

Tennessee State Library & Archives  
1001 Rep. John Lewis Way N., Nashville, TN 37219  
April 27, 2023 | 2:30 p.m.

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**Board Members:**

Gail Carr Williams, Chair  
Janet Miller, Vice Chair

Jessica Dauphin  
Mary Griffin

Walter Searcy

1. Call to Order
2. Roll Call
3. Approval of the March 23, 2023, MTA Board Minutes
4. Public Comment
5. **Information Only Items** – The following information is contained in the distributed Board packet for member review. There is no planned discussion of these items, but the staff is available for discussion should members have questions.
  - Monthly Financial Report Compared to Budget – Ed Oliphant, Chief Financial Officer **M-I-23-010** **P. 7**
  - Monthly Operating Statistics – Andy Burke, Chief Operating Officer **M-I-23-011** **P. 10**
  - Upcoming Procurement Projects List – Denise Richardson, Director of Procurement and Business Diversity **M-I-23-012** **P. 15**
6. **Consent Agenda Items** – Pursuant to recent discussions, these action items are routine in nature, tend to be repetitive year over year, and are described in the written agenda materials. As such, they would be voted on as a group to permit more time for discussion of more unusual items. Any Board member can request that any item be removed from the Consent Agenda for further discussion, and the listed staff will be available for questions.
  - There are no items for discussion or action this month
7. **Operations & Finance Committee – Walter Searcy, Chair**
  - There are no items for discussion or action this month
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
  - Access Improvement Study Update – Dan Freudberg, Deputy COO - Operations Systems **NICE-D-23-002** **P. 17**
  - WeGo Link Program Status Update – Hannah Schaefer, Transit Business Intelligence Analyst **NICE-D-23-003** **P. 23**
9. **CEO’s Report – Stephen G. Bland, CEO**
10. **Chair’s Report – Gail Carr Williams, Chair**
11. **Other Business**
12. **Adjournment**

**NASHVILLE METROPOLITAN TRANSIT AUTHORITY**  
**Board of Directors Meeting**  
**March 23, 2023**

I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee State Library & Archives, located at 1001 Rep. John Lewis Way N., Nashville, TN 37219, on Thursday, March 23, 2023.

II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice-Chair; Walter Searcy, Member; Jessica Dauphin, Member; Mary Griffin, Member; Margaret Behm, Board Secretary; Chief Executive Officer, Stephen Bland; Chief Financial Officer, Ed Oliphant; Chief Operating Officer, Andy Burke; Chief Development Officer, Trey Walker; Chief Safety & Security Officer, Nick Oldham; Chief Communication Officer, Renuka Christoph; Chief of Staff & Administration, Vince Malone, Director of Planning & Grants, Felix Castrodad; Director of Maintenance, Carl Rokos; Director of Procurement & Business Diversity, Denise Richardson; Transit Stop Manager, D’Nese Nicolosi; and Sr. Executive Assistant & Board Liaison, Monica Howse.

A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:33 p.m.

Chair Carr Williams asked that the agenda be modified to allow the New Initiatives and Community Engagement Committee to report first out of respect for our special guest, Deputy Governor and Tennessee Department of Transportation Commissioner Butch Eley. There was no objection to this request voice by any of the members.

III. **New Initiative & Community Engagement Committee Report:** Vice-Chair Janet Miller introduced Deputy Governor and Tennessee Department of Transportation Commissioner Butch Eley who in turn presented an overview of the following:

a. **Transportation Modernization Act of 2023 (NICE-D-23-001):** Deputy Governor & Commissioner of Transportation Butch Eley presented the following item:

Earlier this year, the Lee Administration proposed legislation in the form of the “Transportation Modernization Act of 2023.” As of this writing, this legislation is still working its way through the legislative process in front of the Tennessee General Assembly. If adopted, it would be the most significant transportation initiative at the State Level since the passage of the IMPROVE Act in 2017. Among other provisions, it would provide for the use of public-private partnerships to develop “choice lane” facilities associated with the expansion of existing roadway capacity in congested areas. The legislation incorporates provisions to allow for the free use of these choice lanes by public transportation vehicles.

Deputy Governor & Commissioner of Transportation Butch Eley said transportation is about access, mobility, and connectivity. He said that we need to start thinking outside the box by expanding technology opportunities. As technology evolves, so must our infrastructure, prioritizing research and technology advancement, like on I-24 where technology is a congestion management strategy. The I-24 SMART Corridor initiative is a step forward in innovative and outside-the-box solutions. We have to figure out how to get more throughput with the existing assets that we have. Choice lanes are the best opportunities that we have (short term) to advance transit in our urban areas.

This proposal does not propose raising the gas tax, issuing road debt, spending a disproportionate amount of funds in urban areas, to the detriment of rural areas, reducing road and bridge maintenance budget, or proposing toll roads.

Board Member, Jessica Dauphin asked if there is a way for choice lanes to be applied to state road lanes as well as the interstates. Deputy Governor & Commissioner of Transportation Butch Eley said that this is only the beginning; the only way that this will work is by economic necessity feasibility will be the busiest and highest volume. The pending legislation does not

dictate that choice lanes must be on the interstate, but the reality of the economics of the potential of what we do is going to drive this to the most congested areas.

Board Member, Jessica Dauphin asked who initiates the building of the lanes. Deputy Governor & Commissioner of Transportation Butch Eley said that all that is being done right now is seeking the authority from the State Legislature to be able to have a tool to do what we need to do. We will then do a deep dive and we know some projects will lend themselves to that. We will go back to Legislation with our shortlist that we are recommending and then they will approve it as a part of next year's 3-year plan to be able to advance that.

Committee Chair, Janet Miller asked if it was a sole contractor for the whole state or if would it be multiple contractors. Deputy Governor & Commissioner of Transportation Butch Eley said these projects will stand on their own.

CEO Bland asked Deputy Governor & Commissioner of Transportation Butch Eley at what point he sees in the project development process that they might engage with the transit authority, whether here or in the other urban areas. Deputy Governor and Commissioner of Transportation Eley said it would be very early in the project development process. We'll need to start discussions on how we embed or infuse the transit component in these projects. He says the sooner the better. The economic feasibility that they will need to be drilling down on which ones will need to have a bit of a head start before we spend a lot of time talking about transit components for areas that aren't going to be in the mix.

Board Member, Walter Searcy asked how we shrink the project development process from 15 years to 4 years. Deputy Governor & Commissioner of Transportation Butch Eley said that he thinks that we can cut the time in half, but we have to go through the formal, federal required process. Once we go through the RFP process, we can lay out the performance that we're expecting, and we can also put in incentives for builders to build faster.

In closing, Deputy Governor & Commissioner of Transportation Butch Eley said that he appreciates the support of all of the transit agencies and thanked CEO Bland and the Nashville MTA Board for allowing him to come and present at the board meeting.

Committee Chair Janet Miller thanked Deputy Governor & Commissioner of Transportation Butch Eley and his team for attending the meeting today.

At this point, Committee Chair Miller ended the New Initiatives and Community Engagement Committee portion of the meeting and turned the meeting back to Chair Gail Carr-Williams.

**IV. Approval of Minutes:** Walter Searcy made a motion to approve the February 23, 2023, MTA Board minutes, the motion was seconded by Jessica Dauphin and unanimously approved by the Board.

**V. 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 gave public comments:

- Darius knight

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

- Monthly Financial Report Compared to Budget
- Monthly Operating Statistics
- Upcoming Procurement Projects List
- Annual Risk Assessment

- Annual Conflict of Interest Disclosure

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

- Passenger Waiting for Shelter Contract Value Increase (M-A-23-007)

VIII. **Operations & Finance Committee Report:** Chair Walter Searcy presented the following items for discussion or action:

a. **Insurance Brokerage Services Contract Award (M-A-23-008):** CFO Ed Oliphant presented the following item for discussion and action:

Nashville MTA has utilized insurance brokerage services for many years with brokerage contracts that did not reach threshold levels in terms of contract values exceeding \$300,000 which would require board approval. In order to better control increasing insurance costs in general, the decision was made to utilize a joint RFP for brokerage services for Nashville MTA, Davidson Transit Organization, and the Regional Transportation Authority requiring a fixed cost contract for brokerage services with \$0 net commission policies for all coverages for liability, property damage, workers' comp, rolling stock, director and officer plus various other insurance coverages covering all three agency's insurance needs. By requiring \$0 net commission policies, it was expected to increase broker fees due to the broker no longer having the ability to receive commissions through the insurance policies with buried commissions being paid by the respective entities. This would require brokers to sharpen their pencils to disclose their commission fees upfront in a fixed-price contract and compete for the business. Ultimately, this strategy is expected to reduce overall insurance costs by having fixed brokerage fees even if insurance coverage increases over time.

A solicitation was issued and advertised on January 5, 2023, on both WeGo's and Transit Talent's websites. The solicitation requested proposals for a five-year contract period. Six proposals were received by the February 6, 2023 deadline and all were determined to be fully responsive. The companies responding to the solicitation were as follows:

- Chappell Smith & Associates
- Arthur J. Gallagher & Company
- Marsh Insurance
- Alliant Insurance
- Insurica Insurance Company
- Willis Tower Watson Insurance

The evaluation criteria included company experience, the qualifications and diversity of the key personnel assigned, schedule and approach, and total cost. Based upon the evaluation scoring, the committee selected Arthur J. Gallagher & Company for insurance brokerage services as the highest-scoring proposer.

Based on the explanation above, staff requested that the Board approve the appointment of Arthur J. Gallagher as Nashville MTA's insurance broker for a five-year contract at \$90,500 per year for a cost not exceeding \$452,500 for the period starting March 23, 2023, through March 23, 2028.

Janet Miller made a motion to approve the amended Insurance Brokerage Services Contract Award, the motion was seconded by Jessica Dauphin and was unanimously approved by four of the five board members. Mr. Walter Searcy recused himself from the vote.

b. **Vehicle Maintenance Audit (OF-D-23-002):** Director of Maintenance Carl Rokos presented the following item for discussion:

In November 2015, the first maintenance performance audit was conducted by the Transit

Resource Center (TRC) of the WeGo Public Transit Fleet Maintenance program. This first audit in 2015 was part of an extensive evaluation where findings from that study indicated that annual audits were recommended to track maintenance performance over time.

Since then, it has evolved into a phased working plan for transformation within the bus maintenance department at the Nashville Metropolitan Transit Authority (Nashville MTA). Based on the initial results from the 2015 audit, the maintenance department has initiated multiple strategies for enhancement, including manpower shifts, equipment purchases, documentation processes, and training updates.

This is the seventh maintenance performance audit conducted by the Transit Resource Center (TRC) of WeGo Public Transit. This maintenance performance audit consisted of a physical inspection of 24 vehicles (16 buses and eight vans) selected at random, and a records review and fluids analysis of eight vehicles also selected at random, the same process used during previous audits. An audit of GrayLine, a contractor to WeGo, was conducted for the second time beginning last year

The WeGo Public Transit Fleet Maintenance program has annually renewed this independent audit practice with TRC to gain a better understanding of how we have performed over time this year.

Mr. Rokos provided the Board with a summary of the results from the audit. On the positive side, we continued a trend begun last year with average “A” defects (defects that would remove a bus from service) below 1 per vehicle. There was a small increase in other defects, and this was largely attributed to the aging of the fleet, as no new revenue vehicles had been received since the prior year audit (newer equipment can be expected to perform well in these audits). Mr. Rokos reported that he anticipated improved performance for fixed route buses in the coming year, as we are anticipating the delivery of 34 new buses over the next few months. The Access fleet, however, would continue to be a challenge due to the national supply chain challenges that have delayed our receiving new vans.

There were no questions or further discussion.

- c. **Emergency Cutaway Vehicle Procurements (M-A-23-009)**: Chief Operating Officer Andy Burke provided the following item for discussion and action:

Staff recommended that the Board provide the Chief Executive Officer’s action to authorize an emergency procurement with The Bus Center for 8 replacement cutaway vehicles at a delivered per vehicle price of \$125,000 with a contingency of \$50k per vehicle for necessary technology equipment outfitting such as mobile data terminal & scheduling systems, and camera installation with an amount to not exceed a total price of \$1,400,000. Funding is currently available through grants made for this purpose by the Federal Transit Administration (FTA) under the Section 5339 rolling stock formula program, Tennessee Department of Transportation (TDOT) matching funds, and previously approved Capital Spending Plans of the Government of Metropolitan Nashville and Davidson County.

Chair Walter Searcy made a motion to approve the amended Emergency Cutaway Vehicle Procurements action item, Jessica Dauphin seconded the motion, and it was unanimously approved by the Board.

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

1. Ed Oliphant and CEO Bland met with the Mayor’s Office and Metro Finance staff yesterday to review our operating budget submission. The discussion was good, and they had a lot of good questions. In particular, CEO Bland highlighted the work of the Planning staff, particularly Felix, Justin Cole, and Hannah Schaefer for their excellent work on the social equity tool that Metro has incorporated into their budgeting process to assure proper investment in

disadvantaged communities. Metro staff commented on how particularly well presented that information was, and they appreciated the creativity we apply in using new approaches to examine our equity performance. Our Budget hearing before the Metro Council is currently scheduled for Tuesday, May 23 at 4:00 pm in Council Chambers and we would welcome Board participation in that hearing.

2. Speaking of the excellent work of our Planning staff in finding new and better ways to examine our services, this past month, we were recognized by ESRI, the leading supplier of geographic information systems in the world, for a “Special Achievement in GIS” Award for our applications of GIS technology to transit planning and operations. Typically, less than 1% of the applications considered for this award receive it. He specifically recognized the efforts of Hannah Schaeffer in this regard.
3. And speaking of our technology suppliers, we are pleased to be hosting the Annual “Think Transit” conference with our technology supplier Vontas/Trapeze in April. This conference will host about 400 public transportation professionals from around the country to attend seminars and share information about new and better approaches to how we do our business. Our esteemed Board Chair, Gail Carr-Williams has agreed to give the opening welcome to the group on the first day of the conference, and Tennessee Titans CEO Burke Nihill will be delivering a keynote address..
4. CEO Bland joined the Board in expressing his appreciation to Deputy Governor and TDOT Commissioner Eley for meeting with us today. We appreciate the multi-modal lens through which the Commissioner views Tennessee’s mobility landscape, and we especially appreciate the Department’s award of competitive grant funding under the Improve Act for 3 of our projects – upgrades to our customer information systems at The Elizabeth Duff Transit Center at WeGo Central, more stop and shelter improvements, and funding toward our upcoming Hickory Hollow Transit Center in Antioch.
5. NDOT continues to advance the Connect Downtown Mobility planning process. They are in the process of publishing a variety of possible scenarios for various aspects of Downtown circulation, including potential transit priority corridors. As this work becomes more evolved, they will return to this Board to discuss possible implications for our transit network.
6. Thank you to everyone who participated in our Apprenticeship Signing Day Ceremony last week, and to the folks at Apprenticeship TN in the Tennessee Department of Labor for their support in continuing to evolve our program. We signed 6 apprentices and look to continue to improve and expand the program. As we know, and as you see vividly demonstrated in this meeting, we can’t rely on our new talent to fall from the sky – we have to plant it, cultivate and grow it here.
7. We’ve been participating in a workgroup through our national trade association, the American Public Transportation on a “mid-sized bus system ridership recovery task force” to examine ways to expedite the return of ridership and services levels in the industry to pre-pandemic levels. Over the course of the last 3 years, we’ve spoken extensively about the service changes and changes in practices that we made “on the fly” in the early days of the pandemic, and those that have evolved into more permanent approaches. The task force is evidence that those efforts are paying off as a survey of 19 mid-sized bus systems reported that we ranked first in terms of the restoration of service levels after the pandemic and 2<sup>nd</sup> in terms of the return of ridership. Hats off to our service development, operations, and other staff for continuing to evolve our service based on changing markets.
8. With mixed feelings, CEO Bland reported that Chief Development Officer Trey Walker will be leaving us in the coming month for a senior position at Dallas Area Rapid Transit in Texas. He said that he appreciated Trey’s many, many contributions to our agency and its riders during his tenure here, and he’s certain that he’ll do quite well continuing to build out DART’s capacity; and he’s also certain that a lot of Trey’s team here are anxious to step up and take advantage

of the opportunities that we now have for them. We will be posting the position and initiating a search in the next week.

9. On the RTA side:

- a. Hatch Consulting continued their work on the Star Future Vision Study, and we are planning some joint planning workshops with the RJ Corman railroad.
- b. We are engaging appraisers and engineering firms to support our negotiations with HG Hill and Southeast Venture for a joint development project at Donelson Station.

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

Chair Carr Williams thanked Deputy Governor & Commissioner of Transportation Butch Eley for his presentation. She said that it aligns with what was talked about during our board governance session a year ago. Our strategic planning group recently met again and talked about how we become more intentional about issues that are important for this board, to better serve MTA, and how we make those connections. We're working with Board Secretary Margaret Behm on how the board interacts with staff and how we make sure that those bridges are strong. She said if anybody had any ideas about how the board spends their time to please share that information with any of the board members.

Thanks to the everyone for the work that was done on the apprenticeship program and to Renuka and her team for the media coverage regarding the apprenticeship program. It lets us know that it has value and that it needs to be valued in our community on we're doing and how we value staff in them keeping the citizens of Nashville safe.

Chair Carr-Williams yielded the remainder of her time and introduced the training department to conduct the graduation ceremony for the current graduating class, highlighting how our revamped "WeGo Academy" was yet another example of our innovation to address the changing landscape we're finding in the world after the pandemic.

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

XII. **Adjournment:** With no further business, Chair Carr Williams called for a motion to adjourn the meeting, Janet Miller made a motion, Jessica Dauphin seconded the motion, and the meeting was adjourned at 4:01 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

Information Item     Committee Discussion Item     Committee Action Item     Board Discussion Item

Item Number:	M-I-23-010	Meeting Date:	4/27/2023
Item Title:	Monthly Financial Report Compared to Budget		

## BACKGROUND:

Attached is the statement of operations for the month of February 2023 compared to the budget and a balance sheet as of February 28, 2023. For the fiscal year to date, operating revenues are tracking just slightly down from budget and operating expenses are also tracking slightly below budget.

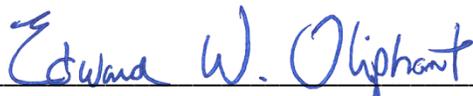
One anomaly relates to our cash position on the Balance Sheet at the end of February. This was due to the timing of the receipt of some of our preventive maintenance reimbursement through the American Rescue Plan (ARP) grant funding. Consequently, we had a large cash position at the end of the month. You will recall that for this year and last, we are utilizing ARP funding in place of our normal Federal 5307 capital funding for preventive maintenance (PM) and ADA expenses. The Board chose to do this for two reasons. First, it was to use up the ARP funding as expediently as possible as well as to free up precious capital dollars to apply to important projects in our capital spending plan. The budget for FY2024 will resume the assumption of utilizing federal 5307 capital dollars for our PM and ADA expense reimbursement.

As of February 28, 2023, RTA owed Nashville MTA approximately \$236,000 for services provided to and from Rutherford County as well as management fees due. MTA also had an account payable to RTA of approximately \$26,000 for fares collected as well as WeGo Ride revenue sharing due.

## CURRENT STATUS:

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

## APPROVED:



Chief Financial Officer

4/21/2023

Date

**Metropolitan Transit Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending February 28, 2023  
**UNAUDITED**

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
<b>Revenue from Operations:</b>										
Passenger Fares	\$587,084	\$540,220	\$46,864	F	\$3,876,332	\$4,468,999	\$4,204,685	\$264,314	F	\$6,358,780
WeGo Access	58,317	61,240	(2,923)	U	445,946	398,641	455,310	(56,669)	U	708,490
Contract Revenues	202,184	231,412	(29,228)	U	1,591,286	1,850,139	1,901,342	(51,203)	U	2,877,040
Advertising	27,481	40,780	(13,299)	U	489,947	332,548	373,530	(40,982)	U	552,280
Other Non-Trans Revenue	103,954	118,985	(15,031)	U	771,304	665,376	904,030	(238,654)	U	1,362,200
<b>Total Operating Revenue</b>	<b>979,020</b>	<b>992,637</b>	<b>(13,617)</b>	<b>U</b>	<b>7,174,815</b>	<b>7,715,703</b>	<b>7,838,897</b>	<b>(123,194)</b>	<b>U</b>	<b>11,858,790</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	6,000,000	6,000,000	0	F	47,500,000	58,500,000	58,500,000	0	F	61,610,900
State Assistance	0	0	0	F	5,170,200	5,314,300	5,170,200	144,100	F	5,170,200
Federal Assistance - CARES Act	0	0	0	F	392,878	102,138	0	102,138	F	4,071,610
<b>Total Assistance Income</b>	<b>6,000,000</b>	<b>6,000,000</b>	<b>0</b>	<b>F</b>	<b>53,063,078</b>	<b>63,916,438</b>	<b>63,670,200</b>	<b>246,238</b>	<b>F</b>	<b>70,852,710</b>
<b>Capital Revenue:</b>										
American Rescue Operating Reimbursement	14,000,000	14,000,000	0	F	14,000,000	14,000,000	14,000,000	0	F	24,427,585
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	0
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	0
<b>Total Capital Income</b>	<b>14,000,000</b>	<b>14,000,000</b>	<b>0</b>	<b>F</b>	<b>14,000,000</b>	<b>14,000,000</b>	<b>14,000,000</b>	<b>0</b>	<b>F</b>	<b>24,427,585</b>
<b>Total Revenue</b>	<b>\$20,979,020</b>	<b>\$20,992,637</b>	<b>(13,617)</b>	<b>U</b>	<b>\$74,237,893</b>	<b>\$85,632,141</b>	<b>\$85,509,097</b>	<b>\$123,044</b>	<b>F</b>	<b>\$107,139,085</b>
<b>Expenses from Operations:</b>										
Labor and Fringes	\$5,965,180	\$6,175,760	\$210,580	F	\$45,954,883	\$50,749,801	\$50,947,525	\$197,724	F	\$76,612,120
Services	1,149,574	949,113	(200,461)	U	6,619,745	8,683,166	7,882,802	(800,364)	U	11,969,110
Fuel	456,285	604,685	148,400	F	1,620,169	4,494,127	4,941,600	447,473	F	7,424,390
Parts, Materials and Supplies	620,574	517,135	(103,439)	U	3,355,842	4,411,716	4,303,960	(107,756)	U	6,539,610
Utilities	156,919	115,880	(41,039)	U	908,597	1,001,232	967,470	(33,762)	U	1,471,460
Casualty and Liability	298,105	193,520	(104,585)	U	1,460,644	1,860,343	1,685,910	(174,433)	U	2,457,720
Other	25,482	54,875	29,393	F	242,581	284,584	441,915	157,331	F	664,675
<b>Total Operating Expenses</b>	<b>8,672,119</b>	<b>8,610,968</b>	<b>(61,151)</b>	<b>U</b>	<b>60,162,461</b>	<b>71,484,969</b>	<b>71,171,182</b>	<b>(313,787)</b>	<b>U</b>	<b>107,139,085</b>
<b>Operating Surplus / (Deficit)</b>	<b>\$12,306,901</b>	<b>\$12,381,669</b>	<b>(74,768)</b>	<b>U</b>	<b>\$14,075,432</b>	<b>\$14,147,172</b>	<b>\$14,337,915</b>	<b>(190,743)</b>	<b>U</b>	<b>\$0</b>
Capital Grant Revenue	1,089,045		1,089,045	F	4,404,361	6,522,919	6,522,919		F	
Capital Grant Revenue -CARES Act	27,944		27,944	F	324,122	240,007	240,007		F	
Rental income - MCC Amortization	49,167		49,167	F	393,336	393,336	393,336		F	
GASB 87 Lease Interest Expense	(20,417)		(20,417)	U		(162,846)	(162,846)		U	
Depreciation and Amortization	(1,681,762)		(1,681,762)	U	(15,897,605)	(14,780,445)	(14,780,445)		U	0
<b>Surplus / (Deficit)</b>	<b>\$11,770,878</b>	<b>\$12,381,669</b>	<b>(610,791)</b>	<b>U</b>	<b>\$3,299,646</b>	<b>\$6,360,143</b>	<b>\$14,337,915</b>	<b>(7,977,772)</b>	<b>U</b>	<b>\$0</b>

# Metropolitan Transit Authority

## Comparative Balance Sheets

	Month Ended February 28, 2023	Month Ended June 30, 2022
	(unaudited)	(audited)
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$18,675,079	\$3,780,301
Receivables from federal, state and local government	824,483	1,483,679
Accounts receivable	861,173	1,513,979
Materials and supplies	3,156,476	3,288,783
Prepaid expense and other	1,870,754	1,651,572
Pension & OPEB Deferred Outflow	34,548,339	34,548,339
Total Current Assets	59,936,304	46,266,653
<b>PROPERTY AND EQUIPMENT</b>		
Land	14,733,025	14,733,025
Building, shelter and benches	119,522,211	118,892,706
Revenue equipment and parts	187,651,313	187,050,821
Office furniture and equipment	6,482,145	6,377,272
Other	10,383,621	5,654,722
	338,772,315	332,708,546
Less: Accumulated Depreciation	(195,743,120)	(180,956,798)
Total Property and equipment, net	143,029,195	151,751,748
<b>OTHER ASSETS</b>		
North Nashville Property (Lease)	7,063,765	7,063,765
Cash and investments for self-insurance and other	902,470	731,607
	7,966,235	7,795,372
<b>TOTAL ASSETS</b>	<b>\$210,931,734</b>	<b>\$205,813,773</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$2,278,678	\$3,158,951
Accrued expenses	8,429,279	7,733,165
Deferred revenue	155,317	99,427
Note Payable	0	0
Total Current Liabilities	10,863,274	10,991,543
<b>NON-CURRENT LIABILITIES</b>		
Deferred Revenue	5,804,109	6,197,445
North Nashville Lease Liability	7,049,599	7,049,599
Net Pension Liability	4,206,838	4,206,838
Pension & OPEB Deferred Inflows	24,580,424	24,580,424
Net other postemployment benefits obligations	79,108,586	79,108,586
	90,749,556	91,142,992
<b>NET ASSETS</b>		
Invested in capital assets	137,225,086	145,554,303
Reserve for capital purchases	552,470	381,607
Unrestricted	(64,818,795)	(77,403,145)
Current Year Surplus / (deficit)	6,360,143	5,146,573
Total Net Assets	79,318,904	73,679,338
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$210,931,734</b>	<b>\$205,813,773</b>

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$758,887	\$43,278	\$5,882	\$53,126	\$861,173
	88.1%	5.0%	0.7%	6.2%	100.0%
Accounts Payable	\$1,972,620	\$226,247	\$41,355	\$38,456	\$2,278,678
	86.6%	9.9%	1.8%	1.7%	100.0%

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item     Committee Discussion Item     Committee Action Item     Board Discussion Item

Item Number:	M-I-23-011	Meeting Date:	4/27/2023
Item Title:	Monthly Operating Statistics		

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## BACKGROUND:

Attached are monthly operating statistics through February 2023.

Ridership continues its steady upward climb, with the percentage of pre-pandemic ridership at its highest levels yet. WeGo is still faring better in this regard compared to most other transit agencies in the United States. The Mid-Size Operations Subcommittee of the American Public Transportation Association (APTA) recently conducted a survey of a couple of dozen transit agencies and their post-pandemic ridership recovery rates, and WeGo had the second-best recovery rate of the cohort.

We continue to receive delivery of new vehicles, though supply chain issues continue to make it challenging to replace vehicles on schedule according to our Fleet Replacement Plan. On the fixed route side, there are now seven new New Flyer 60' articulated buses in service. For paratransit, the six Chevrolet vans that were ordered last year via emergency procurement are onsite and being prepared for service. Aside from supply chain delays, the most significant issue affecting vehicle reliability is the shortage of mechanics. Given the national shortage of individuals with the needed technical skills, our Maintenance department has begun making a concerted effort to work with entry-level support staff and utilize our apprenticeship program to train them on the skills needed to perform the duties of a vehicle maintenance technician.

The onboarding of new bus operators has slowed a bit from the frenetic pace of the last few months, but we are still making progress and are now closer to being fully staffed than we have been at any point since the post-pandemic restoration of full service. This puts us in a position of being able to continue adding service at a time when many other transit agencies have had to reduce service in response to staffing shortages.

## CURRENT STATUS:

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

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## APPROVED:



Chief Operating Officer

4/21/2023

Date

## Operations Dashboard Report

	February-2023	February-2022	Pct. Change	Goal	Indicator
<b>Ridership</b>					
Bus Ridership	610,872	468,207	30.5%		
Access Ridership	28,710	23,267	23.4%		
Total Ridership	639,582	491,474	30.1%	700,000	▲
Percentage of Pre-Pandemic Ridership	85.2%	65.4%	19.7%	85.0%	●
<b>Productivity &amp; Efficiency</b>					
Bus Passengers per Revenue Hour	15.66	13.00	20.5%	16.00	▲
Access Passengers per Revenue Hour	1.71	1.65	3.6%	1.75	▲
Cost Per Scheduled Revenue Hour	\$163.38	\$145.64	12.2%	\$141.46	◆
<b>Safety</b>					
Total Collisions per 100,000 miles	3.6	4.5	-21.3%	4.8	●
Preventable Collisions per 100,000 miles	1.7	2.2	-21.9%	1.6	▲
<b>Service Quality</b>					
Bus Trip Completion	99.83%	99.94%	-0.11%	99.75%	●
Bus On-Time Performance	85.6%	87.3%	-1.8%	85.0%	●
Access On-Time Performance	93.7%	93.8%	-0.1%	92.0%	●
<b>Maintenance</b>					
Bus Miles Between Road Calls	7,401	4,180	77.1%	6,000	●
Access Miles Between Road Calls	16,260	12,615	28.9%	18,000	▲
<b>Customer Care</b>					
Bus Passengers per Complaint	5,931	4,590	29.2%	4,000	●
Access Passengers per Complaint	359	475	-24.4%	400	◆
Percent of Calls Answered	95.2%	95.9%	-0.6%	95.0%	●
<b>Staffing</b>					
% of Operator Positions Filled	94.7%	99.7%	-5.0%	95.0%	▲
% of Maintenance Positions Filled	77.3%	81.1%	-3.8%	95.0%	◆
<b>Customer Amenities</b>					
% of Stops with Shelters (including Central)	18.0%	16.6%	1.4%	18.0%	▲
% of Boardings at Covered Stops (including Central)	72.1%	71.4%	0.7%	73.0%	▲

Exceeding Goal

Within 10% of Goal

More than 10% off Goal

## Operations Dashboard Report

	FY2023 February-2023	FY2022 February-2022	Pct. Change	Goal	Indicator
<b>Ridership</b>					
Bus Ridership	5,060,992	3,786,781	33.6%		
Access Ridership	234,989	195,756	20.0%		
Total Ridership	5,295,981	3,982,537	33.0%	5,600,000	▲
Percentage of Pre-Pandemic Ridership	81.4%	61.2%	20.2%	85.0%	▲
<b>Productivity &amp; Efficiency</b>					
Bus Passengers per Revenue Hour	15.15	12.60	20.2%	16.00	▲
Access Passengers per Revenue Hour	1.74	1.66	4.8%	1.75	▲
Cost Per Scheduled Revenue Hour	\$159.69	\$135.75	17.6%	\$141.46	◆
<b>Safety</b>					
Total Collisions per 100,000 miles	4.5	4.4	0.0%	4.8	●
Preventable Collisions per 100,000 miles	2.0	2.2	-9.4%	1.6	◆
<b>Service Quality</b>					
Bus Trip Completion	99.63%	99.50%	0.14%	99.75%	◆
Bus On-Time Performance	85.3%	88.4%	-3.0%	85.0%	●
Access On-Time Performance	92.1%	93.1%	-1.0%	92.0%	●
<b>Maintenance</b>					
Bus Miles Between Road Calls	6,900	5,384	28.2%	6,000	●
Access Miles Between Road Calls	19,646	20,310	-3.3%	18,000	●
<b>Customer Care</b>					
Bus Passengers per Complaint	5,138	4,231	21.4%	4,000	●
Access Passengers per Complaint	330	424	-22.1%	400	◆
Percent of Calls Answered	94.3%	94.9%	-0.6%	95.0%	▲
<b>Staffing</b>					
% of Operator Positions Filled	92.4%	96.8%	-4.4%	95.0%	▲
% of Maintenance Positions Filled	83.3%	85.7%	-2.4%	95.0%	◆
<b>Customer Amenities</b>					
% of Stops with Shelters (including Central)	17.7%	16.4%	1.3%	18.0%	▲
% of Boardings at Covered Stops (including Central)	71.9%	71.7%	0.3%	73.0%	▲

Exceeding Goal

Within 10% of Goal

More than 10% off Goal

# Operations Dashboard Glossary

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

# Operations Dashboard Glossary

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

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## List of Upcoming Procurement Projects

Meeting Date: 4/27/2023

Item #: M-I-23-012

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### Project Name: Nestor Facility Westside Sewer Line Replacement

- **Brief Description:** Replacement and relocation of the sewer line at the west side of the Nestor Facility
- **Anticipated Publish Date:** 4/1/2023
- **Estimated Project Value:** 300,000

### Project Name: Buchanan Transit Stop Construction

- **Brief Description:** This project will construct four shared cycle track transit platforms on Buchanan Street and a new pedestrian crosswalk at 16<sup>th</sup> Ave. N. Each of the four shared cycle track transit platforms includes curb changes to accommodate the bicycle lane ramping up to the same elevation as the sidewalk.
- **Anticipated Publish Date:** 4/1/2023
- **Estimated Project Value:** \$373,000

### Project Name: Furniture, Furnishings, and Case Goods Procurement

- **Brief Description:** Contract for office furniture, associated goods, and installation services
- **Anticipated Publish Date:** 5/1/2023
- **Estimated Project Value:** \$800,000

### Project Name: Nester Backflow Redesign/Construction Project

- **Brief Description:** This procurement will redesign and repair the existing backflow system that is in disrepair.
- **Anticipated Publish Date:** TBD
- **Estimated Project Value:** TBD

### Project Name: ADA Paratransit and Demand Responsive Services

- **Brief Description:** Request for Proposals (RFP) with the goal of contracting with multiple contractors in providing services for the following four services:
- **Access Overflow** - service for WeGo's ADA paratransit service called Access
- **Access On-Demand** - an on-demand alternative service for Access customers.
- **Access Flex** - a new pilot program where Access customers may opt-in to a program where Access customers allow WeGo to assign an ADA paratransit trip request to a carrier with vehicle operators that are not "ADA paratransit certified."
- **WeGo Link** – a micro-transit service, defined as a shared-ride on-demand service for the public.
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** TBD

### Project Name: MTA & DTO Legal Services (RFP)

- **Brief Description:** Legal Services for DTO
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** \$ 300,000

**Project Name: Industrial Parts Washer and Services Procurement**

- **Brief Description:** Contract for vehicle waste disposal services and parts washer equipment.
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** TBD

**Project Name: Transit Advertising Sales**

- **Brief Description:** Contract for transit advertising services for rental space on buses, bus benches, bus shelter panels, and the Regional Transportation Authority's Music City Star commuter rail cars (interior and vestibule only) and station benches.
- **Anticipated Publish Date:** August 2023
- **Estimated Project Value:** Revenue Producing

**Project Name: Life Insurance**

- **Brief Description:** Employee's life insurance coverage
- **Anticipated Publish Date:** September 2023
- **Estimated Project Value:** TBD

**Project Name: Parking Garage Management Services**

- **Brief Description:** Parking garage management services for Central/ revenue contract
- **Anticipated Publish Date:** October 2023
- **Estimated Project Value:** Revenue Producing

**Project Name: Pre & Post Vehicle Inspection Services**

- **Brief Description:** Pre and post-award audit services to ensure purchased rolling stock comply with the Buy America requirements.
- **Anticipated Publish Date:** October 2023
- **Estimated Project Value:** TBD

**CURRENT STATUS:**

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

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

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**APPROVED:**

*Denise Richardson*

*Director of Procurement & Business Diversity*

**4/21/2023**

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item     Committee Discussion Item     Committee Action Item     Board Discussion Item

Item Number:	NICE-D-23-002	Meeting Date:	4/27/2023
Item Title:	Access Improvement Study Update		

## BACKGROUND:

In May of 2021, the MTA Board of Directors approved the 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. The project also includes a review of opportunities for greater coordination with fixed route services, including strategies to encourage fixed route use among current paratransit customers. Below is a summary of the core goals established at the outset of the project as well as the remaining project tasks and milestones:

FOCUS AREA	PROJECT GOALS
<b>Service Reliability</b>	<ul style="list-style-type: none"> <li>• Improve on-time performance</li> <li>• Enhance the ability to quickly mitigate the effects of service disruption</li> <li>• Accommodate 'spikes' in demand and travel times</li> </ul>
<b>Customer Experience</b>	<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>
<b>Service Efficiency</b>	<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 the use of the fixed route by paratransit customers (where reasonable and appropriate)</li> </ul>
<b>Service Design &amp; Delivery</b>	<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>
<b>Business Process Improvement</b>	<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>
<b>Regulatory Compliance</b>	<ul style="list-style-type: none"> <li>• Review existing and proposed policies and practices and ensure their conformance to the Americans with Disabilities Act and other applicable Federal, State, and local regulations</li> </ul>

**PROJECT TASKS & TIMELINE:**

UPCOMING MILESTONES	ANTICIPATED COMPLETION
MTA Board Review	April 27 (Today)
Public Outreach and Engagement, Round 2	May 1 to May 31
APAC Draft Recommendations Review	May 24
Internal Review of Public Outreach Feedback	June 2
Draft Final Recommendations/Report	June 16
MTA Board Interim Update (if needed)	June 22
Draft Implementation Plan	June 30
MTA Board Adoption of Recommendations	July 27
Final Recommendations/Report and Implementation Plan	August 31

The study is now at a point where there can be a holistic discussion of key observations and potential changes, including potentially significant policy considerations. A summary of significant observations, actions in progress, and potential changes for both the Access paratransit program as well as the Access on Demand customer choice program are included on the following three pages. **It is important to note that the listing of potential changes is just that – potential – these are not recommended changes at this point, as many would involve significant departures from current program design.**

Following today’s Committee discussion and incorporation of Board feedback, MTA Staff as well as members of the KFH project team will conduct an additional round of customer and stakeholder engagement to ensure that everyone has the opportunity to comment on potential changes to policy, with a focus on reaching out to current riders. These comments will be used to develop a final set of recommendations and associated Implementation Plan.

**CURRENT STATUS:**

Dan Freudberg, Deputy COO, Marilyn Yokley, WeGo Access Manager, and Ken Hosen, Project Principal for KFH Group, will provide a project update and facilitate a discussion of potential Access and Access on Demand policy changes.

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**APPROVED:**



*Deputy Chief Operating Officer – Op Systems*

**4/21/2023**

*Date*

## Access Improvement Study – Significant Findings and Potential Changes

### Significant Findings:

#### 1. BENCHMARKING

- High productivity (relative to peers)
- Low on-time performance
- Very high late cancel/no-show rate
- Comparable performance in other areas (including per-trip costs)

#### 2. PUBLIC ENGAGEMENT

- Timeliness/reliability is an issue
- Need better notifications, rider app
- WeGo Central is intimidating

#### 3. ORGANIZATIONAL/ADMINISTRATIVE

- Core functions are spread across multiple departments
- Dispatch resources are insufficient
- All operators require a CDL even though some vehicles do not
- Access and Fixed Route compete for drivers, and vehicles (Access generally loses)

#### 4. POLICY (ACCESS PARATRANSIT)

- No significant FTA compliance issues
- The no-show policy is good but unenforced
- A 50% cap on subscriptions is not required and counterproductive
- Trip negotiation is on the books as a policy but not currently used
- Flat 90-minute maximum on-board time rather than being tied to a fixed route

#### 5. POLICY (ACCESS ON DEMAND)

- Current provider requirements (same as Access) increase costs and limit provider participation
- Most trips are pre-booked, limiting same-day, spontaneous trip availability
- A subsidy is not tied to provider cost, even though the customer chooses the provider
- The ‘Favorite Driver’ component of the program is an invitation for collusion and fraud

#### 6. FIXED ROUTE INTEGRATION/ADOPTION

- WeGo Central is a barrier (intimidating)
- Accessible stops and paths of travel are barriers
- First/Last mile and feeder service could encourage a few, but first address the above barriers
- Conditional eligibility enforcement has limited utility given current barriers – could focus on very frequent riders only

#### 7. TECHNOLOGY

- Complex and not user-friendly
- 3<sup>rd</sup> party integrations are complex, slow, expensive, and issue-prone
- New, viable alternatives are available

### Current Actions:

Action	Status
Move Access supervisors within same group as Scheduling	Complete
Remove 50% subscription limit	Complete
Resume in-person eligibility interviews	Planned in next 3-6 months
Diversify fleet to address vehicle shortages	Ongoing
Improve on-time performance through less aggressive scheduling	Ongoing
Implement Access dispatch performance monitoring, KPIs	In Development

## Potential Changes – Core Access ADA Paratransit Program

Change	Pros	Cons	Budget Impact	Comments/Details
<b>Provider Option Program (POP)*</b>	Reliability, Efficiency	Fare collection complications	\$\$\$	*See discussion on last page
<b>Enforce No-Show Policy</b>	Efficiency	Customer suspensions	\$\$\$	Enforce existing policy and/or require trip confirmation calls from customers with excessive late cancels
<b>Premium fare for non-ADA trips</b>	Efficiency	Higher customer fares for some	\$\$\$	Higher fare for trips beyond ¾ mile of fixed route service (~2x base fare)
<b>Free Bus and WeGo Link Fares</b>	Fixed route adoption	Eligibility volumes	\$\$	Implement free (or significantly reduced) fares on fixed route and/or WeGo Link
<b>Non-CDL Drivers</b>	Staffing, Efficiency	Union relations, liability	\$\$	FT and/or PT, operating either sedans or smaller vans. Would also necessitate use of tablets and a smaller farebox/cashbox
<b>Tie on-board time to fixed route</b>	Efficiency, Context-sensitive travel times	Increased on-board times for some	\$	Fixed route travel time + 20 mins (FTA guidance) rather than current flat 90-minute limit
<b>Trip Negotiation</b>	Reliability, Efficiency	Customer flexibility	\$	Offer customers pickups +/- 1 hour of requested rather than automatically granting exact time
<b>Paratransit IDs</b>	Lower risk of fraud	Logistics issuing cards	\$	Issue personalized QuickTicket cards as paratransit IDs
<b>Add Staff</b>	Reliability, Efficiency	Eligibility volume, Revenue loss	\$\$\$	-2 Schedulers, +3 dispatchers +2 supervisors, +1 reservationist, +1 Director (Net +5 FTEs, 2 included in BB)
<b>Procure new Para Software</b>	Reliability, Efficiency, Rider Experience	Implementation issues, upfront costs	\$\$\$	Replace current reservations, scheduling, and dispatch software. Initial significant cost, long-term cost savings

\$ = net cost, \$ = net savings, --- = neutral

## Potential Changes – Access on Demand Program

Change	Benefit(s)	Downside(s)	Budget Impact	Details
Remove D&A Testing Requirements	Increase provider pool	Service Consistency	\$\$	OK under taxi voucher exemption. TNCs will not meet current requirements
Remove the Door-to-Door Service Requirement	Increase provider pool	Service Consistency	\$\$	TNCs will not meet current requirements
Reduce Insurance Requirements	Increase provider pool	Perceived or Real Liability Risk	\$\$	A barrier to entry for some providers
Implement provider-side subsidy fares	Reduce costs	Increase in fares for some	\$	Current: \$7.00 base fare + \$1/mi after 14 miles. Future: Base fare + overage beyond subsidy cap (same general model as WeGo Link). Total trip costs set by the provider (public rates)
Replace daily trip caps with monthly caps	Limit induced demand	Lower customer trip limits	\$	Current: 4 trips/day Future: 40 trips/month
One provider per customer per month	Reduce the risk of fraud	Decreased rider flexibility	\$	The customer selects the preferred provider once rather than for each individual trip
Eliminate Trip Grouping Requirement	Increase provider pool, quicker trips	Not reportable to NTD	\$	TNCs and taxis may not meet this requirement

\$ = net cost, \$ = net savings, --- = neutral

**\*A Note on the Provider Option Program (POP):**

*A Provider Option Program, or POP, is a program in which riders that utilize a rider choice program (such as Access on Demand) may also have trips that were originally scheduled with the agency as regular paratransit trips 'converted' to one of the providers in the rider choice program. For these trips, the rider either has the fare waived (rides free) or receives the trip for the original standard paratransit fare (requires account-based fare collection). Customers reserve the option to 'opt out' of these 'conversions' on a trip-by-trip basis at the time of booking. For example, a rider scheduling a trip where they require door-to-door assistance would let the booking agent know to mark this trip as ineligible for conversion. POP programs have been introduced at a number of agencies in recent years, including MBTA in Boston ([MBTA The Ride Flex](#)) and WMATA ([WMATA Abilities-Ride](#)) in Washington, DC. Enrollment in the program at MBTA is an automatic requirement of participating in their customer-choice program with Uber and Lyft. However, WMATA Abilities-Ride has its own opt-in process. Both agencies report significant cost savings from the programs even though the service is not reportable to the NTD due to being direct ride services (no trip grouping).*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item     Committee Discussion Item     Committee Action Item     Board Discussion Item

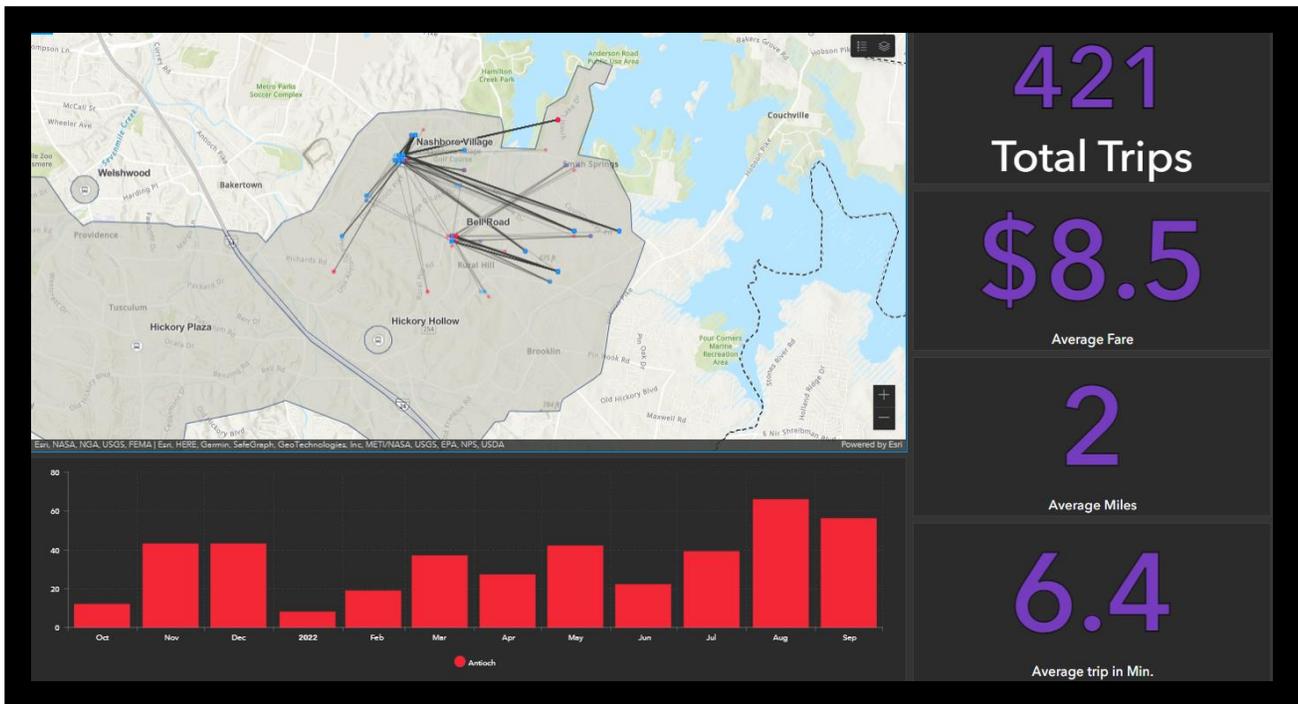
Item Number:	NICE-D-23-003	Meeting Date:	4/27/2023
Item Title:	WeGo Link Program Status Update		

## BACKGROUND:

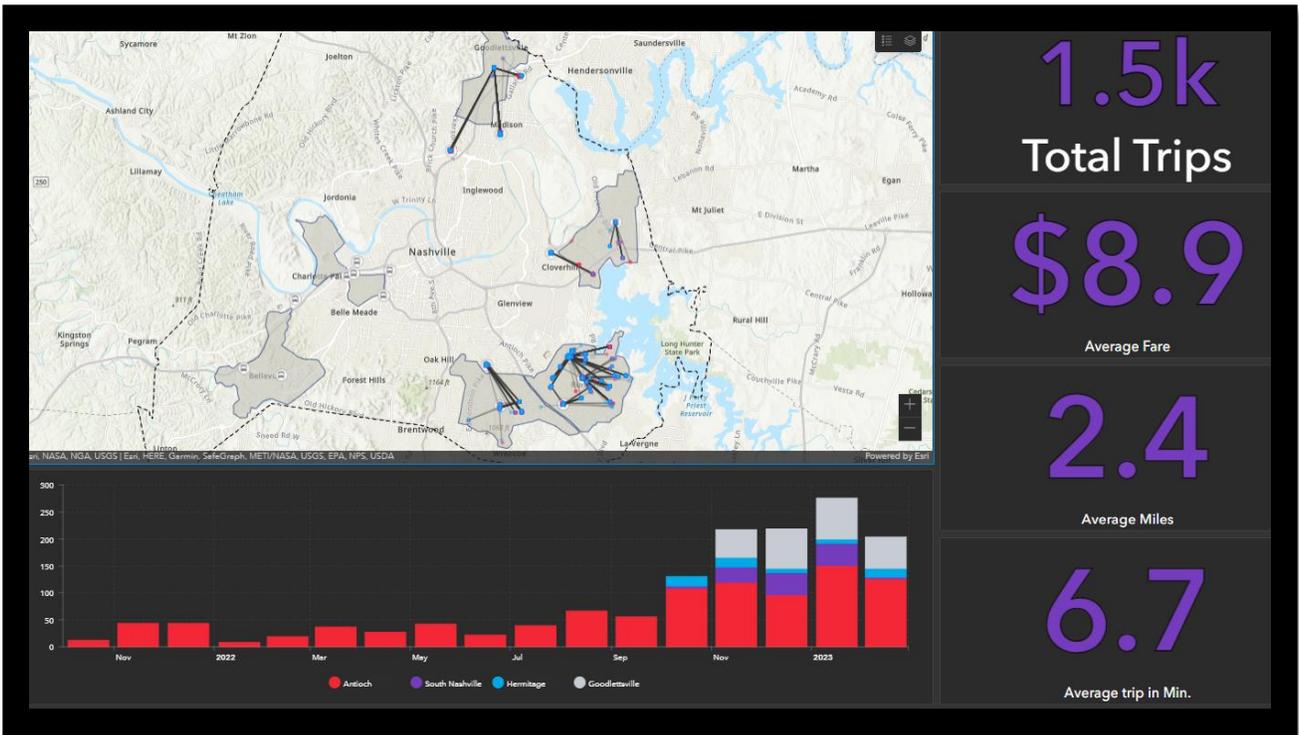
The nMotion Strategic Plan recommended exploring first/last mile “Mobility on Demand” zones to service lower-demand areas to improve access to transit services in a cost-effective way. The development of these zones allows for improved connections to fixed-route transit service, especially in areas where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

The WeGo Link program was launched in the Fall of 2021 with a pilot zone in Antioch in an effort to improve access to transit in an area difficult to serve but with known transit needs. Since the pilot period, three additional zones were added in Fall 2022; South Nashville, Hermitage, and Goodlettsville increasing the percentage of the population with access to this service from 8% to 25% of Nashville residents. Effective this month, three more zones (Sylvan Park, Cockrill Bend, and Bellevue) were added, expanding WeGo Link service to 32% of residents.

As a new service to connect WeGo riders for the first and last leg of their trip, the program started off slow and steady. In the first year of the program, just over 400 trips were taken with an average fare of \$8.50 per trip.



Over the last six months, the total number of trips has grown rapidly to just under 190 trips per month, averaging just over \$2 per trip for customers with \$7 per trip in WeGo subsidies.



Antioch continues to be the most used zone with ¾ of trips starting or ending at Nashboro Village.

The Goodlettsville zone has become the second most used zone with 267 total trips, the majority of which connect to route 56 at Madison Station. The average fare for Goodlettsville is trending the highest at just slightly over \$10 per trip, or an \$8 per trip subsidy for WeGo.

Other zones have more limited ridership at this time. However, our Marketing and Communications Department is planning targeted engagement and outreach strategies for all WeGo Link service areas over the next few months.

**CURRENT STATUS:**

Overall, the program is showing great benefits and is growing at a steady rate that will continue to be monitored. Future analysis could include more qualitative measures including passenger satisfaction and overall trip savings from traditional modes of travel to allow staff to continue to improve the performance and success of the program. Hannah Schaeffer, Transit Business Intelligence Analyst, will provide an overview of the program to date at the April Board meeting and will be available to answer questions.

**APPROVED:**

*Chief Development Officer*

**4/21/2023**

*Date*