

## Tennessee Bankers Association

211 Athens Way | Nashville, TN 37203

August 28, 2025 | 2:30 p.m.

**Board Members:** Gail Carr Williams, Chair | Aron Thompson, Vice Chair | Jessica Dauphin | Kathryn Hays | Jeff Haynes

1. **Call to Order**
2. **Roll Call**
3. **Approval of the July 24, 2025 MTA Board Minutes**
4. **Public Comment**
5. **Information Only Items** – The following information is contained in the board packet distributed for member review. These items are not planned for discussion, but the staff is available to discuss them should members have questions.
  - Monthly Financial Report Compared to Budget – Amanda Vandegrift, Deputy CEO of Finance & Administration **M-I-25-022** **P. 5**
  - Monthly Operating Statistics – Andy Burke, COO **M-I-25-023** **P. 11**
  - Upcoming Procurement Projects List – Vince Malone, COSA **M-I-25-024** **P. 17**
6. **Consent Agenda Items** – 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.
  - TriStar Digital Connections Service Contract Increase – Rob McElhaney, Director of Information Technology **M-A-25-033** **P. 19**
7. **Operations & Finance Committee – Jessica Dauphin, Committee Chair**
  - Claims Management Third Party Administrative Services Contract Modification – Vince Malone **M-A-25-034** **P. 20**
  - Enterprise Resource Planning (ERP) Consultant Planning – Shelly McElhaney, Director of Finance **M-A-25-035** **P. 21**
  - Quarterly Route Performance Report – Katie Freudberg, Director of Services Development **OF-D-25-005** **P. 23**
8. **New Initiatives & Community Engagement Committee – Aron Thompson, Committee Chair**
  - Journey Pass Program Overview – Amanda Vandegrift, Deputy CEO of Finance & Administration **NICE-D-25-007** **P. 26**
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

July 24, 2025

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee Bankers Association located at 211 Athens Way, Nashville, TN 37228, on Thursday, July 24, 2025.

II. **Roll Call of Persons Present:**

Gail Carr Williams, Chair

Aron Thompson, Vice Chair

Jessica Dauphin, Member

Jeff Haynes, Member

Margaret Behm, Board Secretary

Steve Bland, CEO

Monica Howse, Sr. Exec. Asst. & Bd. Liaison

Debbie Frank, DCEO of Growth & Dev

Amanda Vandegrift, DCEO of Finance & Admin.

Vince Malone, Chief of Staff & Administration

Nick Oldham, Chief Safety & Security Officer

Katie Freudberg, Director of Service Dev.

Dan Freudberg, Deputy COO of Op Systems

A quorum was established, and Chair Carr Williams called the meeting to order at 2:30 p.m.

- III. **Approval of Minutes:** Ms. Dauphin made a motion to approve the minutes of the Nashville MTA Board meeting held on June 26, 2025. Mr. Thompson seconded the motion, and the Board unanimously approved the minutes.

- IV. **Public Comments:** Chair Carr Williams opened the floor for public comments. The public was reminded that comments were limited to two minutes. The following members of the public gave public remarks:

- Peter O'Connor
- Cade Wooten
- Darius Knight
- Santana Loven

- V. **Informational Items:** The following items were presented for the board members' review:

- Monthly Financial Report Compared to Budget – No questions
- Monthly Operating Statistics – No questions
- Upcoming Procurements – Mr. Thompson suggested implementing project forecasting to allow procurement items to be viewed six to eight months in advance.

- VI. **Consent Agenda Items:** There were no consent agenda items this month.

- VII. **Operations & Finance Committee Report:** Committee Chair Dauphin introduced the following items for action:

- a. **Smart Grant Contract Award (M-A-25-021):** Deputy COO of Operating Systems, Dan Freudberg, presented the following item for action:

In July 2024, WeGo applied for the U.S. DOT FTA's competitive SMART Grant program and was awarded \$1.98 million in December for "Fixed-Line Transit 2.0: Real-time Optimization of High-Frequency Transit Service." Final federal approval was announced on May 6, 2025.

The 18-month project will focus on Route 55 Murfreesboro, WeGo's highest-ridership corridor, and aims to improve reliability of high-frequency service through tools such as:

- Real-time operations monitoring for supervisors and operators
- Next-generation transit signal priority (TSP)

- Improved bus arrival predictions
- Passenger volume and wait-time tracking
- Traffic-adaptive signal timings

Project Partners include Vanderbilt University (with Penn State), LYT, NDOT, Miovision, Transit, Swiftly, and March Networks.

Board Actions Requested (three contracts requiring authorization):

- Vanderbilt University – Sole-source 5-year agreement not to exceed \$2.5M, including \$766,533 for the SMART Grant project. Vanderbilt will provide data analysis, AI solutions, predictive modeling, and other research support.
- LYT – Piggyback contract of \$348,100 for a 12-month TSP pilot on Murfreesboro Pike, leveraging TriMet's competitively bid contract.
- NDOT – Interagency MOU totaling \$620,747 for traffic-adaptive signal technology and an optional TSP pilot, with Miovision as technology vendor.

This initiative builds on prior collaborations with Vanderbilt, NDOT, and TDOT, and will position WeGo to operate high-frequency services more proactively and reliably. The Operations and Finance Committee presented a motion to approve the Smart Grant Contract Award action item. Mr. Haynes seconded the motion, and the Board unanimously approved it.

Staff recommended that the MTA Board of Directors authorize the MTA CEO to execute agreements as detailed below, with funding available through the SMART Grant as well as other Federal, State, and Local sources:

1. Vanderbilt University
  - Contract Value (SMART Grant work): **\$766,533 for 24 months**
  - Contract Value (task-based services): not-to-exceed **\$1,735,380 for five years**
  - Contract Mechanism: Sole-source agreement
2. SinWaves Inc, dba LYT
  - Contract Value: \$348,100 plus 20% contingency, or \$417,720 for 24 months
  - Contract Mechanism: Piggyback competitive contract
3. Metro Nashville Department of Transportation and Multimodal Infrastructure
  - Contract Value: \$620,747 plus 20% contingency, or \$744,896 for 24 months
  - Interagency MOU and subrecipient agreement

The Operations & Finance Committee recommended a motion to approve the Smart Grant Contract Award. The motion was seconded by Mr. Haynes and unanimously approved by the board.

**VIII. New Initiative & Community Engagement Committee Report:** There were no committee agenda items this month.

**IX. Election of 2025-2026 MTA Board Officers (M-A-25-022):** Board Secretary & General Counsel Margaret Behm presented and conducted the election:

Currently, Ms. Carr Williams and Mr. Thompson serve as the Chair and Vice Chair, respectively, for the Board.

Ms. Behm opened the floor for nominations. Ms. Dauphin nominated and moved to retain the current officers for FY2025-26; Mr. Haynes seconded the motion, and all board members unanimously approved it.

- X. **Annual Review of Board Ethics (M-I-25-021):** Board Secretary & General Counsel Margaret Behm presented and reviewed the Code of Ethics and applicable procurement policies and procedures with the Board. The Code of Ethics was adopted by the Board on June 19, 2007. The Code of Ethics is reviewed with all new board members as they are appointed and regularly reviewed with the full Board annually.

Chair Carr Williams expressed her appreciation for the MTA Board's Annual Review of Board Ethics, noting that it serves as an important reminder not only for board members, but also for WeGo staff and the public. She emphasized that the review demonstrates the Board's commitment to exercising strong ethical standards, receiving annual training, and dedicating the time necessary to fully understand its responsibilities.

In conclusion, Chair Carr Williams thanked Board Secretary and General Counsel Margaret Behm for highlighting the timely preparation of board materials, and she expressed appreciation to Ms. Monica Howse for consistently ensuring that materials are provided to both board members and the public in advance of meetings, allowing members to come prepared and well-informed.

- XI. **CEO's Report:** CEO Bland provided the following report:

1. Through the facilitation of Mayor O'Connell's Office, WeGo met with several social service agencies and advocates to discuss implementation of the low-income free fare program funded under Choose How You Move. The program is preliminarily being branded as "The Journey Pass." We plan to provide the Board with a program design briefing at your August meeting, followed by a recommendation for formal adoption in October, with program launch targeted for November.
2. Earlier this month, WeGo initiated the first round of service expansion using funds from Mayor O'Connell's Choose How You Move dedicated funding initiative, with off-peak improvements to several routes. The transition has gone smoothly, and we continue to add new Operators to relieve pressure on current staff. In June, nearly 2,000 weekend trips were taken on Access on Demand—representing about 22% of all Access on Demand trips—demonstrating the popularity of this service enhancement.
3. CEO Bland joined several WeGo staff at the annual Conference of Minority Transportation Officials (COMTO) Conference in New York earlier this month, where he participated in the CEO Summit alongside about 25 peers from across the nation. Valuable insights were exchanged on a variety of topics, and WeGo representatives who attended the larger conference found the sessions highly beneficial. Special recognition goes to Kia Lewis, Chair of the Middle Tennessee Chapter of COMTO, whose leadership has driven the chapter to tremendous success.
4. WeGo continues to participate in multiple interorganizational meetings with Metro departments on Choose How You Move implementation. This month, WeGo hosted Mayor O'Connell's new Chief Program Officer, Sabrina Sussman, and her staff for an extensive tour of WeGo facilities. As part of their visit, they attended the graduation ceremony of our latest WeGo Academy class, which produced 22 graduates, the largest class in our history. These results highlight the impact of our increased investments in recruitment and training.
5. On July 9, WeGo staff were joined by Mayor O'Connell and Nashville Farmers Market Director Darrell Lane to promote WeGo Market, a collaboration between WeGo and the Market that brings local vendors to the plaza outside Central every other week. Special thanks to Chair Gail Carr Williams for attending and sharing her remarks. The next WeGo Market is scheduled for August 13. CEO Bland also recognized Director of Customer Care and Communications Zeda Riggs for her leadership in creating WeGo Market.

6. This month, CEO Bland participated in a panel discussion at TSU for the Mandela Washington Fellows Program, alongside Michael Briggs (Mayor's Office), Diana Alarcon and Derek Hagerty (NDOT), and Tanisha Hall (Fairpointe Planning). This program brings young African professionals to the U.S. for academic and leadership training. The panel focused on Nashville's transportation system and the importance of public engagement, design, and operations in delivering high-quality projects and services.
7. On the RTA side:
  - a. Donelson Station Improvements – Design work continues on planned public improvements, including development of a 6-bay transit center, relocation of the access road, utility relocation, installation of a new traffic signal, and quiet zone upgrades at two grade crossings. In August, RTA Board committees will review both the project status and the proposed joint development.
  - b. Murfreesboro Park-and-Ride – WeGo successfully closed on the property adjacent to Murfreesboro Transit's new Transit Center to construct a park-and-ride lot. Many thanks to Vince Malone for his perseverance throughout this extended process. Next steps include demolition of existing structures and finalizing the design. Once complete, Route 84 Murfreesboro service will operate from this facility.
  - c. Regional Bus Operations Transition – In July, WeGo successfully transitioned regional bus service operations from Gray Line to Anchor with minimal disruptions. Special thanks to Andy Burke, Nick Pecenka, Gabe Burgess, and the Anchor team for ensuring a smooth transition. CEO Bland also extended his appreciation to Chuck Abbott and the Gray Line team for their many years of excellent service to RTA riders.

**XII. Chair's Report:** Chair Carr Williams expressed her gratitude to the Board for the opportunity to continue serving as Chair for another year, noting that she was humbled by their trust. She stated that she is honored to serve alongside Vice Chair Aron Thompson and fellow board members.

Chair Carr Williams emphasized the importance of collaboration, echoing earlier remarks from Ms. Dauphin. She highlighted the remarkable partnerships with organizations such as Higher Air, NDOT, the Nashville Farmers Market, and other community partners, noting that these efforts strengthen transit for citizens, the agency, and the region as a whole.

She remarked that not every city can point to so many meaningful and successful collaborations, and she believes the outcomes will likely exceed expectations. Chair Carr Williams concluded by expressing pride in the Board's collective work and the spirit of teamwork that makes it possible. She reaffirmed the Board's commitment to continued collaboration, preparation, and hard work to ensure that Nashvillians and Middle Tennesseans have the kind of transit system they need and deserve.

**XIII. Other Business:**

**XIV. Adjournment:** With no further business, the meeting adjourned at 3:36 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-25-022	Meeting Date:	8/28/2025
Item Title:	Monthly Financial Report Compared to Budget		

## BACKGROUND:

Attached is a preliminary summary of the statement of operations for the month of June 2025 compared to revised fiscal year (FY) 2025 budget projections. As noted in the last monthly report, the Board-approved FY2025 budget of \$127,997,050 was revised to include a new budget projection of \$130,658,050 to reflect anticipated changes related to \$6 million in FY2025 supplemental funding that was provided through the voter-approved Choose How You Move (CHYM) 0.5% sales tax surcharge.

Passenger revenues were higher than budgeted, with total unaudited fiscal year revenues being approximately \$690,225 (or 9%) higher than the budgeted. Other Operating Revenues were 4.5% below budgeted levels, most of which was due to zero advertising revenue being collected during the fiscal year. This anticipated reduction was partially offset by two significant positive revenue variances, including interest income (\$21,219 higher) and rental revenue (\$75,149 higher). All anticipated state operating subsidies were received in December, all remaining local General Funds were drawn as of April, all remaining federal COVID-19 relief funds were drawn as of May, and all \$6 million in FY2025 supplemental CHYM funding was drawn as of June. The supplemental CHYM funds allowed us to reduce our previously budgeted federal 5307 funds by over \$3.3 million, shifting these funds to support MTA's critical state of good repair needs. In addition to reducing our reliance on federal funds for operating, CHYM funds are being used to support the acceleration of priority security initiatives, Access on Demand expansion, and WeGo Link expansion in the final months of FY2025.

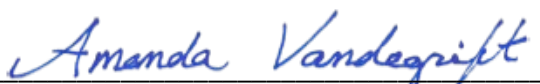
Overtime costs in the Fixed-Route Bus Operations category continue to be significantly higher than budgeted, with total unaudited fiscal year spending in the category being nearly \$2.7 million (or 11%) higher than anticipated in the FY2025 budget. The Paratransit Operations category was also \$2.7 million (or 21%) higher than budgeted due to the use of third-party providers, labor shortages, and CHYM-funded service expansion. Safety and Security category spending was \$723,657 (or 7%) higher than budgeted levels primarily due to preliminary liability reserve estimates. Customer Communications spending was \$172,076 (or 8%) higher than budgeted due to additional services related to CHYM. Planning and Development spending was \$21,044 (or 2%) higher due to additional costs related to the Unifier project. Asset Maintenance category spending was \$598,448 (or 2%) below budgeted levels due to newer fleet, favorable fuel costs, and open positions. Lastly, Administration category spending was \$617,201 (or 7%) below budgeted levels due to open positions, lower than anticipated interest costs, and lower back-office expenses for fare collections.

As of June 30, 2025, RTA owed Nashville MTA approximately \$400,239 for services provided. In turn, MTA owes RTA approximately \$69,215 for fares collected.

## CURRENT STATUS:

Deputy CEO for Finance & Administration Amanda Vandegrift will be available to answer questions.

## APPROVED:



Deputy CEO of Finance and Administration

8/28/2025

Date

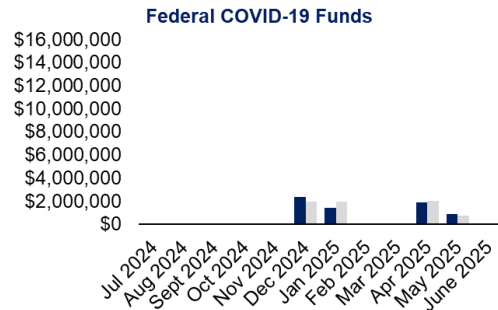
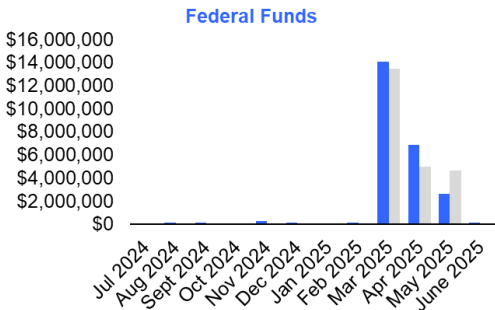
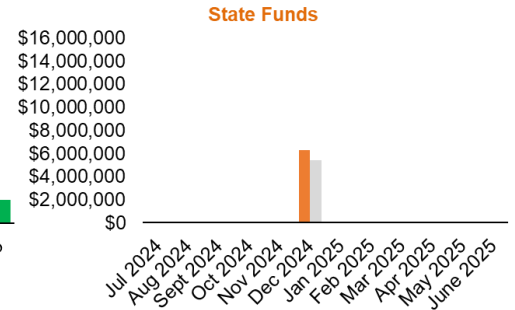
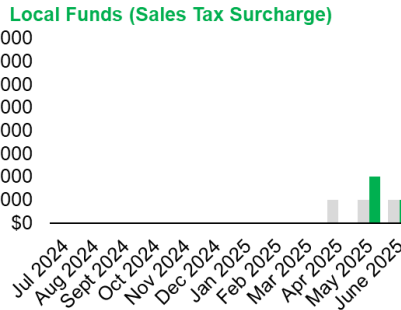
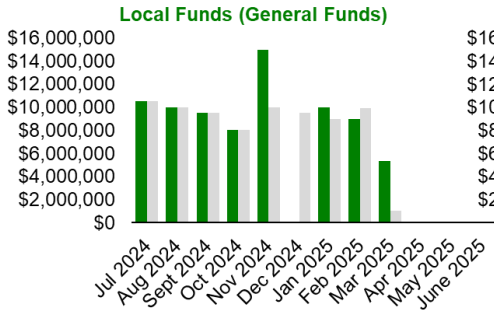
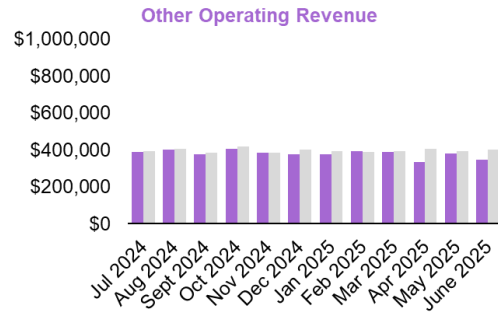
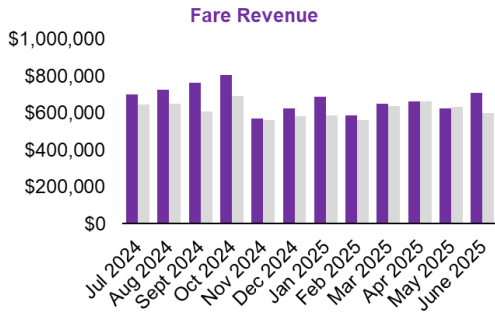
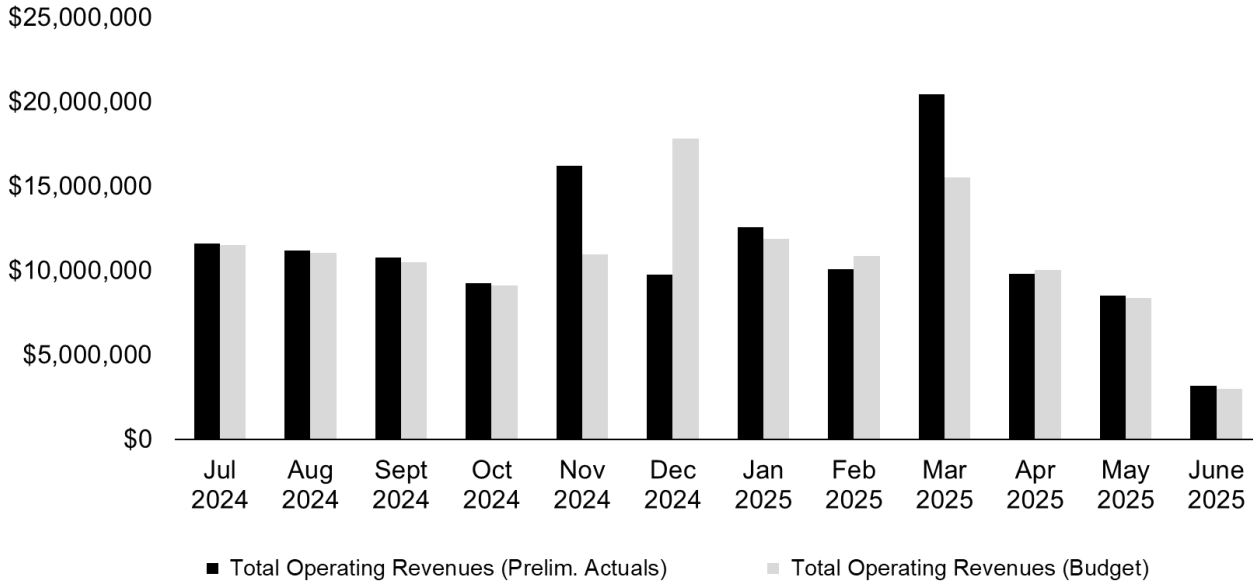
### June 2025 Operating Revenue by Category:

	June 2025	Fiscal Year Unaudited	Revised FY 2025 Budget Projection	% Budget To Date
Passenger Revenues (Budget)	599,195	7,419,325	7,419,325	100%
Passenger Revenues (Actuals)	706,593	8,109,550		109%
Other Operating Revenues (Budget)	399,585	4,762,955	4,762,955	100%
Other Operating Revenues (Actuals)	345,981	4,547,914		95%
Local Funds (General Funds) (Budget)	-	77,365,900	77,365,900	100%
Local Funds (General Funds) (Actuals)	-	77,365,900		100%
Local Funds (Sales Tax Surcharge) (Budget)	2,000,000	6,000,000	6,000,000	100%
Local Funds (Sales Tax Surcharge) (Actuals)	2,000,000	6,000,000		100%
State Funds (Budget)	-	5,394,000	5,394,000	100%
State Funds (Actuals)	-	6,272,000		116%
Federal Funds (Budget)	-	23,118,279	23,118,279	100%
Federal Funds (Actuals)	113,138	24,637,832		107%
Federal COVID-19 Funds (Budget)	-	6,597,591	6,597,591	100%
Federal COVID-19 Funds (Actuals)	-	6,597,592		100%
<b>Total Operating Revenues (Budget)</b>	<b>2,998,780</b>	<b>130,658,050</b>	<b>130,658,050</b>	<b>100%</b>
<b>Total Operating Revenues (Actuals)</b>	<b>3,165,712</b>	<b>133,530,788</b>		<b>102%</b>

### June 2025 Operating Expenses by Category:

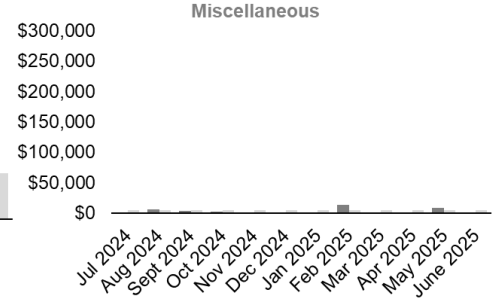
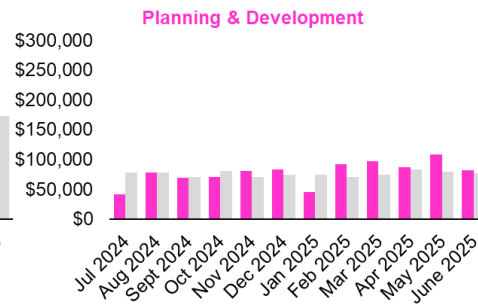
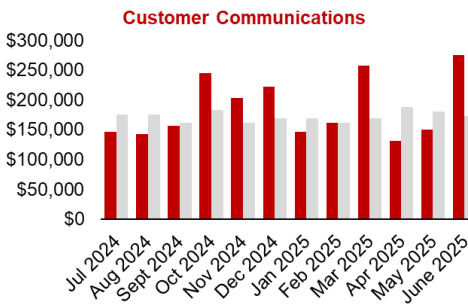
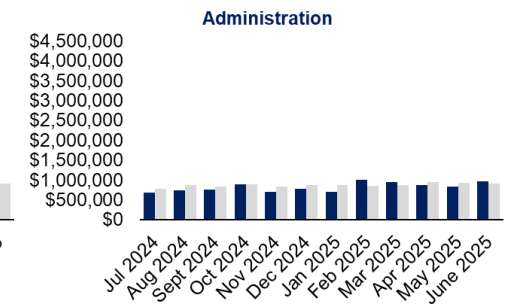
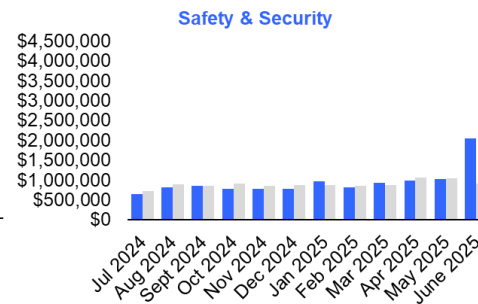
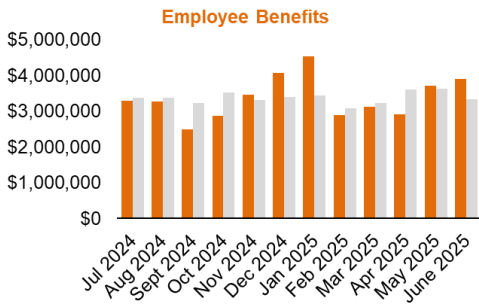
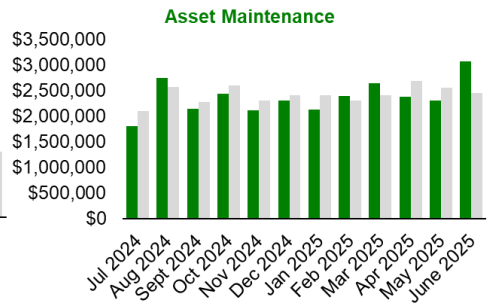
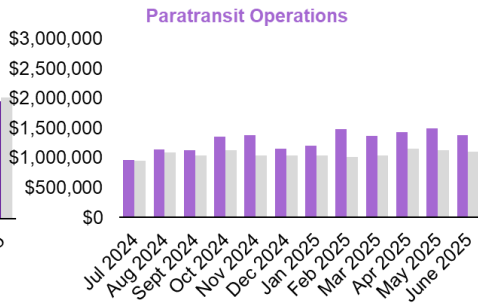
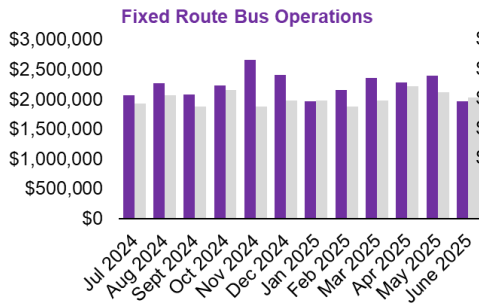
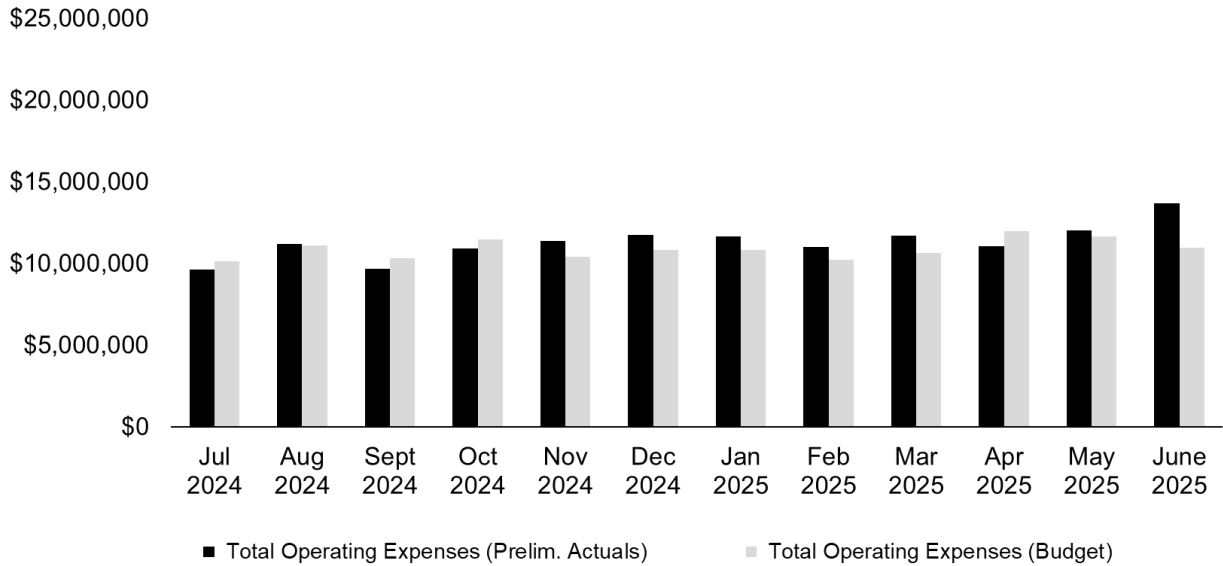
	June 2025	Fiscal Year Unaudited	Revised FY 2025 Budget Projection	% Budget To Date
Fixed Route Bus Operations (Budget)	2,029,311	24,073,425	24,073,425	100%
Fixed Route Bus Operations (Actuals)	1,968,947	26,821,781		111%
Paratransit Operations (Budget)	1,100,631	12,778,088	12,778,088	100%
Paratransit Operations (Actuals)	1,377,659	15,486,618		121%
Asset Maintenance (Budget)	2,448,871	29,114,390	29,114,390	100%
Asset Maintenance (Actuals)	3,081,151	28,515,942		98%
Employee Benefits (Budget)	3,333,406	40,489,932	40,489,932	100%
Employee Benefits (Actuals)	3,890,987	40,483,125		100%
Safety & Security (Budget)	909,479	10,674,670	10,674,670	100%
Safety & Security (Actuals)	2,045,845	11,398,327		107%
Administration (Budget)	915,758	10,493,023	10,493,023	100%
Administration (Actuals)	974,644	9,875,822		94%
Customer Communications (Budget)	173,299	2,065,967	2,065,967	100%
Customer Communications (Actuals)	275,738	2,238,043		108%
Planning & Development (Budget)	76,341	913,184	913,184	100%
Planning & Development (Actuals)	81,499	934,228		102%
Miscellaneous (Budget)	4,857	55,371	55,371	100%
Miscellaneous (Actuals)	768	35,095		63%
<b>Total Operating Expenses (Budget)</b>	<b>10,991,953</b>	<b>130,658,050</b>	<b>130,658,050</b>	<b>100%</b>
<b>Total Operating Expenses (Actuals)</b>	<b>13,697,238</b>	<b>135,788,981</b>		<b>104%</b>

## Operating Revenue Monthly Comparisons FY 2025 Actuals vs Budget





## Operating Expenditures Monthly Comparisons FY 2025 Actuals vs Budget



## Nashville MTA

Statement of Operations Compared to Budget  
For the Period Ending June 2025

UNAUDITED

	Month Actual	Month Budget	Month Var. [F/(U)]	Prior Y-T-D	Current Y-T-D	Budget Y-T-D	Y-T-D Var. [F/(U)]	Annual Budget
<b>Revenue From Operations</b>								
Passenger Fares	669,466	544,495	124,971	6,525,318	7,591,293	6,781,685	809,608	6,781,685
WeGo Access Revenue	37,127	54,700	(17,573)	571,125	518,256	637,640	(119,384)	637,640
Contract Revenue	262,436	264,010	(1,574)	2,846,136	3,125,718	3,174,255	(48,537)	3,174,255
Community Impact Partnership Revenue	-	14,900	(14,900)	300,000	-	180,000	(180,000)	180,000
Other Non-Transportation Revenue	83,545	120,675	(37,130)	1,650,081	1,422,196	1,408,700	13,496	1,408,700
<b>Total Operating Revenue</b>	<b>1,052,574</b>	<b>998,780</b>	<b>53,794</b>	<b>11,892,661</b>	<b>12,657,464</b>	<b>12,182,280</b>	<b>475,184</b>	<b>12,182,280</b>
<b>Federal/State/Local Income</b>								
Local Operating Assistance - General Fund	-	-	-	74,690,900	77,365,900	77,365,900	-	77,365,900
Local Operating Assistance - Sales Tax Surcharge	2,000,000	2,000,000	-	-	6,000,000	6,000,000	-	6,000,000
State Operating Assistance	-	-	-	5,340,300	6,272,000	5,394,000	878,000	5,394,000
CMAQ Operating Revenues	-	-	-	-	-	-	-	-
Mobility Mgmt / CHSTP Admin Time	-	-	-	30,143	26,504	-	26,504	-
CARES Act Operating Reimbursement	-	-	-	6,539,540	6,597,592	6,597,591	1	6,597,591
American Rescue Plan Op Reimbursement	-	-	-	593,470	-	-	-	-
<b>Total Assistance Income</b>	<b>2,000,000</b>	<b>2,000,000</b>	<b>-</b>	<b>87,194,353</b>	<b>96,261,996</b>	<b>95,357,491</b>	<b>904,505</b>	<b>95,357,491</b>
<b>Capital Income</b>								
Capital Operating Reimbursement	113,138	-	113,138	18,528,205	21,111,328	19,618,279	1,493,049	19,618,279
Capital ADA Reimbursement	0	-	0	2,750,000	3,500,000	3,500,000	-	3,500,000
<b>Total Capital Income</b>	<b>113,138</b>	<b>-</b>	<b>113,138</b>	<b>21,278,205</b>	<b>24,611,328</b>	<b>23,118,279</b>	<b>1,493,049</b>	<b>23,118,279</b>
<b>Total Revenue</b>	<b>3,165,712</b>	<b>2,998,780</b>	<b>166,932</b>	<b>120,365,219</b>	<b>133,530,788</b>	<b>130,658,050</b>	<b>2,872,738</b>	<b>130,658,050</b>
Labor & Fringes	7,917,879	7,728,669	(189,210)	81,524,802	92,146,568	92,661,545	514,977	92,661,545
Services	2,433,553	1,537,768	(895,785)	16,331,717	22,926,655	17,528,680	(5,397,975)	17,528,680
Fuel & Lubricants	508,833	577,384	68,551	6,357,329	6,174,356	6,915,774	741,418	6,915,774
Parts, Materials & Supplies	1,233,161	657,845	(575,316)	7,696,717	7,436,038	7,702,601	266,563	7,702,601
Utilities	122,746	114,862	(7,884)	1,310,878	1,423,006	1,565,694	142,688	1,565,694
Casualty & Liabilities	1,313,972	301,806	(1,012,166)	5,021,419	4,700,125	3,442,118	(1,258,007)	3,442,118
Other Miscellaneous Expenses	167,093	73,619	(93,474)	706,470	982,233	841,638	(140,595)	841,638
<b>Total Expenses</b>	<b>13,697,238</b>	<b>10,991,953</b>	<b>(2,705,285)</b>	<b>118,949,332</b>	<b>135,788,981</b>	<b>130,658,050</b>	<b>(5,130,931)</b>	<b>130,658,050</b>
Surplus/(Deficit) before GASB 33	(10,531,526)	(7,993,173)	(2,538,353)	1,415,887	(2,258,192)	-	(2,258,192)	-
CARES Act Capital Reimbursement	18,342	-	18,342	1,423,665	325,693	-	325,693	-
Capital Asset Purchases	3,338,071	-	3,338,071	39,594,070	24,703,582	-	24,703,582	-
Amortized Rental Revenue	49,167	-	49,167	590,004	590,004	-	590,004	-
GASB 75 OPEB	-	-	-	(5,473,774)	-	-	-	-
Interest Exp - Cap Lease	(20,932)	-	(20,932)	(247,271)	(249,940)	-	(249,940)	-
(Loss)Gain on Sales	(3,744)	-	(3,744)	99,389	7,075	-	7,075	-
Amortization Exp	(8,409)	-	(8,409)	(100,911)	(100,911)	-	(100,911)	-
Depreciation net of Sub-Recip	(2,025,764)	-	(2,025,764)	(22,983,520)	(25,234,884)	-	(25,234,884)	-
<b>Surplus /(DEFICIT)</b>	<b>(9,184,796)</b>	<b>(7,993,173)</b>	<b>(1,191,623)</b>	<b>14,317,540</b>	<b>(2,217,574)</b>	<b>-</b>	<b>(2,217,574)</b>	<b>-</b>

**Metropolitan Transit Authority**  
**Summary Comparative Balance Sheet**  
**For the Period Ending June 2025**  
**Unaudited**

	This Month June	Fiscal YE 2024 June
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and Equivalents	21,759,167	6,459,275
Receivables from Federal, State, and Local Gov't	5,166,928	4,984,588
Accounts Receivable	2,666,666	2,173,701
Material and Supplies	6,733,531	4,814,386
Prepaid Expenses and Other	1,849,312	1,538,215
Pension and OPEB Deferred Outflow	32,868,326	32,868,326
<b>TOTAL CURRENT ASSETS</b>	<b>71,043,930</b>	<b>52,838,491</b>
<b>PROPERTY AND EQUIPMENT</b>		
Land	14,733,025	14,733,025
Buildings, Shelters, and Benches	140,790,243	138,578,250
Revenue Equipment and Parts	220,503,617	222,852,650
Office Furniture and Equipment	7,952,523	7,055,969
Work in Progress	14,130,083	5,364,715
	398,109,491	388,584,609
Less Accum Depreciation and Amortization	(213,702,902)	(203,317,072)
<b>TOTAL PROPERTY AND EQUIPMENT, NET</b>	<b>184,406,589</b>	<b>185,267,537</b>
<b>OTHER ASSETS</b>		
Cash and Restricted Investments for Self Ins	18,350,093	350,003
Metropolis Lease Receivable LT	-	-
North Nashville Property (Lease)	7,063,765	7,063,765
<b>TOTAL OTHER ASSETS</b>	<b>25,413,858</b>	<b>7,413,768</b>
<b>TOTAL ASSETS</b>	<b>280,864,377</b>	<b>245,519,796</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts Payable	7,340,334	4,895,012
Accrued Expenses	9,382,185	8,939,025
Deferred Revenue	226,562	581,952
CHYM Reserved Revenue	20,000,000	-
Notes Payable	-	2,400,000
<b>TOTAL CURRENT LIABILITIES</b>	<b>36,949,081</b>	<b>16,815,989</b>
<b>NON-CURRENT LIABILITIES</b>		
Long Term Deferred Rent Revenue	4,427,433	5,017,437
North Nashville Property Lease Liability - LT	7,049,599	7,049,599
Net Pension Liability	19,723,621	19,723,621
Pension and OPEB Deferred Inflows	14,909,897	14,909,897
Metropolis Lease Deferred Inflow of Resources	5,114,043	5,114,043
GASB 45 OPEB Liability	82,185,503	82,185,503
<b>NON-CURRENT LIABILITIES</b>	<b>133,410,096</b>	<b>134,000,100</b>
<b>NET ASSETS</b>		
Invested in Capital Assets	179,979,156	100,682,034
Unrestricted	(67,256,382)	(20,295,867)
Current Year Surplus(Deficit)	(2,217,574)	14,317,540
<b>TOTAL NET ASSETS</b>	<b>110,505,200</b>	<b>94,703,707</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>280,864,377</b>	<b>245,519,796</b>

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivables	\$2,586,484 97.0%	\$39,788 1.5%	\$32,732 1.2%	\$7,662 0.3%	\$2,666,666 100%
Accounts Payable	\$7,069,022 96.3%	\$243,803 3.3%	\$5,627 0.1%	\$21,882 0.3%	\$7,340,334 100%

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

☒ Information Item    ☐ Committee Discussion Item    ☐ Committee Action Item    ☐ Board Discussion Item

Item Number:	M-I-25-023	Meeting Date:	8/28/2025
Item Title:	Monthly Operating Statistics		

## BACKGROUND:

Attached are the monthly operating statistics through June 2025.

We finished the fiscal year on a strong note, with positive performance across key metrics in June.

### Ridership and Productivity

Fixed route ridership was up 3.9 % year-over-year compared to June of 2024, coming in at 712,421. The number dipped 6.2% in May, primarily due to schools' summer break. In June 2025, we transported an average of 23,684 passengers per day compared to 22,832 passengers per day in June 2024. Average weekday daily ridership of 26,348, up 1.8% year over year, compared to 25,875 in June 2024. Weekend numbers have also increased. Average ridership on Saturdays was up 3.8% and on Sundays up 7.2%, year over year. Productivity performance for June was 14.71 passengers per revenue hour, up 2.5% year over year, compared to June 2024.

Access on Demand contributed to a strong close for FY2025, with June 2025 ridership increasing by 184% compared to June 2024 (9,237 trips versus 3,255). Coupled with a 20% increase in third-party Access ridership, these gains offset an 18% decline in WeGo-operated Access services. Overall, Access services provided 35,527 passenger trips in June 2025, up from 30,653 in June 2024, a 16% year-over-year increase. WeGo Link also continued its upward trend, delivering 1,890 rides in June 2025 compared to 560 in June 2024, representing a 238% increase.

### Service Metrics

In June, On-Time Performance (OTP) was 82.6%, an increase of 0.2% year over year compared to June 2024.

- Top Performing Routes: 42, 22, 28, 9
- Lowest OTP Routes: 86, 84, 18, 6
- Routes 76, 56, 77, 14 & 52 had the highest year-over-year improvement in OTP, compared to June 2024, while routes 70, 84, 17 & 3 experienced the largest decline in OTP.

Trip completion performance in June was 99.74%, up 0.20% year over year. Mechanical (61%), Manpower (11%), and Accidents (8.6%) issues were the top 3 issues accounting for 80.6% of the percentage of missed service.

### Safety

For June, we had 24 preventable and 20 non-preventable accidents for the bus and 3 preventable and 2 non-preventable for Access Ride. We continue targeted operator coaching following infractions and conduct in-field observations to promote safe driving practices and monitor for unsafe road conditions.

### Operator Workforce and Recruitment

The recruiting team hired 53 bus operators in June. The hiring initiatives have resulted in hiring 196 operators in the first six months of CY2025 in comparison to hiring 172 operators for the entire CY2024.

## **Fleet and Maintenance**

A new fleet maintenance supervisor has been onboarded, and maintenance personnel are at a 25-month high with 140 staff. The team has put 9 of 12 new Gillig 40' replacement buses into service, and 6 new cutaways are being commissioned for service.

## **Special Events**

The City's active event calendar continues to require close coordination. Following the April marathon, June brought the CMA Festival, which introduced a new event footprint at Riverfront Station. Through collaboration with event organizers, city departments, and internal teams, temporary infrastructure changes—including the removal of benches, fare validators, and light posts—were implemented to accommodate the event. Despite traffic-related delays, proactive supervision and routing adjustments ensured service remained reliable.

Post-event, the team efficiently restored Riverfront Station's normal configuration and immediately began preparations for the July 4th holiday.

## **CURRENT STATUS:**

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

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## **APPROVED:**



*Chief Operating Officer*

**8/28/20205**

*Date*

# Operations Dashboard Report

	June 2025	June 2024	Pct. Change	Goal	Indicator
<b>Ridership</b>					
Bus Ridership	712,379	685,522	3.9%		
Access Ridership	37,417	31,213	19.9%		
Total Ridership	749,796	716,735	4.6%	780,000	▲
<b>Productivity &amp; Efficiency</b>					
Bus Passengers per Revenue Hour	14.71	14.35	2.6%	15.40	▲
Access Passengers per Revenue Hour	1.55	1.66	-6.7%	1.60	▲
Cost Per Scheduled Revenue Hour	\$191.60	\$163.47	17.2%	\$155.47	◆
<b>Safety</b>					
Total Collisions per 100,000 miles	6.8	7.0	-2.9%	4.0	◆
Preventable Collisions per 100,000 miles	3.7	3.2	15.6%	2.2	◆
<b>Service Quality</b>					
Bus Trip Completion	99.74%	99.55%	0.20%	99.75%	▲
Bus On-Time Performance	82.6%	82.5%	0.2%	85.0%	▲
Access On-Time Performance	93.9%	95.7%	-1.8%	93.0%	●
<b>Maintenance</b>					
Bus Miles Between Road Calls	7,059	5,525	27.8%	6,500	●
Access Miles Between Road Calls	18,877	15,530	21.5%	20,000	▲
<b>Customer Care</b>					
Bus Passengers per Complaint	2,678	2,731	-1.9%	3,000	◆
Access Passengers per Complaint	613	271	126.0%	350	●
Percent of Calls Answered	89.1%	91.1%	-2.0%	92.0%	▲
<b>Staffing</b>					
% of Operator Positions Filled	90.4%	93.5%	-3.1%	92.0%	▲
% of Maintenance Positions Filled	81.4%	88.4%	-7.0%	92.0%	◆
<b>Customer Amenities</b>					
% of Stops with Shelters (including Central)	21.1%	18.9%	2.2%	20.0%	●
% of Boardings at Covered Stops (including Central)	76.6%	74.2%	2.4%	74.0%	●



Exceeding Goal



Within 10% of Goal



More than 10% off Goal

# Operations Dashboard Report

	FY2025	FY2024			
	June 2025	June 2024	Pct. Change	Goal	Indicator
<b>Ridership</b>					
Bus Ridership	8,795,859	8,494,965	3.5%		
Access Ridership	415,253	382,026	8.7%		
Total Ridership	9,211,112	8,876,991	3.8%	9,360,000	▲
<b>Productivity &amp; Efficiency</b>					
Bus Passengers per Revenue Hour	14.96	15.63	-4.3%	15.40	▲
Access Passengers per Revenue Hour	1.54	1.66	-7.1%	1.60	▲
Cost Per Scheduled Revenue Hour	\$175.55	\$160.66	9.3%	\$155.47	◆
<b>Safety</b>					
Total Collisions per 100,000 miles	5.8	5.7	2.7%	4.0	◆
Preventable Collisions per 100,000 miles	3.1	3.0	4.0%	2.2	◆
<b>Service Quality</b>					
Bus Trip Completion	99.59%	99.70%	-0.11%	99.75%	▲
Bus On-Time Performance	81.7%	83.5%	-1.7%	85.0%	▲
Access On-Time Performance	92.7%	93.8%	-1.2%	93.0%	▲
<b>Maintenance</b>					
Bus Miles Between Road Calls	6,097	5,561	9.6%	6,500	▲
Access Miles Between Road Calls	24,400	24,619	-0.9%	20,000	●
<b>Customer Care</b>					
Bus Passengers per Complaint	2,959	2,902	1.9%	3,000	▲
Access Passengers per Complaint	507	301	68.4%	350	●
Percent of Calls Answered	88.6%	87.2%	1.5%	92.0%	▲
<b>Staffing</b>					
% of Operator Positions Filled	90.7%	95.7%	-5.0%	92.0%	▲
% of Maintenance Positions Filled	86.8%	85.7%	1.0%	92.0%	▲
<b>Customer Amenities</b>					
% of Stops with Shelters (including Central)	20.4%	19.2%	1.2%	20.0%	●
% of Boardings at Covered Stops (including Central)	75.8%	73.3%	2.5%	74.0%	●



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 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
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>Customer Amenities</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: 8/28/2025

Item #: M-I-23-023

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### Project Name: Bus Stop Shelters and Benches

- **Brief Description:** A Request for Proposal (RFP) is being issued to solicit WeGo Public Transit for bus stop shelters and benches that serve the riding public
- **Anticipated Publish Date:** September 2025
- **Estimated Project Value:** TBD

### Project Name: Bulk Fluids

- **Brief Description:** An Invitation to Bid (ITB) is being issued to solicit WeGo Public Transit for timely delivery of motor oil, transmission fluid, lubricants, bulk fluids and grease described herein and approved by WeGo Public Transit on an as-needed basis which will be used for the public transportation of passengers, administrative vehicles and passenger van use.
- **Anticipated Publish Date:** October 2025
- **Estimated Project Value:** TBD

### Project Name: Central Horseshoe Safety Improvement Project

- **Brief Description:** WeGo is seeking qualified contractors to make improvements to operator and pedestrian safety at Central.
- **Anticipated Publish Date:** October 2025
- **Estimated Project Value:** TBD

### Project Name: Nestor Maintenance Bays

- **Brief Description:** Expansion of maintenance bays to improve service.
- **Anticipated Publish Date:** December 2025
- **Estimated Project Value:** TBD

### Project Name: Nestor Main Lot Rehabilitation (Sinkhole)

- **Brief Description:** Expansion of maintenance bays to improve service.
- **Anticipated Publish Date:** December 2025
- **Estimated Project Value:** TBD

### Project Name: Pre & Post Employee Screening - DTO

- **Brief Description:** Employee screening for new hires and select employees for random screening.
- **Anticipated Publish Date:** December 2025
- **Estimated Project Value:** TBD

### Project Name: Training and Learning Software - DTO

- **Brief Description:** Training software that manages employees' training.
- **Anticipated Publish Date:** December 2025
- **Estimated Project Value:** TBD

**Project Name: Medical/ Dental/ Vision Insurance -DTO**

- **Brief Description:** Insurance coverage for employees
- **Anticipated Publish Date:** February 2026
- **Estimated Project Value:** TBD

**Project Name: General Printing Service**

- **Brief Description:** General printing such as business cards, envelopes, door signs, and ect.
- **Anticipated Publish Date:** March 2026
- **Estimated Project Value:** TBD

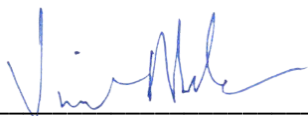
**CURRENT STATUS:**

Pursuant to earlier Board discussions, staff will provide a rolling list of upcoming procurements to the Board on a monthly basis. Staff requests that 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:**



*Chief of Staff & Administration*

**8/28/2025**

*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-25-033	Meeting Date:	8/28/2025
Item Title:	TriStar Digital Connections Contract Increase		

### BACKGROUND:

On March 22, 2018, the CEO approved a contract with TriStar Digital Connections for \$275,000 for the purchase, installation, and support of audiovisual (AV) hardware and services.

As operational needs and technology standards have evolved, additional AV enhancements and ongoing support are required. These include upgrades to audiovisual systems, integration with remote meeting platforms, preventative maintenance, and technological support in various conference rooms, training rooms, and meeting spaces. This ensures consistency and compatibility across systems, which maintains a standard integrated AV infrastructure while addressing expanding operational and communication needs.

The current contract is for five (5) years and five (5) 1-year renewable terms totaling 10 years. TriStar Digital Connections has delivered reliable professional services under the existing contract agreement.

### RECOMMENDATION:

Staff requests the Board authorize the CEO to add \$100,000 to the existing TriStar Digital Connections contract, bringing the total contract value to \$375,000 for the purchase, installation, and support of audio-visual hardware and services. Funding for this contract will be provided through the Authority's annual approved capital and operating budgets.

### APPROVED:

8/28/2025

\_\_\_\_\_  
*Board Secretary*

\_\_\_\_\_  
*Date*

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

## Board Action Item

Item Number:	M-A-25-034	Meeting Date:	8/28/2025
Item Title:	Claims Management Third Party Administrator Services Contract Modification		

### BACKGROUND:

In September 2023, staff requested the Board's authorization for the Chief Executive Officer to enter into contracts with Charles Taylor for claims management services for our Auto and General Liability and Worker's Compensation claims for a total contract value of \$610,500. The contract consists of an initial three-year term plus two additional one-year extension options for a total contract period of five years. Staff also requested Board approval for a contingency for \$61,000 to be used solely at the Agency's discretion if additional reporting and claims administration services were required. The total project budget of \$671,500, which was approved by the Board, was to be funded through annual operating funds over the five-year period.

During the first year of the contract, costs came in significantly higher than originally anticipated due to a major accident that occurred in August 2023 and resulted in an unanticipated increase in the dollar amount and volume of claims processed by our third-party provider, Charles Taylor. The volume of claims processed for the first half of the second year has shown a marked decline over the volume in the first year, however the overall anticipated spend for the remainder of the contract period is expected to exceed the total project budget by approximately \$130,000, \$100,000 for Auto and General Liability claims processing and \$30,000 for the Worker's Compensation claims processing.

### RECOMMENDATION:

Staff requests the Board authorize the Chief Executive Officer to add \$100,000 for Auto and General Liability claims processing and \$30,000 for the Worker's Compensation claims processing with Charles Taylor, increasing the overall total contract value to \$801,500. Funding for these contracts will be assigned through the Authority's operating budget.

### APPROVED:

\_\_\_\_\_  
*Board Secretary*

8/28/2025

\_\_\_\_\_  
*Date*

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

## Board Action Item

Item Number:	M-A-25-035	Meeting Date:	8/28/2025
Item Title:	Enterprise Resource Planning (ERP) Consultant Services		

### BACKGROUND:

WeGo's current accounting and procurement system, Sage 300, is outdated and relies heavily on manual processes. This accounting application is used for general ledger management, accounts payable, and accounts receivable, as well as other core financial functions. Additionally, WeGo uses a cloud-based system called Bloomberg Tax Fixed Assets to track all fixed assets for financial reporting purposes. All information from this tracking system is then manually entered into the general ledger. This results in inefficiencies and the potential for inaccuracies, delaying the timeliness of monthly financial reporting, vendor payments, asset management, and other critical agency functions.

A fully functional, integrated ERP system will allow WeGo to access the latest features of technology to improve productivity, provide better performance, reduce manual errors, streamline processes, and enhance security. It will also help to maintain compliance with industry regulations and standards, minimize the risk of system vulnerabilities, and provide compatibility with newer technologies or integrations. Following implementation of the recommended solution, WeGo Public Transit anticipates having enhanced accounting capabilities with procurement, receiving, consolidated financial reporting, asset management, as well as other identified activities. As WeGo continues to grow, this will provide for scalability, improved access to critical agency information, and will allow the system to grow with our organization while optimizing resource management and operational efficiency.

Given the complexity of the overall ERP system (including ERP software itself, integrations necessary with other related systems such as our Enterprise Asset Management System and Project Management System), and the need to fully assess current and planned business processes, professional consulting support is necessary to (1) conduct the necessary business process review; (2) develop solicitation documents for the acquisition of necessary system software and hardware; (3) support the evaluation of ERP system proposals; (4) oversee installation of ERP systems and their integration with related systems; and (5) support changes in business practices to fully capitalize on new system capabilities.

The Procurement Department published a Request for Proposals (RFP) for ERP Consultant Services on March 7, 2025. This RFP was advertised on the agency's website, Transit Talent, and WeGo's social media platforms and was sent directly to 2061 firms, of which 563 were DBE firms. The resulting contract will be a three (3) year agreement with two additional one (1) year options. The deadline for proposals was April 22, 2025, and seven proposals were submitted. One proposal was deemed non-responsive for failure to submit required documents displaying sufficient good faith effort to meet the required DBE goal on the project. The six responsive proposals were received from:

- Averro, LLC
- Berry, Dunn, McNeil & Parker, LLC
- eVision Partners, Inc
- Gartner, Inc
- Guidehouse, Inc
- nMomentum Corporation

The evaluation criteria included project approach/work methodology, proposing team qualifications and experience, project team/key personnel, and cost. After completing the evaluations, the committee scored the proposals in line with the RFP criteria. eVision Partners Inc. was selected as the highest-scoring firm. eVision Partners, Inc. surpassed the 7% project goal, committing to 19.47% DBE participation.

Cost proposals ranged from \$636,930.00 to \$4,335,012.00, with an average total cost of \$1,999,704.71. The procurement department requested the best and final offer (BAFO) from eVision. eVision submitted a BAFO of \$1,097,145.00, reducing their initial proposal by \$6,964.00. eVision's final cost was deemed fair and reasonable, with sufficient resources allocated to the project.

#### **APPROACH:**

The eVision team brings significant expertise in transit ERP system assessments and current knowledge of WeGo Public Transit through their recent work on the Enterprise Asset Management (EAM) assessment. By drawing from transit industry peers and the EAM assessment, eVision anticipates being able to complete Task 1: Needs Assessment/Discovery within approximately 90 days of notice to proceed (NTP). Assuming WeGo elects to proceed with Task 2: Scope Development, eVision would leverage the technical specifications and RFP development work recently completed for the new EAM solution as a template for the ERP RFP package, allowing WeGo to publish an RFP within six months of NTP for Task 1. Assuming approximately five months for the RFP process, proposal evaluation, and negotiations (a reasonable estimate based on the EAM experience), WeGo will be able to initiate implementation of a new ERP solution within one year of the start of Task 1. This represents a significant time and cost savings for the agency.

#### **RECOMMENDATION:**

Staff requests Board approval authorizing the Chief Executive Officer to enter a contract with eVision for ERP Consultant Services. The agreement will include an initial three (3) year term with two additional one (1) year options, for a total not-to-exceed amount of \$1,097,145. Funding for this contract will be assigned through the Authority's Capital Investment Planning process. An initial \$150,000 was programmed for Task 1 in the Board-approved FY2025-2029 Capital Plan, using federal 5307 funds with state and local matches.

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#### **APPROVED:**

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*Board Secretary*

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**8/28/2025**

*Date*

# Nashville Metropolitan Transit Authority

*of Nashville & Davidson County, Tennessee*

☐ Information Item    ☒ Committee Discussion Item    ☐ Committee Action Item    ☐ Board Discussion

Item Number:	OF-D-25-005	Meeting Date:	8/28/2025
Item Title:	Quarterly Performance Report		

## BACKGROUND:

The Quarterly Route Performance Report for April, May, and June 2025 is provided on the following pages. Ridership on MTA services was up about 2% from last year's fourth quarter ridership and was nearly 9% higher than the preceding quarter. Ridership in the fourth quarter is typically higher than in the third quarter due to weather, school schedules, and holidays.

Ridership on the frequent network was marginally lower than last year, and ridership on the local network was 3.8% higher than last year. We saw growth of over thirty percent in ridership on the connector routes. This is the first quarter where we have a valid year-over-year ridership comparison after the major service changes surrounding the opening of the Ernest Rip Patton North Nashville Transit Center in 2024.

While some minor data issues remain, the primary data issue with on-time performance numbers reported previously has been addressed through software updates. With this, staff are now able to better evaluate route on-time performance to identify issues that should be addressed through operational adjustments, schedule changes, coordination with other agencies, and long-term infrastructure and service improvements.

## CURRENT STATUS:

Director of Service Development Katie Freudberg will review this report at the committee meeting.

## APPROVED:

*Katie Freudberg*

*Director of Service Development*

**8/28/2025**

*Date*



# QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - APRIL THROUGH JUNE 2025

Route	Ridership		Revenue Hours		Productivity			On-Time Performance	
	Ridership	Ridership Change	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	OTP	OTP Change
Frequent Service									
3 - West End	154,591	-1.0%	10,997	0.0%	14.1	-1.0%	11.8	-1.1%	76.71%
4 - Shelby	56,441	1.9%	4,173	0.0%	13.5	1.9%	7.2	1.2%	82.81%
7 - Hillsboro	113,700	3.6%	7,022	0.0%	16.2	3.7%	11.0	3.6%	83.67%
22 - Bordeaux	91,541	2.7%	5,683	-0.3%	16.1	3.0%	6.0	3.0%	91.13%
23 - Dickerson	158,817	-7.4%	9,176	0.0%	17.3	-7.3%	12.0	-7.5%	84.88%
50 - Charlotte Pike	159,130	1.9%	8,391	0.1%	19.0	1.8%	14.3	2.0%	83.57%
52 - Nolensville Pike	226,246	-5.4%	13,145	0.1%	17.2	-5.5%	16.6	-5.6%	78.24%
55 - Murfreesboro Pike	359,513	-2.6%	15,941	0.1%	22.6	-2.7%	22.6	-2.7%	75.93%
56 - Gallatin Pike	306,150	7.5%	13,961	0.0%	21.9	7.6%	20.0	7.7%	79.25%
Total	1,626,129	-0.3%	88,489	0.0%	18.4	-0.3%	14.1	-0.3%	80.76%
Local Service									
6 - Lebanon Pike	55,109	4.6%	4,777	0.4%	11.5	4.2%	11.7	4.7%	78.92%
8 - 8th Avenue South	64,567	4.3%	3,750	0.0%	17.2	4.3%	10.6	4.1%	78.04%
9 - Metrocenter	22,728	7.4%	2,221	0.0%	10.2	7.4%	5.1	7.4%	90.80%
14 - Whites Creek	42,464	15.1%	4,978	-0.2%	8.5	15.3%	7.1	15.2%	87.62%
17 - 12th Avenue South	41,679	5.3%	3,616	0.0%	11.5	5.3%	6.8	5.3%	79.90%
18 - Airport/Elm Hill	46,280	0.0%	2,869	1.7%	16.1	-1.6%	11.1	-1.5%	72.15%
19 - Herman	58,003	-1.4%	4,324	0.0%	13.4	-1.4%	8.9	-1.4%	86.19%
28 - Meridian	10,022	-6.5%	1,962	0.0%	5.1	-6.5%	2.5	-6.7%	90.36%
29 - Jefferson	38,575	-8.2%	3,328	0.0%	11.6	-8.2%	5.3	-8.2%	85.78%
34 - Opry Mills - Music Valley	27,019	11.4%	1,520	0.0%	17.8	11.4%	8.7	11.6%	79.24%
41 - Golden Valley	9,727	45.0%	860	0.0%	11.3	45.0%	5.4	45.2%	87.46%
42 - St.Cecilia - Cumberland	36,849	4.6%	2,449	-0.1%	15.0	4.7%	7.4	4.5%	93.11%
Total	453,022	3.8%	36,655	0.1%	12.4	3.7%	7.7	3.7%	83.86%
Connector Service									
70 - Bellevue	3,889	19.2%	788	0.0%	4.9	19.2%	2.5	19.3%	77.69%
71 - Trinity	16,099	34.4%	2,556	0.0%	6.3	34.4%	2.9	34.4%	85.17%
75 - Midtown	26,533	88.4%	5,468	0.0%	4.9	88.4%	3.7	89.2%	86.71%
76 - Madison	25,803	20.2%	1,650	-0.1%	15.6	20.3%	9.8	19.9%	83.24%
77 - Thompson - Wedgewood	41,900	30.2%	6,904	0.0%	6.1	30.2%	8.4	30.5%	85.59%
79 - Skyline	14,198	-7.6%	1,812	0.0%	7.8	-7.6%	3.4	-7.8%	77.82%
WeGo Link	4,927	306.5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	133,349	33.9%	19,178	0.0%	7.0	33.9%	5.1	34.1%	84.54%



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - APRIL THROUGH JUNE 2025

Route	Ridership		Revenue Hours		Productivity			On-Time Performance	
	Ridership	Ridership Change	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	OTP	OTP Change
Regional Bus Service									
64 - Star Downtown Shuttle	1,539	15.5%	158	0.0%	9.7	15.5%	3.0	15.5%	84.51%
84 - Murfreesboro Express	6,852	-6.2%	2,243	-1.3%	3.1	-4.9%	4.6	-5.3%	67.67%
86 - Smyrna - LaVergne	1,910	-19.6%	551	7.3%	3.5	-25.1%	4.2	-20.1%	63.19%
87 - Gallatin - Hendersonville	5,673	-1.6%	599	0.0%	9.5	-1.6%	11.1	-1.6%	78.65%
88 - Dickson	1,630	-4.7%	300	0.0%	5.4	-4.7%	6.4	-4.7%	91.92%
89 - Springfield - Joelton	1,572	9.9%	355	0.0%	4.4	9.9%	6.1	9.9%	88.85%
93 - Star West End Shuttle	8,754	37.4%	251	-1.3%	34.9	39.2%	22.7	38.5%	81.47%
94 - Clarksville	6,462	-5.9%	698	0.0%	9.3	-5.9%	10.1	-5.9%	86.00%
95 - Spring Hill - Franklin	5,211	-2.3%	723	0.0%	7.2	-2.3%	10.2	-2.3%	91.35%
Total	39,603	2.9%	5,878	0.1%	6.7	2.8%	7.9	3.2%	73.46%
Regional Rail Service									
90 - WeGo Star Commuter Rail	36,952	25.0%	731	0.0%	50.6	25.0%	48.1	25.0%	94.66%
Total	36,952	25.0%	731	0.0%	50.6	25.0%	48.1	25.0%	94.66%
System Total	2,289,055	2.4%	150,930	0.0%	15.2	2.4%	11.1	2.4%	82.06%

Totals by Service Family (Agency)

Service Family (Agency)	Ridership		Revenue Hours		Productivity			On-Time Performance	
	Ridership	Ridership Change	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	OTP	OTP Change
Local (MTA)	2,212,500	2.1%	144,321	0.0%	15.3	2.1%	11.0	2.1%	82.16%
Regional (RTA)	76,555	12.5%	6,609	0.1%	11.6	12.4%	13.2	12.8%	74.67%
System Total	2,289,055	2.4%	150,930	0.0%	15.2	2.4%	11.1	2.4%	82.06%

# Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Information Item    ☒ Committee Discussion Item    ☐ Committee Action Item    ☐ Board Discussion Item

Item Number:	NICE-D-25-007	Meeting Date:	8/28/2025
Item Title:	Journey Pass Program Overview		

## BACKGROUND:

Since the passage of Choose How You Move in November 2024, staff have been working in partnership with the mayor's office and other Metro departments to advance 11 foundational Choose How You Move projects. This includes the Journey Pass Program, an income eligibility-based program that would provide free transit services to Davidson County residents who need it the most. Design goals for the program include: (1) maximizing access for eligible Journey Pass users, (2) simplifying the process for customers and administrators, and (3) minimizing abuse without impacting legitimate Journey Pass use. Program planning and design began in spring 2025, with program rollout anticipated by the end of the calendar year.

The Journey Pass team held four engagement meetings over the summer to gather feedback from stakeholders, identify potential partners for Journey Pass distribution, and develop an overall framework for program implementation. Several stakeholders expressed interest in promoting the program and/or distributing the Journey Pass cards. Over the past two months, staff have been holding 1-on-1 meetings with potential distribution partners to understand each partner's existing needs and define anticipated roles and responsibilities.

As currently envisioned, the Journey Pass would be rolled out in phases. Phase 1 would begin in October with MTA entering into a partnership between Metro and Metro-affiliated departments to verify "demonstrated need" and distribute passes to their customers. Phase 2 would include an expanded distribution partnership with additional departments and agencies. A later expansion phase may include a full program launch, requiring income verification (thresholds currently under consideration) using a self-serve online portal or in-person. This phased approach is intended to minimize risk, reduce program administrative burden, and allow informed program adjustments as we monitor potential operational and financial impacts during program rollout.

## CURRENT STATUS:

Deputy CEO of Finance and Administration Amanda Vandegrift will present information on the program framework and progress made to date. Deputy Chief Operating Officer, Operations Systems, Dan Freudberg, and Director of Customer Care Zeda Riggs will be available to answer any questions. The intent is to provide background information and incorporate Board feedback prior to bringing Phase 1 of the Journey Program for Board adoption in October 2025.

## APPROVED:



Deputy CEO of Finance and Administration

8/28/2025

Date