

Nashville MTA Board Meeting

Greater Nashville Regional Council

44 Vantage Way, Ste. 450 | Nashville, TN 37228

October 22, 2026 | 2:30 PM

Board Members: Gail Carr Williams, Chair | Aron Thompson, Vice Chair | Jeff Haynes | Whitney Weeks

1. **Call to Order**
2. **Roll Call**
3. **Approval of September 24, 2026, MTA Board Minutes**
4. **Public Comment**
5. **Information Only Items** – The following information is contained in the board packet distributed for member review. These items are not planned for discussion, but the staff is available to discuss them should members have questions.
 - Monthly Financial Report Compared to Budget – Amanda Vandegrift, DCEO of Finance & Administration **M-I-26-027 P. 12**
 - Monthly Operating Statistics – Andy Burke, COO **M-I-26-028 P. 18**
 - Upcoming Procurement Projects List – Vince Malone, CAO **M-I-26-029 P. 24**
6. **Operations & Finance Committee – Committee Chair**
 - MNPD Secondary Employment Unit Memorandum of Understanding Renewal – Nicholas Oldham, Chief Safety & Security Officer **M-A-26-033 P. 26**
7. **New Initiatives and Community Engagement (NICE) Committee – Aron Thompson, Chair**
 - Winter 2027 Service Changes and Equity Analysis – Felix Castrodad, Director of Planning **NICE-A-26-034 P. 28**
8. **CEO's Report – Stephen G. Bland, CEO**
9. **Chair's Report – Gail Carr Williams, Chair**
 - Zero Fares on Election Day **M-A-26-035 P. 36**
10. **Other Business**
11. **Adjournment**

Appeal of Decisions

Pursuant to the provisions of § 2.68.030 of the Metropolitan Code of Laws, please take notice that decisions of the Metropolitan Transit Authority Board may be appealed to the Chancery Court of Davidson County for review under a common law writ of certiorari. Any appeal must be filed within sixty days after entry of the final decision of the Board. Any person or other entity considering an appeal should consult with an attorney to ensure that time and procedural requirements are met.

Public Comment

Members of the public attending the meeting may provide comments, which are limited to two (2) minutes per person. Those wishing to speak must sign up on the designated sign-in sheet at least five minutes prior to the scheduled start of the meeting. Speakers are strongly encouraged to review the Metropolitan Transit Authority's Public Comment Policy for additional details.

Nashville Metropolitan Transit Authority

Board of Directors Meeting

September 24, 2026

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Greater Nashville Regional Council located at 44 Vantage Way, Ste. 450, Nashville, TN 37228, on Thursday, September 24, 2026.

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

Gail Carr Williams, Chair	Debbie Frank, DCEO of Growth & Development
Jeff Haynes, Member	Lindsey Ganson, Chief of Staff
Whitney Weeks, Member	Amanda Vandegrift, DCEO of Finance & Administration
Margaret Behm, Board Secretary	Vince Malone, CAO
Steve Bland, CEO	Andy Burke, COO
Naffie Njie, Sr. Exec. Asst & Bd. Liaison	Nick Oldham, CSSO
Patrick Hester, DCOO of Assets	Lt. Jason Murrell, MNP & Infrastructure

A quorum was established, and Chair Gail Carr Williams called the meeting to order at 2:31 PM.

- III. **Minutes:** Whitney Weeks made a motion to approve the minutes of the Nashville MTA Board meeting held on August 27, 2026. The motion was seconded by Jeff Haynes. With no further discussion, the Board unanimously approved the minutes.

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

- Peter O'Connor
- John Bull
- Barry Hobbs

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

- Monthly Financial Report Compared to Budget – No questions
- Monthly Operating Statistics – Ms. Weeks commended the special events team and bus operators for their effective response and service expansion from 11:15 P.M. to 1:15 A.M. during this year's July 4th holiday.
- Upcoming Procurement Projects List – No questions

- VI. **Consent Agenda Items:** The following items were presented for the board members' review:

- Resolution for FY2027 Annual Grant Applications – No questions
- Video Security Systems Contract Increase – No questions

Jeff Haynes made a motion to approve the consent agenda items. Whitney Weeks seconded the motion. The consent agenda items were unanimously approved by the MTA Board.

VII. **Operations & Finance Committee Report:** Chair Carr Williams opened the Operations and Finance Committee meeting and invited Billy Higgins to present information on Action Item OF-D-26-005.

a. **Federal Transit Administration Triennial Review Update (OF-D-26-005)**

Congress requires the Federal Transit Administration (FTA) to review recipients every three years, assessing compliance with federal and statutory administrative requirements. The Federal Transit Administration (FTA) recently provided MTA with the Final Report from its most recent Triennial Review, covering the period from 2023 through the present.

The Triennial Review focused on MTA's compliance in 21 areas, featuring 260 questions. The triennial review is not an audit, per se, but is intended to provide FTA leadership with an overall snapshot of grantee compliance in areas covered by statutory and regulatory requirements.

The review process begins with the FTA issuing a Recipient Information Request (RIR). Working through assigned subcontractors, the FTA asks detailed questions about program performance and requires the submission of documentation verifying the accuracy of information provided. Based on this initial review, the contractor and FTA regional staff conduct a scoping meeting to determine the depth of the on-site review (which may be conducted remotely). Key factors in their assessment include whether the grantee had repeat findings in the prior triennial review, any compliance findings with our annual audit, significant contracts, any complaints received by FTA, news reports highlighting issues, and other in-depth issues identified by the current administration as warranting greater review.

The process began in December, the scoping meeting took place in March, a site visit was conducted in May, and a draft report with preliminary findings was issued afterward. We had an opportunity to respond to the draft report, to correct technical mistakes. Once the draft report and subsequent final report were completed, they submitted them to the agency.

Ms. Higgins reviewed a chart illustrating in which compliance areas FTA was identifying the greatest number of findings. Regarding nationwide deficiencies from fiscal year 2025, procurement had the most issues with 298 across all grantees reviewed in that year. Notably, and with kudos to our Procurement Department, no deficiencies were identified in this area for MTA.

Chair Carr Williams asked for clarification about what constitutes a procurement deficiency, assuming they can range from minor to major issues.

Mr. Bland responded, saying that documentation errors make up many of the reported deficiencies, but the Chair is correct that deficiencies can range from minor (and easily correctable) documentation errors to significant violations of Federal policy.

Overall, five deficiencies were found in four areas: Technical Capacity – Program Management and Subrecipient Oversight, Satisfactory Continuing Control, Americans with Disabilities Act (ADA) – General, and ADA – Complementary Paratransit. MTA had no repeat deficiencies from the FY2023 Triennial Review.

With respect to the Technical Capacity finding covering subrecipients, Mr. Bland explained that MTA administers to Federal grant programs on behalf of the Metropolitan Region – the EMSID (Enhanced Mobility of Seniors and Individuals with Disabilities) and JARC (Jobs Access and Reverse Commute) programs. Eligible outside agencies (most often private non-profit organizations) apply for these funds to support eligible projects through a competitive process led by the Greater Nashville Regional Council (GNRC). Once GNRC determines the successful proposals, MTA executes funding agreements with the successful proposers to receive funding in a pass-through manner. As such, FTA considers these contractors to be subrecipients of

Federal funds, subject to the same requirements as MTA. It is MTA's responsibility to assure that they comply with these requirements.

In essence, this particular finding indicated that the MTA would need to expend greater effort (likely in the form of expanded document review and on-site visitation) to assure subrecipient compliance with Federal regulations. This will likely require the addition of a new staff resource for which MTA would be reimbursed through this funding program.

The second deficiency was under the broad category of "Satisfactory Continuing Control," and was specifically identified as Excessive Fixed-Route Bus Spare Ratio. The FTA allows a maximum 20% spare fleet ratio. For instance, if a transit agency operates 100 buses at the point of maximum service, they are permitted to have a fleet of 120 vehicles to cover routine maintenance and other issues that would remove a bus from service. In this year's review, we were found to have gone over that ratio.

By mid-October, we will submit documentation highlighting the underlying causes for exceeding the requirement, asking for permission to continue exceeding the 20% ratio for some period of time, and providing a timeline for our plan to meet the fixed-route spare ratio expectations.

Mr. Bland added that the extra buses primarily have to do with the timing of new bus deliveries relative to planned service expansion under Choose How You Move, the unpredictability of deliveries in the bus sector, trying to normalize our replacement cycles to reduce peaks and valleys in fleet replacement, and the timing of bus dispositions that are currently being scheduled as older buses have reached the end of their useful life.

The next reported deficiency was for an Insufficient ADA Complaint Process. FTA found that our ADA compliant process was sufficient, but we did not provide adequate documentation explaining how we receive ADA complaints in the public domain, or sufficient information about how we track resolved complaints. Corrective action materials have been submitted to rectify this. There were no deficiencies found regarding Title VI.

FTA also found two deficiencies regarding our Complementary Paratransit documentation around visitor service and next-day service. If a visiting paratransit rider submits a request to use WeGo Access services, we respond within 24 hours and allow them the same amenities and services that they would have elsewhere.

Mr. Bland added that there are two parallel processes in play. A rider may be eligible for complimentary paratransit in their home city, and their eligibility would need to be transferred for MTA use without an assessment. The other process includes riders who come from places where they have no options for complementary paratransit service. They need to be able to go through an expedited process to become eligible for ours.

The last deficiency references Next-Day Service. Under the code of federal regulations, we must provide paratransit riders with the option to schedule service within 24 hours. We were two hours short of what was posted on WeGo's website. This has since been corrected and submitted for review.

Ms. Higgins also provided a brief report on the outcomes of the Triennial Review for the Regional Transportation Authority of Middle Tennessee, as MTA is the management contractor for RTA and has overall responsibility for RTA's compliance.

Ms. Higgins thanked all staff members who contributed to the Triennial Review process and noted that it was many of their first time. She added that WeGo agency staff did well and that this is a good learning opportunity.

Mr. Haynes thanked Ms. Higgins and staff for their work and asked if there are consequences,

like elimination of funding, if the agency has repeated deficiencies.

Ms. Higgins responded, saying that funding elimination is considered an extreme response from the FTA but that it could only come with repeated deficiencies and we had none.

Mr. Haynes asked if there is a protocol in place to assess potential repeat deficiencies prior to the Triennial Review.

Ms. Higgins said yes, she and her team consistently review ongoing corrective action plans and make sure that we are complying with the review results.

Mr. Bland added that in about six months we will receive a close-out letter from the FTA acknowledging that all concerns were addressed. After which we will continue monitoring deficiencies. He noted that most of our deficiencies were problems with documentation, which is reflected in the national data. He commended staff, especially the procurement department, for their scrupulous documentation and focus.

Mr. Haynes asked how WeGo compares to other transit cities, anecdotally.

Ms. Higgins said that while the FTA and review team do not share the positive reviews that they give to other agencies, you will hear who received praise through word of mouth.

Mr. Bland noted that one of our reviewers was a civil rights and ADA expert. While they found deficiencies regarding our documentation systems, they were highly complimentary of our service offerings and our expanded options, like Access on Demand. Many of these service enhancements are not federally mandated, and it can be easier to get a report with no deficiencies but be providing bare-minimum service. It is also uncommon to receive zero procurement deficiencies, and we were commended by the reviewers for that.

Mr. Bland noted that he has participated in many Triennial Reviews and that WeGo staff put a tremendous amount of effort into the process. He commended Ms. Higgins on her leadership and the respect she has earned from the FTA.

Ms. Weeks complimented staff on having no repeat deficiencies, and the procurement team on having none. She noted that Ms. Higgins should highlight the accomplishments related to the report.

Mr. Bland also expressed his appreciation for the FTA and their contractors. They are supportive of agency growth and want us to succeed.

Chair Carr Williams congratulated the team for their hard work and invited the next speaker to present.

b. Annual Pension Overview (OF-D-26-006)

Amanda Vandegrift, Deputy Chief of Finance and Administration, presented details of the pension plan.

As part of the agreement between the Metropolitan Transit Authority of Nashville and Davidson County and the Davidson Transit Organization to act as the employer for all staff providing transit services to the MTA, the MTA acts as guarantor for the Disability and Retirement Plan of the DTO and Local 1235 of the Amalgamated Transit Union. Given the obligations of the MTA as guarantor, MTA staff provides the MTA Board with this annual review of the plan. Beyond acting as guarantor, the MTA Board has no fiduciary responsibility over the plan.

Ms. Vandegrift began with a brief history of the pension plan, dating back to its origins with the private sector transit operating predecessors to the MTA.

The plan dictates that the pension be overseen by a four-member committee made up of four DTO employees consisting of two ATU members and two DTO management employees. The current DTO management employees are the Chief Administrative Officer, Vince Malone and the Deputy CEO for Finance & Administration, Amanda Vandegrift. The Pension Committee meets quarterly with the trustee of the plan. The trustee makes all investment decisions according to an investment policy adopted by the Pension Committee.

The plan is structured as a defined benefit plan, which requires a combination of age and years of service to qualify. Employees are required to contribute 4.5% through payroll deduction. We have 721 active retirees, 327 vested employees, and 96 separated employees whose pension contributions are being processed. Full-time employees are required to join the plan after 90 days. The vesting period is 7 years.

The plan is audited annually by an accounting firm, currently Crosslin CPAs. As a part of the annual audit, the plan has an actuarial valuation to determine the health of the plan and identify what minimum percentage contribution must be made by DTO. The most recent audit for FY2025 had no findings or significant deficiencies. The Plan had assets of approximately \$88,139,374 and accrued liabilities of \$99,656,430, meaning the plan was approximately 88.4% funded. This is considered very healthy. The unfunded liability, which is what MTA would be liable for if termination of the plan occurs, was \$11,517,056, which was the second lowest unfunded liability reported over the past decade.

Employee contributions totaled \$2,737,272 and Davidson Transit Organization contributions totaled \$5,474,544 out of a total contribution of \$8,272,122. Plan contributions continue to exceed payments year after year.

Mr. Haynes asked if we have the same pension fund manager as Metro Nashville.

Mr. Bland responded, saying that we do not fall under Metro's pension governance structure. DTO manages the plan.

Mr. Haynes asked who makes the investment decisions for the pension.

Ms. Vandegrift clarified that the Pension Committee approves the investment strategy. Regions Bank is the investment advisor and has been since the creation of the plan.

Mr. Haynes asked how often we consider changing that management responsibility.

Ms. Vandegrift said she would have to research how often that role is changed.

Secretary Behm added that the MTA Board is not part of the pension plan decisions, and that they are made aware of what the unfunded liability is for guarantor purposes only. The Board has no fiduciary duties regarding the pension plan.

c. Central Canopies, Waterproofing and Safety Improvements Construction Project (M-A-26-030)

Brian Thompson, Project Manager, presented details of the Central Canopies construction project.

This project combines three separate construction projects at the Elizabeth Duff Transit Center at WeGo Central that all require substantial coordination with Operations and Facilities Staff. Because all three projects completed design and were ready for bid at the same time, it was decided to combine the projects to facilitate construction, to enhance coordination, and to minimize the impact to Operations. Construction of each project separately would likely adversely

impact the other projects making coordination even more difficult. The three projects include the Central Canopies Project, Drive Aisle Waterproofing Project and Safety Improvements Project.

WeGo solicited bids through OpenGov by advertisement on February 6, 2026. Bids were received on March 19, 2026, from 1 bidder, Construction and Restoration. Because only one bid was received, WeGo elected to re-bid the project and both Procurement and Engineering did additional Contractor outreach. The project was re-advertised on April 2, 2026, with Bids due on May 4, 2026. Buckeye Construction and Restoration was also the only bid received the second time.

Of the 24 bus bays in the facility, 21 are indoors and 3 are outdoors, exposed to the elements. For the 3 outdoor bays, outdated canopies are located to protect riders from the elements while waiting to board buses. These structures provide minimal protection from the elements and are undersized. The Central Canopies Project would remove the existing outdated canopies and replace them with three larger, updated bus shelter canopies and upgrade supporting amenities to more closely match other bus bays at Central, including security cameras and real-time digital information signs.

The bid submitted by Buckeye Construction and Restoration was in the amount of \$2,718,545 for all three elements of the project. The original Engineer's Estimate provided by design firms Wendel and CDM Smith was \$2,361,789.00.

While the bid received from Buckeye Construction and Restoration is approximately 15% higher, the largest difference relative to the engineer's estimate is in the waterproofing project pricing. In reaching out to the waterproofing manufacturer, the unit rates that result in Buckeye's waterproofing proposal are within a reasonable range for the product and work required and reflect current market pricing.

In addition to advertising through OpenGov, WeGo Staff reached out to potential bidders both before and after each bid. Several contractors that had indicated they would bid did not. A review indicated that contractors declined to propose because of their current backlog of work and difficulty working in this operating environment (construction in a live transit operations environment with significant adjacent pedestrian activity).

Mr. Haynes asked what was learned from only receiving one bid.

Mr. Thompson said that they received feedback about the complexities of the project and potential bidders being overwhelmed with other projects.

Chair Carr Williams asked if Buckeye Construction is a local company.

Mr. Thompson clarified that they are an Ohio based company, but they manage many Middle Tennessee projects.

Ms. Weeks asked if staff is worried about how the project would affect customers, employees, or scheduling.

Mr. Bland said that what is likely to happen with this type of project is that once the contractor is hired and project meetings begin, the operations and facilities teams will be involved in the phasing and planning conversations. Regarding the canopies, we would identify separate boarding locations adjacent to the facility and shut down the three bays while construction takes place. The waterproofing project will happen in segments. A project like this will require coordination with facilities, engineering, marketing, and communications teams to alert the public about changes.

With no further questions, staff recommend that the Board authorize the Chief Executive Officer to award the Contract for construction of the Central Canopies, Waterproofing and Safety Improvements project to the low responsive and responsible bidder, Buckeye Construction and Restoration in the amount of \$3,126,327 which the contractors bid of \$2,718,545 plus a staff directed contingency line item of 15.

Funding is available through a combination of Improve Act Funds, Federal Funds and Local Match through the Metro Nashville Capital Spending Plan.

Mr. Haynes motioned to the Board to approve the item. Ms. Weeks seconded. Item M-A-26-030 was unanimously approved by the MTA Board.

VIII. New Initiatives & Community Engagement Committee (NICE) Report: Chair Carr Williams invited DCEO of Growth & Development, Debbie Frank, to present item (NICE-A-26-031).

d. Property Acquisition - Dr. Ernest Rip Patton, Jr. North Nashville Transit Center (NICE-A-26-031)

Debbie Frank, Deputy CEO of Growth & Development, presented the following action item.

Staff is seeking Board authorization for the Chief Executive Officer to enter into a Purchase and Sale Agreement with HOLO 37208 LLC for the purchase property located at 2521 Clarksville Pike, Nashville, Tennessee, at a purchase price of \$4,187,600, which reflects the independently appraised leased fee value of the property for the permanent acquisition of the site of the Dr. Ernest Rip Patton Jr. North Nashville Transit Center.

Planning for a neighborhood transit center in North Nashville began in earnest in 2017-2018, based on the nMotion Strategic Service Plan adopted by the MTA Board in 2016, which called for “decentralizing” the transit network through development of neighborhood and regional transit centers. North Nashville was identified as a high-priority location due to the concentration of transit routes converging in the neighborhood and planned service expansion in the area.

WeGo and the property owner reached agreement on a 50-year lease with initial payments of \$170,000 annually, fixed for five years with a 10% escalation at each subsequent five-year interval, two 10-year renewal options on the same terms, and a right of first refusal allowing WeGo to purchase the property should the owner choose to sell, subject to matching any bona fide offer.

Design and construction of the Dr. Ernest Rip Patton Jr. North Nashville Transit Center began in March 2021 with the Board's award of a design contract to Smith Gee Studios, followed by a construction contract award in September 2022. Construction commenced in the first quarter of 2023, and the facility was dedicated in August 2024.

In the spring of 2026, WeGo learned that the property owner had listed his remaining Nashville property for sale, including both the transit center parcel and an adjoining 4.31-acre undeveloped lot. WeGo's outside counsel confirmed the owner's interest in selling the transit center parcel, and WeGo engaged CBRE to perform an appraisal. Concurrently, MTA Finance staff conducted a net present value analysis comparing outright purchase to continuing lease payments over the remaining lease term and extensions. Assuming discount rates of 3.5% to 6.0%, staff determined that a purchase price of \$4,300,000 to \$7,500,000 or less would benefit the MTA long term.

CBRE's appraisal produced two values for the property: a fee simple value of \$2,842,000, later revised to \$3,221,000 after adjusting the weighting of comparable sales, and a leased fee value of \$4,187,600, reflecting the property's existing long-term lease to WeGo. Staff and its real estate advisors have determined the leased fee value to be the more appropriate basis for negotiation, as the fee simple approach does not account for the property's current use and existing lease

encumbrance. The negotiated purchase price under discussion of \$4,187,600 reflects this leased fee appraised value and falls within the range identified as beneficial to the Authority under MTA Finance staff's long-term cost analysis.

With MTA Board approval, WeGo staff would return to the Industrial Development Board to unwind the existing PILOT agreement, as the property would revert to public ownership and exempt status by other means.

WeGo's overall approach to this purchase has been reviewed with the Mayor's Office and Metro Finance, and neither has expressed reservations.

Staff recommends that the Board authorize the Chief Executive Officer to enter into a Purchase and Sale Agreement with HOLO 37208 LLC for the purchase of real property located at 2521 Clarksville Pike, Nashville, Tennessee, at a purchase price of \$4,187,600, which reflects the independently appraised leased fee value of the property for the permanent acquisition of the site of the Dr. Ernest Rip Patton Jr. North Nashville Transit Center.

Mr. Haynes asked how owning the transit center lowers operating costs compared to leasing.

Ms. Vandegrift explained that the lease payment costs more than outright ownership. She referenced the Monthly Financial Report budget line item that shows the long-term costs associated with the lease. Operating expenses would decrease because we would no longer pay the lease.

Mr. Bland added that the operating costs directly associated with the Dr. Rip Patton Jr. North Nashville Transit Center would not change and the only cost decrease is the lease payment. The other administrative fees that would be eliminated are the escalator clauses that require property reappraisals every few years.

Mr. Haynes motioned to the Board to approve the item. Ms. Weeks seconded. Item NICE-26-031 was unanimously approved by the MTA Board.

e. Winter 2027 Service Changes Update (NICE-D-26-032)

Since the passage of the Choose How You Move (CHYM) program, WeGo has been focused on improving the reliability of the system as well as hours of operation and coverage expansion within established resources as the agency ramps up efforts to grow personnel capacity and rolling stock for future service expansion.

Last July, WeGo continued to advance service improvements funded by CHYM with the successful implementation of the summer 2026 service changes. The changes included improved frequency and reliability on routes serving the Nashville International Airport (BNA), Opry Mills, and the Skyline area as well as the expansion of the Bellevue and South Nashville WeGo Link zones.

For the next round of service changes programmed for January 2027, improvements will focus on advancing Route 8-8th Avenue South toward more frequent service. Weekday and Saturday daytime service will improve from every 25-30 minutes to every 20 minutes. Evening service will increase from every 40 to 30 minutes. Sunday service frequency will increase from every 40 to 30 minutes. Daily service times will be extended from 11:15 P.M. to 1:15 A.M.

We will also bring improvements to midday frequency for Route 19 Herman, increasing frequency from every 30 to 20 minutes on weekdays.

Daytime service will improve for weekends on Route 42 St. Cecilia/Cumberland, increasing from hourly buses to every 40 minutes.

We are proposing a new connector route - Route 73 Bell Road between Antioch and Nolensville Pike along Bell Road. The route will serve the Tanger Outlet Mall and travel to Nolensville Pike via Bell Road. Daytime service will run every 30 minutes and evening service will run every 40 minutes. Additionally, WeGo Link will be expanded in the South Antioch, South Nashville, and Donelson areas.

The proposed service improvements represent a total of approximately 30,000 additional annual service hours or a 4% increase in service and will require 12 additional operators and 6 additional vehicles.

The proposed changes will be presented for public review and comment from September 21st to October 16th. Two public meetings will be in person, two will be virtual. Staff will incorporate feedback from public comments into a proposal for MTA Board approval at the Board's October 22, 2026 meeting.

Ms. Weeks asked, besides emails, how staff spreads the information about the proposed changes to community members and riders.

Mr. Castrodad responded, saying that they distribute the information through press releases, posting the information on WeGo's social media and the website, sending the information to Metro Councilmembers and government officials, and making announcements at other public meetings.

IX. CEO's Report

CEO Bland provided the following report:

1. We continue to make significant progress on several major capital projects. Proposals for two key projects in our portfolio – planning, site selection, environmental review and preliminary engineering and design services for a new bus operations and maintenance facility and design services for the planned Antioch Transit Center – are in active procurement. Proposals have been received and are in the evaluation process for both the Bus Operations Facility and Antioch Transit Center projects. We anticipate likely recommendations for Board approval in November.
2. Proposals have also been solicited for our new Transit Ambassador Program. Response to the solicitation so far has been strong, and proposals are due on October 6. The creation of a team of transit ambassadors was a significant recommendation coming out of our Marine Tiger Security Systems Assessment and will be a tremendous addition to supplementing our security teams and offering support to vulnerable populations who use our system.
3. We are wrapping up the evaluation process for a new Paratransit Scheduling system for WeGo Access. New technology will better allow us to integrate the growing suite of Access products for our customers in a much more efficient and customer-friendly manner. We anticipate a recommendation for contract award within the next two months at which time we will provide a more detailed briefing on system capabilities.
4. We had the opportunity to meet virtually this past month with staff from the Mayor's Choose How You Move team and our FTA Region 4 staff contacts. The primary purpose of the meeting was to bring FTA regional staff up to speed on the Choose How You Move program. The material was well received, and we look forward to working with the City and FTA on advancing several important projects.
5. Next Saturday, WeGo's Finest will be competing in our local Bus and Maintenance Rodeo. The Rodeo is an opportunity for our operators to compete and test their skills on an obstacle course. The Maintenance Rodeo involves our technicians identifying "planted

defects” on one of our transit coaches. The event is always a fun, family-oriented event and we encourage you to come out. Our top finishers will compete against the best in the State at the Tennessee Public Transportation Association Roadeo this November in Chattanooga, and at the national Roadeo next spring in Seattle.

6. Last week, we joined with Nashville Connector and many other local partners for Nashville Connector’s Annual Transit Demand Management Summit. This event brings together many partners in regional mobility to discuss current and emerging trends. Several of our staff participated in various panel discussions, and we were pleased to host members of the leadership team from Cincinnati Metro who described how they’ve been implementing their ballot initiative since it’s passage in 2020.
7. With the welcome end of a scorching summer and coming of fall, we started up several of our normal routines including the start of MNPS school service and the first of our Tennessee Titans home games. Our partnership with Metro Schools for the StriDe free fare program for students remains in full force and effect, and we saw our usual influx of students with the start of the school year.
8. To date, we have provided augmented service for 4 Titans home games – 2 exhibition games and 2 regular season games. Like last year, the Titans are underwriting the cost of making our entire system in Nashville fare free on home game Sundays. In addition to the Bellevue and Sumner County Express service we operated last year, we’ve added Antioch and Franklin to our express service offerings, along with the WeGo Star. We carried over 3,000 customers to and from the two regular season games. This is well above what we experienced at the same time last season.

On the RTA side:

- a. We remain on target for the late September opening of our Murfreesboro Park and Ride lot, located immediately adjacent to the City of Murfreesboro’s Transit Center. A ribbon cutting ceremony is being scheduled for October 16.
 - b. With respect to the Donelson Transit Center, we will be recommending a design contract for the transit center building to the RTA Executive Committee at their regular meeting next week. Final design has been completed on the associated infrastructure for the transit center, including intersection improvements, bus bays and quiet zone improvements at two adjacent rail crossings. These are currently in permitting.
9. Last month, I reported on the passing of a Stalwart MTA staff member, Francis Collins Hunter. Unfortunately, this month I also need to report the passing of a central figure in MTA history. Kathy Owen, who served as the Executive Assistant to the CEO for many years passed this past month. I will always remember Kathy from my starting days in Nashville, not only as a thoroughly competent assistant, but also a wonderfully warm and welcoming soul. Along with Board Stalwarts like Gail, Marian Ott and Lewis Lavine, Kathy was central in acclimating this northern boy to Nashville. I will always remember her for her intelligence and work ethic, but most importantly her warm and engaging manner that made everyone feel like the center of her attention.

X. Chair's Report:

Chair Carr Williams gave the following report:

1. Chair Carr Williams thanked Mr. Bland for honoring Kathy Owen, she was a delight who looked after the agency well. She will be missed.

2. Thank you to the Greater Nashville Regional Council staff for their kindness and dedicated work.

XI. Other Business: None

XII. Adjournment: With no further business, the meeting adjourned at 4:09 PM.

Attested:

Gail Carr Williams
Chair

Margaret L. Behm
Board Secretary

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	M-I-26-027	Meeting Date:	10/22/2026
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a preliminary summary of the statement of operations for the months of July and August 2026 compared to the Board approved fiscal year (FY) 2027 budget. Total revenues during the first two months of the fiscal year were just 0.7% lower than budgeted levels. Overall passenger revenues were 12.2% (or \$232,727 higher) than budgeted primarily due to higher than budgeted Journey Pass ridership.

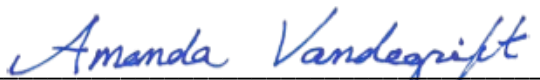
Expenses during the same time period were 0.2% lower than anticipated. Higher than anticipated overtime, third-party paratransit, Access On-Demand, and parts expenses were fully offset by open positions in the asset maintenance, administration, customer communications, and planning and development areas. We will continue to monitor trends as we advance through the first few months of the fiscal year.

As of August 31, 2026, RTA owed Nashville MTA approximately \$308,700 for services provided. In turn, MTA owes RTA approximately \$74,881 for fares collected.

CURRENT STATUS:

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

APPROVED:



Deputy CEO of Finance and Administration

10/22/2026

Date

August 2026 Operating Revenue by Category:

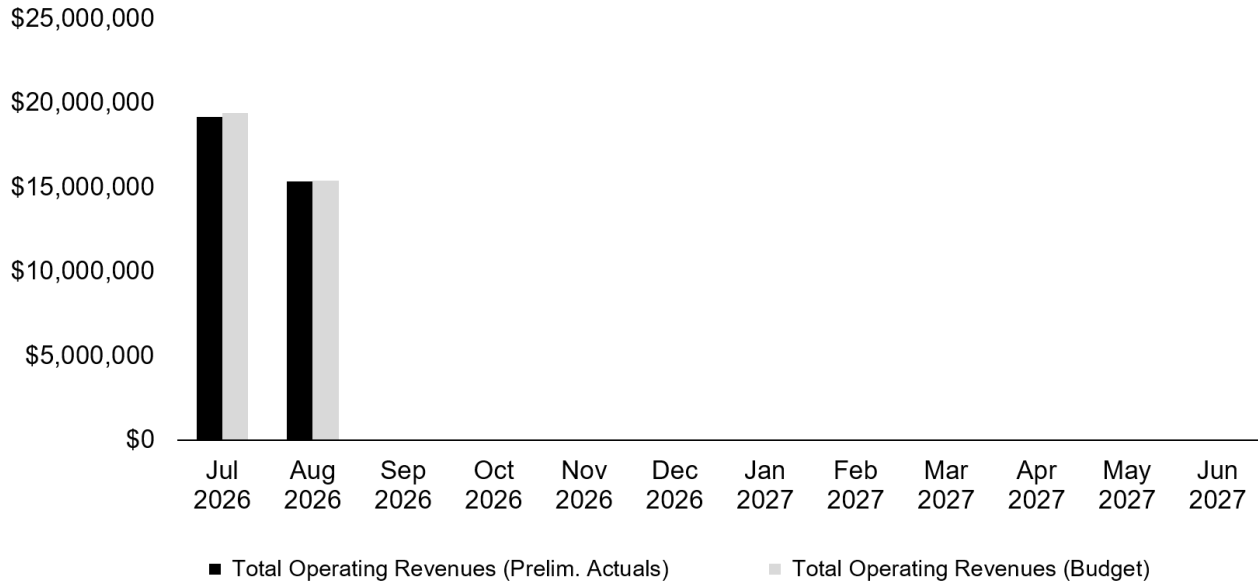
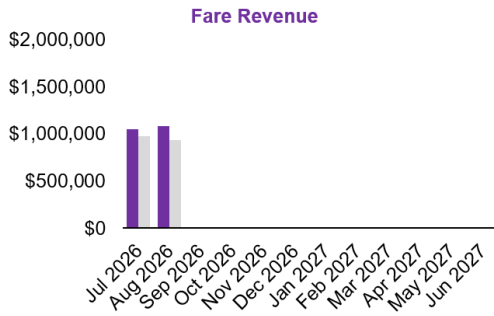
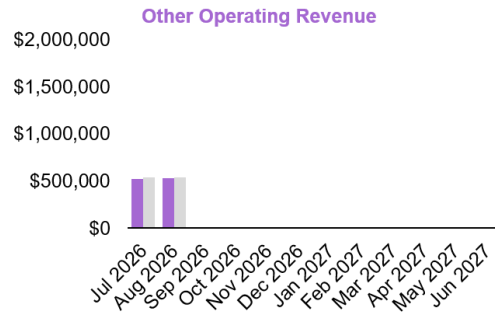
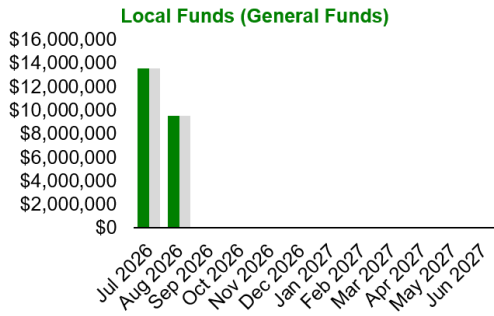
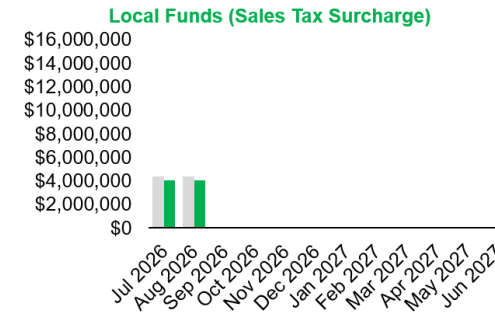
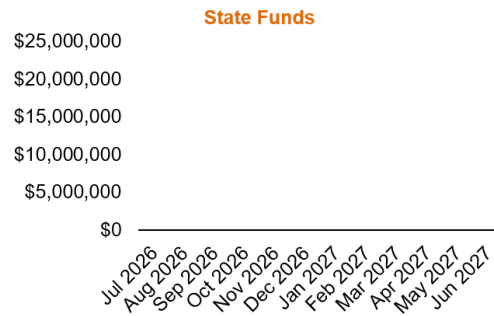
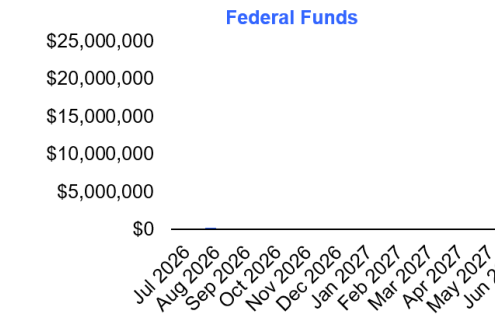
	August 2026	Fiscal Year To Date	Approved FY 2027 Budget	% Budget To Date
Passenger Revenues (Budget)	930,140	1,904,570	11,250,300	17%
Passenger Revenues (Actuals)	1,085,832	2,137,297		19%
Other Operating Revenues (Budget)	534,806	1,073,880	6,425,000	17%
Other Operating Revenues (Actuals)	532,938	1,056,367		16%
Local Funds (General Funds) (Budget)	9,500,000	23,030,000	79,529,000	29%
Local Funds (General Funds) (Actuals)	9,500,000	23,030,000		29%
Local Funds (Sales Tax Surcharge) (Budget)	4,402,550	8,775,430	46,956,300	19%
Local Funds (Sales Tax Surcharge) (Actuals)	4,063,637	8,137,331		17%
State Funds (Budget)	-	-	6,372,000	-
State Funds (Actuals)	-	-		-
Capital Reimbursement for Operating (Budget)	-	-	27,527,220	-
Capital Reimbursement for Operating (Actuals)	170,592	170,592		1%
Total Operating Revenues (Budget)	15,367,496	34,783,880	178,059,820	20%
Total Operating Revenues (Actuals)	15,353,000	34,531,587		19%

August 2026 Operating Expenses by Category:

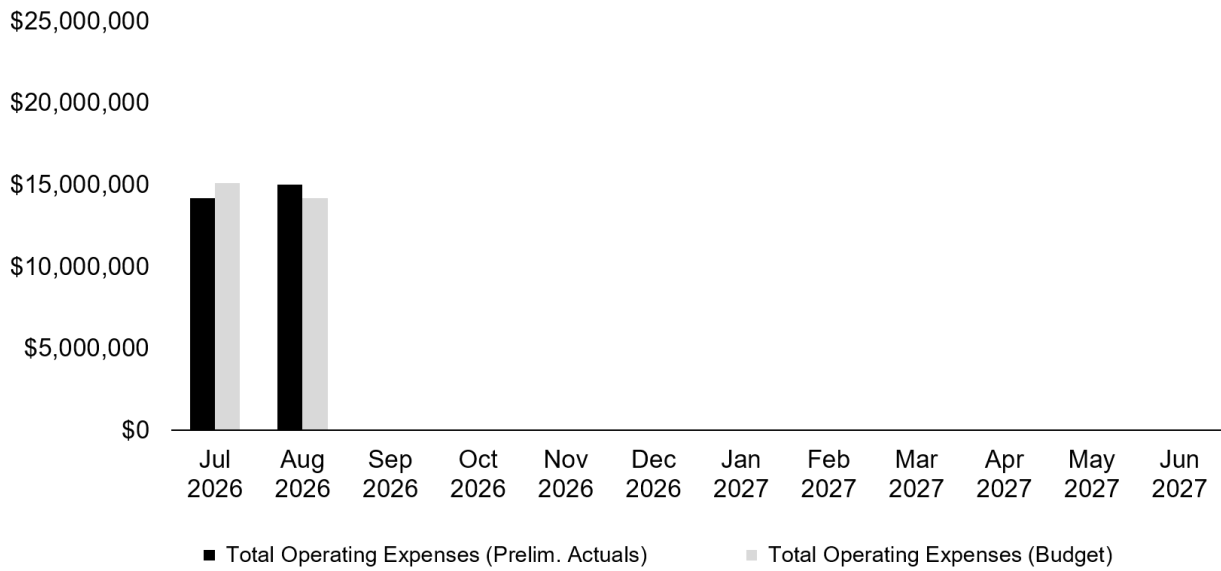
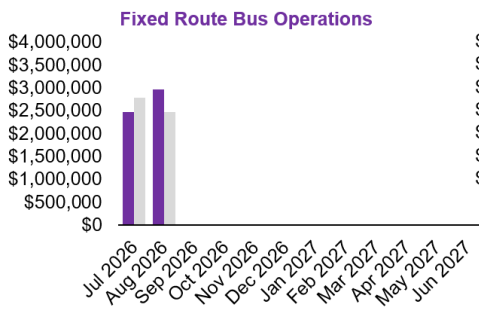
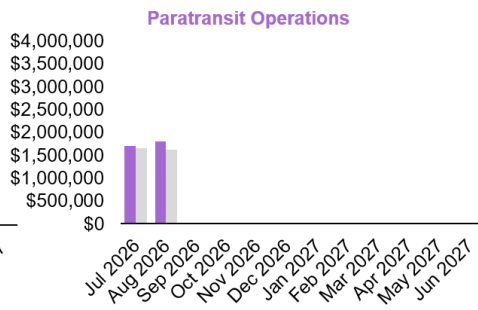
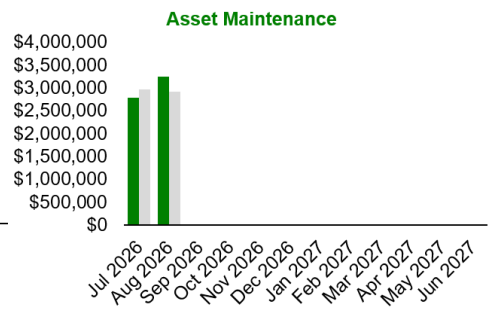
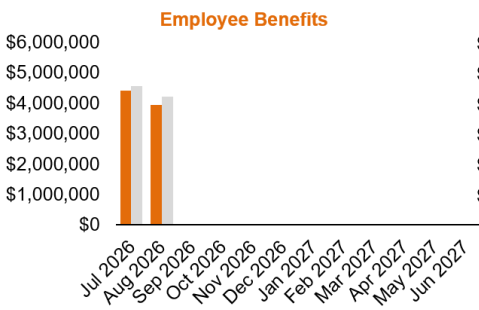
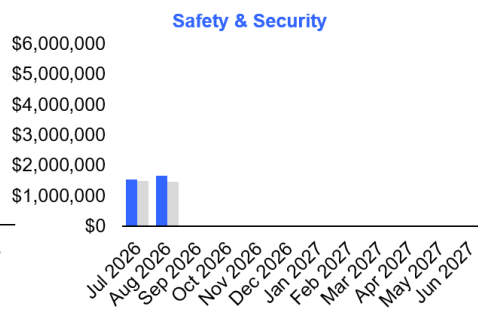
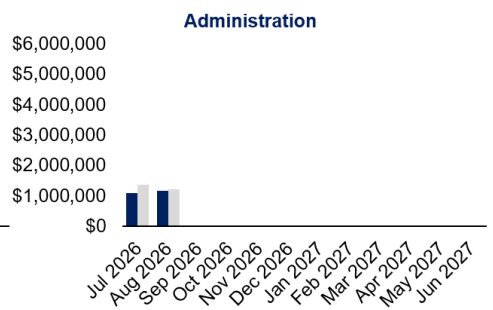
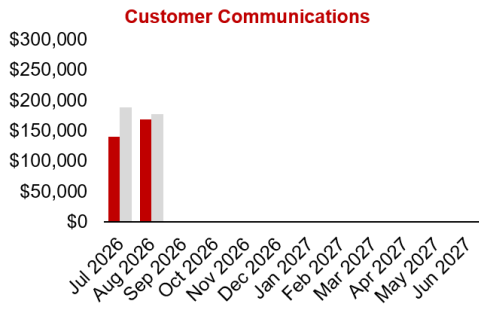
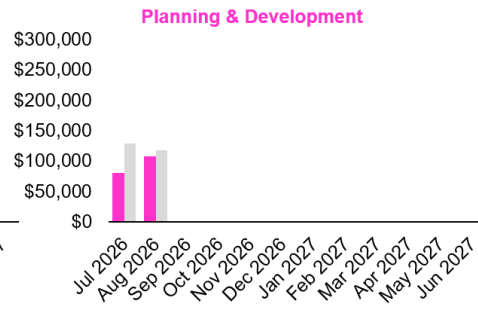
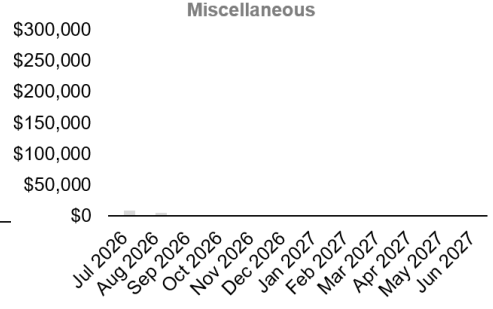
	August 2026	Fiscal Year To Date	Approved FY 2027 Budget	% Budget To Date
Fixed Route Bus Operations (Budget)	2,473,240	5,261,060	30,980,330	17%
Fixed Route Bus Operations (Actuals)	2,963,563	5,429,235		18%
Paratransit Operations (Budget)	1,623,400	3,281,610	19,251,890	17%
Paratransit Operations (Actuals)	1,795,795	3,505,144		18%
Asset Maintenance (Budget)	2,914,460	5,873,010	35,153,910	17%
Asset Maintenance (Actuals)	3,248,715	6,022,731		17%
Employee Benefits (Budget)	4,212,915	8,780,820	52,620,780	17%
Employee Benefits (Actuals)	3,937,303	8,357,488		16%
Safety & Security (Budget)	1,462,770	2,933,340	21,456,770	14%
Safety & Security (Actuals)	1,649,217	3,191,502		15%
Administration (Budget)	1,218,165	2,570,140	14,986,680	17%
Administration (Actuals)	1,172,743	2,252,234		15%
Customer Communications (Budget)	176,550	365,050	2,121,330	17%
Customer Communications (Actuals)	167,786	307,005		14%
Planning & Development (Budget)	117,920	246,450	1,425,170	17%
Planning & Development (Actuals)	107,425	187,926		13%
Miscellaneous (Budget)	4,420	13,350	62,960	21%
Miscellaneous (Actuals)	-	-		0%
Total Operating Expenses (Budget)	14,203,840	29,324,830	178,059,820	16%
Total Operating Expenses (Actuals)	15,042,549	29,253,266		16%

Fully Allocated Expenses <i>less third-party Access providers, WeGo Link, MNPD costs, and RTA management fee</i>	\$13,497,499	\$180.12 FY2027 Goal
Revenue Hours	67,973	
Cost per Revenue Hour	\$198.57	

Operating Revenue Monthly Comparisons FY 2027 Actuals vs Budget



Operating Expenses Monthly Comparisons FY 2027 Actuals vs Budget



**Statement of Operations Compared to Budget
For the Period Ending August 2026**

UNAUDITED

	Month Actual	Month Budget	Month Var. [F/(U)]	Prior Y-T-D	Current Y-T-D	Budget Y-T-D	Y-T-D Var. [F/(U)]	Annual Budget
Revenue From Operations								
Passenger Fares	327,905	479,550	(151,645)	1,258,210	613,077	981,940	(368,863)	5,800,300
Journey Pass Fare Thru CHYM	739,930	413,390	326,540	-	1,471,264	846,450	624,814	5,000,000
WeGo Access Revenue	17,997	37,200	(19,203)	85,378	52,956	76,180	(23,224)	450,000
Contract Revenue	270,401	281,531	(11,130)	541,593	549,194	572,260	(23,066)	3,396,740
Community Impact Partnership Revenue	-	-	-	-	-	-	-	-
Other Non-Transportation Revenue	262,537	253,275	9,262	237,107	507,173	501,620	5,553	3,028,260
Total Operating Revenue	1,618,771	1,464,946	153,825	2,122,288	3,193,664	2,978,450	215,214	17,675,300
Federal/State/Local Income								
Local Operating Assistance - General Fund	9,500,000	9,500,000	-	20,000,000	23,030,000	23,030,000	-	79,529,000
Local Operating Assistance - Sales Tax Surcharge	4,803,567	4,815,940	(12,373)	6,200,000	9,608,595	9,621,880	(13,285)	51,956,300
Contra Acct - Journey Pass Program	(739,930)	(413,390)	(326,540)	-	(1,471,264)	(846,450)	(624,814)	(5,000,000)
State Operating Assistance	-	-	-	-	-	-	-	6,372,000
Mobility Mgmt / CHSTP Admin Time	-	-	-	-	-	-	-	-
CARES Act Operating Reimbursement	-	-	-	-	-	-	-	-
American Rescue Plan Op Reimbursement	-	-	-	-	-	-	-	-
Total Assistance Income	13,563,637	13,902,550	(338,913)	26,200,000	31,167,331	31,805,430	(638,099)	132,857,300
Capital Income								
Capital Operating Reimbursement	170,592	-	170,592	3,090	170,592	-	170,592	24,027,220
Capital ADA Reimbursement	-	-	-	-	-	-	-	3,500,000
Total Capital Income	170,592	-	170,592	3,090	170,592	-	170,592	27,527,220
Total Revenue	15,353,000	15,367,496	(14,496)	28,325,378	34,531,587	34,783,880	(252,293)	178,059,820
Expenses								
Labor & Fringes	9,854,065	9,498,795	355,270	16,645,329	19,257,855	20,008,170	(750,315)	118,197,400
Services	2,800,923	2,715,470	85,453	4,261,402	5,280,132	5,219,150	60,982	35,775,070
Fuel & Lubricants	674,666	611,100	63,566	1,034,281	1,266,375	1,251,310	15,065	7,391,450
Parts, Materials & Supplies	869,782	768,280	101,502	1,325,708	1,875,941	1,612,010	263,931	9,347,250
Utilities	106,603	153,520	(46,917)	217,639	233,499	314,390	(80,891)	1,857,030
Casualty & Liabilities	648,848	364,945	283,903	580,188	1,159,665	729,890	429,775	4,379,340
Other Miscellaneous Expenses	87,663	91,730	(4,067)	61,499	179,798	189,910	(10,112)	1,112,280
Total Expenses	15,042,549	14,203,840	838,709	24,126,045	29,253,266	29,324,830	(71,564)	178,059,820
Surplus/(Deficit) before GASB 33	310,451	1,163,656	824,213	4,199,334	5,278,321	5,459,050	(323,857)	-
CARES Act Capital Reimbursement	-	-	-	-	-	-	-	-
Capital Asset Purchases	8,740,052	-	8,740,052	3,342,290	8,755,636	-	8,755,636	-
CHYM Operating Reserve Revenue	-	-	-	16,465,000	3,966,800	-	3,966,800	-
Amortized Rental Revenue	49,167	-	49,167	98,334	98,334	-	98,334	-
GASB 75 OPEB	-	-	-	-	-	-	-	-
Interest Exp - Cap Lease	(21,169)	-	(21,169)	(41,923)	(42,323)	-	(42,323)	-
(Loss)Gain on Sales	-	-	-	-	-	-	-	-
Amortization Exp	(8,409)	-	(8,409)	(16,818)	(16,818)	-	(16,818)	-
Depreciation net of Sub-Recip	(2,496,566)	-	(2,496,566)	(4,260,748)	(4,870,489)	-	(4,870,489)	-
Surplus /(DEFICIT)	6,573,526	1,163,656	7,087,288	19,785,469	13,169,460	5,459,050	7,567,282	-

Metropolitan Transit Authority
Summary Comparative Balance Sheet
For the Period Ending August 2026
Unaudited

	This Month August	Fiscal YE 2025 June
ASSETS		
CURRENT ASSETS		
Cash and Equivalents	17,015,046	5,653,655
Receivables from Federal, State, and Local Gov't	3,612,467	7,565,103
Accounts Receivable	2,711,266	3,201,620
Material and Supplies	9,855,792	8,835,417
Prepaid Expenses and Other	4,658,862	2,016,734
Pension and OPEB Deferred Outflow	24,618,471	24,618,471
TOTAL CURRENT ASSETS	62,471,904	51,891,000
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Buildings, Shelters, and Benches	153,951,280	153,951,280
Revenue Equipment and Parts	255,463,357	248,443,004
Office Furniture and Equipment	8,857,993	8,827,558
Work in Progress	14,138,340	12,226,553
	447,143,995	438,181,420
Less Accum Depreciation and Amortization	(240,138,856)	(235,477,342)
TOTAL PROPERTY AND EQUIPMENT, NET	207,005,139	202,704,078
OTHER ASSETS		
Cash and Restricted Investments for Self Ins	35,798,380	43,527,819
Metropolis Lease Receivable LT	-	-
North Nashville Property (Lease)	7,063,765	7,063,765
TOTAL OTHER ASSETS	42,862,145	50,591,584
TOTAL ASSETS	312,339,188	305,186,662
LIABILITIES		
CURRENT LIABILITIES		
Accounts Payable	5,938,287	12,133,822
Accrued Expenses	10,509,111	10,303,675
Deferred Revenue	233,965	204,710
CHYM Reserved Revenue	-	-
Notes Payable	-	-
TOTAL CURRENT LIABILITIES	16,681,363	22,642,207
NON-CURRENT LIABILITIES		
Long Term Deferred Rent Revenue	3,739,095	3,837,429
North Nashville Property Lease Liability - LT	7,049,599	7,049,599
Net Pension Liability	13,607,980	13,607,980
Pension and OPEB Deferred Inflows	20,008,584	20,008,584
Metropolis Lease Deferred Inflow of Resources	3,788,180	3,977,589
GASB 45 OPEB Liability	78,511,628	78,511,628
NON-CURRENT LIABILITIES	126,705,066	126,992,809
NET ASSETS		
Invested in Capital Assets	203,266,044	124,192,450
Unrestricted	(48,036,030)	(21,121,593)
Current Year Surplus(Deficit)	13,722,745	52,480,789
TOTAL NET ASSETS	168,952,759	155,551,646
TOTAL LIABILITIES AND NET ASSETS	312,339,188	305,186,662

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivables	\$2,542,301 93.8%	\$73,597 2.7%	\$26,790 1.0%	\$68,578 2.5%	\$2,711,266 100%
Accounts Payable	\$5,172,934 87.1%	\$131,887 2.2%	\$268,321 4.5%	\$365,145 6.1%	\$5,938,287 100%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

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

Item Number:	M-I-26-028	Meeting Date:	10/22/2026
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through August 2026.

HIGHLIGHTS

August delivered sustained ridership growth with 1,026,070 total passengers, an 18.8% increase over August 2025 and exceeding the monthly goal of 925,000. Safety performance showed significant improvement YOY, with preventable collisions per 100,000 miles down 40.1% year-over-year. Fleet maintenance reliability began stabilizing after July's decline. Call center performance improved under elevated demand, improving answer rates while handling 21% more call volume.

RIDERSHIP

August ridership surpassed the monthly goal by 101,070 trips. Fixed-route ridership reached 974,400, up 18.4% year-over-year. Access grew 25.2%, with all three paratransit programs expanding: Core ADA Access up 6%, WeGo Flex strategically flexing 1,242 trips to Uber to manage third-party provider staffing constraints, Access on Demand up 41%, and WeGo Link continuing to gain traction through the Free South Nashville Zone initiative. Weekend ridership growth continues to outpace weekday growth. Sunday ridership was up 31.0% year-over-year, and Saturday ridership increased 19.9%. This demand pattern reflects changing travel behaviors and confirms the value of expanded weekend service.

SERVICE

Service completion in August improved slightly to 99.49% but remained below the 99.75% goal. The composition of missed service shifted: maintenance-related interruptions accounted for 54.4% of misses (down from 57.1% in July), while accidents increased to 23.54% (up from 16.3% in July). Operator staffing issues contributed only 6.91% of misses, confirming that staffing improvements are sustaining.

On-time performance improved to 83.1%, up 1.8% year-over-year and reflecting operational resiliency with continued growth. Twenty of thirty-one routes showed year-over-year improvement. Routes 18, 7, 79, and 55 each achieved 8% or greater improvement, while four routes (41, 4, 14, 77) remained challenged.

FLEET MAINTENANCE RELIABILITY

Fleet reliability showed signs of stabilization. Bus miles between road calls improved to 5,640 from July's 4,979, though still below the 10,000-mile goal. Access miles between road calls improved to 18,405 from July's 15,712, narrowing the gap to the 20,000-mile goal. While both metrics remain below target, the month-over-month improvement suggests that corrective maintenance actions are gaining traction. Operations and Maintenance continue coordinated oversight to restore reliability to target levels.

SAFETY

Preventable collision rates improved 40% year-over-year due to increased service miles; however, absolute collision frequency remains elevated. August 2026 recorded 83 collisions, representing only a marginal 4.6% decrease from August 2025 (87). Sideswipes and contact with fixed objects remain leading collision types. Analysis indicates correlation with operator tenure. We have implemented post-training mentorship and ride-along opportunities for operators as they transition to stabilize safety performance as we grow.

WORKFORCE AND RECRUITMENT

Operator staffing reached 95.4% of budget (478 of 501 budgeted positions), maintaining strong levels. A bus operator hiring event on August 29 generated 98 applicants, maintaining recruitment momentum. The training program released 14 operators in August with 19 new students in training, supporting pipeline growth. Maintenance staffing improved to 87.6%, up from 81.9% last year, though remaining 4.4 percentage points below the 92% goal. Mechanic recruitment yielded 32 applicants with 11 currently in review.

CUSTOMER CARE

The Call Center answered 90.3% of inbound calls, up from 87.7% in July and approaching the 92% goal. Average wait time improved to 1 minute 23 seconds from July's 1 minute 51 seconds. This improvement occurred while call volume increased 21% year-over-year (4,521 additional calls in August). The team's efficiency under elevated demand reflects improved processes and staffing coordination. Bus ridership per complaint improved to 2,707, moving closer to the 3,000 goal. Access passengers per complaint reached 646, significantly exceeding the 350 goal, indicating high paratransit satisfaction.

CURRENT STATUS:

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

APPROVED:



Chief Operating Officer

10/22/2026

Date

Operations Dashboard Report

	Aug 2026	Aug 2025	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	974,400	822,666	18.4%	925,000	
Demand Response Ridership	51,670	41,275	25.2%		
Total Ridership	1,026,070	863,941	18.8%		
Productivity & Efficiency					
Bus Passengers per Revenue Hour	17.64	16.32	8.0%	15.60	
Demand Response Passengers per Revenue Hour	1.61	1.50	7.1%	1.60	
Safety					
Total Collisions per 100,000 miles	11.2	13.6	-17.5%	7.0	
Preventable Collisions per 100,000 miles	4.3	7.1	-40.1%	3.5	
Service Quality					
Bus Trip Completion	99.49%	99.73%	-0.25%	99.75%	
Bus On-Time Performance	83.1%	81.3%	1.8%	85.0%	
Demand Response On-Time Performance	92.5%	95.2%	-2.6%	93.0%	
Maintenance					
Bus Miles Between Road Calls	5,640	16,511	-65.8%	10,000	
Demand Response Miles Between Road Calls	18,405	36,229	-49.2%	20,000	
Customer Care					
Bus Passengers per Complaint	2,707	2,645	2.3%	3,000	
Demand Response Passengers per Complaint	646	444	45.5%	350	
Percent of Calls Answered	90.3%	88.6%	1.7%	92.0%	
Staffing					
% of Operator Positions Filled	95.4%	95.2%	0.2%	92.0%	
% of Maintenance Positions Filled	87.6%	81.9%	5.7%	92.0%	
Customer Amenities					
% of Stops with Shelters (including Central)	23.5%	21.1%	2.3%	22.0%	
% of Boardings at Covered Stops (including Central)	78.8%	76.6%	2.3%	77.0%	



Exceeding Goal



Within 10% of Goal



More than 10% off Goal

Operations Dashboard Report

	FY2027 FYTD through Aug 2026	FY2026 FYTD through Aug 2025	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	1,853,086	1,565,680	18.4%		
Demand Response Ridership	102,272	81,118	26.1%		
Total Ridership	1,955,358	1,646,798	18.7%	1,850,000	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	16.75	15.52	7.9%	15.60	●
Demand Response Passengers per Revenue Hour	1.66	1.52	9.0%	1.60	●
Safety					
Total Collisions per 100,000 miles	11.0	11.7	-6.0%	7.0	◆
Preventable Collisions per 100,000 miles	4.2	6.1	-31.3%	3.5	◆
Service Quality					
Bus Trip Completion	99.42%	99.75%	-0.33%	99.75%	◆
Bus On-Time Performance	84.0%	83.1%	0.8%	85.0%	▲
Demand Response On-Time Performance	93.7%	95.4%	-1.7%	93.0%	●
Maintenance					
Bus Miles Between Road Calls	5,288	12,860	-58.9%	10,000	◆
Demand Response Miles Between Road Calls	16,979	34,845	-51.3%	20,000	◆
Customer Care					
Bus Passengers per Complaint	2,655	2,713	-2.2%	3,000	◆
Demand Response Passengers per Complaint	639	477	34.0%	350	●
Percent of Calls Answered	89.0%	89.5%	-0.5%	92.0%	▲
Staffing					
% of Operator Positions Filled	95.0%	93.2%	1.8%	92.0%	●
% of Maintenance Positions Filled	86.1%	84.5%	1.7%	92.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	23.5%	21.1%	2.3%	22.0%	●
% of Boardings at Covered Stops (including Central)	78.8%	76.6%	2.3%	77.0%	●



Exceeding Goal



Within 10% of Goal



More than 10% off Goal

Operations Dashboard Glossary

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

Operations Dashboard Glossary

Metric	Definition
Maintenance	
Bus Miles Between Road Calls	Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in fixed route revenue service that causes the vehicle to be removed from service.
Demand Response Miles Between Road Calls	Any mechanical or system failure of any nature (excluding accidents) occurring on an MTA-operated vehicle in paratransit (Access) revenue service that causes the vehicle to be removed from service. Does not include 3rd party, Access-on-Demand, or WeGo Link services.
Customer Care	
Bus Passengers Carried per Complaint	Total fixed route passengers divided by total fixed route customer complaints.
Demand Response Passengers Carried per Complaint	Total paratransit (WeGo and third-party service providers) passengers divided by total paratransit customer complaints.
Percent of Calls Answered	Percentage of calls received that were answered. Unanswered calls are calls that are lost for any reason once in the customer call phone queue.
Staffing	
% of Operator Positions Filled	Total WeGo Operators available divided by total number of operator positions budgeted for service. Part-time Access operators are not included
% of Maintenance Positions Filled	Total WeGo Maintenance positions available divided by total number of maintenance positions budgeted for service. All maintenance and cleaning positions for vehicles and facilities are included
Customer Amenities	
% of Stops with Shelters (including Central)	The total number of stops with shelters divided by total number of stops WeGo operates. Metric is updated every 6 months in coordination with biannual service changes.
% of Sheltered Boardings (including Central)	The total number of riders who boarded with a shelter (including WeGo Central boardings) divided by the total number of riders for the time period. Metric is updated every 6 months in coordination with biannual service changes.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of Upcoming Procurement Projects

Meeting Date: 10/22/2026

Item #: M-I-26-029

Project Name: Long Term Down Bus Repair & Rehabilitation Services

- **Brief Description:** Heavy Collision & Bodywork repair service for Long Term Down Vehicles.
- **Anticipated Publish Date:** November 2026
- **Estimated Project Value:** TBD

Project Name: Enterprise Resource Planning Suite

- **Brief Description:** A new centralized solution that integrates MTA's core operations, including finance, payroll, human resources, procurement, contract management, and more.
- **Anticipated Publish Date:** November 2026
- **Estimated Project Value:** TBD

Project Name: Nestor East Side Lot Improvements

- **Brief Description:** Seeking contractor to provide lot and security improvements.
- **Anticipated Publish Date:** November 2026
- **Estimated Project Value:** TBD

Project Name: Nestor Fuel Lane Improvements

- **Brief Description:** Seeking contractor to provide fuel lane improvements.
- **Anticipated Publish Date:** November 2026
- **Estimated Project Value:** TBD

Project Name: Pre & Post Employee Screening -DTO

- **Brief Description:** Employee screening for new hires and employee selection for random screening.
- **Anticipated Publish Date:** November 2026
- **Estimated Project Value:** TBD

Project Name: Light Duty Spare Parts

- **Brief Description:** Spare parts for fleet.
- **Anticipated Publish Date:** November 2026

Estimated Project Value: TBD

Project Name: Nestor Maintenance Bays

- **Brief Description:** Expansion of maintenance bays to improve service.
- **Anticipated Publish Date:** December 2026
- **Estimated Project Value:** TBD

Project Name: WeGo Star Operating & Maintenance

- **Brief Description:** Third-party contractor to service and maintain the Star daily
- **Anticipated Publish Date:** January 2027
- **Estimated Project Value:** TBD

CURRENT STATUS:

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

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

APPROVED:

*Chief Administrative Officer***10/22/2026**

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-26-033	Meeting Date:	10/22/2026
Item Title:	MNPD Secondary Employment Unit Memorandum of Understanding Renewal		

BACKGROUND:

In 2017, the Davidson Transit Organization (DTO) entered into an agreement with the Metropolitan Nashville Police Department (MNPd) to provide added security at the Elizabeth Duff Transit Center at WeGo Central. This partnership supports a safe and secure environment for customers and employees at WeGo's downtown transit hub.

In July 2023, DTO transitioned from the standard Secondary Employment Unit (SEU) flat-fee arrangement to an MOU after reduced officer participation resulted in inconsistent coverage. Under the MOU, officers receive their regular salaried overtime, which also counts toward their pension. Following the transition, officer volunteerism for the assignment increased to nearly 80 percent.

On May 18, 2026, MNPd notified Metro MOU customers that SEU rates would increase effective July 1, 2026. The rates reflect MNPd labor, vehicle, and administrative costs, and each assignment is subject to a two-hour minimum pay requirement per officer. The FY2026-2027 MOU rates are as follows:

Hourly Rates for Metro Government Customers

Rank	SEU Flat Rate	SEU Holiday Flat Rate
Police Officer	\$83.00	\$100.00
Sergeant	\$102.00	\$122.00
Lieutenant	\$115.00	\$138.00

Hourly Vehicle Rates

Vehicle Type	SEU Flat Rate	SEU Holiday Flat Rate
Marked Car / SUV / Truck	\$9.00	\$9.00
Unmarked Car / SUV / Truck	\$9.00	\$9.00
Motorcycle	\$9.00	\$9.00

Based on the planned FY2027 deployment, WeGo is projecting \$588,460 for supervisory hours, \$1,269,812 for police officer hours, and \$175,968 for patrol vehicle hours. The projected cost includes \$1,692,428 for coverage at the Elizabeth Duff Transit Center at WeGo Central and \$341,812 for coverage at Patton North Nashville Transit Center, bringing the combined total to \$2,034,240 for FY2027.

It should be noted that the projected \$2,034,240 represents the anticipated cost of maintaining the current SEU coverage model during FY2027. In June 2026, Metro approved the MOU for a dedicated MNPD Transit Division. The executed MOU provides for the Transit Division to be staffed through a combination of transferred personnel, recruited personnel, and Secondary Employment officers as the division is phased in. As dedicated Transit Division staffing levels increase and officers become available for deployment within the WeGo system, WeGo anticipates a corresponding reduction in its reliance on SEU personnel. Accordingly, actual FY2027 SEU expenditures may be less than the projected amount, depending on the timing of recruitment, training, staffing, and deployment of Transit Division personnel.

RECOMMENDATION:

Staff requests that the Board authorize the Chief Executive Officer to enter into an Memorandum of Understanding with the Metropolitan Nashville Police Department's Secondary Employment Unit (SEU) in an amount not to exceed \$2,034,240 for FY2027 to provide police officers, supervisory coverage, and patrol vehicles at the Elizabeth Duff Transit Center at WeGo Central and Patton North Nashville Transit Center.

APPROVED:

Board Secretary

10/22/2026

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-26-034	Meeting Date:	10/22/2026
Item Title:	Winter 2027 Service Changes and Equity Analysis		

BACKGROUND:

The proposed Winter 2027 Service Changes continue to bring forward improvements associated with the passage of the Choose How You Move (CHYM) program. The adjustments in this cycle prioritize improving reliability through frequency enhancements on a few different routes as well as increased access with two new WeGo Link zones and a new connector route.

The changes continue WeGo's commitment to provide safe, frequent, reliable, and convenient transit service for our riders and represent a total of approximately 30,000 additional annual service hours or a 4% increase in service and will require 12 additional operators and 6 additional vehicles.

The specific details on the proposed changes and the outreach process are included in subsequent sections of this item.

The item outlines information on the following areas:

- Operator & Fleet Availability
- Public Outreach Process
- Service Changes Recommendations
- Service Change Equity Analysis
- Request for Authorization to Implement Service Changes

OPERATOR AND FLEET AVAILABILITY

With every service change, staff reviews current workforce and fleet levels to ensure WeGo provides reliable service to its customers. The number of operators required to be fully staffed for the summer service changes is 513 full-time operators. As of end of September 2026, WeGo Transit has 483 operators and 39 newly recruited operators currently in training.

The number of vehicles required for peak fixed-route service during the winter service changes will be 159 fixed route buses, four more than current service. WeGo currently operates an active fleet of 193 buses (comprised of 40-ft & 60-ft vehicles) for fixed-routes, and 90 cutaways. Additionally, 10 – 45' Motor Coach Industries (MCI) vehicles are used for regional service by MTA and owned by RTA. There are 10 additional MCI vehicles owned by RTA and operated by Anchor Transportation, a contractor to RTA. The fleet size provides adequate spare capacity to support preventative maintenance cycles and maintain service reliability. This places WeGo in a good position to support the upcoming winter service changes.

PUBLIC OUTREACH PROCESS

A service changes proposal presented to the public for review and comment. Public engagement on proposed Winter 2027 service changes was conducted between September 21 and October 16, 2026.

Four public meetings were held regarding the proposed changes. Two in-person meetings took place at the Southeast Community Center on September 29th, and at the Elizabeth Duff Transit Center at WeGo Central on October 1st. Additionally, two virtual meetings took place on September 30th and October 6th. Staff presented the proposed service changes to the public at the meetings, answered questions, and received comments for the record. Public meetings and service changes information were posted at WeGo Central, on buses, on social media channels, and via public notice on newspapers and WeGoTransit.com. All information was provided in both English and Spanish, and comments were gathered through various channels, including letters, emails, social media posts, phone, and public meetings.

Several comments were received including routes targeted for improvements as well as other routes not listed for summer changes. Below is a summary of most common topics for comments.

Proposed Service Key Comments and Requests:

- **Route 8 8th Avenue South:**
 - General support for the improved frequency and extension of service times.
 - Request to pair the expansion of service along the route with better passenger infrastructure for bus stops along the route as well as improvements at intersections for safer transfers for riders.
- **Route 19 Herman:**
 - General support for the proposed improvements.
 - Request to make the route every 20 minutes until at least 5:00 p.m., especially for students that ride the route and adults getting off work.
 - Request to make the route more direct as depicted in WeGo Forward Draft Network Plan as well as extending to the Nashville West Publix.
- **Route 73 Bell Road:**
 - Good support for the new route, welcoming it as a needed connection.
 - Request to have public comment on board buses
 - Suggestions on routing around Tanger Outlet Mall to make it easier for pedestrians to access bus service.

- Suggestion to serve the new Tennessee Department of Human Services in Antioch and Abbingdon Heights Apartments
- **WeGo Link:**
 - Suggestion to create a partnership with Waymo to expand options for riders.
 - Support for Donelson Hills area as a connector in between apartment complexes.
 - Suggestion for a new zone in the Ezell Park area. **(Staff is proposing adding this zone as part of the winter 2027 changes).**

General Service Comments:

- **Route 3 Bellevue:**
 - Request for a bench at the Bellevue Library.
- **Route 9 Metrocenter:**
 - Several requests for weekday night service as well as weekend service to address new residential development and overall growth along the route.
- **Route 28 Meridian:**
 - Buses do not depart on time
- **Route 4 Shelby:**
 - Request to add real-time information at bus stops.
- **Old Hickory Service:**
 - Request for bus service between Old Hickory and Hermitage Station.
- **White House to Downtown Service:**
 - Request for a bus route between White House and Downtown Nashville.
- **WeGo Link:**
 - Request for better support from WeGo for WeGo Link voucher issues.
- **WeGo Star (RTA)**
 - Request to have additional trips to eastern Wilson County.
- **Other Service:**
 - Request for bus service between Old Hickory and Hermitage Station.
 - Requests for more east-west connector routes along Thompson Lane and Harding Place.

SERVICE CHANGES RECOMMENDATIONS

The proposed changes for Winter 2027 are driven by the Choose How You Move program implementation to improve and expand options for riders across the system. The new Donelson Hills, Ezell Park, and South Antioch WeGo Link zones will help improve access in lower density areas. Below is a summary of the service change recommendations as presented to the public during the public comment period followed by a detailed explanation of each change. All public comments were reviewed and fully considered in making final recommendations.

<u>Service Expansion</u>	<u>Improved Frequency</u>
New Connector Route 73 Bell Road	8 8 th Avenue South
New South Antioch WeGo Link Zone	19 Herman
New Donelson Hills WeGo Link Zone	42 St. Cecilia/Cumberland
<u>Improved Span</u>	
8 8 th Avenue South	

The following is a breakdown of the recommended changes for the fall:

- **Route 8 8th Avenue South**
 - *The route will run every 20 minutes, on weekdays and Saturdays, between 6:00 a.m. and 6:00 p.m., and every 30 minutes in the evenings. This route currently operates between 25-30 minutes during the day and between 40 minutes to hourly in the evenings.*
 - *Service will be extended from 11:15 p.m. to 1:15 a.m.*
- **Route 19 Herman**
 - *Route 19 will operate every 20 minutes, on weekdays between 8:00 a.m. and 3:00 p.m. This route currently operates every 30 minutes.*
- **Route 42 St. Cecilia/Cumberland**
 - *Weekend service on Route 42 will operate every 40 minutes between 6:00 a.m. and 6:00 p.m. The route currently operates hourly.*
- **Route 73 Bell Road**
 - *This is a new connector route between Antioch and South Nashville. It will serve the Tanger Outlet Mall and travel to Nolensville Pike via Bell Road*
 - *The route will run every 30 minutes between 6:00 a.m. and 6:00 p.m. and every 40 minutes between 6:00 p.m. and end of service.*
- **Donelson Hills WeGo Link Zone**
 - *New WeGo Link Zone with service to areas along Lebanon Pike between Briley Parkway and the Interstate loop.*

- **Ezell Park WeGo Link Zone**
 - *New WeGo Link Zone with service to areas near Ezell Park, between Murfreesboro Pike and Harding Place. **This was a new request from the public.***
- **South Antioch WeGo Link Zone**
 - *New WeGo Link Zone with service between I-24 and Percy Priest Lake to the Davidson County line, just south of the existing Antioch zone.*
- **South Nashville WeGo Link Zone**
 - *A WeGo Link voucher will be required for trips in the zone. The zone is currently being subsidized by TDOT due to construction in the area and remains free of cost.*

SERVICE CHANGES EQUITY ANALYSIS

The Federal Transit Administration (FTA) requires transit agencies to demonstrate consideration, awareness, and approval of Title VI equity analysis for any major service or fare changes. The Major Service Changes thresholds that require Title VI review as established in MTA's Title VI Program are:

1. A change in any fare or fare media related to all services of fixed route and WeGo Access
2. A new transit route or WeGo Link zone is established or eliminated.
3. Any change in service of 25 percent or more of the number of a transit route's revenue service miles computed on a daily basis of the day of the week for which the change is made.
4. Emergency service changes that meet either of these definitions and have been in effect for over one year.

Proposed service changes are compared to current service levels in order to evaluate any potential adverse effects to minority or low-income communities in the service area. With service improvements, this means that the benefits of the service cannot disproportionately benefit non-minority or non-low-income populations. Based on WeGo Title VI Policy, adverse effects of changes are borne disproportionately by minority populations when the impacts to minority populations are more than 5% greater than impacts to non-minority populations. Similarly, adverse effects of changes are borne disproportionately by low-income populations when the impacts to low-income populations are more than 5% greater than impacts to non-low-income populations.

Major Changes

Although not all the proposed Winter 2027 changes meet the major change definition, staff still conducted the analysis for the entirety of the proposed changes, including the new WeGo Link zones.

Using the Transit Boardings Estimation & Simulation Tool (TBEST), staff evaluated the impacts of the proposed fixed-route changes by comparing the change in trips available for minority and low-income populations in comparison to non-minority and non-low-income populations. For the WeGo Link expansion, staff compared the presence of low-income and minority populations within the new zones in relation to the presence of minority and low-income populations in the area covered by all preexisting WeGo Link zones.

The proposed Winter 2027 changes expand and improve upon existing service, resulting in a positive impact for minority populations and low-income households. The analysis performed comparing our existing service and the proposed Winter 2027 service changes shows that these changes will result in overall 4.6% more available trips to minority populations, and 3.2% more available trips to low-income populations.

Of the new trips generated, 49.7% of these trips are received by minority populations, 6.7% higher than their 43% share of the system population (defined as Davidson County). Minority populations benefit from these changes more than proportionally and suffer no disparate impact. In looking at low-income, 17.6% of these trips are received by low-income populations, 1.4% less than their 19% share of the system population. This is clear of the 5% threshold and thus demonstrates no disparate impact. These changes thus show no disparate impact and show a substantial benefit to minority and low-income passengers.

Title VI Disparate Analysis - Route-Level Comparison Report Minority and Low Income Populations

Analysis Name: Winter 2027 Title VI

Scenario A: Summer 2026

Scenario B: Winter 2027

System Percent Minority 43%

System Percent Low Income 19%

Disparate Impact: If < -5%

Report Date: 10/12/2026 9:21:15 AM

Route Summary: Minority

Route	Change in Total People Trips	Change in Minority People Trips	Minority Share of Trip Change	Minority % Disparate
8.	45.2%	45.3%	29.4%	-13.6%
19.	12.8%	12.7%	43.5%	0.5%
42.	15.0%	15.0%	46.9%	3.9%
73.	100.0%	100.0%	62.9%	19.9%
Totals	4.1%	4.6%	49.7%	6.7%

Route Summary: Low Income

Route	Change in Total People Trips	Change in Low Income People Trips	Low Income Share of Trip Change	Low Income % Disparate
8.	45.2%	44.9%	15.8%	-3.2%
19.	12.8%	12.8%	22.5%	3.5%
42.	15.0%	15.0%	16.7%	-2.3%
73.	100.0%	100.0%	18.2%	-0.8%
Totals	4.1%	3.2%	17.6%	-1.4%

For the new WeGo Link Zones, 60% of those living within the new zones belong to a minority population, 13.5% more than the total WeGo Link Zone minority population percentage. The analysis showed that 16.3% of those living within the new zones are low-income, 1.8% less than the total WeGo Link Zone low-income population percentage. Thus, no disparate impact is shown, with minority and low-income populations benefitting substantially from this round of WeGo link expansion.

WeGo Link Winter 2027 Title VI Info New Zones

Total WeGo Link Zone Minority Percentage: 46.5%

Total WeGo Link Zone Low Income Percentage: 18.1%

Mobility Area	Population	Minority	Low Income	Minority % Disparate	Low Income % Disparate
Donelson Hills	2,383	22.1%	17.1%	-24.4%	-1.0%
Ezell Park	77	100.0%	30.0%	53.5%	11.9%
South Antioch	13,611	66.4%	16.0%	33.6%	-2.1%
*Total	16,070	60.0%	16.3%	13.5%	-1.8%

Population Data Source: Census and 5-Year American Community Survey data updated to represent 2025 conditions

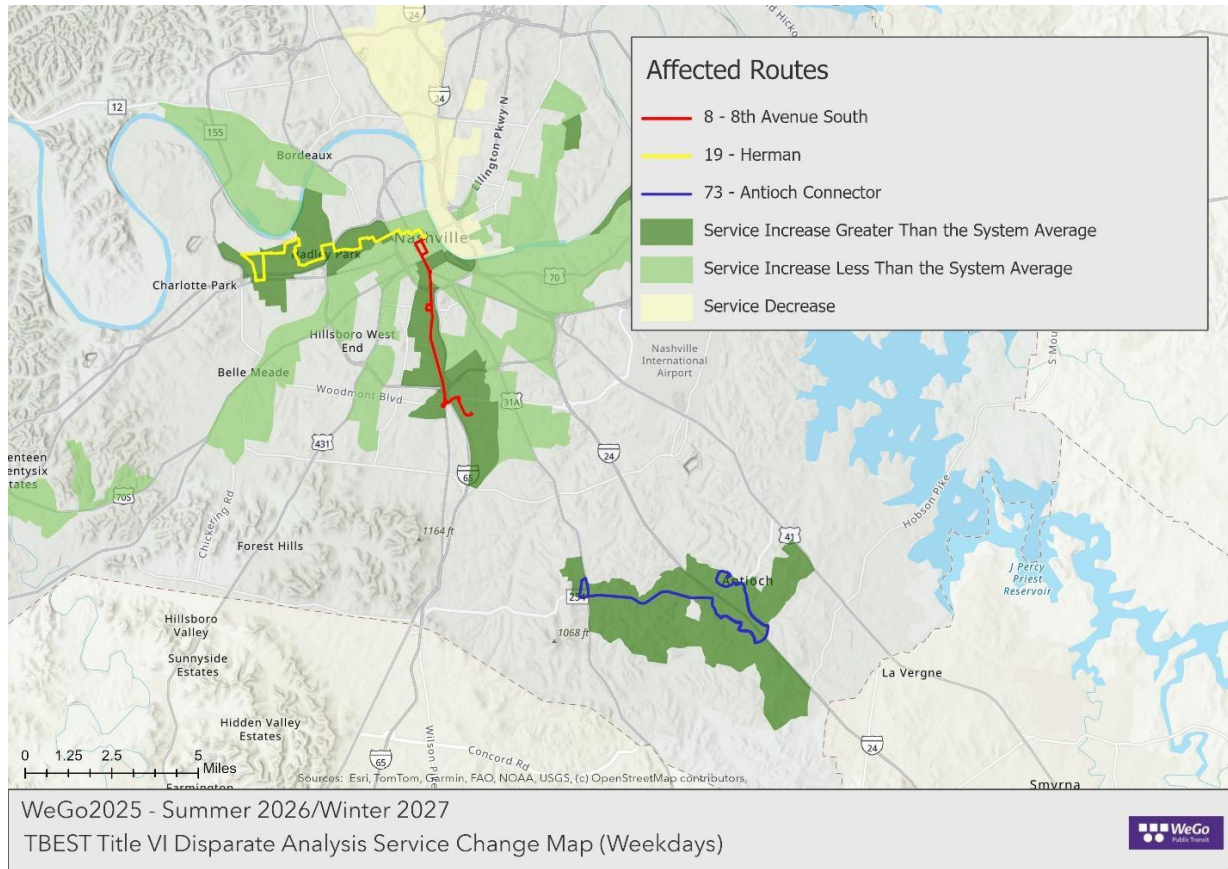
Employment Data Source: LEHD Block-Level Employment data updated to represent 2025 conditions

*Total: non-double counted summary of combined report areas

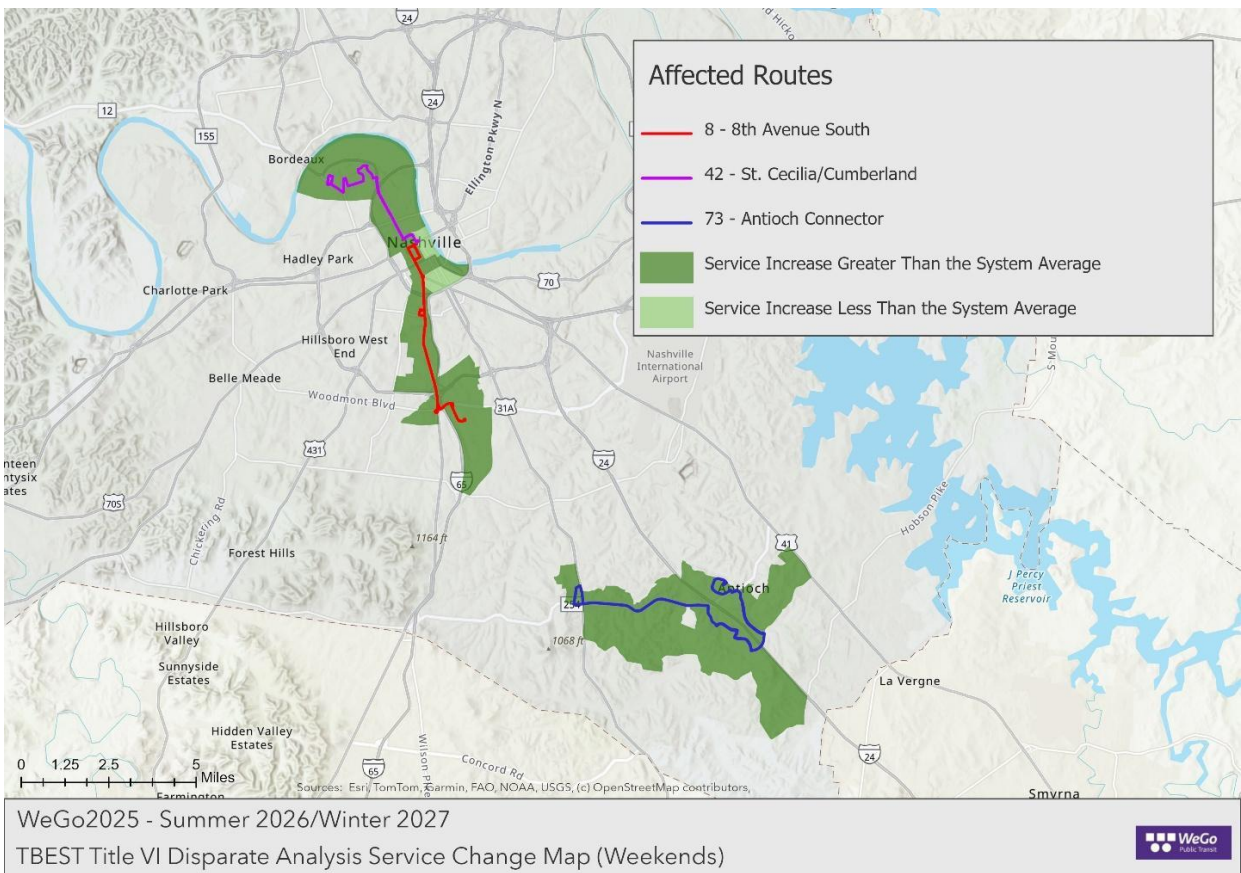
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Spatial Analysis of Routes Affected by Service Change

Weekdays



Weekends



RECOMMENDATION:

The staff request approval by the Board of Directors of the proposed Winter 2027 service changes as documented in this item for implementation. Proposed fixed route changes will take effect on January 3, 2027.

APPROVED:

Board Secretary

10/22/2026

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-26-035	Meeting Date:	10/22/2026
Item Title:	Adoption of Zero Fare Services for Election Day, November 3, 2026		

BACKGROUND:

Historically, the Metropolitan Transit Authority of Nashville and Davidson County has offered “zero-fare days” for milestones that are important to Davidson County as a whole. Recent examples have included the Inauguration of Mayor Freddie O’Connell, the dedication of the Diane Nash Plaza at the Davidson County Courthouse Square, New Years Eve after 6:00pm, and Election Day.

As in past years, staff recommends the removal of all fares from MTA services on Election Day, November 3, 2026.

RECOMMENDATION:

It is recommended that Tuesday, November 3, 2026, be designated as a “zero fare day” in Davidson County on all services operated by the Metropolitan Transit Authority of Nashville and Davidson County. Free fare is not extended to either services of the Regional Transportation Authority or the WeGo Link first mile/last mile connector program, where regular fares will remain in effect.

APPROVED:

Board Secretary

10/22/2026

Date