



Nashville MTA Committee Meetings

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Tennessee Bankers Association

211 Athens Way | Nashville, TN 37228

January 27, 2022 | 1:00 p.m.

The Nashville MTA Board will meet immediately following the NICE Committee meeting.

NEW INITIATIVES & COMMUNITY ENGAGEMENT Committee **Pages 1 - 26**

Janet Miller, Chair

Nashville Metropolitan Transit Authority Board Meeting

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Gail Carr Williams, Board Chair

Nashville MTA Committee Meeting

Tennessee Bankers Association

211 Athens Way | Nashville, TN 37228

January 27, 2022 | 1:00 p.m.

NICE Committee

Janet Miller, Chair
Mary Griffin, Member

1. Call To Order

2. Discussion Items – North Nashville Transit Center Planning Workshop

- | | | |
|---|---------------|-------|
| a. North Nashville Transit Center Site Visit – At 1:00 pm, a bus will transport meeting attendees to the Transit Center Site at 2501 Clarksville Pike for a quick site observation and then return to the Bankers Association | NICE-D-22-001 | |
| b. Overview of Current Project Budget and Funding Sources - Trey Walker, CDO | NICE-D-22-002 | p. 1 |
| c. Overall Design Concept Review – Trey Walker, CDO | NICE-D-22-003 | p. 5 |
| d. Discussion of Project Risk and Mitigation Strategies - Trey Walker, CDO | NICE-D-22-004 | p. 17 |
| e. Cultural Design Elements and Community Programming - Rita Roberts-Turner, CAO | NICE-D-22-005 | p. 19 |
| f. Honorary Naming of Transit Center and Specific Features - Rita Roberts-Turner, CAO and Margaret Behm, General Counsel | NICE-D-22-006 | p. 21 |
| g. Project Schedule – Trey Walker, CDO | NICE-D-22-007 | p. 25 |
| h. Preparation for Facility Commissioning and Ongoing Operations – Trey Walker, CDO | NICE-D-22-008 | p. 26 |

3. Other Business

4. Adjourn

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-002	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Overview of Current Budget and Funding Sources		

BACKGROUND:

The North Nashville Transit Center and associated improvements consist of four distinct capital project efforts with separate funding sources and project budgets. Together, these efforts provide not only the long-term real estate and infrastructure for the facility but also extend beyond the transit center property to improve multimodal connectivity. The four capital projects tied to the North Nashville Transit Center include:

- Long term ground leases for the facility and a companion station in the outbound direction on Clarksville pike,
- The site preparation, design, and construction of the transit center facility,
- Enhanced on-street stations along Clarksville Pike to provide a real-world laboratory environment for bus rapid transit level platform boarding concepts, and
- Neighboring pedestrian improvements to connect the neighborhood to the transit center facility.

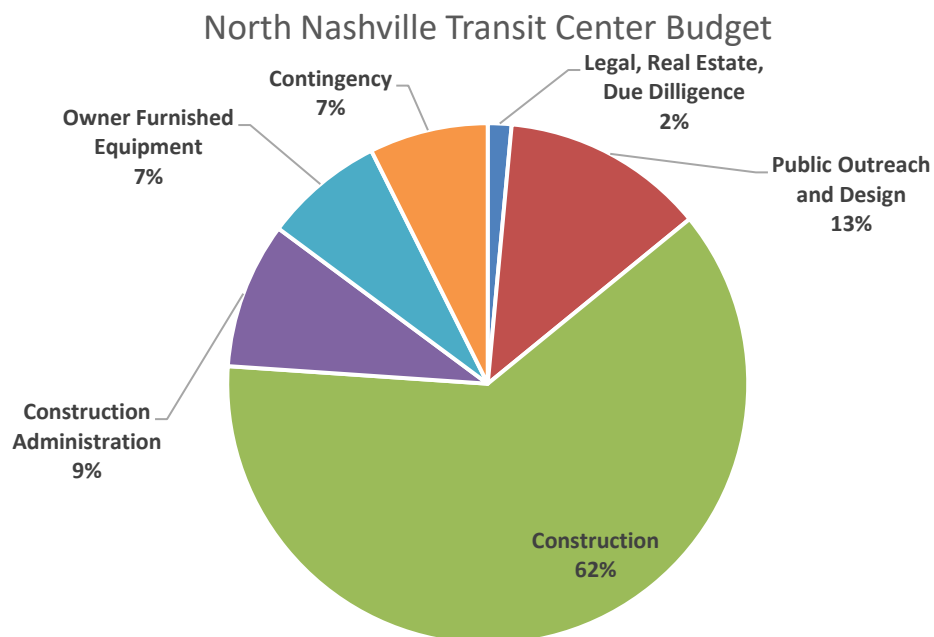
Consistent with FTA's requirement to maintain continuing use and control of the transit facility property, WeGo has entered a long-term lease for approximately 1.75 acres at the corner of 26th Avenue North and Clarksville Pike. Capital lease payments for this property will continue throughout the useful life of the facility. Additionally, WeGo is in discussions with Greater St. John Missionary Baptist Church regarding a ground lease for approximately 0.20 acres along Clarksville Pike to facilitate construction of an on-street outbound station complimentary to the transit center. Similarly, lease payments for this property would be adopted annually in the organization's capital budget and are eligible for funding through most of the Authority's typical capital project funding sources.

Funding for the site preparation, design, and construction of the transit center facility is comprised of several federal, state, and local funding sources totaling a value of \$9,908,000. The table below includes the value of funding sources associated with the transit center project.

North Nashville Transit Center Funding Sources	
Source	Amount
Metro Nashville Capital Spending Plan (FY2015 & FY2018 Funds)	\$2,092,000
USDOT "Hope" Grant	\$180,000
Federal Transit Administration S5307 Formula Capital Funds	\$2,236,000

North Nashville Transit Center Funding Sources	
Source	Amount
TDOT Improve Act Funding	\$5,400,000
Total Funding	\$9,908,000

Utilizing a total project budget of \$9,908,000, WeGo has created a project budget for the transit center effort. Major items within the budget include legal fees, real estate acquisition costs, and due diligence analysis, public outreach and design services, construction, construction administration professional services, owner furnished equipment, and project contingency. A breakdown of the project budget is shown below.



The project budget reflects existing contractual obligations as well as projected costs for items not yet under contract. The largest budget item in the cost of the center involves the site preparation and construction services. With the progression in design of the facility, the design team has developed an estimate of probable construction cost that has been updated at both schematic design and design development phases. The current cost estimate for the construction of the transit center is within 5% of the budgeted construction effort. A final cost estimate will accompany the final bid documents provided by the design team for comparison with the overall project budget. Beyond construction upcoming project procurements include owner furnished equipment such a real-time digital signage, IT hardware, and security cameras. The current project contingency is consistent with recently completed WeGo projects, exceeding 10% of the anticipated construction contract value.

Adjacent to the transit center project and located on Clarksville Pike, WeGo intends to install enhanced on-street boarding platforms. The Metro Nashville Transportation Plan, adopted in December of 2020, includes two

upgraded transit corridor projects, Murfreesboro Pike Bus Rapid Transit and Clarksville Pike Rapid Bus. While the design details of these respective project are still undetermined, there is a desire to explore corridor alternatives for bus rapid transit boarding enhancements. These enhancements could include level-platform boarding, off-board, fare collection, and precision docking techniques. With these enhancements not currently utilized within the WeGo network and with Clarksville Pike being a corridor targeted for these improvements, WeGo is including these techniques as a 'proof of concept' for future corridor projects. The stations directly on Clarksville Pike will include bus only lanes for boarding/alighting activity, level platform boarding, rough-in infrastructure for off-board fare collection, shelters, benches, trash cans, and real-time signage. Lessons learned through construction and operation of these facilities can be included in design documents for future corridor projects and specific physical upgrades at key stops in the corridor. Funding for this effort is anticipated to be approximately \$600,000 funded primarily through Metro Nashville's Capital Spending Plan adopted in December 2021 as part of the Clarksville Pike Rapid Bus Project.

The final capital effort associated with the North Nashville Transit Center features a series of pedestrian improvements located in the surrounding neighborhoods. These pedestrian improvements include ADA improvements at 18 street corners, the installation of four new crosswalks, and the construction approximately 350 feet of new sidewalk along 25th Avenue North from the McGruder Family Resource Center to the rear of the adjacent development. A map of these improvements is appended. This effort is funded through a federal discretionary grant program established from the Coronavirus Response and Relief Supplemental Appropriations (CRRSA) Act. This project was funded through a competitive grant process by the Greater Nashville Regional Council with a total award of \$1,092,250 through federal and local funding sources.

North Nashville Transit Center – Supplemental Projects Funding Sources	
Source	Amount
Metro Nashville Capital Spending Plan (FY2022 – Clarksville Pike Rapid Bus)	\$600,000
USDOT CRRSA Grant (w/Associated State and Local Matching Funds)	\$1,092, 250
Total Supplemental Project Funding	\$1,692,250

CURRENT STATUS:

This information is intended to inform later discussion relative to issues associated with overall facility design, project risk, cultural programming and ongoing operations.

APPROVED:



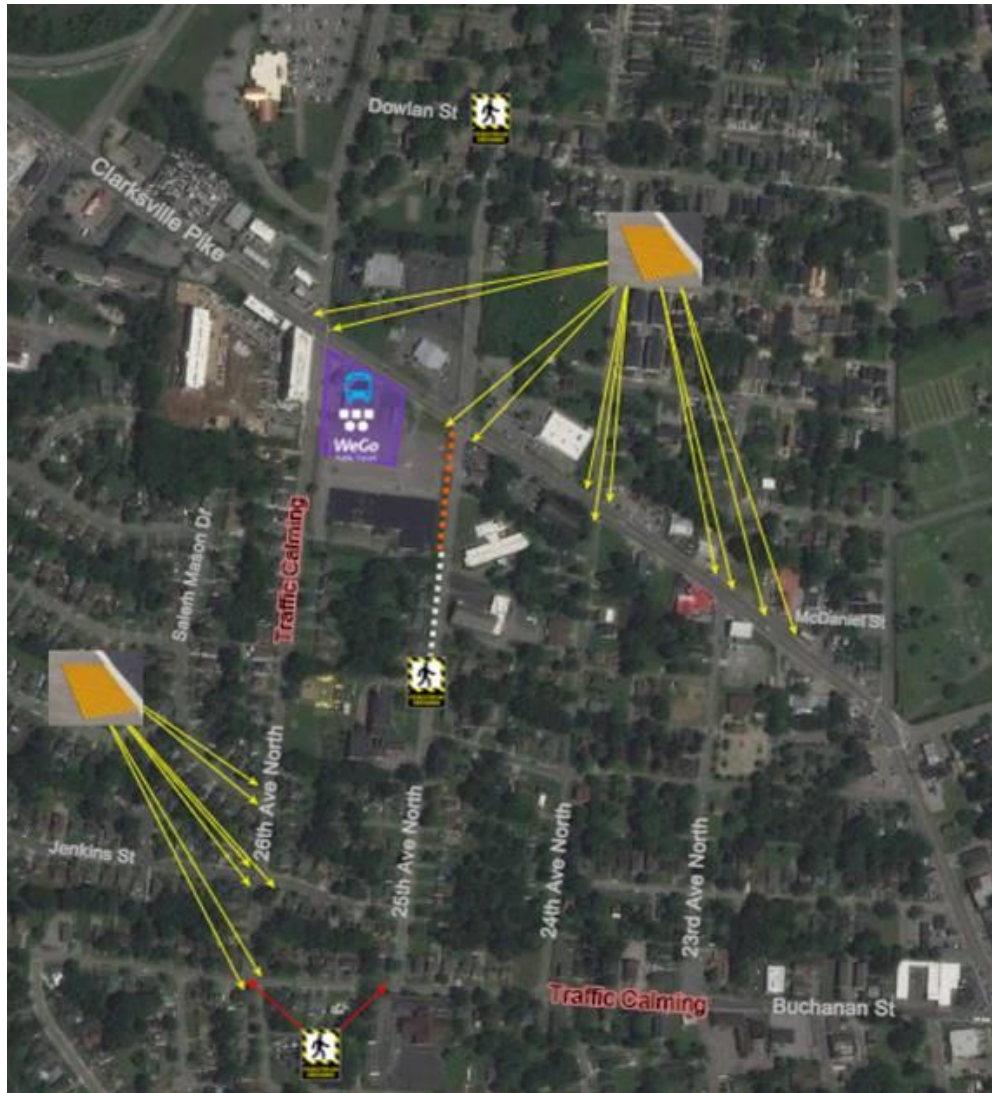
 Chief Development Officer

January 21, 2022

 Date

Appendix – Associated Pedestrian Improvements

North Nashville Pedestrian Safety Improvement Locations



Legend

----- Sidewalk to be construction as part of this project

----- Sidewalk to be construction by developer



Pedestrian Crossing Improvements



Rebuilt Curb Ramp with Truncated Dome Detectable Warning Mats

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-003	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Overall Design Concept Review		

BACKGROUND:

In previous meetings, the design team from Smith-Gee Studios have presented various design iterations of the North Nashville Transit Center site layout, facilities, and cultural/historical programming elements as they have been reviewed with the North Nashville Transit Center Neighborhood Advisory Committee and the community at large. Slides from previous presentations are attached as a review of the overall design to inform discussion relative to this project.

Design details include the general site layout, traffic flow, building design, customer amenities and cultural programming (which will be discussed in more depth later in the agenda). Designers are also advancing a number of environmental sustainability features.

WeGo's Transit Design Guidelines specify direction for operations programming and amenity levels provided at transit centers. However, with this being the first stand-alone transit center, it was desired to standardize environmental and sustainability programming for the North Nashville Transit Center and future transit centers. WeGo utilized design subconsultant Wilmot to draft a sustainability checklist of potential measures that could be incorporated into the design of a transit center. In total 45 sustainability measures are considered. The checklist was then organized according to applicability, cost, and priority based on regulatory requirements. In total the sustainability checklist includes four levels of priority which include

- Requirements by law or building code,
- Best Practice for inclusion of sustainability features,
- Optional depending on scenarios, and
- Not recommended.

As Wilmot organized the sustainability checklist for the North Nashville Transit Center 12 items were required, 18 items were considered best practice, 7 items were optional, and 8 items were not recommended. The current design iteration incorporates 30 of the 38 recommended sustainability measures into the design of the facility. The full sustainability checklist for the North Nashville Transit Center project is appended.

Additionally, twelve sustainability measures were recommended through the public preference survey associated with the project's community engagement plan. Of these twelve measures, ten are incorporated in the current design including short term bike storage, open/public spaces, rideshare accommodations, and recycling containers. The two recommended items not included in the design are solar panels and bike lanes. However, the current design includes rough-in for future solar expansion located at one on-street station and a portion of the transit center roof. This rough-in infrastructure will be utilized in the future by Metro Nashville's solar buyback program managed by Metro Water Services. Similarly, allocation of the right-of-way along Clarksville Pike includes space for future bike lanes as NDOT advances the Major and Collector Street Plan.

CURRENT STATUS:

Staff will show these slides at the meeting briefly to refresh the Board's memory with respect to some of the design details of this facility. We would like to discuss any "last minute" questions, issues or concerns that Members might have as we advance this project to construction bidding. Specifically, we would ask that Members review the "Sustainability Matrix" on page 18 and identify any specific questions or concerns you might have with respect to this list. Any significant alteration in design will need to be identified immediately in order to sustain the current project schedule.

APPROVED:

Chief Development Officer

January 21, 2022

Date

Current Site



Site Plan

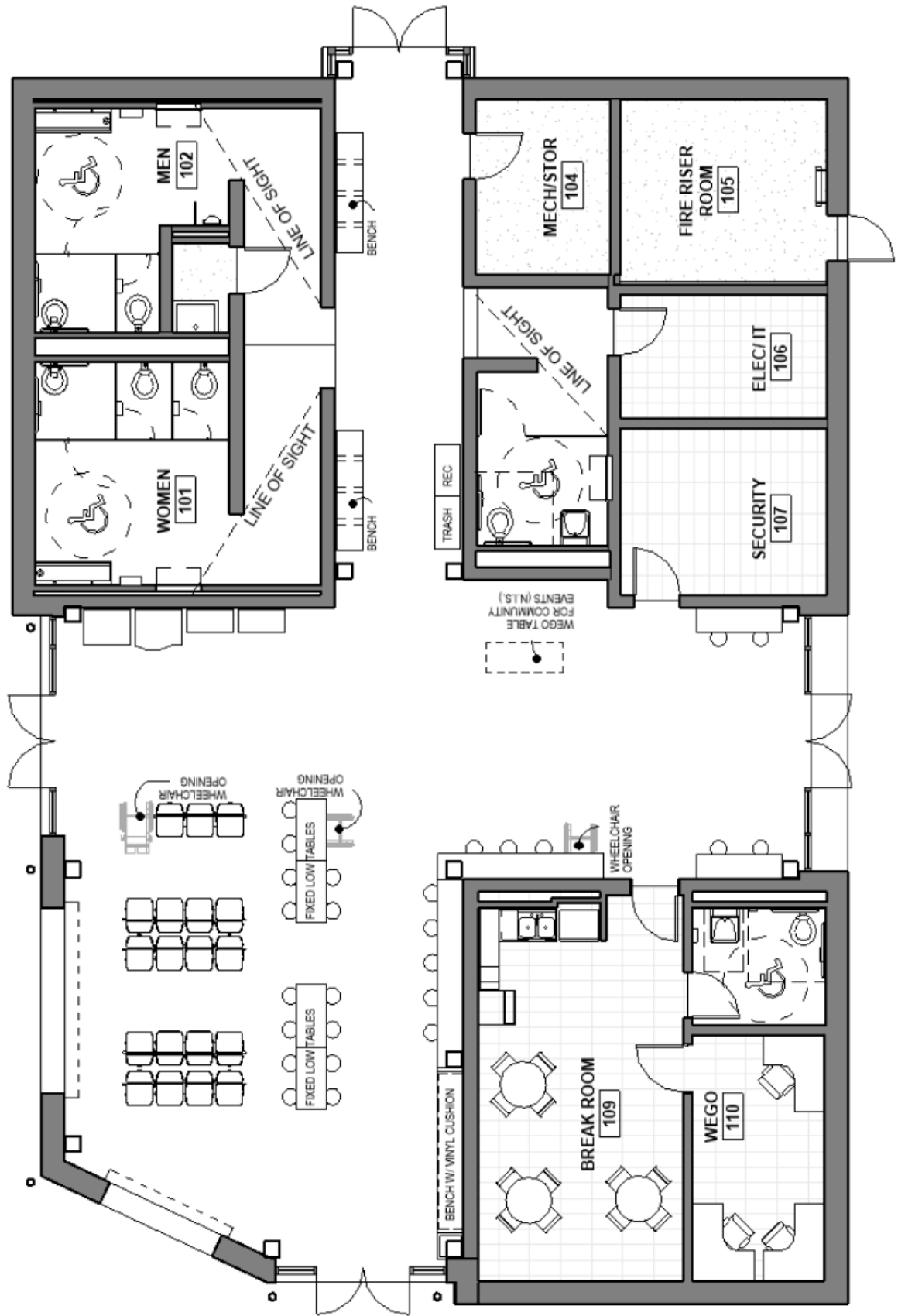


LEVEL PLATFORM BOARDING

Many modern Bus Rapid Transit systems incorporate “level platform boarding” into their station design. Level platform boarding design entails constructing a boarding platform to a height that matches the entry and exit door height of the bus, and incorporating some form of precision docking mechanism (such as a rubber bumper) that can help guide the Operator to “dock” the bus in close enough proximity to the platform to avoid the necessity to either kneel the bus or deploy a wheelchair ramp. The overall goal (along with other elements such as off-board fare collection) is to speed the boarding process and make boarding easier for persons with mobility limitations. The design teams is incorporating “dual-function platforms” on the Clarksville Pike platforms at the Center to accommodate both level platform and standard boarding. Aside from the enhancement at this facility, it would serve as a real-world training device as we advance other potential Bus Rapid Transit applications in the future.



Floorplan



Design Renderings

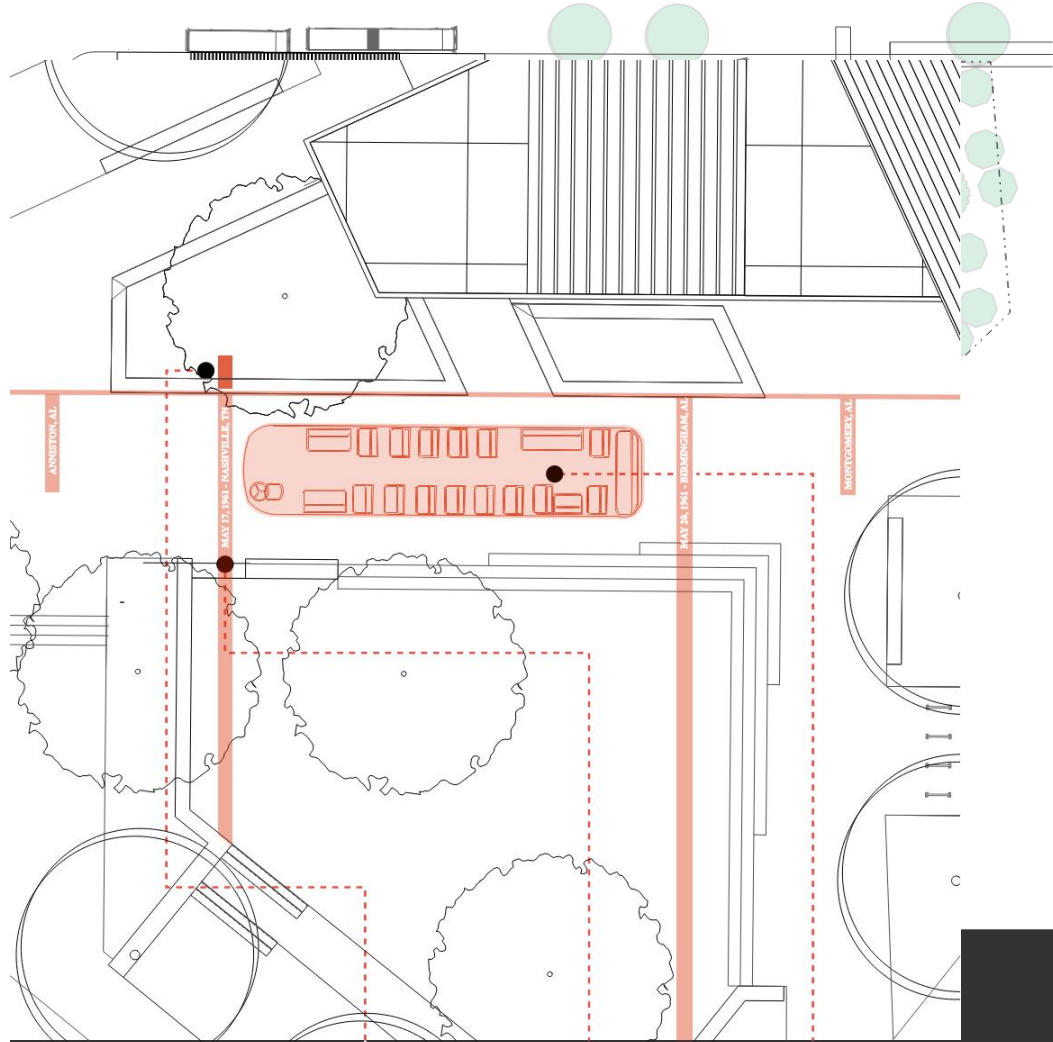


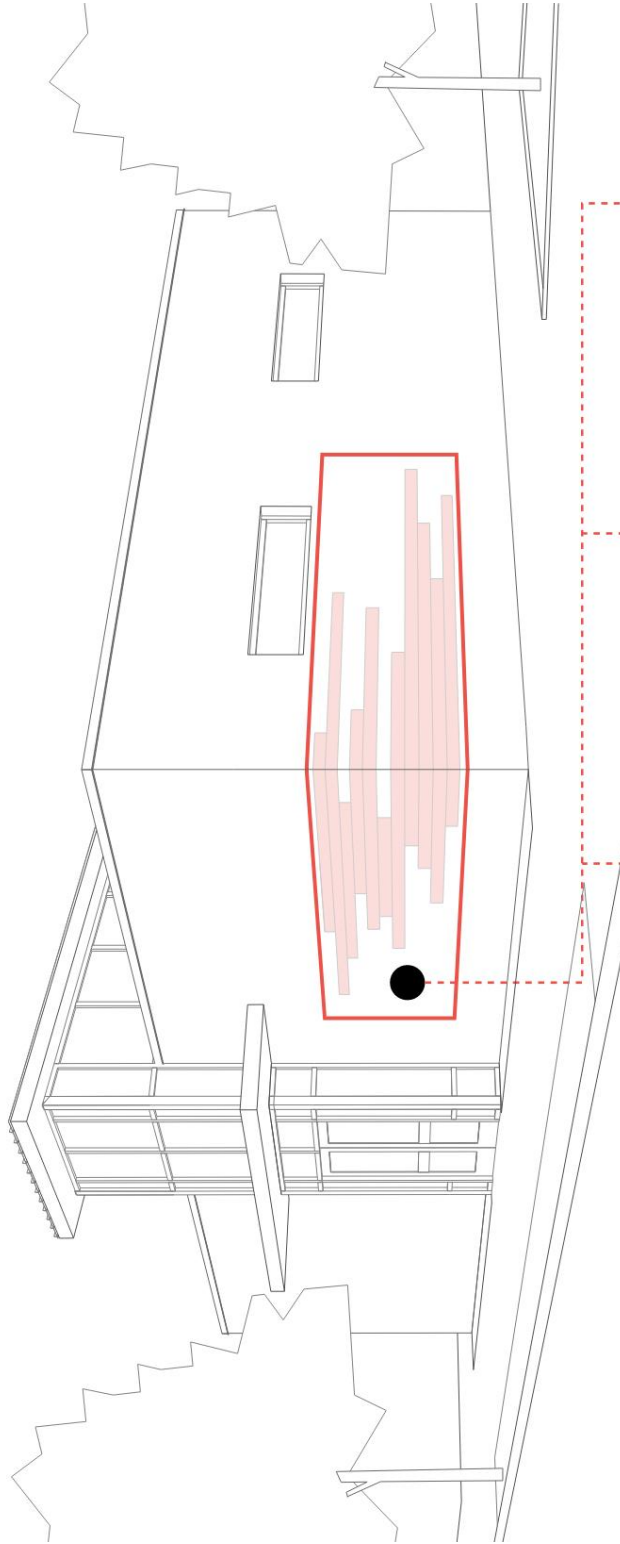
VOICES OF THE PAST

Datum lines set into the pavement will mark significant locations and dates of the Freedom Riders, while vertical monuments at key locations will offer the community an opportunity to learn and reflect. Off the plaza, inlaid metal will reflect the image of a bus and include the names of those from North Nashville who participated in the movement.



offer a platform for community voices.

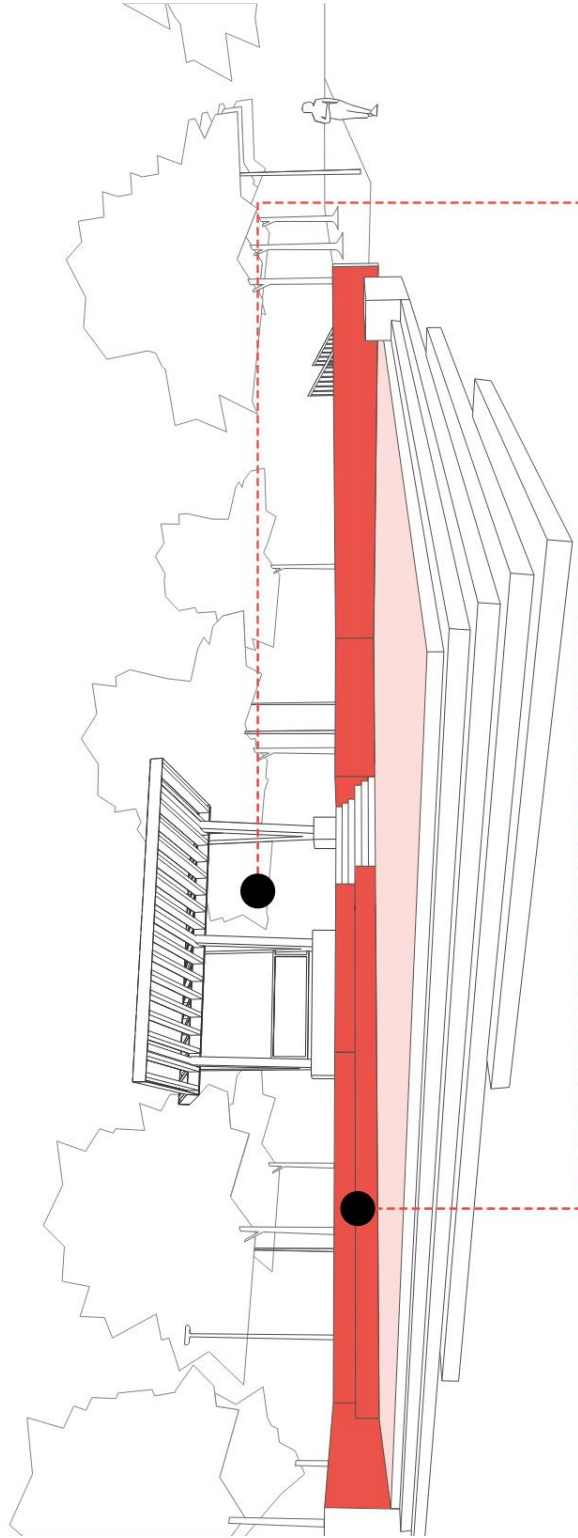




VOICES OF THE PRESENT

Recessed spaces in the brick facade will provide room for custom tiles to be secured to the wall. The frame in the wall provides room for thoughtful design, and WeGo may engage an artist to compose the tiles. The tiles themselves may be painted, engraved, etched, 3D printed, or cast. These elements provide North Nashville residents the opportunity to permanently influence their neighborhood by engaging in the creative process.

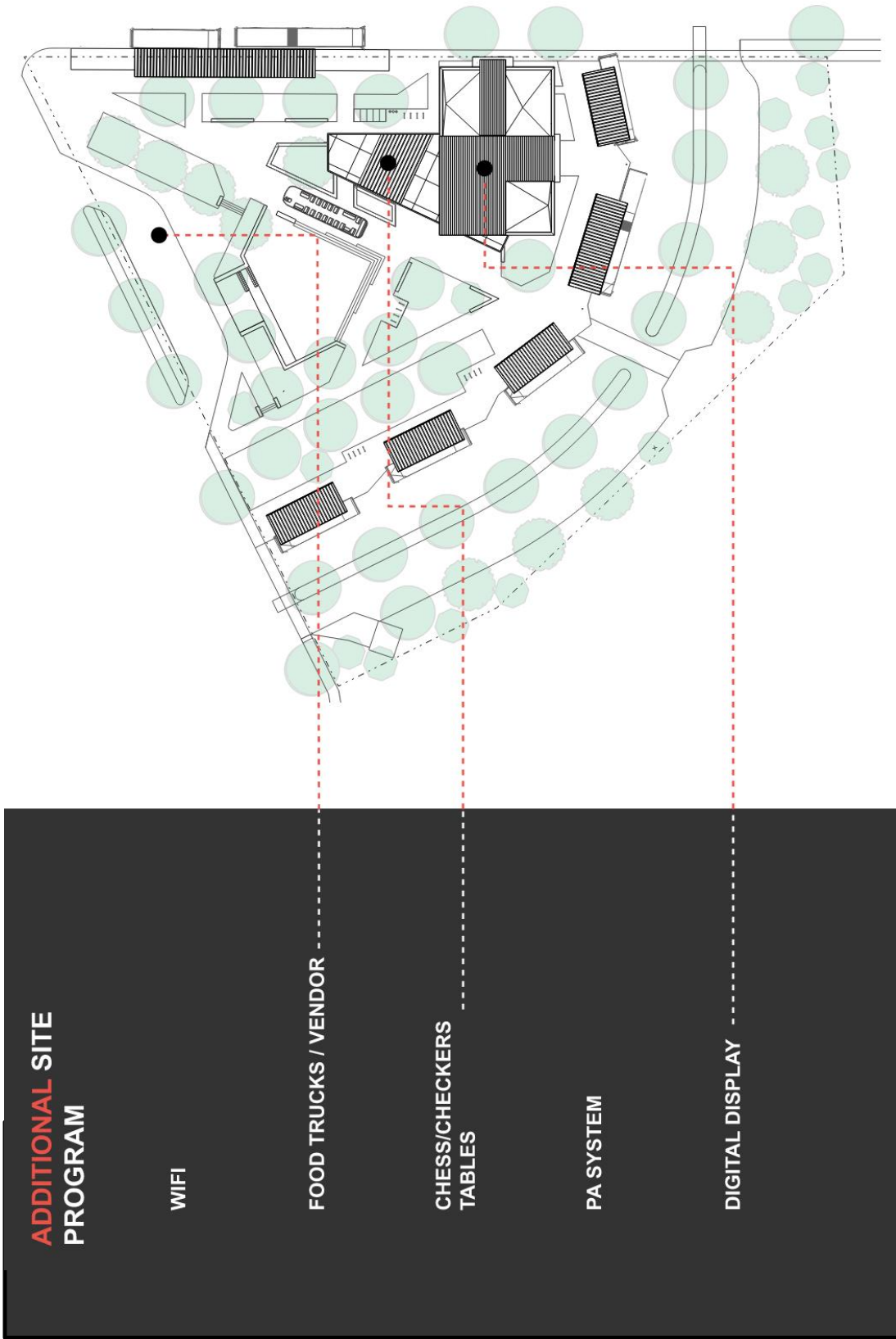




VOICES OF THE FUTURE

The canopy at the top of the plaza will protect the stage on one side and provide a waiting area for ride sharing on the other. Walls on the plaza will act as a canvas for local artists to add character that is true to North Nashville through murals, and will offer seating and child exploration while waiting for the bus.





Sustainability Features

WeGo Sustainable Design Matrix									
Project Name: North Nashville Transit Center									
Address: 2521 Clarksville Pike									
Designer: Smith Gee Studios									
Date: 1/13/2022									
Item	Applicable?	*Priority	Public Meeting Item	Benefits	Cost Impact	Incorporated in Design			
Shelters/Canopies	Yes	Required		Provide shelter and reduce perceived waiting time.	\$	Yes			
Public Seating	Yes	Required		Enhances sense of community and raises property values.	\$	Yes			
Wi-Fi	Yes	Required		Increased public internet access and equity	\$	Yes			
Bicycle Racks Short Term	Yes	Required	Yes	Convenience for cyclists, increased mobility.	\$\$	Yes			
Native/Drought Tolerant Plants	Yes	Required		Native plants require no irrigation and limited maintenance.	\$	Yes			
LED Lighting	Yes	Required		Reduces energy use.	\$	Yes			
Reflective Roof	Yes	Required		Reduces heat island effect and saves cooling costs.	\$	Yes			
Materials Management Planning	Yes	Required		Reduces waste to landfills.	\$	Yes			
Trees	Yes	Required	Yes	Beautification and numerous ecological benefits.	\$	Yes			
Sidewalks	Yes	Required		Increased mobility, improve or add in coordination with Public Works.	\$\$\$	Yes			
Light Pollution Reduction	Yes	Required		Dark sky friendly fixtures.	\$	Yes			
Bicycle Rental (B-Cycle)	Yes	Best Practice	Yes	Convenience for cyclists, increased mobility.	\$\$	Yes			
Open/Public Space	Yes	Best Practice	Yes	Increased livability, improve or add in coordination with Public Works.	\$\$\$	Yes			
Shared Mobility (rideshare)	Yes	Best Practice	Yes	Promotes connectivity and increases ridership.	\$	Yes			
EV Charging	Yes	Best Practice		Provides access to renewable energy.	\$\$	Yes, Include conduit for EV chargers			
Green Infrastructure (Rain Gardens)	Yes	Best Practice	Yes	Reduces stormwater runoff and improves quality.	\$\$	Yes			
Passive Irrigation	Yes	Best Practice		No irrigation with city water, water reduction	\$	No			
Low-flow fixtures	Yes	Best Practice		Reduces water use.	\$	Yes			
PerVIOUS Pavement	Yes	Best Practice		Reduces stormwater runoff and improves quality.	\$\$	Yes, Pavers in plaza			
Public Art/Education	Yes	Best Practice		Enhances sense of community and raises property values.	\$\$	Yes			
Recycled Content	Yes	Best Practice		Reduces embodied energy in materials.	\$	Yes, In spec			
Recycling Containers	Yes	Best Practice	Yes	Reduces waste to landfills.	\$	Yes			
Regional Materials	Yes	Best Practice		Reduces hauling emissions and promotes local industry.	\$	Yes, In spec			
Light Color Pavement	Yes	Best Practice		Reduces heat island effect and saves cooling costs.	\$	Yes			
Bird Friendly	Yes	Best Practice	Yes	Increase biodiversity provide habitat.	\$	Yes			
Bottle filler in water fountains	Yes	Best Practice		Reduce waste.	\$	Yes			
Access to views and daylight	Yes	Best Practice		Improve occupant well being.	\$	Yes			
Pollinator Friendly	Yes	Best Practice	Yes	Increase biodiversity provide habitat.	\$	Yes			
Low VOC Emitting Materials	Yes	Best Practice		Improve human health.	\$	Yes, In spec			
Bicycle Storage Long Term	Yes	Optional	Yes	Convenience for cyclists, increased mobility.	\$\$	Yes			
Bike Lanes	Yes	Optional	Yes	Increased mobility, improve or add in coordination with Public Works.	\$\$	No			
Greenways	Yes	Optional		Increased mobility, improve or add in coordination with Metro Parks.	\$\$\$	No			
Solar	Yes	Optional	Yes	Contribute to Metro 100% renewable mandate.	\$\$	Yes, providing conduit			
Rainwater Collection	Yes	Optional		Reduces stormwater runoff and potential for reuse.	\$\$	No			
Life Cycle Cost Analysis	Yes	Optional		Improved decision making.	\$	No			
Community Garden	Yes	Optional		Build sense of community and produce local food.	\$\$	No			
Grey Water Reuse	No			Reuse captured rainwater in toilets, water reduction	\$\$\$				
Geothermal Systems	No			Reduces energy use.	\$\$				
LEED Certification	No			Comprehensive green building certification	\$\$				
WELL Certification	No			Building certification focusing on occupant well being.	\$\$				
Passive Solar	No			Reduce energy use.	\$\$				
Passive Heating and Cooling	No			Reduce energy use.	\$\$				
Biophilic Environments	No			Improve occupant well being.	\$\$				
High Efficiency Building Systems	No			Reduced energy use.	\$\$				
Green Roof	No			Reduce stormwater runoff and provide habitat.	\$\$\$				
* Required = Required by law, policy or strong owner preference Best Practice = Designer should make every effort to include Optional = To be included if feasible									

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-004	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Discussion of Project Risk and Mitigation Strategies		

BACKGROUND:

Overall, the North Nashville Transit Center and associated projects can expect to experience volatility due to current supply chain fluctuations and the general unpredictability of the COVID pandemic. On current projects and active procurements, supply chain issues impact material availability, schedule, and cost. Additionally, current construction projects are encountering regular delays as effects of the pandemic and general employment climate. To mitigate these risks for the North Nashville Transit Center, the design team and construction administration teams are reviewing the design documents with a focus on material availability. In certain cases where readily available alternatives are present, certain materials are not being specified. Cost fluctuation is anticipated throughout the bidding process. This cost volatility could negatively impact the ability to attract 'hard bids' for the construction of the center. In addition to value engineering proposals, we are investigating the inclusion of cost escalation clauses in the bid documents for highly volatile materials such as structural steel.

With respect to schedule, we strongly suggest that any publication of project schedules be heavily labeled as preliminary and subject to change due to conditions. Activities that require more "date certain" preparation (hiring of operating staff, alteration of bus routes and schedules, scheduling of opening celebration activities, ongoing on-site programming, etc.) should be held off until we have advanced far enough into construction to have a great deal of certainty about key "long-lead time" deliverables, and that labor for key trades is known to be readily accessible.

With respect to costs, the construction budget and current construction cost estimates for the North Nashville Transit Center are within about 5%. Additionally, we anticipate pricing volatility due to current market conditions and our experience on other construction projects. Value engineering can be utilized to create a larger project contingency and increase the likelihood of a successful bid process.

In general, three basic approaches can be taken in a value engineering process. An initial approach could be leaving current scope and cost estimate unchanged going into construction bidding. This does carry the risk of an apparent low bid exceeding the project budget. An alternate approach could be to remove some of the construction scope from the project. Currently the construction scope encompasses operational programming for the site with a certain level of 'future-proofing', and the cultural programming elements recommended by the Advisory Committee. Removal of some of these elements would reduce the anticipated construction cost estimate and preserve the project contingency for construction. A third approach would involve a blend of the other approaches. While maintaining the delivery of operational and cultural programming, the construction scope could be modified to reduce the anticipated construction cost of the center. The design team has evaluated the cost of several value engineering proposals that maintain functionality and amenities on the site. Examples of value engineering measures will be given for the respective approaches during the workshop discussion.

Finally, the Board could determine (if bid prices exceed available budget or leave an insufficient contingency line item) that additional funding should be secured to complete the project as intended. In this case, we would want to begin to identify alternate funding sources that might be an option for some elements (foundation funding for certain artistic and cultural elements, for example) or a reprioritization of projects in our Capital Improvements Plan to free up routine capital funding to complete this project as intended.

CURRENT STATUS:

The intent of this item is to appraise the Board about the volatile current state of the world with respect to undertaking significant construction projects. Staff would like to generate some “directional discussion” as it pertains to preferred approaches to mitigating and absorbing these risks, so that future recommendations can be made that are consistent with a broader Board philosophy. In many cases, these decisions will be time sensitive, so the more direction we can get in advance with respect to the Board’s risk tolerance, the more quickly we will be able to advance the project toward completion.

APPROVED:



Chief Development Officer

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-005	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Cultural Design Elements and Community Programming		

BACKGROUND:

Through the initial phases of public engagement on the design of the North Nashville Transit Center, there was community consensus that the look and feel of the center should reflect the history, culture and residents of North Nashville. These sentiments were echoed through 1-on-1 meetings with neighborhood leadership, as well as through a neighborhood advisory committee we assembled to help guide us through this process. At the December 16, 2021 Board meeting, staff presented to you the concept of the North Nashville Transit Center serving as a place that reflects “the voices of North Nashville.” The following three primary themes were identified during the design process with business community leaders, north Nashville residents, elected officials, and the recently convened Advisory committee:

- Voices of the Past
- Voices of the Present
- Voices of the Future

Each theme creates unique opportunities for interpretation in the final facility, as well as in potential ongoing programming. As the Board explores these themes and how they can be incorporated into the transit center there are key considerations that should be discussed.

CURRENT STATUS:

The overall themes developed by the design team have been well received by the Advisory Committee and community at large at a high level. However, as with most things, the “Devil is in the details,” and we will need to translate this broad programmatic approach into specific artistic, historic, and cultural representations of the design intent in a manner that honors the community. Beyond design and construction considerations, many of the elements may require an ongoing programming commitment by WeGo Public Transit to assure that the original intent of the installations is met, and that the Center reaches its full potential. Decisions in this arena will likely have resource implications with respect to budget and staff time. In the pages that follow, we have attempted to outline some key considerations, along with any specific recommendations from staff and the design team. The goal of this item is to have robust discussion with the Board with respect to our future direction on cultural design and programming at the Center.

APPROVED:



Chief Administrative Officer

January 21, 2022

Date

Voices of the Past--Recognizing North Nashville’s roots in the Civil Rights Movement and the role that transit played, the spine of the site memorializes the events and figures of the Freedom Riders. The main promenade through the site will guide riders and visitors through a timeline of key stops along the famous route and at one point honor those from North Nashville who set out to join the Freedom Riders.

Proposals	Considerations	Recommendations	Bd. Action
<ul style="list-style-type: none">Datum lines set into the pavement to mark significant locations and dates of the Freedom RidersVertical monuments at key locations at the site to offer the community an opportunity to learn and reflectOff the plaza, inlaid metal image of a bus and include the names of those from North Nashville who participated in the movement	<ul style="list-style-type: none">Services needed to ensure historical accuracyProcess for securing services (e.g. community involvement, agency partnership, procurement contract, volunteer steering committee etc.)Local, state or national vendor requirements/preferences		<ul style="list-style-type: none">Provide feedback on the design proposals for Voices of the PastProvide recommendation for contractor/vendor engagements

Voices of the Present-- This transit center is one that residents of North Nashville should be proud to call their own. A prominent space will allow North Nashville residents to put their personalized mark on the building. Individuals may put their own name or someone special, artistic expression, words of inspiration, or a significant event on bricks, tiles, or glass which will be preserved in the architecture for the life of the building.

Proposals	Considerations	Recommendations	Bd. Action
<ul style="list-style-type: none">Recessed spaces in the brick facade for names to be painted, engraved, etched, 3D printed, or cast.	<ul style="list-style-type: none">Establish goal/objective of the wallEstablish qualifications to be included on the wall (e.g. native Nashvillian, native of North Nashville, open to all)Whether it will be a source of revenue (i.e. purchase a brick) and if so how will/must the revenue be usedDetermine Metro Council or other legal/legislative action required	These elements provide North Nashville residents the opportunity to permanently influence their neighborhood by engaging in the creative process	<ul style="list-style-type: none">Provide feedback on the design proposals for Voices of the PresentFormally vote on whether to pursue as a source of revenueProvide recommendations for naming qualifications

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Voices of the Future-- As an important node that brings North Nashvillians together, the transit center is a natural place for expression of ideas. A small stage on the plaza to gather, perform, or have conversations will facilitate the expression of these ideas in a public forum, and will offer a platform for community voices.

Proposals	Considerations	Recommendations	Bd. Action
<ul style="list-style-type: none">A small stage on the plaza to gather or performA canopy at the top of the plaza to protect the stage and provide a waiting area for ride sharingWalls on the plaza to act as a canvas for local artistsSeating and child exploration areas while waiting for the bus	<ul style="list-style-type: none">Programming coordination (WeGo staff, contract vendor, or community partner)Programming budget (staff, usage fees, etc.)Program restrictions—WeGo code of conduct/ other laws and how to monitor compliance		<ul style="list-style-type: none">Provide feedback on the design proposals for Voices of the FutureProvide recommendations for staffing

Facility naming—review and discuss potential names for the Transit Center that will honor

Proposals	Considerations	Recommendations	Bd. Action
Elizabeth Duff, Ernest Rip Patton, Noble Blackwell, Avon Williams, and CE McGruder	person(s) who were residents and have demonstrated a commitment to NN	Advisory Committee unanimously recommended Ernest Rip Patton	<ul style="list-style-type: none">Formally vote on a recommendation to submit to Metro Council

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-006	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Honorary Naming of Transit Center and Specific Features		

BACKGROUND:

Throughout the course of the development of the North Nashville Transit Center, various individuals have asked whether the Center would be named in honor of an individual, and several suggestions of who that individual should be have been made. There was widespread opinion that any recognition should be of noteworthy individuals with a connection to North Nashville, not national figures from outside the area. Last year, following her passing, several employees suggested that we use the Center to commemorate the life of Elizabeth Duff, the first African American Woman to operate a bus in Nashville. This topic garnered spirited discussion in the Advisory Committee process. In all, five individuals were suggested to be honored in some manner at the Center. While all five were warmly regarded by everyone on the Committee (and Ms. Duff was specifically recognized for her connection to both the North Nashville Community, Civil Rights and to the history of public transportation in Nashville) the consensus of the Advisory Committee was that the MTA Board entertain naming of the overall facility after Ernest “Rip” Patton, a member of the Nashville Freedom Riders who passed away in 2021.

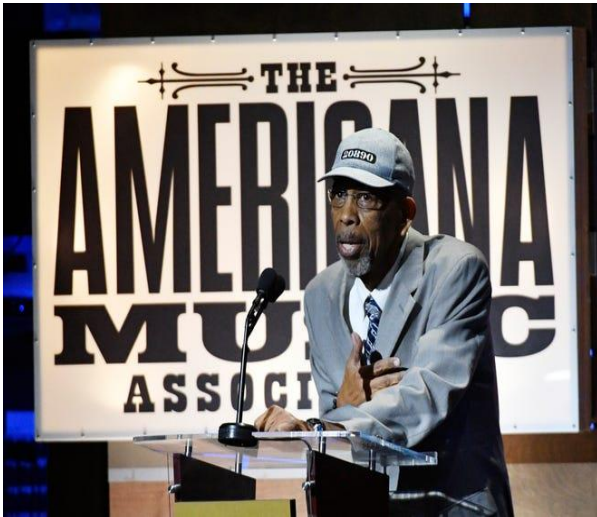
A brief biography of each individual suggested by the Committee follows. In order to formally name the Transit Center (or any element of the Transit Center) formally, the following steps are required:

1. The MTA Board would adopt a formal resolution recommending the individual and how they are to be honored to the Metropolitan Council
2. The Metro Council would receive biographical information about the individual and adopt an ordinance (following 3 readings in their public meeting) accepting the recommendation and authorizing the recognition.

CURRENT STATUS:

Brief biographies for all 5 individuals suggested for some form of recognition (overall facility naming, sub-area naming, commemorative plaque, etc.) follow, with the Advisory Committee advancing Ernest “Rip” Patton for recognition with overall naming of the facility. Staff would like direction as to if and how these individuals should be recognized at the Center. If the Board reaches consensus and the recognition requires a formal action of the Board, that action would need to be deferred to a future meeting so it could be appropriately noticed.

ERNEST “RIP” PATTON



Ernest Patton was a member of the Nashville Freedom Riders who died on August 24, 2021. He was 81. Patton participated in the downtown Nashville civil rights sit-ins in 1960 and was reportedly among the first wave of Freedom Riders to arrive in Jackson, Mississippi on a Greyhound bus with the intent of forcing the desegregation of interstate transportation facilities. He spent 40 days in jail at the Mississippi State Penitentiary and was expelled from TSU, which was then called Tennessee A&I. He, along with the other Freedom Riders, was granted an honorary doctoral degree in 2008. (Source: The Tennessean)

NOBLE BLACKWELL

Noble Virgil Blackwell was born and raised in Nashville and began his radio career reading announcements over his high school PA system. He landed a job at a local urban radio station WVOL, where he recognized the need to promote local artists. He started NB Productions and produced his signature project and accomplishment, "Night Train"(a joint venture with WLAC-TV, a CBS affiliate). Noble was the writer, producer and host of "Night Train," locally produced all-black R & B TV show that aired on Channel 5. It became the first African American program to be syndicated by Viacom in 30 countries. He died on September 10, 1994.

(Source: All Press Releases 2018)



ELIZABETH DUFF



Elizabeth Duff, was born and raised in Nashville, Tennessee and broke gender and color barriers by becoming the first female and first African American female bus driver in Nashville when she was hired by MTA in April 1974. She was a trailblazer for other women in the city. Proving that a woman could drive a city bus, her hire led to 3 more female drivers being hired soon thereafter and MTA finally conceding to build its first bathrooms to accommodate female employees.

In 2004, she was named Urban Driver of the Year by the Tennessee Public Transportation Association in recognition of her attendance, cooperation, courtesy and safety record. After 33 years of service, Duff retired from Nashville MTA in 2007.

During Black History Month in 2018, Mrs. Duff was recognized by ATU Local 1235 for her extraordinary service to the city of Nashville.

Mrs. Duff died on February 13, 2021 at the age of 72. She was married to Harry W. Duff Sr. and had 3 children, 15 grandchildren and 7 great grandchildren. (Sources: multiple)

CURLIE (C.E.) MCGRUDER (No photo available)

Mrs. McGruder moved to Nashville in 1954 with her husband who was completing his residency at Meharry Medical College. She attended Fisk University and was active in social and civil rights causes including serving as president of the Nashville chapter of the NAACP from 1964 to 1965. She is credited with helping to organize a "march for freedom" near Fisk University and the establishment of the annual citywide Martin Luther King Jr. Day march and breakfast in the 1980s. She was a member of the NAACP until her death in 1993. (Source Digital Scholarship @TSU)

AVON WILLIAMS



Avon Williams Jr. was born in 1921 in Knoxville. He obtained his law degree from Boston University in 1947 and a master's degree in law from the same university a year later. He was recognized as a leading African American lawyer in Tennessee for his advocacy of African American rights having served as an attorney for the NAACP and later as a partner with prominent African American Nashville attorney, Z. Alexander Looby.

In 1955 he filed the Nashville school desegregation case (Kelly v. Board of Education) and ultimately assisted in almost every school desegregation case throughout Tennessee. The former University of Tennessee, Nashville, campus was later named the Avon Williams Jr. Campus of Tennessee State University in his honor.

In 1968 he became the first African American state senator in Tennessee and served until 1990. As senator, he championed funding for Meharry Medical College and Tennessee State University. Fisk University also awarded him an honorary LL.D. degree in 1989 for his achievements on behalf of African Americans. Avon Williams died on August 29, 1994. (sources: multiple)

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-007	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Preliminary Project Schedule		

BACKGROUND:

Pursuant to earlier comments regarding the schedule risks associated with undertaking construction in the current environment, the following is presented as a very preliminary and tentative project schedule.

1. Complete Design: March 2022
2. Bid Construction Contracts: April 2022 – June 2022
3. MTA Board Award of Construction Contracts: June 2022
4. Site Construction: September 2022 – September 2023
5. Facility Grand Opening: Fall 2023
6. Service Configuration to Serve New Center: October 2023 Service Changes

CURRENT STATUS:

This information is provided for your information only and is preliminary. Key tasks necessary to sustain this schedule include completion of construction documents over the next 60 days (necessitating that any significant design changes be identified now) and completion of the long-term lease with Greater St. John Missionary Baptist Church for right of way necessary to construct the outbound station platform be completed in the next several months.

APPROVED:



Chief Development Officer

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	NICE-D-22-008	Meeting Date:	01/27/2022
Item Title:	North Nashville Transit Center: Preparation for Facility Commissioning and Ongoing Operations		

BACKGROUND:

With the preliminary construction schedule projecting opening of the North Nashville Transit Center in the Fall of 2023, the Center will have no material impact on the FY2022-23 Operating Budget. However, it will have a significant impact in all ensuing years, as it will be a significant facility to operate and maintain. One of the most often repeated recommendations (or concerns) expressed by neighborhood residents was that the facility be maintained in a state of good repair, that it be well lit, that it be kept clean and that it be safe and secure. All of these elements will have budgetary implications. Additional suggestions were received that could add additional expense, including ongoing cultural programming, on-site Customer Care presence, and on-site Operations supervision presence.

CURRENT STATUS:

There is no current action necessary. The intent is to keep this issue on the Board's mind throughout the project, and to solicit any specific operating concerns or suggestions that Members' might have to be incorporated into design and operations planning.

APPROVED:



Chief Development Officer

January 21, 2022

Date

Nashville MTA Board Meeting

Tennessee Bankers Association

211 Athens Way | Nashville, TN 37228

January 27, 2022 | 2:30 p.m.

Board Members:

Gail Carr Williams, Chair
Jessica Dauphin
Mary Griffin

Janet Miller, Vice Chair
Walter Searcy

1. **Call to Order**
2. **Roll Call**
3. **Approval of the December 16, 2021, MTA Board Minutes**
4. **Public Comments**
5. **Operations & Finance Committee – Walter Searcy, Chair**
 - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO OF-D-22-001 p. 32
 - Conflict of Interest Discussion – Ed Oliphant, CFO OF-D-22-002 p. 35
 - WeGo Ride Program Pilot True-up with Vanderbilt University – Ed Oliphant, CFO OF-D-22-003 p. 38
 - Armored Car Contract Extension – Ed Oliphant, CFO M-A-22-001 p. 40
 - Monthly Operating Statistics – Andy Burke, COO OF-D-22-004 p. 41
 - Safety Management Systems (SMS) Plan Update – Nicholas Oldham, Director of Safety & Risk Management OF-D-22-005 p. 46
 - Upcoming Procurement Projects List p. 47
6. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Spring 2022 Service Changes Update – Felix Castrodad, Director of Planning & Grants NICE-D-22-001 p. 49
 - Better Bus Service Expansion, Improvement Update and Direction for Next Phase Expansion – Felix Castrodad, Director of Planning & Grants and Justin Cole, Senior Transit Planner NICE-D-22-002 p. 50
 - WeGo Link Program Review – Dan Freudberg, Deputy COO for Systems and Felix Castrodad, Director of Planning & Grants NICE-D-22-003 p. 51
7. **CEO's Report – Stephen G. Bland, CEO**
8. **Chair's Report – Gail Carr Williams, Chair**
9. **Other Business**
10. **Adjournment**

NASHVILLE METROPOLITAN TRANSIT AUTHORITY
Board of Directors Meeting

December 16, 2021

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Metropolitan Nashville Police Department located at 5500 Charlotte Pike, Nashville, TN 37209 on Thursday, December 16, 2021.
 - II. **Roll Call of Persons Present:** Gail Carr Williams, Chair; Janet Miller, Vice-Chair; Walter Searcy, Member; Jessica Dauphin, Member; Margaret Behm, Board Secretary; Chief Administrative Officer Rita Roberts-Turner; Chief Financial Officer Ed Oliphant; Chief Operating Officer Andy Burke; Chief Development Officer Trey Walker; Deputy Chief Operating Officer-Operations Systems Dan Freudberg; Director of Marketing & Communications Renuka Christoph; Director of System Safety & Risk Management Nicholas Oldham; Transit Planner Hannah Schaefer; Sr. Transit Planner Justin Cole; Director of Planning & Grants Felix Castrodad; and Sr. Executive Assistant & Board Liaison Monica Howse.
- A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:34 p.m.
- III. **Approval of Minutes:** Vice-Chair Janet Miller made a motion to approve the November 18, 2021 minutes; the motion was seconded by Walter Searcy, and unanimously approved by the board.
 - IV. **Public Comments:** Chair Gail Carr Williams opened the floor for public comments. The public was reminded that comments were limited to three minutes. The following members of the public had these comments:

John Bull

Mr. John Bull's comments were as follows:

- Mr. Bull said that he appreciates the initiative and implementation of WeGo providing transportation for the cold weather response plan; and the other services provided to the overflow shelter.
- Mr. Bull said that he likes the Better Bus Service Expansion & Improvement Update and Direction for Next Phase Expansion.
- QuickTicket fare capping is pertinent for the bus riders.

Darius Knight

Mr. Darius Knight's comments were as follows:

- Mr. Knight said some of the visual displays on the WeGo Nabi 60ft and the New Flyer 60ft buses (front, side, and back) aren't working.
- Mr. Knight said there needs to be more enforcement regarding the mask mandate because customers are riding with no mask and this is a law by the federal government.
- Mr. Knight said that bus operators are being threatened by customers and asked if there could be more of a security presence at Central to ensure that bus operators and staff are safe. He also asked if the security team can pay closer attention to the younger kids and young adults that are hanging around Central in the evening time.
- Mr. Knight said not all customers have access to social media platforms and suggested that we provide additional signage on the buses of upcoming virtual meetings and bi-annual changes so that all customers are informed.
- Mr. Knight said that he appreciates the hard work and efforts of bus operators, maintenance staff, customers service, and admin staff during these times. He asked the executive staff to appreciate and recognize staff as well.

- Mr. Knight encouraged the executive board to continue advocating for better transit for Nashville.

V. Operations & Finance Committee Report: Walter Searcy introduced the following items for discussion and action:

- Monthly Financial Report Compared to Budget (OF-D-21-035):** Chief Financial Officer Ed Oliphant reported and reflected on the statement of operations for October 2021 compared to the budget and a balance sheet as of October 31, 2021. There was no further discussion at this time.
- Monthly Operating Statistics (OF-D-21-036):** Chief Operating Officer Andy Burke reported and reflected on the monthly operating statistics report through October 2021. There was no further discussion at this time.
- ITB Light & Heavy-Duty Batteries (M-A-21-21-037):** Director of Maintenance Carl Rokos reported the following:

The Nashville Metropolitan Transit Authority operates approximately close to 300 vehicles of all kinds for its operations. These vehicles are used in revenue service and in non-revenue support services.

In the past, parts acquisition and ordering of light and heavy-duty batteries have been accomplished by seeking multiple bids for replacement batteries and selecting the most reasonably priced, batteries. We sought to obtain competitive pricing from interested bidders and initiated an Invitation to bid from firms interested and qualified to provide these heavy and light-duty batteries while still meeting Federal Transit Agency procurement requirements.

The Invitation to Bid (ITB) was published on WeGo Public Transit's website and the Transit Talent website on July 30, 2021, we also reached out to the vendors that we have listed on file. We received 3 responsive bids.

Due to the type of commodity being sourced and limited subcontracting opportunities, the project has a 2% DBE participation goal. These responsive Bids were received from:

- Jamison Transportation Products
- Expoquip, Inc
- Interstate Batteries of Middle Tennessee

The Procurement and Maintenance Departments conducted a final evaluation on November 15th, 2021. After careful review of the bids, it was determined that one firm, Jamison Transportation Products had the lowest price for all 5 parts for which substitute sample batteries were supplied to be evaluated and tested. In addition, Jamison Transportation Products will exceed the 2% target DBE participation goal while subcontracting with Napa Auto Parts.

Staff requested the Board to give the Chief Executive Officer the authority to execute the contracts with Jamison Transportation Products to provide Light and Heavy-Duty Spare batteries to the agency. The single contract will not exceed \$400,000 (four – hundred thousand dollars) for the duration of five years which is covered as part of the annual operating expenses.

The committee made a recommendation to approve the ITB Light & Heavy-Duty Batteries action item and it was unanimously approved by the board.

VI. New Initiative & Community Engagement Committee Report: Vice-Chair Janet Miller introduced the following items for discussion and action:

- a. **North Nashville Transit Center Community Engagement and Design Overview (NICE-D-21-014)**: Chief Development Officer Trey Walker and Chief Administrative Officer Rita Roberts-Tuner presented the following project update at the Board Meeting:

WeGo staff along with the North Nashville Transit Center's design team including Smith Gee Studios and duGard Communications provided an overview of public engagement and incorporation of the Community Advisory Committee's recommendations into the design of the transit center. As this input will be incorporated into final construction documents shortly after the first of the year for construction bidding in the early Spring of 2022, the MTA Board was encouraged to provide any additional significant design input as soon as practical.

- b. **Monthly Fare Capping Approval (M-A-21-038)**: Transit Planner Hannah Schaefer presented the following project update at the Board Meeting:

WeGo Public Transit's QuickTicket system makes fare payment simpler and expands payment options for riders following the nMotion plan strategy to Make Service Easier to Use. The system includes several elements that have led to necessary revisions to the agency's fare policy. Over the last few years, the board has approved several provisions within this new policy, most recently in February of 2020 with the adoption of the account-based system. These new policies included mitigation strategies associated with the potential adverse effects to low-income and minority populations identified in the equity analysis, as well as addressing the concerns voiced by the public. Among those strategies is the addition of daily fare capping, or best value, providing patrons an alternative to the elimination of magnetic day passes previously available at the farebox. Automatic fare capping also brings reduced fare payment options to those unable to add or convert dollar amounts to a pass, otherwise required through a credit card or smartphone.

Since then, staff has continued to pursue additional strategies to reduce barriers to entry of the new fare payment system and amplify the benefits to riders. One of those strategies includes the expansion of fare capping to monthly passes. Similar to daily fare capping, as fares are paid individually throughout the month, once a single cardholder reaches the accumulated amount of a monthly pass, all future trips for that month would be free using that card. Because the upfront cost of a monthly pass can be out of reach for some individuals, monthly fare capping expands the benefits to more riders, and in a more meaningful way.

During the outreach for the Fall 2021 service changes, staff presented monthly fare capping at all public meetings and received no comments specific to the policy. However, the public has been introduced to this concept in the past where we received overall positive feedback and follow-up requests to implement fare capping.

Extending the fare capping benefit monthly aligns with the overall project goals to:

1. Ensure fare payment structures and options are equitable for all customers and
2. Establish a fare system that is accessible for all customers including customers without access to bank accounts, credit cards, or smartphones.

TITLE VI REVIEW SUMMARY

Title VI of the Civil Rights Act of 1964 is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance. WeGo Public Transit's Title VI policy is intended to ensure equity and equal access in the provision of public transportation services in Davidson County regardless of race, national origin, or income. Policies and practices that have such an effect must be eliminated unless a recipient can show that they were necessary to achieve a legitimate nondiscriminatory objective.

Before implementing the proposed monthly fare capping, WeGo must determine whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or

if low-income populations will bear a disproportionate burden of the changes. Since fare capping is a customer incentive, the equity analysis was conducted to determine if non-minority or non-low-income riders will receive disproportionate benefits to their counterparts. Using survey data from the 2017 origin-destination survey, staff found that minority customers are 24% less likely to use a monthly pass or a 20 ride pass than non-minority customers and 3% more likely to ride frequently. Based on this we can conclude that fare capping would provide a substantial benefit to minority riders by allowing them to receive the value of a monthly pass. The analysis found no disparate impact.

Survey results also showed low-income customers were about as likely to use a monthly pass or 20-ride pass as non-low-income customers. They are also as likely to ride frequently. Because many respondents did not provide either income or household size (19.8%) staff also reviewed the monthly pass usage for those respondents and found that only 12.5% used a monthly pass.

This does show a limitation to this analysis in that it is not known how many of that 19.8% are in low-income households. Another limitation is that the survey only questioned riders on their current riding behavior. Not shown in these numbers is the potential for riders to be able to ride more often than they currently do because the value of a monthly pass is more attainable. Nevertheless, the results here show no disproportionate burden on low-income riders.

Overall, the proposed implementation of monthly fare capping will provide significant benefits to minority and low-income populations allowing system users to access bulk discounts that were previously out of reach.

The committee recommended the MTA Board of Directors the adoption of monthly fare capping to take effect January 1, 2022, and it was unanimously approved by the board.

Note: The following agenda items and reports were deferred to the January Board meeting:

- WeGo Link Program Review (NICE-D-21-015):
- Better Bus Service Expansion, Improvement Update and Direction for Next Phase Expansion (NICE-D-21-016):
- FY2022-23 Operating Budget Discussion Workshop (NICE-D-21-017):
- CEO's Report:
- Chair's Report:
- Other Business

VII. Adjournment: Due to a security issue in the building, the Metropolitan Nashville Police Department requested that we adjourn and evacuate the building. The meeting was adjourned at 3:21 p.m.

Attested:

Gail Carr Williams
Chair

Margaret L. Behm
Secretary

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-22-001	Meeting Date:	01/27/2022
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a statement of operations for the month of November 2021 compared to the budget and a balance sheet as of November 30, 2021.

Actual Fare revenues continue to outperform budgeted amounts in November as ridership slowly returns. We had budgeted for fare revenues in FY2022 to recover to approximately 57% of pre-covid revenues compared to a COVID low of approximately 45% of pre-pandemic revenues. Through the first 5 months of this fiscal year, fare revenues are running approximately 76% when compared to pre-covid numbers through November 2019. While this does not necessarily mean we will maintain this return in ridership with all the new COVID variants coming out, it is a positive sign seeing this level of fare revenues through the first 5 months of the fiscal year.

There are no other anomalies to highlight this month.

CURRENT STATUS:

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

APPROVED:



Chief Financial Officer

January 21, 2022

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending November 30, 2021
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	\$580,271	\$325,520	\$254,751	F	\$1,386,941	\$2,440,990	\$1,702,660	\$738,330	F	\$4,049,030
Access Ride	40,398	41,600	(1,202)	U	211,632	283,615	211,360	72,255	F	513,250
Contract Revenues	217,324	229,805	(12,481)	U	670,760	953,313	1,191,865	(238,552)	U	3,081,550
Advertising	87,504	55,620	31,884	F	268,444	340,694	237,520	103,174	F	502,070
Other Non-Trans Revenue	441,018	115,205	325,813	F	135,316	636,906	549,965	86,941	F	1,336,065
Total Operating Revenue	1,366,515	767,750	598,765	F	2,673,093	4,655,518	3,893,370	762,148	F	9,481,965
Federal/State/Local Income:										
Local Assistance	7,000,000	6,500,000	500,000	F	27,315,700	33,000,000	31,500,000	1,500,000	F	51,835,900
State Assistance	0	0	0	F	0	0	0	0	F	5,098,610
Federal Assistance - CARES Act	59,265	0	59,265	F	13,317,559	203,983	0	203,983	F	3,618,135
Total Assistance Income	7,059,265	6,500,000	559,265	F	40,633,259	33,203,983	31,500,000	1,703,983	F	60,552,645
Capital Revenue:										
American Rescue Operating Reimbursement	0	0	0	F	0	0	0	0	F	23,303,190
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	0
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	0
Total Capital Income	0	0	0	F	0	0	0	0	F	23,303,190
Total Revenue	\$8,425,780	\$7,267,750	\$1,158,030	F	\$43,306,352	\$37,859,501	\$35,393,370	\$2,466,131	F	\$93,337,800
Expenses from Operations:										
Labor and Fringes	\$5,749,742	\$5,708,074	(\$41,668)	U	\$26,291,890	\$28,698,934	\$28,885,641	\$186,707	F	\$68,869,115
Services	1,044,714	920,370	(124,344)	U	3,623,781	4,065,934	4,521,920	455,986	F	11,129,395
Fuel	206,491	262,795	56,304	F	1,407,885	1,097,550	1,326,465	228,915	F	3,178,400
Parts, Materials and Supplies	489,690	482,680	(7,010)	U	2,396,343	2,097,349	2,433,930	336,581	F	5,832,870
Utilities	149,198	116,685	(32,513)	U	472,166	544,987	588,420	43,433	F	1,410,220
Casualty and Liability	183,816	195,030	11,214	F	916,767	910,762	982,740	71,978	F	2,318,600
Other	63,031	42,710	(20,321)	U	147,955	190,591	298,775	108,184	F	599,200
Total Operating Expenses	7,886,682	7,728,344	(158,338)	U	35,256,787	37,606,107	39,037,891	1,431,784	F	93,337,800
Surplus / (Deficit) before GASB 33	\$539,098	(\$460,594)	\$999,692	F	\$8,049,565	\$253,394	(\$3,644,521)	\$3,897,915	F	\$0
Capital Grant Revenue	443,847		443,847	F	6,199,812	1,533,204		1,533,204	F	
Capital Grant Revenue -CARES Act	52,775		52,775	F	41,397	52,775		52,775	F	
Rental income - MCC Amortization	49,167		49,167	F	245,835	245,835		245,835	F	
Gain/(Loss) on Sale of Property	0		0	F	(127,630)	0		0	F	
Depreciation	(1,951,913)		(1,951,913)	U	(8,967,706)	(10,152,936)		(10,152,936)	U	0
Surplus / (Deficit)	(\$867,026)	(\$460,594)	(\$406,432)	U	\$5,441,273	(\$8,067,728)	(\$3,644,521)	(\$4,423,207)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended November 30, 2021 (unaudited)	Month Ended June 30, 2021 (Audited)
CURRENT ASSETS		
Cash and cash equivalents	\$4,622,487	\$5,291,154
Receivables from federal, state and local government	74,593	4,232,776
Accounts receivable	1,300,907	746,944
Materials and supplies	3,291,326	2,982,464
Prepaid expense and other	1,933,352	1,420,871
Pension & OPEB Deferred Outflow	29,001,549	29,001,549
Total Current Assets	40,224,214	43,675,758
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	110,679,227	110,514,846
Revenue equipment and parts	193,244,996	193,189,375
Office furniture and equipment	6,243,705	6,145,705
Other	10,383,754	8,729,214
	335,284,707	333,312,165
Less: Accumulated Depreciation	(176,403,590)	(166,287,998)
Total Property and equipment, net	158,881,117	167,024,167
OTHER ASSETS		
Cash and investments for self-insurance and other	350,000	350,000
TOTAL ASSETS	\$199,455,331	\$211,049,925
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$1,808,182	\$1,929,138
Accrued expenses	8,072,782	7,718,662
Deferred revenue	36,402	57,547
Note Payable	0	3,000,000
Total Current Liabilities	9,917,366	12,705,347
NON-CURRENT LIABILITIES		
Deferred Revenue	6,541,614	6,787,449
Net Pension Liability	16,130,285	16,130,285
Pension & OPEB Deferred Inflows	3,132,430	3,132,430
Net other postemployment benefits obligations	103,168,732	103,168,732
NET ASSETS		
Invested in capital assets	152,339,503	157,236,718
Reserve for capital purchases	0	0
Unrestricted	(83,706,871)	(81,038,246)
Current Year Surplus / (deficit)	(8,067,728)	(7,072,790)
Total Net Assets	60,564,904	69,125,682
TOTAL LIABILITIES AND NET ASSETS	\$199,455,331	\$211,049,925

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$1,167,187 89.7%	\$49,641 3.8%	\$41,697 3.2%	\$42,382 3.3%	\$1,300,907 100.0%
Accounts Payable	\$1,443,305 79.8%	\$257,151 14.2%	\$138,468 7.7%	(\$30,742) -1.7%	\$1,808,182 100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-22-002	Meeting Date:	01/27/2022
Item Title:	Conflict of Interest Discussion		

BACKGROUND:


For several years now, staff has presented many different decisions or recommendations that could appear to be a conflict of interest given the Management Contract MTA has with RTA to manage the RTA. A past performance audit for RTA pointed out the need to review any areas that could be perceived to raise the potential for a conflict of interest between the Nashville Metropolitan Transit Authority and the RTA since the Nashville MTA managed the RTA. We are committed to conducting an annual review of such actions that could be perceived as raising a conflict of interest to discuss mitigating factors.

CURRENT STATUS:

The attached report represents the areas management has identified in FY2020/21 where a decision or recommendation was made that could appear to cause a potential for conflicts of interest for the two agencies as well as action taken to mitigate any conflicts.

Chief Financial Officer Ed Oliphant will review the attached report at the meeting.

APPROVED:



Chief Financial Officer

January 27, 2022

Date

Nashville MTA and RTA

Potential Conflicts of Interest

Potential or Perceived Conflicts	Mitigation
MTA/ RTA Management Annual Fee	
RTA has a five year contract expiring June 30, 2026 with Nashville MTA for management services at a set annual rate that can be adjusted on an annual basis. What is considered a reasonable rate for RTA to pay for management services? How often should RTA go out to bid for the management services?	Perform annual cost analysis from an MTA perspective and possibly MTA employees track time spent on RTA business. Also analyze from an RTA perspective the reasonableness of the contract amount as a part of RTA's overall general and administrative expense compared to total operating expenses. Both Boards approve the management fee on an annual basis.
MTA/RTA Transit Services Operating Contract	
RTA contracts annually with Nashville MTA for regional bus services in the Southeast Corridor as well as connection urban bus services for the Music City Star commuter rail at Riverfront Station in downtown Nashville. Who decides many hours of service should be provided? What is a reasonable contractual hourly rate to charge for the services?	Perform annual cost analysis from an MTA perspective to justify what is a reasonable hourly rate. Also analyze from an RTA perspective the reasonableness of the hourly rate based on comparisons to what would be charged through the competitive bid process. Also, discuss appropriate service levels with both Boards, especially due to the impact of the coronavirus on current ridership levels.
Cashflow Between MTA and RTA	
There are times during the fiscal year that RTA can be slow paying for transit services or their management fee due to RTA's cashflow and MTA accommodates this and has at times gone out 90 days for receivables from RTA.	Being transparent to the respective MTA and RTA Boards in reporting A/R and A/P agings on a monthly basis.
Allocation of Regional Formula Capital Funding	
Each year, the Nashville Region receives approximately \$20 to \$22 million in federal 5307 Capital Formula funding as well as formula and discretionary 5339 Bus and Bus Facility funding. What is the fair and equitable method for allocating between the 3 eligible agencies in the region (MTA,RTA & Franklin Transit).	The Nashville Area Metropolitan Planning Organization (MPO) is the agency responsible for the distribution of all federal grants for the region. All projects that utilize federal grants are contained in the Transportation Improvement Plan (TIP) which is managed by the MPO. The allocation of funding is dependent on what projects the three regional agencies identify in the TIP that have the highest priorities. The allocation is ultimately approved by the MPO.
Allocation of Regional COVID Relief funding	
As a result of the COVID-19 pandemic, US Congress passed several rounds of COVID Relief funding. The dollars awarded using the formula for federal 5307 formula funding. The funding is 100% federal dollar allocation for use as capital or operating depending on the stipulations within each award and was not subject to being included in the Transportation Improvement Plan (TIP). What is the fair and equitable method for allocating the dollars between the 4 eligible agencies in the region of MTA, RTA, Franklin Transit & Williamson County.	The Nashville Area Metropolitan Planning Organization (MPO) under the umbrella of the Greater Nashville Regional Council (GNRC) is the agency responsible for the distribution of all federal grants for the region. Since the relief funding was not subject to the TIP, the MPO, in discussion with the 4 eligible recipients, decided to follow the average percentage allocations historically used in the region with some minor adjustments based upon the projects being suggested for the grants use. The allocation was ultimately approved by the MPO with no objections from the agencies and county.
COVID Related Service Reductions	
As a result of the COVID-19 pandemic, both MTA and RTA have experienced significant decreases in ridership resulting in the need to reduce service on the street based upon ridership demand. Regional ridership is currently down approximately 78%-80% while local MTA ridership is down approximately 35%-45%. How are service levels determined for each agency?	Management analyzed trip loads during the start of the pandemic in March and April 2020 and made common sense strategic adjustments in April 2020 to services levels based on demand. As we have progressed through the impacts of the pandemic, additional analysis was done with close to full service hours being restored in October 2021 for both agencies. These service plans were communicated and discussed with both Boards.

Nashville MTA and RTA

Potential Conflicts of Interest

Potential or Perceived Conflicts	Mitigation
Grant Applications other than formula funds	
Grant applications other than formula 5307 for different federal and state funding are submitted throughout the year for different MTA and RTA projects. How is it determined what each agency should apply for and how are the priorities determined?	Management pursues many federal grants for both agencies based upon agency needs identified in their respective Board approved capital plans that would not be covered by annual formula grant funding (Federal 5307 and 5339).
State Easy Ride Revenue split	
RTA provides rides to State employees and receives a revenue split from MTA due to the State requiring only one vendor contract for all Easy Ride Services. What is the basis for determining what that split rate should be for RTA rides?	Perform an analysis annually that distributes the revenue from the State Easy Ride Contract based upon the last twelve months of ridership provided by both MTA and RTA for State employees. The analysis is discussed with both MTA and RTA committees and Boards on an annual basis.
Proximity Cards Provided to Train Riders	
RTA provides proximity cards to train riders to use MTA buses to get from the train station to work that cannot use the Route 93 connector. MTA charges RTA \$0.76 per ride. How is the cost per ride determined?	This was a mutual agreement originating in 2006 to help riders arriving at Riverfront to get to and from work that could not utilize the Route 64 & 93 connector buses. This program has never been changed and generates approximately less than \$100 of monthly expense for RTA and corresponding revenue for MTA and is not considered a large monetary impact to either agency. These proximity cards will be phased out under the new fare collection system implementation.
Commission on Ticket Sales	
MTA sells train and regional bus tickets on behalf of RTA and charges a \$0.76 commission per ticket sold. This agreement pre-dates when MTA began managing the RTA and has never been changed. How is the commission rate calculated?	This agreement generates approximately \$250 to \$350 of monthly expense for RTA and corresponding revenue for MTA for tickets sold monthly. It is not considered a large monetary impact to either agency and will be eliminated with the implementation of the new fare collection system.
Park and Ride Lots	
Park and ride lots are critical to the success of the regional bus program provided by the RTA as well as the Music City Star. While RTA owns all the lots located at the train stations, most regional bus park and ride lots are not owned. Which agency should receive grant funding for park and ride lots?	Management continues to discuss the priority for park and ride lots for each agency with their respective Boards to determine how any grant funding should be used.
StriDe Youth Program	
MTA has an agreement with Metro Nashville Public schools that allows Metro students to ride MTA buses at \$0.90 per ride paid by Metro Schools. There are some students using RTA regional bus and train services under both programs.	MTA reimbursed the RTA approximately \$2,500 for student rides provided during FY2021. This reflects approximately 1,250 rides being provided for the fiscal year.
Revenue Sharing for new WeGo Ride Pilot Program	
The agencies entered into an agreement to split revenues for a new pilot program targeting businesses to provide public transportation services to their employees based upon annual contracts based upon the number of employees as opposed to the per swipe program.	Due to the pandemic, the pilot program only had one participant being Vanderbilt University. Per the Revenue Sharing Agreement approved by both Boards, the revenues from the pilot were allocated on a percentage basis of the weighted average of the rides provided by mode calculated at each mode's respective full fare price. The allocation method was reviewed by both Boards.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-22-003	Meeting Date:	01/27/2022
Item Title:	WeGo Ride Pilot True-Up with Vanderbilt University		

BACKGROUND:

In November 2019, the Board authorized staff to begin work on a new program to reach out to businesses and universities based upon a pilot program to market the WeGo Ride Program using an annual per-employee program versus the current per swipe program. The WeGo Ride Program is an employer-paid transit pass program to provide employee commuter benefits on Nashville MTA and RTA services in Middle Tennessee under the name WeGo Public Transit. In June 2020, the Board approved for the first time, an WeGo Ride Program Revenue Sharing Agreement with Nashville MTA for the period of July 1, 2020, through June 30, 2021. To remind the Board, the following are the objectives of the program:

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

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

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

CURRENT STATUS:

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

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


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

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

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

Chief Financial Officer Ed Oliphant will discuss the results of the 15-month pilot at the committee meeting.

APPROVED:


 Chief Financial Officer

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-22-001	Meeting Date:	01/27/2022
Item Title:	Armored Car Contract Extension		

BACKGROUND:

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

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

RECOMMENDATION:

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

APPROVED:

Board Secretary

January 27, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☒ Committee Discussion Item

☐ Committee Action Item

☐ Board Discussion Item

Item Number:	OF-D-22-004	Meeting Date:	01/27/2022
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through November 2021. We have returned to near full-service levels since the pandemic beginning in October of 2021. Even with the additional service hours, ridership has increased so much year-over-year that our productivity in terms of passengers carried per revenue vehicle hour has also increased on both Bus and Access services. On the downside (but to be expected), our safety and on-time performance indicators have decreased as traffic and passengers continue to return.

The rapid rise in COVID cases due to the emergence of the Omicron variant in the U.S. adds a complicating factor to potential future trends. In New York City for example, where the new variant has taken hold more quickly, the MTA has had to reduce service in response to staffing shortages caused by illness. Fortunately, we have not seen this as of the preparation of these materials in early January but will continue to monitor employee absence rates closely for potential impacts on service delivery.

CURRENT STATUS:

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

APPROVED:


Deputy Chief Operating Officer

January 21, 2022
Date

Operations Dashboard Report

	November 2021	November 2020	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	494,089	335,353	47.3%	
Access (WeGo)	18,612	13,702	35.8%	
Access (Overflow/Taxi)	4,370	3,390	28.9%	
Access-on-Demand *	2,721	3,051	-10.8%	
Access Total	25,703	20,143	27.6%	
Total	519,792	355,496	46.2%	785,000
Percentage of Pre-Pandemic Ridership	65.4%	44.4%	21.0%	
Passengers per Revenue Hour				
Bus	12.92	10.82	19.4%	18
Access	1.71	1.52	12.5%	2.1
Total Scheduled Revenue Hours	49,140	40,019	22.8%	
Total Cost Per Scheduled Revenue Hour of Service	\$152.95	\$157.35	-2.8%	
Safety				
Miles Between Total Accidents	42,434	100,807	-57.9%	36,000
Miles Between Preventable Accidents	212,171	504,033	-57.9%	300,000
Preventable Accidents	3	1	200.0%	
Non-Preventable Accidents	12	4	200.0%	
Total Accidents	15	5	200.0%	
Service Quality				
Bus Trip Completion Percentage	99.94%	99.96%	-0.02%	99.50%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	7,578	7,099	6.7%	3,800
On-Time Performance				
Bus	88.0%	90.6%	-2.6%	85.0%
Access (WeGo)	91.4%	93.8%	-2.4%	89.0%
Access (Overflow/Taxi)	98.2%	97.2%	1.0%	89.0%
Access Total	92.8%	94.5%	-1.7%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	3,985	3,457	15.3%	6,000
Access	402	387	3.7%	600
Total Calls Received	19,591	14,457	35.5%	
Percent of Calls Answered	94.7%	97.8%	-3.1%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Report

	FY2022 November	FY2021 November	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	2,399,204	1,745,917	37.4%	
Access (WeGo)	91,903	68,964	33.3%	
Access (Overflow/Taxi)	21,187	18,333	15.6%	
Access-on-Demand *	13,543	15,334	-11.7%	
Access Total	126,633	102,631	23.4%	
Total	2,525,837	1,848,548	36.6%	4,710,000
Percentage of Pre-Pandemic Ridership	59.8%	43.5%	16.3%	
Passengers per Revenue Hour				
Bus	12.83	11.04	16.2%	18
Access	1.69	1.50	12.7%	2.1
Total Scheduled Revenue Hours	241,536	204,047	18.4%	
Total Cost Per Scheduled Revenue Hour of Service	\$140.48	\$159.50	-11.9%	
Safety				
Miles Between Total Accidents	38,682	53,375	-27.5%	36,000
Miles Between Preventable Accidents	309,453	427,003	-27.5%	300,000
Preventable Accidents	10	6	66.7%	
Non-Preventable Accidents	70	42	66.7%	
Total Accidents	80	48	66.7%	
Service Quality				
Bus Trip Completion Percentage	99.9%	99.9%	0.0%	99.5%
Access Trip Denials	0	0	0.0%	0
Miles Between Road Calls	6,556	4,387	49.4%	3,800
On-Time Performance				
Bus	88.5%	90.6%	-2.1%	85.0%
Access (WeGo)	92.2%	93.3%	-1.2%	89.0%
Access (Overflow/Taxi)	98.1%	97.5%	0.6%	89.0%
Access Total	93.4%	94.2%	-0.8%	89.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	4,012	3,157	27.1%	6,000
Access	397	473	-16.1%	600
Total Calls Received	95,678	72,640	31.7%	
Percent of Calls Answered	95.0%	96.5%	-1.5%	95.0%

* "Access on Demand service began March 2018"

Operations Dashboard Glossary

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

Operations Dashboard Glossary

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

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	OF-D-22-005	Meeting Date:	01/27/2022
Item Title:	Safety Management System Update		

BACKGROUND:

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

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

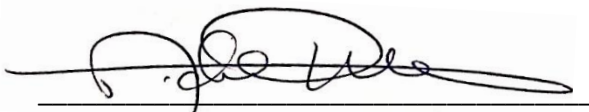
- Increasing the focus of hazard identification across the organization;
- Broadening the scope of safety data collection;
- Emphasizing the importance of managing safety risks across all areas of operations;
- Integrating data from other organizational processes into safety data analysis;
- Promoting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

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

CURRENT STATUS:

Director of System Safety and Risk Management, Nick Oldham will provide an update on the Safety Management System (SMS).

APPROVED:



Director of System Safety and Risk Management

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of upcoming procurement projects

Meeting Date: 01/27/2022

Project Name: Strategic Fuel Sourcing

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

Project Name: Real Estate Services

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

Project Name: Financial Auditing Services

- Brief Description: This project seeks a firm to perform audits of MTA's and DTO's general ledger, financial reports, and financial statements.
- Anticipated Publish Date: January 2022
- Estimated Project Value: \$75,000 – \$80,000

Project Name: Compensation Study

- Brief Description: Compensation and Salary study of DTO job classifications and including union and administrative
- Anticipated Publish Date: January 2022
- Estimated Project Value: \$100,000 – \$150,000

Project Name: RFP for Employee Assistance Program Services

- Brief Description: This Davidson Transit Organization solicitation is for professional services to provide the Employee Assistance Program.
- Anticipated Publish Date: January 2022
- Estimated Individual Contract Value: \$30,000 - \$60,000

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

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

Project Name: RFP Escalator Modernization (Rebuild)

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

Project Name: RFP Elevator & Escalator Preventative Maintenance

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

Project Name: JARC and EMSID Grant Applications

- Brief Description: Seeking matching grant applications from eligible organizations to assist in implementing the Coordinated Public Transit _ Human Services Transportation Plan (CPT-HSTP)
- Anticipated Publish Date: January 2022
- Estimated Project Value: \$2,235,040

Project Name: Nestor Sewer Replacement

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

CURRENT STATUS:

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

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

APPROVED:



Chief Administrative Officer

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-22-001	Meeting Date:	01/27/2022
Item Title:	Spring 2022 Service Changes Update		

BACKGROUND:

At the July 22, 2021, MTA Board meeting, the Board approved a phased approach for implementation of service changes to take place in the Fall 2021 and Spring 2022. This approach was based in part due to operating constraints related to operators and vehicle equipment availability that required a more measured approach to service restoration and growth.

The first phase of changes implemented in October 2021 focused on addressing top customer and agency priorities while remaining at a level that ensured the service could be reliably covered with the existing operator pool and fleet as hiring efforts continue. The fall changes included extending the span on frequent network routes and restoring frequency on major corridor routes based on ridership trends. A second phase programmed for Spring 2022 will emphasize implementing remaining improvements including restoring frequencies on local routes, additional frequencies for late-night and weekends on major corridors, and route extension/expansion. These changes are taking place within the context of workforce hiring and retention efforts as well as fleet replacement and expansion.

The two phases of service changes included not only service restoration to pre-pandemic levels, but also service expansion consistent with the Better Bus plan recommendations. The overall service expansion with these changes represents approximately 35,500 additional annual service hours or a 7% increase in service.

CURRENT STATUS:

Felix Castrodad, Director of Planning, will present an update of the proposed changes for the Spring 2022 including additional public outreach on the new Skyline Connector route.

APPROVED:



Chief Development Officer

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-22-002	Meeting Date:	01/27/2022
Item Title:	Better Bus Service Expansion & Improvement Update and Direction for Next Phase Expansion		

BACKGROUND:

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

The plan includes:

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

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

CURRENT STATUS:

Considering recent ridership trends, staff have prioritized enhancements for the next phase of Better Bus implementation in FY2023. Justin Cole, Senior Transit Planner will present an overview of the Better Bus improvements implemented to date and those planned for FY2023 and beyond.

APPROVED:



Director of Planning & Grants

January 21, 2022

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

☐ Committee Discussion Item

☐ Committee Action Item

☒ Board Discussion Item

Item Number:	NICE-D-22-003	Meeting Date:	01/27/2022
Item Title:	WeGo Link Program Review		

BACKGROUND:

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

This fall WeGo, in partnership with Uber Technologies, Inc., and Mobility Solutions, launched a mobility-on-demand pilot program in the Antioch area branded as WeGo Link. As part of this pilot, riders in the zone can connect to designated transfer locations along Route 55 Murfreesboro Pike. Throughout the 6-month pilot, staff will collect data and feedback from users to help inform future applications of the program in other areas of Davidson County.

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

CURRENT STATUS:

Deputy Chief Operating Officer, Dan Freudberg and Director of Planning, Felix Castrodad, will provide an update on the WeGo Link program and discuss a potential approach for expanding the program.

APPROVED:



Chief Development Officer

January 21, 2022

Date