

Nashville MTA Board Meeting

Tennessee Bankers Association

211 Athens Way Nashville, TN 37228

August 29, 2024 | 2:30 p.m.

Board Members:

Gail Carr Williams, Chair
Janet Miller, Vice Chair

Jessica Dauphin
Aron Thompson

Kathryn Hays Sasser

1. Call to Order
2. Roll Call
3. Approval of the July 25, 2024, 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 Operating Statistics – Andy Burke, COO M-I-24-025 P. 7
 - Upcoming Procurements Projects List – Vince Malone, COSA M-I-24-026 P. 12
6. **Consent Agenda Items** - There are no consent agenda items this month.
7. **Operations & Finance Committee – Jessica Dauphin, Chair**
 - Monthly Financial Report Compared to Budget – Amanda Vandegrift, Deputy CEO – Finance & Administration OF-D-24-007 P. 13
 - Quarterly Performance Report – Chelsea Arvin, Scheduling Supervisor OF-D-24-008 P. 19
 - Vehicle Maintenance Audit for 2023 – Carl Rokos, Director of Maintenance OF-D-24-009 P. 22
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - There are no NICE Committee discussion or action items this month.
9. **CEO's Report – Stephen G. Bland, CEO**
10. **Chair's Report – Gail Carr Williams, Chair**
11. **Other Business**
 - Adoption of a Free Fare Day for Election Day, Tuesday, November 5, 2024 M-A-24-026 P. 23
 - Annual Review of Board Ethics & Conflict of Interests – Board Secretary & General Counsel Margaret Behm M-I-24-027 P. 24
12. **Adjournment**

Nashville Metropolitan Transit Authority

Board of Directors Meeting

July 25, 2024

- 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, July 25, 2024.

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

Gail Carr Williams, Chair

Janet Miller, Vice Chair

Jessica Dauphin, Member

Michael Bressman, Board Secretary Designee

Mayor Freddie O'Connell

Michael Briggs

Stephen Bland, CEO

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

Nick Oldham, CSSO

Andy Burke, COO

Vince Malone, COSA

Felix Castrodad, Director of Planning & Grants

A quorum was established, and Board Chair Carr Williams called the meeting to order at 2:45 p.m.

- III. **Approval of Minutes:** Ms. Jessica Dauphin made a motion to approve the May 23, June 27, and July 1 Nashville MTA Board minutes. Vice Chair Janet Miller seconded the motion, and the Board unanimously approved the minutes.

- IV. **New Initiatives & Community Engagement Committee Report:** In light of the presence of a special guest, Chair Gail Carr-Williams exercised the privilege of the Chair and asked Vice Chair Miller to move up the report of the New Initiatives and Community Engagement Committee. Vice Chair Miller introduced the following items for discussion:

- a. **Resolution of Support for the Choose How You Move Program (M-A-24.021):** Vice Chair Miller presented the following item for discussion:

On February 15, Nashville Mayor Freddie O'Connell announced his intention to pursue a transportation referendum to take place in November of this year. The effort called *Choose How You Move, An All-Access Pass to Sidewalks, Signals, Service, and Safety*, takes advantage of the 2017 Tennessee's Improving Manufacturing, Public Roads and Opportunities for a Vibrant Economy (IMPROVE Act) legislation allowing local governments in the state's largest counties and its cities to seek dedicated funding for transportation projects through a local referendum.

A Transportation Improvement Program (TIP), as required by the IMPROVE Act, has been developed, building on more than 70 community and neighborhood plans during the past ten years, including the nMotion Strategic Transit Plan. The TIP outlines a program of investments to address Nashville's transportation needs, focusing on four key areas: sidewalks, signals, service, and safety. It provides a wide range of improvements for different users regardless of the mode used for travel and places a significant emphasis on transit service and infrastructure. It also creates partnership opportunities for improving and expanding regional transit connections with surrounding counties in Middle Tennessee. The program has the potential to be transformative in responding to the transportation challenges that impact Nashvillians daily.

The Choose How You Move program details were officially launched on April 19 by Mayor O'Connell and is currently undergoing public outreach to educate residents on the specifics of the program. Approval by Metro Council for the program was received earlier this month, and

it will now move on to the Davidson County Election Commission for formal inclusion on the November ballot.

Given Nashville MTA's role in the development of the Choose How You Move program and the importance of this effort for positioning transit service and associated infrastructure in Nashville in a prominent position for the future, staff recommended the Nashville MTA Board of Directors adopt the attached Nashville MTA Resolution M-A-24-023 in support of Choose How You Move.

Committee Chair Miller then introduced Mayor Freddie O'Connell of the Metropolitan Government of Nashville and Davidson County and invited him to address the MTA Board.

Mayor O'Connell extended his gratitude to CEO Steve Bland and the WeGo team for their ongoing dedication. He highlighted the importance of this moment as he joined colleagues from the Metro Council, his team, members of the Mayor's Office, and others in celebrating the installation of WeGo's 300th sheltered bus stop.

Reflecting on his own experiences riding Nashville's buses from the days before the Deadrick Street Transit Center and WeGo Central, the mayor emphasized the significance of this milestone in enhancing rider dignity and safety.

The mayor acknowledged the collaborative efforts of WeGo, the board, staff, and the Nashville Department of Transportation and Intermodal Infrastructure to reach this point. He pointed out that the nMotion Strategic Planning process, which he helped launch as a board member, has been instrumental in shaping this program.

He commended Michael Briggs and the Mayor's Office team for their work in integrating over a decade's worth of transportation plans and extensive public input into the program. This effort is not a new invention but a culmination of decades of city planning and readiness.

The support from the Metro Council, which approved the program unanimously, reflects the city's readiness and commitment. The mayor also noted positive feedback from community engagement and research, including the Vanderbilt Poll, which supports the effectiveness of the program.

He quoted the proposed ballot language, emphasizing the program's benefits: "Choose How You Move" will complete the priority sidewalk network, expand 24-hour public transportation service, add more neighborhood transit centers, improve roadway safety, and modernize city signalized intersections. This will enhance service delivery, rider experience, and accessibility for all Nashvillians."

The program, named Choose How You Move, focuses on four key principles: sidewalks, signals, service, and safety. The mayor highlighted that this initiative will also enable Nashville to secure federal funding, which has been elusive in the past.

He concluded by addressing affordability, noting that living near a transit route saves residents an average of \$200 annually. The mayor encouraged everyone to learn more about the program at www.nashville.gov/transit and he said that he looks forward to the program's consideration by resolution.

Chair Miller thanked the mayor for his remarks and his commitment to improving the lives of all Nashvillians. The NICE Committee made a motion to approve the Resolution of Support for the Choose How You Move Program. Ms. Dauphin seconded the motion; the Board unanimously approved it.

- V. **Public Comments:** Vice Chair Miller 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:

Mark Turner
Theresa Khayyam
Patricia Valladrez
Vicki Graves
Jimmy Boehm
Roger Womack

Darius Knight
Jean Johnson
Cary Johnson
Penelope Perkins
Deborah Fuller
Crystal Evans

Shjuann Vilo
Rosalyn Williamson
James Brown
Lorie Adams
Donna Dawson

- VI. **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 Procurement Projects List – No questions

- VII. **Consent Agenda Items (deferred from the July Board meeting):**

- StriDe Memorandum of Understanding (M-A-24-014) – Ms. Dauphin thanked WeGo for providing this service to the schools.
- MTA/RTA WeGo Ride Program Revenue Sharing Agreement (M-A-24-015)
- MTA/RTA Contract Renewal for Regional Transit Services (M-A-24-016)
- MTA/RTA Management Contract Renewal (M-A-24-017)
- FY2025 Proposed Operating Budget (M-A-24-021):
- Access Improvement Study Public Feedback and Policy Recommendations (M-A-24-022):

Ms. Dauphin made a motion to approve the consent agenda items. Vice Chair Miller seconded the motion, and the Board unanimously approved it.

- VIII. **Operations & Finance Committee Report:** There were no Operations and Finance (O & F) discussion items for this meeting.

- IX. **New Initiative & Community Engagement Committee Report:** Vice Chair Miller introduced the following items for discussion:

- b. **Authorization for Period of Exclusive Negotiation – Upper Dickerson Pike Transit Center (M-A-24.024):** Felix Castrodad and Chase Markham with Holladay Ventures presented the following item for discussion and action:

The Nashville Metropolitan Transit Authority (dba WeGo Public Transit) is advancing its nMotion Strategic Service Plan, which includes the development of more than 12 neighborhood and regional transit centers throughout Davidson County. These centers aim to connect multiple bus routes and other mobility options such as enhanced pedestrian access, bike-share, micro-mobility, taxi service, rideshare, and park and rides. The goal is to encourage denser development around these centers, promote greater transit usage, and reduce reliance on single-occupant vehicles. They will also improve mobility for nearby residents and visitors by providing more direct connections to various city areas without needing to travel downtown.

On May 3, 2024, Nashville MTA received an unsolicited proposal from Holladay Ventures to enter into a joint development agreement for their "Artist Lofts" affordable housing project. The project site spans 38.76 acres on Upper Dickerson Pike and is expected to include up to 450 rental units, 20 townhomes for first-time homebuyers, and 65 single-family homes, developed in phases with different financing structures. Holladay Ventures proposes to include a WeGo Public Transit Center on a portion of the property fronting Dickerson Pike.

The unsolicited proposal met the requirements of the Authority's policy and expressed an intent to comply with all necessary regulatory requirements from the United States Department of Transportation (USDOT) and the Tennessee Department of Transportation (TDOT). After an initial review, the proposal was deemed to have sufficient merit to proceed to the second step of the unsolicited proposals process—a period of open competition.

To ensure competitive consideration, the Procurement Department published a Request for Information (RFI) on June 12, 2024. This RFI provided other property owners with the opportunity to submit proposals for the Upper Dickerson Pike Transit Center. The solicitation was advertised on WeGo's website, TransitTalent, and emailed to known developers LDG Development and Guerrier Development. The RFI (2024158) closed on July 15, 2024, with no additional responses received.

Before proceeding with the next phase of the unsolicited proposal process, which involves requesting more details, drafting terms and conditions, and conducting a thorough evaluation, the Agency seeks board approval to enter a period of exclusive negotiation with Holladay Ventures. During this period, the Authority will engage professional support services (design, real estate advisory, appraisal, legal, etc.) to assist in discussions and negotiations and to conduct necessary due diligence. If negotiations are successful, the project will move forward only after the Board of Directors approves a joint development agreement and any required regulatory approvals.

The professional services required for this phase will be supported through the Agency's existing indefinite quantity indefinite delivery (IDIQ) contracts, using previously allocated funding for transit center projects from the Metropolitan Government of Nashville and Davidson County. The format for this "period of exclusive negotiation" mirrors what was recently adopted by the Regional Transportation Authority of Middle Tennessee (RTA) for a similar project at Donelson Station.

Staff recommended that the Nashville MTA Board of Directors authorize a period of exclusive negotiation with Holladay Ventures for the development of a transit center as part of their Artist Lofts project on the Upper Dickerson Pike. The period of exclusive negotiation is to extend through July 31, 2026. During this period, the Agency will neither solicit nor entertain proposals for similar projects in this general geographic area. Any final joint development agreement, long-term lease, property acquisition action, or project activity will require additional Board authorization. The Agency will expend funds previously allocated to transit center development for activities supporting this joint development negotiation, but any specific professional service that exceeds staff purchasing Authority will come back to the Board for authorization.

The NICE Committee made a motion to approve the Authorization for Period of Exclusive Negotiation – Upper Dickerson Pike Transit Center action item. Ms. Dauphin seconded the motion; the Board unanimously approved it.

X. CEO's Report: CEO Bland provided the following report:

1. WeGo was delighted to join Mayor O'Connell and Members of the Metropolitan Council last Friday to celebrate two important milestones for public transportation in Nashville. The first was the commemoration of our 300th sheltered bus stop, located in the Bordeaux neighborhood. Providing safe, dignified, protected locations for our riders to access transit is a critical part of our mission, and our 300th sheltered stop is an important milestone in this ongoing process. The Nashville MTA was formed in 1973, and it took us more than 40 years to get to our 100th sheltered stop. Over the past ten years, we've more than tripled that number and continue to add more. The particular stop we celebrated last week in Bordeaux – at Clarksville Highway and Fairview Drive – is particularly symbolic of improvements in mobility, as it provides immediately adjacent access to healthy food with a Kroger grocery store across

the street, cultural resources, and access to voting at the Bordeaux Library diagonally across the intersection, and access to healthcare at the new Nashville Healthcare Center Bordeaux – a clinical facility opened this past February by Nashville General Hospital. We were pleased to have Dr. Webb, the CEO of Nashville General Hospital, join us at the ribbon cutting. Another important element of this project was the work of our partner agencies – TDOT and the Nashville Department of Transportation and Multimodal Infrastructure (NDOT). This section of Clarksville Pike was part of a major TDOT project to improve safety and traffic flow in the area, and the project incorporated sidewalks and protected crossings at the intersection adjacent to this stop. It was an excellent event for all WeGo. CEO Bland specifically acknowledged the work of WeGo's Engineering Group, including Lydia Benda, Kia Lewis, and Brian Thompson, as well as the Facilities and Transit Stops Teams led by Patrick Hester and Dnese Nicolosi.

2. The second milestone was Mayor O'Connell's ceremonial signing of legislation to allow the Choose How You Move dedicated funding ballot initiative to be placed on the November ballot. On July 16, Mayor O'Connell signed legislation to put the "Choose How You Move" dedicated funding ballot initiative on the November ballot. The Metropolitan Council unanimously adopted Ordinance BL-2024-427 with 32 co-sponsors. The proposal will now proceed to the Elections Commission for formal inclusion in the November ballot.
3. This month, WeGo celebrates the careers of Director of Operations Carolyn Riggs-Farrar and Operations Manager Cynthia Whitehead, whose contributions have been pivotal to WeGo's service reliability and growth. Both Ms. Riggs-Farrar and Ms. Whitehead have played essential roles in enhancing operations, particularly through the pandemic, during which we maintained uninterrupted service. While their daily contributions will be deeply missed, we are pleased to announce the promotion of Anthony Jones to Operations Manager. Mr. Jones, a 10-year WeGo veteran and Army veteran, has extensive knowledge of operations and has consistently excelled in handling challenging assignments. In his new role, he will oversee the Operations Supervision team, including the Street Supervisors and Radio Control team.
4. At next month's Board meeting, CEO Bland will introduce the two newest additions to WeGo's Executive Team. Amanda Vandegrift will join us as Deputy Chief Executive Officer for Finance and Administration starting this Monday. Ms. Vandegrift comes from Infrastrategies, a consulting firm specializing in financial planning and modeling for the transportation industry. She has considerable experience with our financial planning, notably as the lead consultant for the Choose How You Move Transportation Improvement Program. Debbie Frank will begin her role as Deputy Chief Executive Officer for Growth and Development the following Monday. Ms. Frank, a native Nashvillian, returns from Atlanta, where she served as the Director of Transit Oriented Development at MARTA. Both Ms. Vandegrift and Ms. Frank will offer brief introductions to their backgrounds and their approaches at the upcoming board meeting.
5. This past Sunday, WeGo conducted a soft opening of the Dr. Ernest Rip Patton Jr. North Nashville Transit Center (NNTC). Buses and customers are now using the facility. The contractor is addressing punch list items, including the completion of the plaza and its cultural elements. A dedication ceremony will be scheduled once these elements are finalized.
6. WeGo is collaborating with the Titans, city departments, and the East Bank Development team to improve transit options for major events at Nissan Stadium. Recent adjustments have been made to dedicated lanes to enhance service reliability. WeGo is optimistic that public transportation will become a viable option due to constricted on-site parking. WeGo will continue to operate Titans Express service with the WeGo Star for all home games.
7. On the RTA side:

- a. WeGo is advancing land acquisition for a permanent park-and-ride location in Murfreesboro. The church landowner's Board has approved the sale, and we await approval from the Tennessee Secretary of State to proceed with the closing and design.
- b. Hatch Engineering is working with the railroad to model a preferred scenario. Recently, we've had public outreach sessions in Davidson and Wilson Counties to share information about potential service improvements, including later weekday trains, Saturday service, and expanded Sunday special event services. Final recommendations will be presented to the RTA Board this fall, with a subsequent presentation to the Nashville MTA Board.

XI. Chair's Report: Board Chair Carr Williams presented the following report:

Board Chair Carr Williams began by expressing her appreciation and congratulations to Ms. Riggs-Farrar and Ms. Whitehead on their retirement. She also thanked Ms. Lewis for her efforts on the NNTC project and for the site visit she will be conducting immediately following the meeting.

Chair Carr Williams highlighted the excitement surrounding the recent 300th shelter installation event, noting it was a significant milestone.

Chair Carr Williams then proposed that the Board consider implementing a Free Fare Day on Election Day. Vice Chair Miller made a motion to approve the initiative, which was seconded by Ms. Dauphin. The Board unanimously approved the motion.

In closing, Chair Carr Williams announced that the August 22nd board meeting will be rescheduled to August 29.

XII. Other Business: There was no further business to come before this Board.

XIII. Adjournment: With no further business, Vice Chair Miller moved to adjourn the meeting, which adjourned at 4:15 p.m.

Attested:

Gail Carr Williams
Chair

Margaret L. Behm
Secretary

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	M-I-24-025	Meeting Date:	8/29/2024
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through June 2024.

There has been a lot of behind-the-scenes work this month to better position WeGo to provide improved service to our customers. One area of focus has been the customer comment follow-up process. The Operations and Service Quality departments have implemented new processes to streamline the investigation and resolution of customer complaints, including the building out of supervisory teams in which each Operations Supervisor has a small group of operators for whom they are responsible. Aside from complaint resolution, these teams serve as a means of maintaining closer relationships with bus operators and provide operators with a point person to go to if they are having issues.

We have now taken delivery of all 28 Gillig 40' buses from this year's order, with all but one having been commissioned and placed into service. Another five new Access paratransit vehicles were also put into service this month, with the remainder of our latest order of 40 Access and fixed route cutaway buses (i.e., vans) to be delivered and placed into service by the end of the summer. These new vehicles are helping to drive up our miles between road calls, improving overall service reliability.

WeGo Link service continues to increase month over month. The program has grown to over 5,500 rides in just two years, showcasing a solid demand and successful and strategic growth. This successful partnership with Uber during this time has led us to additional services as they are now one of our 3rd party Access Ride On Demand providers.

CURRENT STATUS:

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

APPROVED:



Chief Operating Officer

8/29/2024

Date

Operations Dashboard Report

	June 2024	June 2023	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	685,872	665,158	3.1%	700,000	
Access Ridership	31,563	30,472	3.6%		
Total Ridership	717,435	695,630	3.1%		
Percentage of Pre-Pandemic Ridership	97.1%	94.1%	2.9%	85.0%	
Productivity & Efficiency					
Bus Passengers per Revenue Hour	14.35	15.64	-8.2%	16.00	
Access Passengers per Revenue Hour	1.66	1.62	2.3%	1.75	
Cost Per Scheduled Revenue Hour	\$169.53	\$151.02	12.3%	\$141.46	
Safety					
Total Collisions per 100,000 miles	7.0	4.0	75.0%	4.8	
Preventable Collisions per 100,000 miles	3.2	1.8	77.8%	1.6	
Service Quality					
Bus Trip Completion	99.55%	99.87%	-0.33%	99.75%	
Bus On-Time Performance	82.5%	84.4%	-2.0%	85.0%	
Access On-Time Performance	95.7%	93.9%	1.8%	92.0%	
Maintenance					
Bus Miles Between Road Calls	11,954	6,806	75.6%	6,000	
Access Miles Between Road Calls	31,060	12,241	153.7%	18,000	
Customer Care					
Bus Passengers per Complaint	2,733	3,483	-21.5%	4,000	
Access Passengers per Complaint	274	328	-16.2%	400	
Percent of Calls Answered	91.1%	91.2%	0.0%	95.0%	
Staffing					
% of Operator Positions Filled	87.7%	98.8%	-11.2%	95.0%	
% of Maintenance Positions Filled	88.4%	78.3%	10.1%	95.0%	
Customer Amenities					
% of Stops with Shelters (including Central)	18.9%	19.4%	-0.5%	18.0%	
% of Boardings at Covered Stops (including Central)	74.2%	72.4%	1.7%	73.0%	



Exceeding Goal



Within 10% of Goal



More than 10% off Goal

Operations Dashboard Report

	FY2024	FY2023			
	June 2024	June 2023	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	8,495,323	7,807,548	8.8%		
Access Ridership	382,376	358,838	6.6%		
Total Ridership	8,877,699	8,166,386	8.7%	8,400,000	●
Percentage of Pre-Pandemic Ridership	91.3%	83.9%	7.3%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.63	15.45	1.2%	16.00	▲
Access Passengers per Revenue Hour	1.66	1.71	-3.0%	1.75	▲
Cost Per Scheduled Revenue Hour	\$161.22	\$157.48	2.4%	\$141.46	◆
Safety					
Total Collisions per 100,000 miles	5.7	5.0	12.9%	4.8	◆
Preventable Collisions per 100,000 miles	3.0	2.4	27.3%	1.6	◆
Service Quality					
Bus Trip Completion	99.70%	99.70%	0.00%	99.75%	▲
Bus On-Time Performance	83.5%	84.4%	-1.0%	85.0%	▲
Access On-Time Performance	93.8%	92.4%	1.4%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	7,207	6,992	3.1%	6,000	●
Access Miles Between Road Calls	24,619	19,756	24.6%	18,000	●
Customer Care					
Bus Passengers per Complaint	2,902	4,516	-35.7%	4,000	◆
Access Passengers per Complaint	301	331	-9.0%	400	◆
Percent of Calls Answered	87.2%	88.7%	-1.5%	95.0%	▲
Staffing					
% of Operator Positions Filled	84.8%	94.3%	-9.5%	95.0%	◆
% of Maintenance Positions Filled	85.7%	81.9%	3.8%	95.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	19.2%	18.3%	0.9%	18.0%	●
% of Boardings at Covered Stops (including Central)	73.3%	72.1%	1.2%	73.0%	●



Exceeding Goal



Within 10% of Goal



More than 10% off Goal

Operations Dashboard Glossary

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

Operations Dashboard Glossary

Metric	Definition
Maintenance	
Bus Miles Between Road Calls	Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in fixed route revenue service that causes the vehicle to be removed from service.
Access Miles Between Road Calls	Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in paratransit (Access) revenue service that causes the vehicle to be removed from service.
Customer Care	
Bus Passengers Carried per Complaint	Total fixed route passengers divided by total fixed route customer complaints.
Access Passengers Carried per Complaint	Total paratransit (WeGo and third-party service providers) passengers divided by total paratransit customer complaints.
Percent of Calls Answered	Percentage of calls received that were answered. Unanswered calls are calls that are lost for any reason once in the customer call phone queue.
Staffing	
% of Operator Positions Filled	Total WeGo Operators available divided by total number of operator positions budgeted for service. Part-time Access operators are not included
% of Maintenance Positions Filled	Total WeGo Maintenance positions available divided by total number of maintenance positions budgeted for service. All maintenance and cleaning positions for vehicles and facilities are included
Customer Amenities	
% 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 8/29/2024

Item #: M-I-24-026

Project Name: Security Services

- **Brief Description:** A Request for Proposal (RFP) will be issued for security guard services of all transit facilities, as well as patrol operations units.
- **Anticipated Publish Date:** August 2024
- **Estimated Individual Contract Value:** TBD

Project Name: Myatt Lot Expansion and Improvements Project

- **Brief Description:** An Invitation to Bid (ITB) will be issued for lot expansion and improvement services for the Myatt parking lot facility.
- **Anticipated Publish Date:** August 2024
- **Estimated Individual Contract Value:** TBD

Project Name: Automatic Teller Machine Services

- **Brief Description:** Contract to provide ATM services at WeGo Central.
- **Anticipated Publish Date:** September 2024
- **Estimated Individual Contract Value:** TBD

Project Name: Real Estate Appraisal Services

- **Brief Description:** MTA and RTA Real Estate Appraisal Service
- **Anticipated Publish Date:** September 2024
- **Estimated Project Value:** TBD

Project Name: Express Bus Services

- **Brief Description:** A Request for Proposal (RFP) will be issued seeking a contract to provide the operations of our express bus services for the Regional Transportation Authority (RTA). The previous contract, with all of its options, has been extended and will expire on June 30, 2025.
- **Anticipated Publish Date:** October 2024
- **Estimated Individual Contract Value:** TBD

Project Name: Executive Recruiting Services (DTO)

- **Brief Description:** Contract to provide recruitment services for upcoming Management and executive-level positions.
- **Anticipated Publish Date:** January 2025
- **Estimated Individual Contract 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.

APPROVED:



Director of Procurement & Business Diversity

8/29/2024

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	OF-D-24-007	Meeting Date:	8/29/2024
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a summary of the preliminary statement of operations for the month of June 2024 compared to the approved fiscal year (FY) 2024 budget and the unaudited balance sheet as of June 30, 2024. Compared to the approved 2024 budget, preliminary operating revenues decreased by \$0.5 million or 0.4% to a total of \$120.1 million. Operating expenses decreased by \$1.3 million or 1.0% to a total of \$119.4 million. Overall, the positive performance of operating expenses relative to budget offset the negative performance of operating revenues compared to budget, resulting in a positive net position for the fiscal year. The audit may result in some final adjustments, which are anticipated to be nominal.

Moving forward, financial reports to the Board will include new tabular and graphical summaries of financial performance and trends followed by the traditional income statement and balance sheet for the month and fiscal year to-date. In this first comparative analysis, the traditional income statement line items (e.g., Labor and Fringes, Services, Fuel, etc.) in the FY 2024 actual and budget were assigned to major business focus areas and the following key trends were observed:

- ↓ **Passenger Revenues, \$0.5 million (4.7%):** This decrease was anticipated with WeGo's successful launch of the QuickTicket program, which included the implementation of a fare-capping policy where riders never pay more than \$4 a day/\$65 a month. As more riders take advantage of fare capping, WeGo is realizing this reduction in net revenue.
- ↑ **Other Operating Revenues, \$0.1 million (4.8%):** This increase is primarily related to post-pandemic growth in rent and parking revenues at the Elizabeth Duff Transit Center at WeGo Central.
- ↑ **Fixed Route Bus Operations, \$0.4 million (1.9%):** This increase is primarily related to open operator positions that remained unfilled in FY 2024. With these open positions, fixed route services were fulfilled using existing operators at an overtime rate, increasing overall fixed route bus costs compared to budget. WeGo continues to manage industry-wide labor shortages where budget levels reflect the anticipated costs needed to fully staff fixed route bus services.
- ↑ **Paratransit Operations, \$1.0 million (8.5%):** This increase is primarily related to ongoing industry-wide labor shortages. WeGo used more third-party paratransit providers than budgeted in FY 2024.
- ↓ **Asset Maintenance, \$1.8 million (6.3%):** This decrease is primarily related to ongoing industry-wide labor shortages for mechanics, general helpers, and other asset maintenance positions.
- ↓ **Employee Benefits, \$1.0 million (2.6%):** This decrease is primarily related to lower-than-anticipated medical expenses for the fiscal year.
- ↑ **Safety and Security \$0.3 million (5.2%):** This increase is primarily related to increased costs for new fixed routes and paratransit operator training.
- ↑ **Administration, \$0.2 million (2.0%):** This increase is primarily related to auto liability expenses exceeding anticipated budget projections for the fiscal year. This was primarily related to one major August 2023 bus accident.

Next month, WeGo's Actuaries will be providing final reports for Worker's Comp, Medical, and Auto/General Liability. Based on preliminary information received to date, adjustments may result in up to \$0.5 million in reduced expenses that are not currently reflected in this preliminary statement.

As of June 30, 2024, RTA owed Nashville MTA approximately \$214,449 for services provided to and from Rutherford County, as well as management fees and back office shared expenses related to the QuickTicket fare collection system. In turn, MTA owes RTA approximately \$45,822 for fares collected and WeGo Ride Revenue sharing due.

CURRENT STATUS:

Deputy CEO of Finance and Administration Amanda Vandegrift will introduce herself to the Board and provide a report to the Committee explaining the new format and seeking feedback for future presentations of financial information.

APPROVED:



Deputy CEO of Finance and Administration

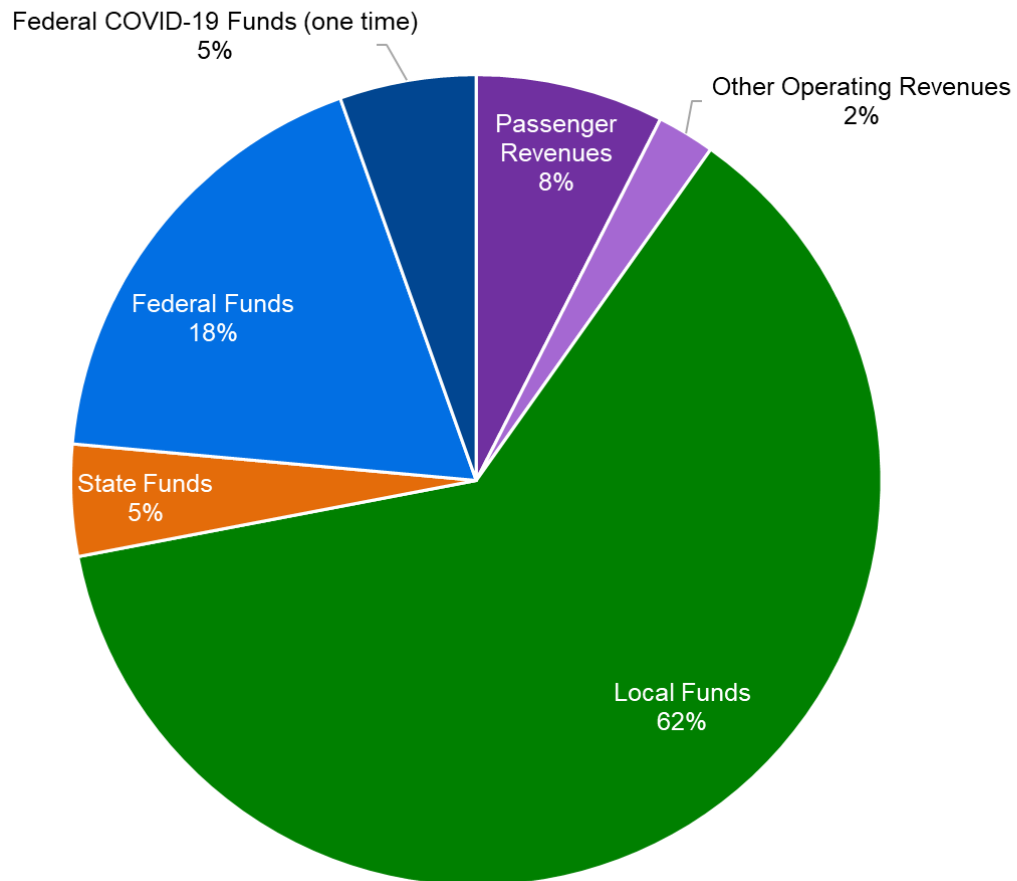
8/29/2024

Date

FY 2024 Operating Revenues Summary (Preliminary):

Operating Revenues Summary	FY 2024 Prelim. Actuals (\$)	FY 2024 Budget (\$)	Variance (\$)	%
Passenger Revenues	\$9,017,196	\$9,465,080	(\$447,884)	(4.7%)
Other Operating Revenues	\$2,769,832	\$2,643,590	\$126,242	4.8%
Local Funds	\$74,690,900	\$74,690,900	-	-
State Funds	\$5,340,300	\$5,314,300	\$26,000	0.5%
Federal Funds	\$21,762,475	\$21,974,760	(\$212,285)	(1.0%)
Federal COVID-19 Relief Funds (one-time)	\$6,539,540	\$6,539,540	-	-
Total Operating Revenues	\$120,120,243	\$120,628,170	(\$507,927)	(0.4%)

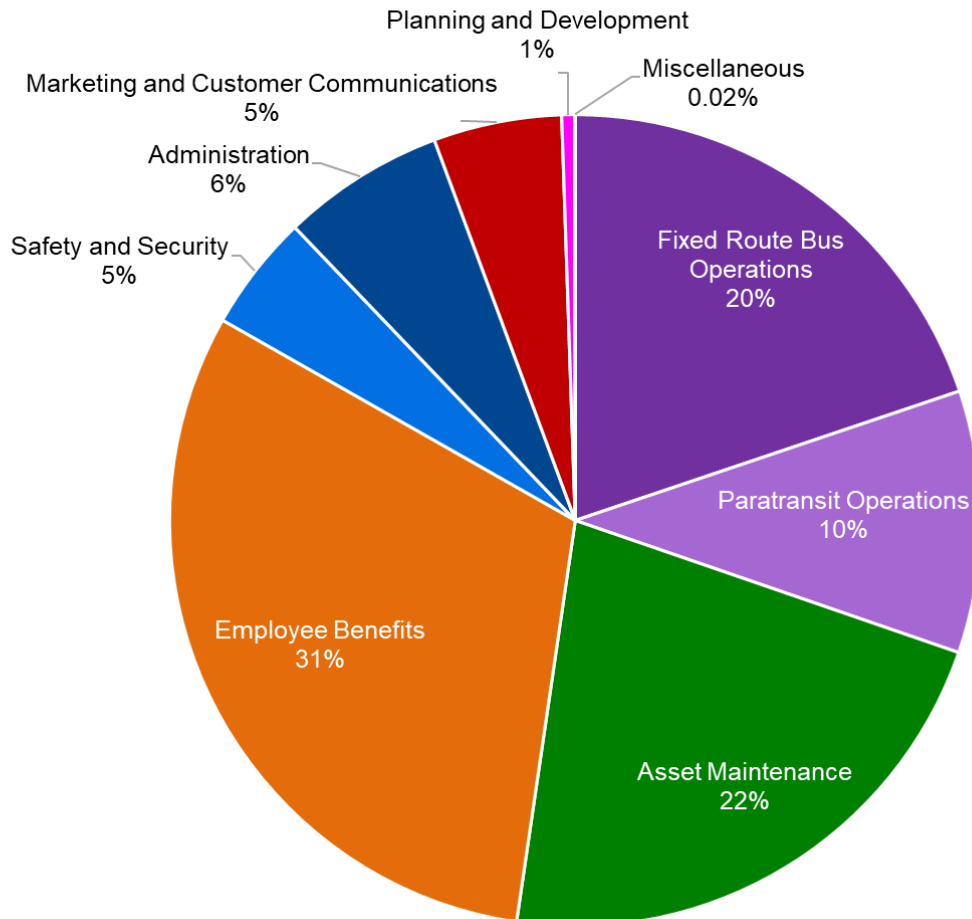
FY 2024 Actual Operating Revenues (Preliminary)



FY 2024 Operating Expenses Summary (Preliminary):

Operating Expenses Summary	FY 2024 Prelim. Actuals (\$)	FY 2024 Budget (\$)	Variance (\$)	%
Fixed Route Bus Operations	\$23,673,860	\$23,237,690	\$436,170	1.9%
Paratransit Operations	\$12,466,921	\$11,494,940	\$971,981	8.5%
Asset Maintenance	\$26,303,894	\$28,081,880	(\$1,777,986)	(6.3%)
Employee Benefits	\$36,884,173	\$37,885,890	(\$1,001,717)	(2.6%)
Safety and Security	\$5,525,150	\$5,251,990	\$273,160	5.2%
Administration	\$7,765,322	\$7,614,230	\$151,092	2.0%
Marketing and Customer Communications	\$6,106,976	\$6,325,470	(\$218,494)	(3.5%)
Planning and Development	\$606,413	\$687,840	(\$81,427)	(11.8%)
Miscellaneous	\$29,689	\$48,240	(\$18,551)	(38.5%)
Total Operating Expenses	\$119,362,397	\$120,628,170	(\$1,265,773)	(1.0%)

FY 2024 Actual Operating Expenses (Preliminary)



Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending June 30, 2024

UNAUDITED

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
Revenue from Operations:										
Passenger Fares	\$689,366	\$630,160	\$59,206	F	\$6,877,945	\$6,525,318	\$6,885,000	(\$359,682)	U	\$6,885,000
WeGo Access	63,577	57,210	6,367	F	628,888	571,125	637,640	(66,515)	U	637,640
Contract Revenues	217,420	249,926	(32,507)	U	2,733,198	2,846,136	2,922,790	(76,654)	U	2,922,790
Advertising	35,662	26,010	9,652	F	503,602	300,000	300,000	(0)	U	300,000
Other Non-Trans Revenue	119,731	117,495	2,236	F	1,307,373	1,544,448	1,363,240	181,208	F	1,363,240
Total Operating Revenue	1,125,757	1,080,801	44,956	F	12,051,006	11,787,028	12,108,670	(321,642)	U	12,108,670
Federal/State/Local Income:										
Local Assistance	0	0	0	F	61,610,900	74,690,900	74,690,900	0	F	74,690,900
State Assistance	0	0	0	F	5,314,300	5,340,300	5,314,300	26,000	F	5,314,300
Federal Assistance - CARES Act	1,461,765	1,497,410	(35,645)	U	4,071,611	6,539,540	6,539,540	0	F	6,539,540
Total Assistance Income	1,461,765	1,497,410	(35,645)	U	70,996,811	86,570,740	86,544,740	26,000	F	86,544,740
Capital Revenue:										
American Rescue Operating Reimbursement	0	0	0	F	24,427,585	593,470	593,470	0	F	593,470
Capital Operating Reimbursement	0	0	0	F	44,033	18,419,005	18,631,290	(212,285)	U	18,631,290
Capital ADA Reimbursement	0	0	0	F	0	2,750,000	2,750,000	0	F	2,750,000
Total Capital Income	0	0	0	F	24,471,618	21,762,475	21,974,760	(212,285)	U	21,974,760
Total Revenue	\$2,587,522	\$2,578,211	\$9,311	F	\$107,519,434	\$120,120,243	\$120,628,170	(\$507,927)	U	\$120,628,170
Expenses from Operations:										
Labor and Fringes	\$7,093,335	\$7,347,580	\$254,245	F	\$75,717,767	\$83,774,914	\$85,804,050	\$2,029,136	F	\$85,804,050
Services	1,888,273	1,322,560	(565,713)	U	13,372,775	16,331,717	15,084,160	(1,247,557)	U	15,084,160
Fuel	580,987	637,970	56,983	F	6,526,810	6,264,689	7,686,320	1,421,631	F	7,686,320
Parts, Materials and Supplies	920,297	592,960	(327,337)	U	6,458,087	7,702,916	7,139,980	(562,936)	U	7,139,980
Utilities	89,909	107,620	17,711	F	1,416,329	1,310,878	1,531,870	220,992	F	1,531,870
Casualty and Liability	245,317	220,450	(24,867)	U	3,089,195	3,610,764	2,645,180	(965,584)	U	2,645,180
Other	112,148	61,232	(50,916)	U	516,660	705,983	736,610	30,627	F	736,610
Total Operating Expenses	10,930,267	10,290,372	(639,895)	U	107,097,623	119,701,861	120,628,170	926,309	F	120,628,170
Operating Surplus / (Deficit)	(\$8,342,745)	(\$7,712,161)	(\$630,584)	U	\$421,811	\$418,382	\$0	\$418,382	F	\$0
Capital Grant Revenue	23,721,588		23,721,588	F	37,570,632	39,886,083		39,886,083	F	
Capital Grant Revenue -CARES Act	56,751		56,751	F	546,083	1,423,665		1,423,665	F	
Rental income - MCC Amortization	49,167		49,167	F	590,004	590,004		590,004	F	
Gain/(Loss) on Sale of Property	9,123		9,123	F	(234,383)	99,389		99,389	F	
GASB 75 OPEB Expense	0		0	F	(5,473,193)	0		0	F	
GASB 68 Pension Disclosure	0		0	F	0	0		0	F	
GASB 87 Lease Interest Expense	(20,707)		(20,707)	U	(244,692)	(247,271)				
Depreciation	(2,768,549)		(2,768,549)	U	(22,203,048)	(23,024,051)		(23,024,051)	U	0
Surplus / (Deficit)	\$12,704,628	(\$7,712,161)	\$20,416,789	F	\$10,973,214	\$19,146,202	\$0	\$19,393,473	F	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended June 30, 2024 (unaudited)	FY Ending June 30, 2023 (audited)			
CURRENT ASSETS					
Cash and Cash Equivalents	\$6,459,271	\$4,766,148			
Receivables from Federal, State and Local Governments	4,984,588	9,433,271			
Accounts Receivable	1,172,207	810,751			
Materials and Supplies	4,814,552	3,670,350			
Prepaid Expense and Other	1,537,778	1,093,689			
Pension & OPEB Deferred Outflow	33,188,603	33,188,603			
Total Current Assets	52,156,999	52,962,812			
PROPERTY AND EQUIPMENT					
Land	14,733,025	14,733,025			
Building, Shelter and Benches	138,578,149	121,284,665			
Revenue Equipment and Parts	167,790,239	210,023,772			
Office Furniture and Equipment	62,118,380	6,934,113			
Work-in-Progress	5,364,716	10,451,608			
	388,584,509	363,427,183			
Less: Accumulated Depreciation	(203,317,059)	(195,334,438)			
Total Property and Equipment, Net	185,267,450	168,092,745			
OTHER ASSETS					
Cash and Investments for Self-Insurance and Other	350,003	350,003			
North Nashville Property (Lease)	7,063,765	7,063,765			
TOTAL ASSETS	\$244,838,217	\$228,469,325			
LIABILITIES AND NET ASSETS					
CURRENT LIABILITIES					
Accounts Payable	\$4,856,314	\$4,807,518			
Accrued Expenses	9,711,665	7,408,435			
Deferred Revenue	407,241	290,683			
Note Payable	2,400,000	7,000,000			
Total Current Liabilities	17,375,220	19,506,636			
NON-CURRENT LIABILITIES					
Deferred Revenue	5,017,437	5,607,441			
North Nashville Lease Liability	7,049,599	7,049,599			
Net Pension Liability	15,627,464	15,627,464			
Pension & OPEB Deferred Inflows	17,925,974	17,925,974			
Net other postemployment benefits obligations	78,178,905	78,178,905			
NET ASSETS					
Invested in capital assets	177,850,013	160,101,512			
Unrestricted	(93,332,597)	(86,501,421)			
Current Year Surplus / (deficit)	19,146,202	10,973,215			
Total Net Assets	103,663,618	84,573,306			
TOTAL LIABILITIES AND NET ASSETS	\$244,838,217	\$228,469,325			
	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$1,122,886	\$27,432	\$8,476	\$13,412	\$1,172,207
	95.8%	2.3%	0.7%	1.1%	100.0%
Accounts Payable	\$3,390,071	\$1,379,788	\$65,841	\$20,614	\$4,856,314
	69.8%	28.4%	1.4%	0.4%	100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	OF-D-24-008	Meeting Date:	8/29/2024
Item Title:	Quarterly Performance Report		

BACKGROUND:

The Quarterly Route Performance Report for April, May, and June 2024 is provided on the following pages. Ridership on MTA services was up about 4% from the preceding quarter and slightly above pre-pandemic levels this quarter for the first time.

Major service changes centered around the Dr. Ernest Rip Patton, Jr. North Nashville Transit Center began on March 31st, 2024. These changes focused on expanding service in the North Nashville and Bordeaux areas and providing new connections that don't require going downtown to transfer. While the transit center was not yet open, the new service operated out of temporary bays on 25th Avenue North. These service changes included a substantial increase in service hours on routes serving the North Nashville area:

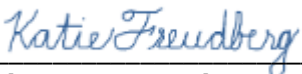
- **Route 9** - Metrocenter was extended to the transit center, with frequency improvements.
- **Route 14** - Whites Creek was extended to the transit center with frequency improvements and now serves areas of Bordeaux previously served by Route 22 Bordeaux.
- **Route 22** - Bordeaux now terminates at the transit center, with frequency improvements.
- **Route 41** - Golden Valley does not serve the transit center but now operates as a local service from 6 am to 6 pm on weekdays instead of a local/express peak-only service.
- **Route 42** - St. Cecilia-Cumberland now operates as a bi-directional service on the northern half of the previous routing, with frequency improvements.
- **Route 71** - Trinity is a new crosstown service connecting the North Nashville Transit Center to Dickerson Pike, Gallatin Pike, and areas along Trinity Lane.
- **Route 75** - Midtown now serves some areas previously served by Route 42 St. Cecilia-Cumberland, with frequency improvements.
- **Route 77** - Thompson–Wedgewood now serves County Hospital Road, which was previously served by Route 22 Bordeaux, with frequency improvements.

With the magnitude of these changes, we saw major shifts in ridership on the affected routes. Because a different route now serves some areas than they did previously, and other areas have new service or improved frequency, it will be important to consider ridership on these routes as a system rather than as individual routes, especially in looking at historical comparisons. On the eight routes that had major changes in the spring, we saw a ridership increase of close to 36% compared to last year, indicating a positive initial response to the changes overall. While we did see immediate changes to how customers are using the system, we also expect to see usage patterns and ridership evolve over the next couple of years.

CURRENT STATUS:

Scheduling & Service Planning Supervisor Chelsea Arvin will review this report at the committee meeting.

APPROVED:


Scheduling & Service Planning Manager

8/29/2024

Date

QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - APRIL THROUGH JUNE 2024

Route	Ridership			Revenue Hours		Productivity				On-Time Performance	
	Ridership	Ridership Change	Pre-Pandemic Ridership %	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	Pax/Trip Change	OTP	OTP Change
Frequent Service											
3 - West End	156,145	3.3%	91.0%	10,992	1.9%	14.2	1.4%	12.0	1.0%	81.80%	0.79%
4 - Shelby	55,415	12.4%	70.3%	4,174	5.6%	13.3	6.4%	7.1	7.6%	86.99%	0.96%
7 - Hillsboro	109,708	6.6%	94.5%	7,023	18.7%	15.6	-10.2%	10.6	-7.7%	85.86%	3.62%
22 - Bordeaux	89,154	-2.5%	64.7%	5,700	-3.9%	15.6	1.5%	5.9	-26.7%	90.28%	2.07%
23 - Dickerson	171,424	3.2%	124.1%	9,180	2.6%	18.7	0.6%	13.0	0.8%	86.74%	-2.52%
50 - Charlotte Pike	156,202	3.8%	100.7%	8,385	2.6%	18.6	1.1%	14.0	0.8%	85.48%	-0.28%
52 - Nolensville Pike	239,114	2.4%	117.6%	13,127	3.4%	18.2	-0.9%	17.6	0.3%	76.67%	-0.86%
55 - Murfreesboro Pike	369,167	1.6%	133.4%	15,932	3.5%	23.2	-1.8%	23.2	-0.3%	73.06%	1.66%
56 - Gallatin Pike	284,738	1.5%	97.4%	13,967	1.5%	20.4	0.0%	18.6	-0.7%	79.47%	-1.92%
Total	1,631,067	2.7%	103.9%	88,481	3.4%	18.4	-0.7%	14.1	-3.8%	81.43%	0.14%
Local Service											
6 - Lebanon Pike	52,661	12.1%	110.9%	4,757	16.3%	11.1	-3.6%	11.2	0.1%	77.32%	-1.44%
8 - 8th Avenue South	61,891	-3.7%	98.8%	3,750	22.7%	16.5	-21.6%	10.2	-20.2%	82.63%	1.38%
9 - Metrocenter	21,162	1.9%	62.7%	2,221	52.8%	9.5	-33.3%	4.7	-15.6%	91.66%	-3.75%
14 - Whites Creek	36,909	84.1%	105.9%	4,989	150.0%	7.4	-26.4%	6.2	24.1%	84.28%	-0.73%
17 - 12th Avenue South	39,589	2.6%	87.5%	3,616	0.0%	10.9	2.6%	6.5	2.6%	86.49%	-3.88%
18 - Airport/Elm Hill	46,272	23.4%	146.8%	2,822	0.2%	16.4	23.1%	11.3	22.8%	73.35%	-8.55%
19 - Herman	58,851	8.4%	77.0%	4,324	0.0%	13.6	8.4%	9.0	8.4%	89.21%	-0.03%
28 - Meridian	10,714	-38.3%	37.6%	1,962	0.3%	5.5	-38.5%	2.7	-38.2%	92.02%	2.63%
29 - Jefferson	42,014	2.1%	88.3%	3,328	-0.1%	12.6	2.2%	5.8	2.1%	87.92%	-3.49%
34 - Opry Mills - Music Valley	24,257	4.0%	91.0%	1,520	0.0%	16.0	4.0%	7.8	4.0%	85.09%	3.55%
41 - Golden Valley	6,710	160.1%	129.7%	860	146.5%	7.8	5.5%	3.7	-7.5%	85.14%	3.94%
42 - St.Cecilia - Cumberland	35,233	52.4%	117.1%	2,452	41.3%	14.4	7.9%	7.1	13.5%	91.67%	-0.02%
Total	436,263	11.9%	90.3%	36,601	21.0%	11.9	-7.6%	7.4	-0.8%	85.27%	-1.30%
Connector Service											
70 - Bellevue	3,263	N/A	N/A	788	N/A	4.1	N/A	2.1	N/A	89.06%	N/A
71 - Trinity	11,981	N/A	N/A	2,556	N/A	4.7	N/A	2.1	N/A	89.51%	N/A
75 - Midtown	14,084	181.0%	103.0%	5,468	280.1%	2.6	-26.1%	2.0	-21.0%	86.23%	6.48%
76 - Madison	21,475	-0.8%	89.8%	1,652	-0.1%	13.0	-0.7%	8.1	-0.4%	83.77%	-4.17%
77 - Thompson – Wedgewood	32,185	67.8%	164.4%	6,904	97.6%	4.7	-15.1%	6.5	-11.5%	84.51%	7.33%
79 - Skyline	15,369	21.6%	N/A	1,812	0.1%	8.5	21.5%	3.7	22.1%	84.13%	-1.32%
WeGo Link	1,586	197.6%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	99,943	69.4%	156.4%	19,180	128.4%	5.2	-25.9%	3.8	-25.6%	85.63%	4.01%

QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - APRIL THROUGH JUNE 2024

Route	Ridership			Revenue Hours		Productivity				On-Time Performance	
	Ridership	Ridership Change	Pre-Pandemic Ridership %	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	Pax/Trip Change	OTP	OTP Change
Regional Bus Service											
64 - Star Downtown Shuttle	1,332	33.9%	20.2%	158	0.0%	8.4	33.9%	2.6	33.9%	78.85%	1.32%
84 - Murfreesboro Express	7,302	21.8%	91.0%	2,273	10.3%	3.2	10.3%	4.8	16.6%	75.00%	-2.45%
86 - Smyrna - LaVergne	2,376	29.8%	36.2%	514	-2.0%	4.6	32.5%	5.3	30.4%	67.01%	1.43%
87 - Gallatin - Hendersonville	5,765	15.8%	55.6%	599	0.0%	9.6	15.8%	11.3	15.8%	85.58%	-0.29%
88 - Dickson	1,710	26.9%	40.7%	300	0.0%	5.7	26.9%	6.7	26.9%	98.08%	2.79%
89 - Springfield - Joelton	1,430	14.9%	38.9%	355	0.0%	4.0	14.9%	5.6	14.9%	94.23%	-1.78%
93 - Star West End Shuttle	6,371	-22.3%	37.8%	254	0.0%	25.1	-22.3%	16.4	-22.9%	85.31%	-1.25%
94 - Clarksville	6,868	28.4%	41.4%	698	0.8%	9.8	27.5%	10.7	28.4%	91.32%	2.91%
95 - Spring Hill - Franklin	5,331	27.6%	77.7%	723	0.0%	7.4	27.6%	10.4	27.6%	97.12%	1.46%
Total	38,485	12.8%	43.7%	5,874	3.7%	6.6	8.8%	7.6	11.3%	79.59%	-0.41%
Regional Rail Service											
90 - WeGo Star Commuter Rail	29,573	20.4%	42.9%	731	0.0%	40.5	20.4%	38.5	20.4%	98.18%	1.82%
Total	29,573	20.4%	42.9%	731	0.0%	40.5	20.4%	38.5	20.4%	98.18%	1.82%
System Total	2,235,331	6.6%	97.1%	150,866	15.5%	14.8	-7.7%	10.8	-8.2%	83.04%	0.40%

Totals by Service Family (Agency)

Service Family (Agency)	Ridership			Revenue Hours		Productivity				On-Time Performance	
	Ridership	Ridership Change	Pre-Pandemic Ridership %	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	Pax/Trip Change	OTP	OTP Change
Local (MTA)	2,167,273	6.4%	101.1%	144,262	16.1%	15.0	-8.4%	10.8	-8.8%	83.08%	0.42%
Regional (RTA)	68,058	16.0%	43.3%	6,605	3.2%	10.3	12.3%	11.7	14.7%	80.58%	-0.44%
System Total	2,235,331	6.6%	97.1%	150,866	15.5%	14.8	-7.7%	10.8	-8.2%	83.04%	0.40%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	OF-D-24-009	Meeting Date:	8/29/2024
Item Title:	Vehicle Maintenance Audit for 2023		

BACKGROUND:

In November 2015, the first vehicle 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, and findings from that study indicated that annual audits were needed to track maintenance performance over time. As part of our overall fleet maintenance improvement program, we commission annual audits of the fleet to track progress and identify areas of improvement.

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 ninth 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 chosen at random, the same process used during previous audits. In addition, an audit of Gray Line, a contractor to WeGo, was conducted for the third time.

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.

The annual fleet assessment has been completed, and we are pleased to report our annual progress results and next steps for improvement in bus maintenance.

CURRENT STATUS:

Director of Maintenance Carl Rokos will present the 2023 Vehicle Maintenance Audit Update at the meeting.

APPROVED:



Chief Operating Officer

8/29/2024

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-24-026	Meeting Date:	8/29/2024
Item Title:	Adoption of a Free Fare Day for Election Day, Tuesday, November 5, 2024		

BACKGROUND:

Historically, the Metropolitan Transit Authority of Nashville and Davidson County has periodically offered “free-fare days” for special events, promotional opportunities, or other milestones that are important to Davidson County as a whole – often at the request of various community groups. Recent examples include the Inauguration of Mayor Freddie O’Connell and the dedication of the Diane Nash Plaza at the Davidson County Courthouse Square.

At the July meeting of the Metropolitan Transit Authority of Nashville and Davidson County Board of Directors, members present expressed the unanimous opinion that we should extend another free fare day for the upcoming general election on Tuesday, November 5, 2024.

RECOMMENDATION:

Based on the direction of the Board, it is recommended that Tuesday, November 5, 2024, be designated as a “free fare” day in Davidson County for all services operated by the Metropolitan Transit Authority of Nashville and Davidson County, including both fixed route and WeGo Access paratransit service. Free fare is not extended to either services of the Regional Transportation Authority or the WeGo Link first mile/last mile connector program, where regular fares will remain in effect.

APPROVED:

Board Secretary

8/29/2024

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	M-I-24-027	Meeting Date:	8/29/2024
Item Title:	Annual Review of Board Ethics and Conflicts of Interests		

BACKGROUND:

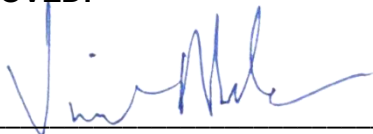
In 2006, the Tennessee General Assembly required municipalities to adopt a code of ethics by July 1, 2007, which applies to boards, commissions, authorities, corporations, and other entities created or appointed by the municipality. The legislation permitted such entities to adopt model codes developed by the Municipal Technical Advisory Services (MTAS) or the County Technical Advisory Service (CTAS) as an alternative to drafting a policy of their own.

Nashville Metropolitan Transit Authority (Nashville MTA) Counsel Margaret Behm recommended the MTAS model to the Nashville MTA Board of Directors, which was adopted on June 19, 2007. The Code of Ethics is reviewed with all new Board members and regularly reviewed with the full Board. A copy of the code of ethics is attached to this item. General Counsel Margaret Behm will conduct the Annual Review with Members at the July meeting.

RECOMMENDATION:

Board Secretary Margaret Behm will review the Code of Ethics and applicable procurement policies and procedures with the Board.

APPROVED:



Chief of Staff & Administration

8/29/2024

Date

Nashville Metropolitan Transit Authority

CODE OF ETHICS

Based on the MTAS model

History: In 2006, the Tennessee General Assembly required municipalities to adopt a code of ethics by July 1, 2007, which applies to boards, commissions, authorities, corporations, and other entities created or appointed by the municipality. The legislation permitted such entities to adopt model codes developed by the Municipal Technical Advisory Services (MTAS) or by the County Technical Advisory Service (CTAS) as an alternative to drafting a policy of their own.

MTA Counsel Margaret Behm recommended the adoption of the MTAS model to the MTA Board of Directors. The MTAS model was reviewed by the Ethics Committee of the Nashville MTA Board and recommended for adoption with limited changes only to persons designated to perform duties under the code to conform with the structure of the Nashville MTA since the Board is not a municipality. These changes are detailed in action item A-07-021, which was adopted by the MTA Board on June 19, 2007, and are included in this policy.

I. APPLICABILITY

This is the code of ethics for personnel of the Nashville Metropolitan Transit Authority (Nashville MTA). It applies to all full-time and part-time elected or appointed officials and employees, whether compensated or not, including those of any separate board, commission, committee, authority, corporation, or other instrumentality appointed or created by the Nashville Metropolitan Transit Authority. The words "Nashville MTA" and "Nashville Metropolitan Transit Authority" include these separate entities.

II. DEFINITION OF "PERSONAL INTEREST"

- A.** For purposes of Sections 3 and 4, "personal interest" means:
1. Any financial, ownership, or employment interest in the subject of a vote by the Nashville MTA board not otherwise regulated by state statutes on conflicts of interests or
 2. Any financial, ownership, or employment interest in a matter to be regulated or supervised; or
 3. Any such financial, ownership, or employment interest of the official's or employee's spouse, parent(s), stepparent(s), grandparent(s), sibling(s), child(ren), or stepchild(ren).
- B.** The words "employment interest" include a situation in which an official or employee or a designated family member is negotiating possible employment with a person or organization that is the subject of the vote or that is to be regulated or supervised.
- C.** In any situation in which a personal interest is also a conflict of interest under state law, the provisions of the state law take precedence over the provisions of this chapter.

III. DISCLOSURE OF PERSONAL INTEREST BY OFFICIAL WITH VOTE

An official with the responsibility to vote on a measure shall disclose during the meeting at which the vote takes place, before the vote, and so it appears in the minutes, any personal interest that affects or that would lead a reasonable person to infer that it affects the official's vote on the measure. In addition, the official may recuse himself from voting on the measure.

IV. DISCLOSURE OF PERSONAL INTEREST IN NONVOTING MATTERS

An official or employee who must exercise discretion relative to any matter other than casting a vote and who has a personal interest in the matter that affects or that would lead a reasonable person to infer that it affects the exercise of the discretion shall disclose, before the exercise of the discretion, when possible, the interest on a form provided by and filed with the Chief Executive Officer of MTA. In addition, the official or employee may, to the extent allowed by law, charter, ordinance, or policy, recuse himself from the exercise of discretion in the matter.

V. ACCEPTANCE OF GRATUITIES, ETC.

An official or employee may not accept, directly or indirectly, any money, gift, gratuity, or other consideration or favor of any kind from anyone other than the Nashville MTA:

1. For the performance of an act, or refraining from performance of an act, that he would be expected to perform, or refrain from performing, in the regular course of his duties; or
2. That might reasonably be interpreted as an attempt to influence his action or reward him for past actions in executing the Nashville MTA business.

VI. USE OF INFORMATION

1. An official or employee may not disclose any information obtained in his official capacity or position of employment that is made confidential under state or federal law except as authorized by law.
2. An official or employee may not use or disclose information obtained in his official capacity or position of employment with the intent to result in financial gain for himself or any other person or entity.

VII. USE OF NASHVILLE MTA TIME, FACILITIES, ETC.

1. An official or employee may not use or authorize the use of Nashville MTA time, facilities, equipment, or supplies for private gain or advantage.
2. An official or employee may not use or authorize the use of Nashville MTA time, facilities, equipment, or supplies for private gain or advantage to any private person or entity, except as authorized by a legitimate contract or lease that is determined by the governing body to be in the best interests of Nashville MTA.

VIII. USE OF POSITION OF AUTHORITY

1. An official or employee may not make or attempt to make private purchases, for cash or otherwise, in the name of Nashville MTA.

2. An official or employee may not use or attempt to use his position to secure any privilege or exemption for himself or others that is not authorized by the charter, general law, ordinance, or policy of Nashville MTA.

IX. OUTSIDE EMPLOYMENT

An official or employee may not accept or continue any outside employment if the work unreasonably inhibits the performance of any affirmative duty of the Nashville MTA position or conflicts with any provision of the Nashville MTA's charter or any ordinance or policy.

X. ETHICS COMPLAINTS

1. The General Counsel of Nashville MTA is designated as the ethics officer of Nashville MTA. Upon the written request of an official or employee potentially affected by a provision of this chapter, the General Counsel of Nashville MTA may render an oral or written advisory ethics opinion based upon this chapter and other applicable laws.
2. (a) Except as otherwise provided in this subsection, the General Counsel of Nashville MTA shall investigate any credible complaint against an appointed official or employee charging any violation of this chapter or may undertake an investigation on his initiative when he acquires information indicating a possible violation and make recommendations for action to end or seek retribution for any activity that, in the General Counsel of Nashville MTA's judgment, constitutes a violation of this code of ethics.
(b) The General Counsel of Nashville MTA may request that the governing body hire another attorney, individual, or entity to act as an ethics officer when he has or will have a conflict of interests in a particular matter.
(c) When a complaint of a violation of any provision of this chapter is lodged against a member of the Nashville MTA's governing body, the governing body shall either determine that the complaint has merit, determine that the complaint does not have merit, or determine that the complaint has sufficient merit to warrant further investigation. If the governing body determines that a complaint warrants further investigation, it shall authorize an investigation by the General Counsel of Nashville MTA or another individual or entity chosen by the governing body.
3. The interpretation that a reasonable person in the circumstances would apply shall be used in interpreting and enforcing this code of ethics.
4. When a violation of this code of ethics also constitutes a violation of a personnel policy, rule, or regulation or a civil service policy, rule, or regulation, the violation shall be dealt with as a violation of the personnel or civil service provisions rather than as a violation of this code of ethics.

XI. VIOLATIONS

An elected official or appointed member of a separate Nashville MTA board, commission, committee, authority, corporation, or other instrumentality who violates any provision of this chapter is subject to punishment as provided by the Nashville MTA's charter or other applicable law and in addition, is subject to censure by the governing body. An appointed official or an employee who violates any provision of this chapter is subject to disciplinary action.