line running under the Nestor facility, install a new sewer line to service the building, and rehabilitate the facility's paving, permanently remediating the existing sinkhole.
- Anticipated Publish Date: April 2022
- Estimated Project Value: \$750,000 - \$1,000,000

**CURRENT STATUS:**

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

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

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**APPROVED:**

*Chief Administrative Officer*

*February 18, 2022*

*Date*



# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

|              |   |               |            |
|--------------|---|---------------|------------|
| Item Number: | M-A-22-002                                      | Meeting Date: | 02/24/2022 |
| Item Title:  | Spring 2022 Service Changes & Title VI Analysis |               |            |

### BACKGROUND:

At the January 27, 2022 MTA Board meeting, staff presented to the Board an overview of the proposed service changes for Spring 2022. The changes were approved in July 2021 for a phased implementation during Fall 2021 and Spring 2022 due to constraints in workforce and equipment availability. Last fall changes focused on extending span on frequent network routes and restoring frequency on major corridor routes based on ridership trends. Spring changes expand improvements including restoring frequencies on local routes, additional weekday frequencies during peak times of the day, and during evenings and nights.

Overall, the changes contribute to restore service to 100% pre-pandemic levels considering Metro's reinstatement of MTA's operating budget for FY 22 and advance an initial phase of the Better Bus plan by taking advantage of the apportionment of federal American Rescue Plan (ARP) Act funds. Service expansion as part of Better Bus represents approximately 35,500 additional service hours or a 7% increase in service.

Effective implementation of the changes is subject to availability of operators and vehicle equipment. Staff has been making progress in that front and an update on the status of those is included on this item. Additionally, since the approval of Fall 2021 and Spring 2022 last year, staff identified some additional improvements for implementation in the spring. Those improvements have been included here for the Board's consideration along with an equity analysis. The specifics of the additional changes are outlined further in this item under the Service Change Recommendations section.

This item outlines information provides 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.

With the service changes being proposed, staff has been in discussions with what that means to the organization. The total number of operators needed to fulfill Spring Service changes is 422 Full Time operators and also a need of 130 buses (mixed between 40ft and 60ft buses).

Currently, WeGo Transit has 383 operators trained and equipped to operate current service conditions. Staff are taking an aggressive approach on recruiting and retention strategies in order to sufficiently roll-out the proposed service changes for this Spring. With on-going efforts; there are strategies in addressing the driver shortage by:

- Implementing Permit Training Curriculum

- Building career paths & professional development opportunities.
- Structuring the training program for ongoing classes every two weeks to provide more flexible start dates for new hires

WeGo currently has an active Bus Fleet consisting of 161 active buses (mixed with 40ft and 60ft buses). The current bus needs for service is approximately 120 buses per weekday during peak times. With the proposed service changes, the required number of vehicles per weekday will be increased to 130 per weekday during peak times. This leaves approximately a 20% spare ratio for Preventative Maintenance and repairs.

## **PUBLIC OUTREACH PROCESS**

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

- 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 2021 service changes was conducted between Monday, January 10 and Monday, January 31, 2022. WeGo staff held virtual public hearings on January 20 (2 meetings) and January 25. Staff presented the proposed service changes to the public at these meetings, answered questions, and received comments for the official record.

Besides the three virtual meetings, information about service changes was presented at the January 27<sup>th</sup> MTA Board meeting, 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, phone, social media, and surveys. Targeted surveys were conducted with Route 76 Madison riders to identify their needs and preferences in relation to connections to the new Route 79 Skyline. Meetings with councilmembers whose districts would be impacted by the proposed changes were also conducted.

Over 20 participants attended meetings and events, and 149 surveys and 81 comments were received. Comments ranged from general to specific. Aside from general questions and comments not directly related to the proposed service changes, most comments were positive, with a majority of them being in support of the new Route 79 Skyline, highlighting access to the United Neighborhood Health Clinic on W. Due West Blvd and the positive impact it would have on uninsured and underserved Nashville residents who use the clinic.

Other comment topics included: WeGo Central bus bay reassignments, bus shelter requests and repair, bus stop signage, communication and virtual meeting accessibility, COVID safety, bus stop amenities, fare capping, operator availability, QuickTicket, specific questions about Routes 4, 17, 35, 50, 77, 79 and 95, service notification, service requests, span, bus stop removal, transit centers, and Transit Equity Day.

## **SERVICE CHANGES RECOMMENDATIONS**

Although the bulk of the Spring 2022 changes were approved in 2021, staff identified a few additional improvements since then to augment previously approved changes. Below is a summary of those additional 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><b>Frequency Improvements</b><br/>Weekday evening and Saturdays</p> <p>8 8<sup>th</sup> Ave South<br/>55 Murfreesboro Pike</p>                   | <p><b>New Services</b><br/>New route, more connections<br/>79 Skyline</p>   |
| <p><b>Route Modifications</b><br/>Improve operations, more connections and streamlined service</p> <p>4 Shelby      21 Wedgewood<br/>76 Madison</p> | <p><b>Route Renumbering</b><br/>Make service easier to use</p> <p>3 West End/White Bridge      21 Wedgewood<br/>5 West End/Bellevue      22 Bordeaux<br/>25 Midtown</p> |

Following is a breakdown of the additional proposed changes for the spring:

### **Spring 2022**

- **Frequency Improvements**
  - **Route 8 8<sup>th</sup> Avenue South**  
*More frequent service on weekday evenings and Saturdays*
  - **Route 55 Murfreesboro Pike**  
*More frequent service on Saturdays with 15-minute daytime frequency*
- **Route Renumbering**
  - **Route 3 West End/White Bridge and Route 5 West End/Bellevue**  
*Renumbered to 3A West/White Bridge and 3B West End/Bellevue*
  - **Route 22 Bordeaux**  
*Renumbered to 22A Long-Term Care and 22B Youngs Lane/Kings Lane*
  - **Route 21 Wedgewood**  
*Combined with Route 77 Thompson and renamed Route 77 Wedgewood/Thompson*
  - **Route 25 Midtown**  
*Renumbered to Route 75 Midtown*
- **Routing Modifications**
  - **Route 4 Shelby**  
*Due to operational constraints, from Gallatin Pike the route will now utilize Stratford and Kennedy Avenues to connect to Ardee Avenue. There will no service on Ardee Avenue between Gallatin Pike and Kennedy Avenue*
  - **Route 21 Wedgewood**  
*Combined with Route 77 and extended from Tennessee State University to campus to 26<sup>th</sup> Ave North and Clarksville Pike, site of the North Nashville Transit Center.*

- **Route 76 Madison**

*Modify routing to connect to new Route 79 Skyline at Madison Station. Simplifies alignment for this section of the route. The change will include routing around E. Old Hickory Boulevard and Forest Park Road to facilitate connections between routes.*

- **New Route**

- **Route 79 Skyline**

*This new route was approved in 2021. The proposed change includes facilitating a one seat ride with Route 76 Madison without having to transfer buses. There are also minor modifications of the routing for improved operations. The main generators including United Neighborhood Healthcare, Skyline Medical Center, and Dickerson Walmart will still be served.*

- **Bus Bays Reassignments**

- *Reassignment of some bus bays at WeGo Central to reduce conflicts and improve safety and flow of buses*

## **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. It is worth noting, the already approved changes in 2021 were the only major changes to take effect this Spring and the equity analysis conducted showed an overall benefit for minority and low-income persons.

In order to confirm that the additional changes do not create any disproportionate impacts, staff completed an overall equity analysis including the additional changes. The results of this analysis showed little to no difference in impacts between minority and low-income communities and their counterparts and therefore there is no adverse effect.

The maps below show the route and schedule improvements in relation to low-income and minority census tracts based on 2021 projections from the American Community Survey.

Figure 1. Equity Analysis – Low Income Population

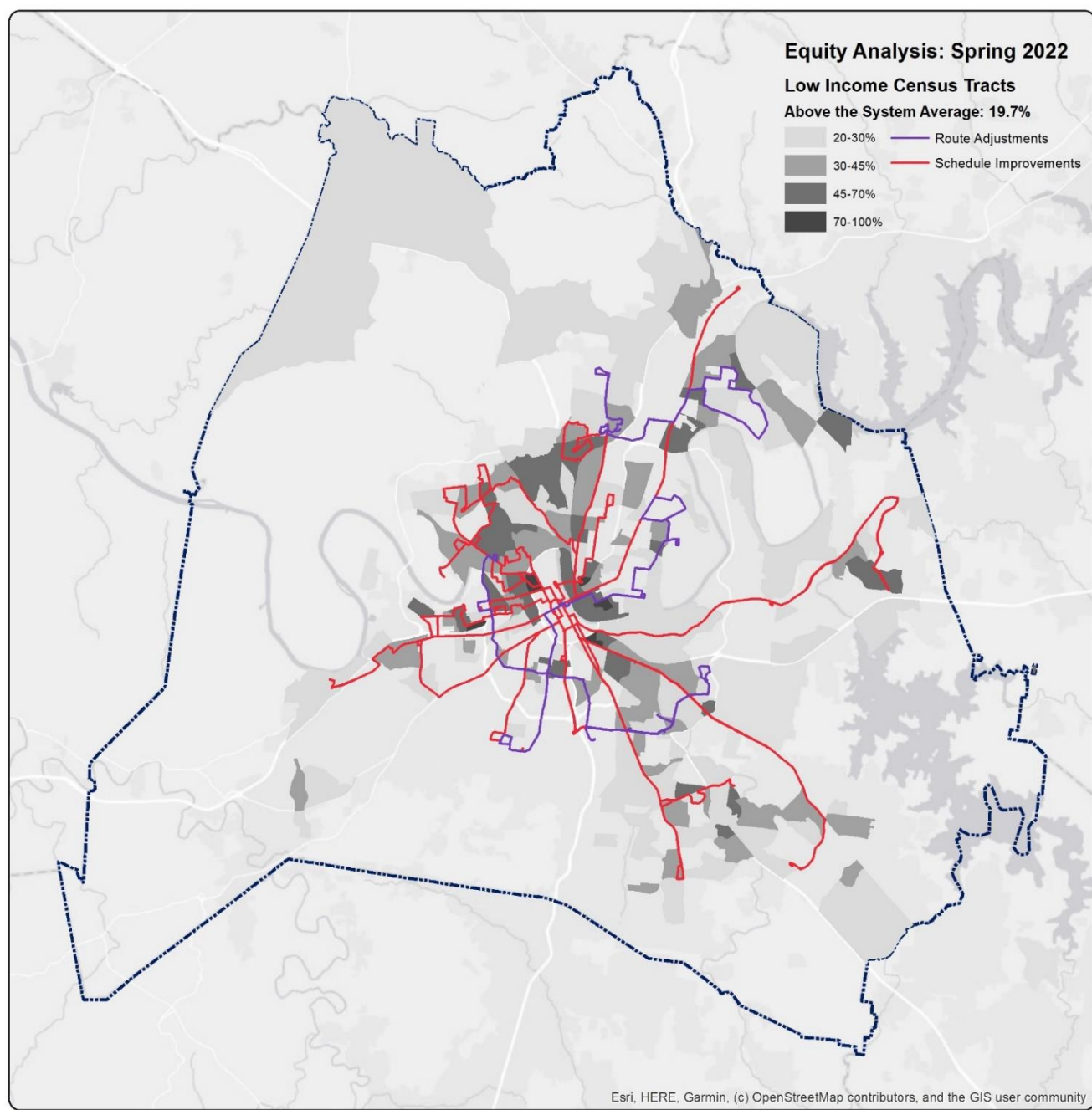
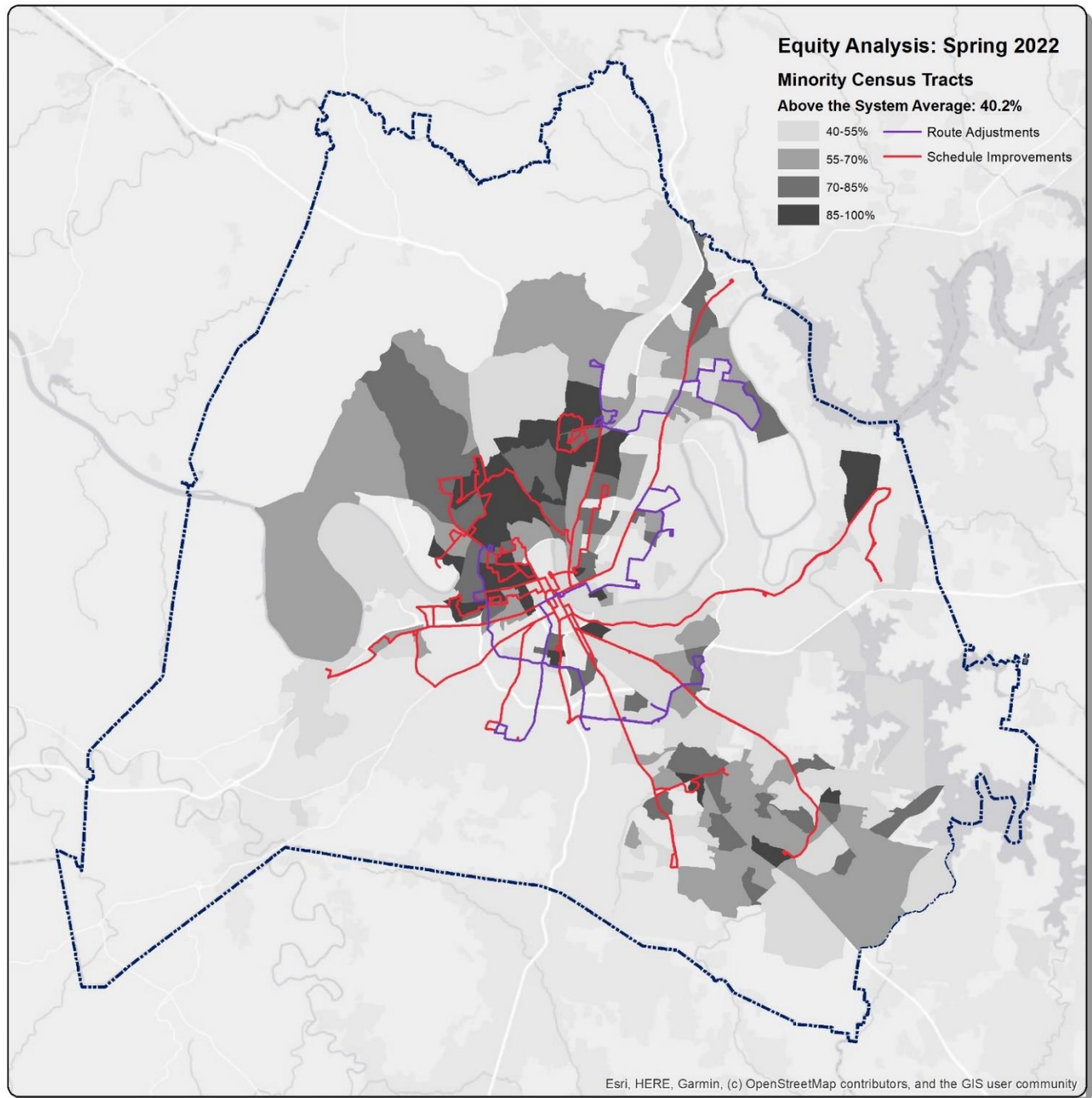


Figure 2. Equity Analysis - Minority Population



# RECOMMENDATION:

Staff requests approval by the Board of the proposed Spring 2022 service changes as documented in this item for implementation to take effect on April 3, 2022.

# APPROVED:

Board Secretary

February 24, 2022

Date

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

|              |                               |               |            |
|--------------|-------------------------------|---------------|------------|
| Item Number: | NICE-D-22-010                 | Meeting Date: | 02/24/2022 |
| Item Title:  | Bus Stop Sign Redesign Update |               |            |

## BACKGROUND:

The nMotion Strategic Plan identified several strategies for improving transit in Nashville over the next 25-years. One of the recommendations with short term improvement potential was to make the service easier to use including a rebranding of the system and other initiatives to provide better information for riders. In 2018, the Nashville MTA rebranded to WeGo Public Transit beginning a process to implement the new brand on several areas of the system. In 2021 staff began work on a systemwide redesign of bus stop signs that will update them to be consistent with the WeGo brand and provide more information for an improved rider experience.

Following the board update in September, WeGo staff conducted outreach with customers and bus operators to solicit feedback on the design of the sign. Based on this feedback several adjustments are being made to the sign design. Meanwhile, staff have developed a phased replacement timeline, a technology solution to facilitate the replacement process, and a plan for the creation of an in-house sign shop for fabrication of signage.

## CURRENT STATUS:

Senior Transit Planner, Justin Cole will present a project update including a summary of customer & operator engagement, revisions to sign designs, and process/timeline for replacement of all 1,500 bus stops across the system.

## APPROVED:



Chief Development Officer

February 18, 2022

Date



# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

|              |                       |               |            |
|--------------|-----------------------|---------------|------------|
| Item Number: | NICE-D-22-011         | Meeting Date: | 02/24/2022 |
| Item Title:  | Marketing Plan Update |               |            |

## BACKGROUND:

As part of our ongoing messaging, the Marketing/Communications Dept. continues to promote safety on all communication channels as WeGo adheres to stringent health and safety guidelines to keep everyone safe. As the world emerges from the pandemic, we are faced with the challenge of maintaining the trust of current riders while attracting new riders. Toward that end, staff will be advancing a Marketing and Communications Plan for FY2022-23 for Board review and approval concurrent with the Budget and Capital Plan updates. Below are three primary goals that have been identified as the framework for the marketing plan:

### Increase ridership

Our focus over the past year has been to utilize our communication channels to reach current and new riders, with a focus on assuring confidence in system safety and highlighting new products and services such as QuickTicket, expanded services and improved facilities.

### Promote the image of WeGo

We are elevating our brand and showcasing public transportation as a viable option throughout the city through participation in (and leadership of) community events. We have focused attention on staff achievements such as the “near sweep” of the Statewide Rodeo by WeGo Public Transit Operations staff and we have produced materials that we will continue to update highlighting various achievements toward realizing the vision of the nMotion Strategic Service Plan. We have expanded our engagement with elected officials and sectors of the general public through joint announcements of specific projects (such as new shelters) in their districts, and on a more “global” scale with efforts such as our “Transit Equity Day” celebration of Elizabeth Duff.

### Develop strategic partnerships

A total of 4,000 Quicktickets were distributed to Metro Emergency Overflow Shelter and 300 to Afghan refugee resettlement agencies. Strategic partnerships were established with Mall at Green Hills and Second Harvest Food Bank where the entire community was invited to participate in Stuffing the Bus to benefit during December. The Mayor participated in the event which raised 263 pounds of food (219 meals). Additional partnerships were with Network for Sustainable Solutions to promote the WeGo link and *The Tennessee Tribune* to engage the community through the North Nashville Transit Center surveys and public engagement process. Additionally, there has been a more targeted effort in promoting WeGo projects with the city council, business, educational, and community leaders. Finally, we have continued to expand engagement with the business community through the promotion and sale of our WeGo Ride employee pass program. As we enter 2022, the Communications/Marketing Department looks forward to expanding on these efforts and supporting our broader corporate goals as outlined above.

## CURRENT STATUS:

Director of Marketing, Communications and Sales Renuka Christoph will engage with the Board for their input on marketing goals as well as SWOT analysis to support development of future iterations of the FY2022-23 Marketing and Communications Plan.

## APPROVED:



Chief Administrative Officer

February 18, 2022

Date

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

|              |  |               |            |
|--------------|--|---------------|------------|
| Item Number: | NICE-D-22-012                                    | Meeting Date: | 02/24/2022 |
| Item Title:  | Access Improvement Study & Technology Assessment |               |            |

## BACKGROUND:

In May of 2021, the MTA Board of Directors approved award for the Access Improvement Study to KFH Group, Inc. This study is a comprehensive review of the WeGo Access Paratransit program, with a focus on improving both service reliability and operational efficiency. Also included for review are coordination with fixed route services, including strategies to encourage fixed route use among current paratransit customers. Outreach and public engagement are integrated throughout the project, with Board, staff, stakeholders, and customers all playing an integral role in both determining priorities and reviewing potential changes. Customers and other stakeholders will provide input on potential changes prior to the development of final recommendations.

| FOCUS AREA                   | PROJECT GOALS   |
|------------------------------|---|
| Service Reliability          | <ul style="list-style-type: none"><li>• Improve on-time performance</li><li>• Enhance ability to quickly mitigate effects of service disruption</li><li>• Accommodate 'spikes' in demand and travel times</li></ul>   |
| Customer Experience          | <ul style="list-style-type: none"><li>• Provide intuitive self-service options for customers</li><li>• Publish accurate vehicle arrival time estimates</li><li>• Expand user choice/premium/same-day service options</li><li>• Improve call center performance</li></ul>  |
| Service Efficiency           | <ul style="list-style-type: none"><li>• Increase vehicle productivity</li><li>• Improve 'Smart' allocation of trips to 3rd party providers, TNCs</li><li>• Lower per-trip costs</li><li>• Encourage use of fixed route by paratransit customers (where reasonable and appropriate)</li></ul>  |
| Service Design & Delivery    | <ul style="list-style-type: none"><li>• Implement nMotion objectives surrounding paratransit and on-demand services</li><li>• Benchmark service model and performance against comparable peers</li><li>• Establish resilient and efficient service models and 3rd party contracting mechanisms</li><li>• Examine opportunities to integrate Access into broader first/last mile connections</li></ul> |
| Business Process Improvement | <ul style="list-style-type: none"><li>• Streamline reservations/scheduling/dispatch process flow</li><li>• Increase automation of recurring tasks</li><li>• Identify skills gaps and training needs</li></ul>   |
| Regulatory Compliance        | <ul style="list-style-type: none"><li>• Review existing and proposed policies and practices with the Americans and ensure their conformance to the Americans with Disabilities Act and other applicable Federal, State, and local regulations</li></ul>   |

**PROJECT TASKS & TIMELINE:**

| <b>TASK</b>   | <b>ANTICIPATED COMPLETION</b> |
|---|-------------------------------|
| Project Management and Coordination   | Ongoing throughout project    |
| Public Engagement   | Ongoing throughout project    |
| Benchmark Analysis and Review   | Complete                      |
| Policy Review   | Complete                      |
| Operational and Organizational Assessment   | May                           |
| Fixed Route Integration Strategy  | July                          |
| Technology Upgrade Strategy   | August                        |
| Final Recommendation and Implementation Plan  | December                      |
| Scope of Work for Technology Replacement (Optional Task to be executed at the discretion of WeGo) | TBD                           |

**CURRENT STATUS:**

Dan Freudberg, Deputy Chief Operating Officer for Operations Systems, and members of the project team for KFH Group, Inc. will provide a project update during the Board Meeting. This update will include a review of key findings from the Benchmark Analysis and Review and the Policy Review.

**APPROVED:**

*Chief Operating Officer*

*February 18, 2022*

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

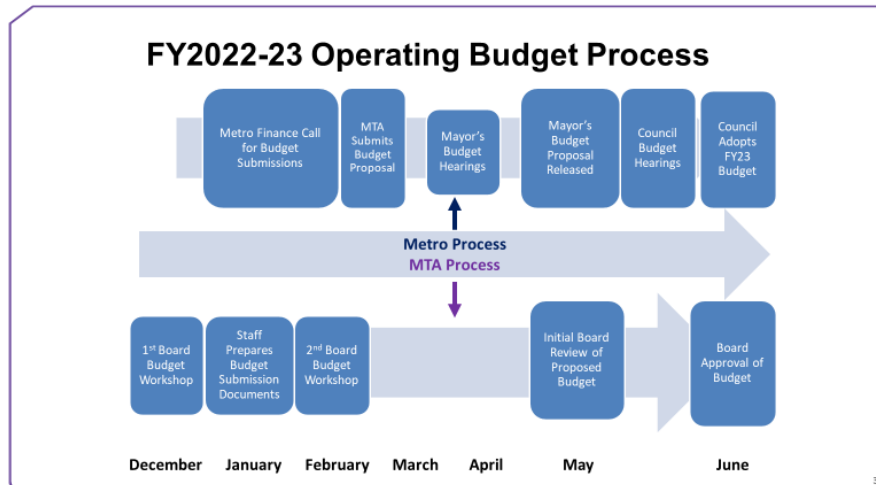
☐ Committee Action Item

☒ Board Discussion Item

|              |                                   |               |            |
|--------------|-----------------------------------|---------------|------------|
| Item Number: | NICE-D-22-013                     | Meeting Date: | 02/24/2022 |
| Item Title:  | FY2023 Budget Submission to Metro |               |            |

## BACKGROUND:

As in recent years, we have approached the FY2022-23 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 (including \$4.3 million in Better Bus services implemented during FY2021-22) and fare levels in the next fiscal year, reflecting market conditions such as inflation and other factors that have a significant impact on operating expenses. 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 process timeline for the budget is laid out below.



We have attached the Metro Budget submission which was submitted on February 11 for your review. In total, we are requesting \$58,710,900 (an increase of \$6,875,000) in baseline funds and an additional \$3,900,000 in investment requests to support partial year funding of the next phase of Better Bus service expansion. Although we were unable to complete our usual Budget Workshop with the Board in December due to the early adjournment of the meeting, we have provided members with the collateral material from that meeting.

## CURRENT STATUS:

Chief Executive Officer Steve Bland and Chief Financial Officer Ed Oliphant will be available to answer questions about our Budget Submission to Metro.

## APPROVED:

*Edward W. Oliphant*  
Chief Financial Officer

*February 18, 2022*

*Date*