



REGIONAL TRANSPORTATION AUTHORITY
Of Middle Tennessee

EXECUTIVE COMMITTEE

Wednesday, April 16, 2025 | 9:30 a.m.

Downtown Nashville Library
615 Church Street, Nashville, TN 37219

1. Call to Order

2. Approval of the March 19, 2025, meeting minutes

3. Public Comments

4. Finance Committee Report – Mayor Ken Moore, Chair

- Monthly Financial Report Compared to Budget – Amanda Vandegrift, Deputy CEO of Finance & Administration **R-D-25-012 Pg. 5**

5. Operations Committee Report – Mayor Rick Bell, Chair

- RTA Monthly Operating Statistics – Andy Burke, COO **R-D-25-013 Pg. 11**
- Donelson Station Infrastructure Design Contract – Lydia Benda, Director of Engineering, Construction & Project Management **R-A-25-006 Pg. 19**
- Regional Commuter Bus Operating Contract Award – Nick Pecenka, Director of Operations **R-A-25-007 Pg. 21**
- Trapeze Group Software & Hardware Products Contract Award Supporting Real-Time Transit Information on WeGo Star and Regional Commuter Bus – Rob McElhaney, IT Manager **R-A-25-008 Pg. 23**
- WeGo Code of Conduct Revisions (RTA) – Vince Malone, COSA **R-A-25-009 Pg. 24**
- WeGo Facility Use Agreement Revisions (RTA) – Vince Malone, COSA **R-A-25-010 Pg. 31**

6. CEO's Report – Stephen G. Bland, CEO

7. Chair's Report – Mayor Randall Hutto, Chair

8. Other Business

9. Adjournment



MINUTES
EXECUTIVE COMMITTEE MEETING
REGIONAL TRANSPORTATION AUTHORITY

March 19, 2025

- I. **Call to Order:** The regular meeting of the Regional Transportation Authority of Middle Tennessee (RTA) Executive Committee was held at the Greater Nashville Regional Council, located at 44 Vantage Way, Nashville, TN 37228, on Wednesday, March 19, 2025. A quorum was present, and the meeting was called to order at 9:35 a.m. by Board Chair, Mayor Randall Hutto.

Executive Committee Members in Attendance:

Mayor Randall Hutto – Wilson County, Chair
Mayor Paige Brown – City of Gallatin, Vice Chair
Mayor Freddie O’Connell – Davidson County
Mayor Ken Moore – City of Franklin
Mayor Rick Bell – Lebanon County
Mayor Billy Vogle – Robertson County
Ed Cole – Davidson County – Davidson County (Gov. Appt.)
Kelly Dannenfelser – Williamson County (Gov. Appt.)
Nicole Rowan – Sumner County (Gov. Appt.)
Ken Davis – Wilson County (Gov. Appt.)

Others Present:

Mayor Bob Rial – Dickson County
Mayor Mike Callis – City of Portland
Matthew White – City of Mt. Juliet (Alt)
Jim Kerr – City of Murfreesboro (Alt.)
Gerald Herman – City of White House (Alt.)

- II. **Approval of Minutes:** Mayor Ken Moore made a motion to approve the meeting minutes from January 15, 2025. Mr. Ken Davis seconded the motion, and the Executive Committee approved it unanimously
- III. **Public Comments:** There were no public comments.
- IV. **Finance Committee Report:** Committee Chair Mayor Ken Moore presented the following for discussion:
- **Monthly Financial Report Compared to Budget (R-D-25-009):** Mayor Ken Moore presented a summary of the statement of operations for January 2025 compared to the approved fiscal year (FY) 2025 budget. CEO Bland and Controller Shelly McElhaney were available to address any questions, but there were none, and no further discussion followed
- V. **Operations Committee Report:** Committee Chair Mayor Rick Bell presented the following for discussion and action:
- a. **Monthly Operating Statistics (R-D-25-010):** On behalf of Chief Operating Officer Andy Burke, CEO Bland presented the RTA Monthly Dashboard Report for January 2025 to the Executive Committee and was available to answer any questions. There were no questions, and no further

discussion followed.

- b. Agency Safety Plan Amendments (R-A-25-004):** Chief of Safety and Security Nick Oldham provided the following item for action:

The Federal Transit Administration (FTA) requires the agency to update its Agency Safety Plan (ASP) annually, as outlined in the Public Transportation Agency Safety Plan (PTASP) Final Rule. This plan, which supports the Safety Management System, includes safety performance targets that will be shared with the Metropolitan Planning Organization (MPO) and the State Department of Transportation.

This year's safety performance targets are based on a review of RTA's safety data from the past five years. The targets for commuter bus and vanpool services include metrics on fatalities, injuries, safety events, and system reliability. Gray Line and the joint labor-management Safety Committee developed these targets utilizing data-driven projections based on the previous year's performance.

The updated safety plan, which includes requirements from the Bipartisan Infrastructure Law, has been approved by the Safety Committee. The plan promotes a proactive safety approach, identifies areas for improvement, and emphasizes the enhancement of safety culture. Once approved by the Board, the plan will be posted on the agency's website for public access.

Staff requested that the Board authorize the Chief Executive Officer to sign the Agency Safety Plan to ensure compliance with the FTA's Public Transportation Agency Safety Plan Final Rule and the updated requirements of the Bipartisan Infrastructure Law.

Mayor Rick Bell moved to approve the Agency Safety Plan Amendments. Mayor Paige Brown seconded the motion, which the Executive Committee approved it unanimously.

- c. Security Services Contract Award (R-A-25-005):** Chief of Safety and Security Nick Oldham provided the following item for action:

Marine Tiger Technologies recently assessed WeGo Public Transit's security systems, comparing current coverage to industry best practices. The assessment was conducted relative to services and facilities owned and operated by both the MTA and RTA.

They determined that while WeGo's historic security was adequate, it would not support the city's growth and evolving transit needs. Based on this assessment, Marine Tiger recommended expanded security coverage. However, the recommendations for expanded security presence applied primarily to MTA services and facilities, and Marine Tiger determined that historic coverage at RTA facilities, such as Riverfront Station, was adequate. A Request for Proposal (RFP) was published on August 14, 2024, and received eight responses. After evaluations and interviews, Archangel Protective Services was selected as the top proposal.

Archangel offered three coverage options: baseline (current coverage), expanded coverage (recommended by Marine Tiger), and armed security officers (which is not recommended). RTA's recommended coverage falls into the baseline category, which mirrors existing security coverage at Riverfront Station. If approved, Archangel would begin providing security at Riverfront Station on April 1, 2025. The three-year contract starts at \$149,400 in the first year and increases by a slight amount each year. The contract would be for three years with an optional two-year extension. No Disadvantaged Business Enterprise (DBE) goal was set for this project.

Staff recommended that the Board approve the authorization for the Chief Executive Officer to execute an agreement with Archangel Protective Services to provide security services at Riverfront Station at a cost not to exceed \$456,000. The contract will run from April 1, 2025, to March 31, 2028, with two (2) additional one-year extension options available for Board approval before the initial

contract expires in 2028.

Mayor O'Connell inquired whether our contract includes performance targets to ensure that Arcangel is meeting the contract's requirements at Riverfront, such as tracking missed shifts and identifying any patterns of inactivity. Mr. Oldham confirmed that the contract does include these targets and explained that we are incorporating Marine Tiger's recommended KPIs into our approach. He emphasized that we are working on a transition plan to ensure we take the reins seriously when the time comes. CEO Bland pointed out that one key takeaway for the committee was Archangel's ability to track performance both in real time and historically.

Mayor Rick Bell motioned to approve the Security Services Contract Award. Mayor Freddie O'Connell seconded the motion, and the Executive Committee approved it unanimously.

d. Donelson Station Joint Development Update (R-D-25-011): Deputy CEO of Growth and Development Debbie Frank provided the following update:

On June 13, 2022, RTA received an unsolicited proposal from H.G. Hill and Southeast Venture (HGH/SV) to lease a portion of RTA property near Donelson Station for a mixed-use development that includes housing, commercial, and retail space. The goal is to complement the rail station and generate long-term revenue. The proposal also includes a transit center for bus service to the airport and other routes.

On October 19, 2022, RTA and HGH/SV entered into a 24-month exclusive negotiation period to develop a joint development agreement, which included a design plan, ground lease, and financial arrangements. While significant progress has been made, additional time was needed to finalize the plan. As a result, on September 18, 2024, the RTA Board approved a one-year extension until October 19, 2025.

Progress has continued since September 2024, but if terms cannot be agreed upon, the project will not proceed as a joint development. However, RTA plans to advance the transit center, station improvements, and related infrastructure, with over \$29 million in local, state, and federal funding secured for public infrastructure improvements.

Ms. Frank provided a general overview of the project, the status of various activities associated with advancing the transit center component, and the joint development component. She indicated that two upcoming Board activities were anticipated to be a recommendation for design services associated with the public infrastructure upgrades and for the acquisition of property from the Nashville and Eastern Rail Authority (NERA) to accommodate the public infrastructure upgrades. There was a general discussion about the project.

VI. CEO's Report: CEO Bland presented the following report:

1. This year, WeGo will again partner with Nashville SC to provide Express bus service from Murfreesboro and Antioch to all weekend home games. So far, we've operated on two Saturday game days, with 27 passengers on February 22 and 38 on March 8. Additionally, fares are free on the two MTA bus routes serving Geodis Park—the 52 and 77.
2. Regarding the Murfreesboro Park and Ride project, we found out that the Church from whom we are acquiring the land did not submit the necessary paperwork to the Attorney General's Office until February of this year. We've been in touch with the Attorney General's staff, who have informed us that we should receive clearance to close by the end of March. Our project team has already started procurement activities for design and demolition
3. For the Franklin Park-and-Ride, we've engaged CDM Smith to develop three preliminary concepts for project stakeholders to review in the coming months. Our team has met with stakeholders in

Franklin to discuss project-related issues, including zoning, access, and runoff implications. The proposed site for the facility is adjacent to Rolling Hills Hospital. We plan to meet with the design consultant and City of Franklin representatives during the first week of December to officially kick off the project.

4. As part of developing our FY2025-26 operating budget, Amanda is leading corridor meetings in the Rutherford and Wilson County areas to discuss potential options. It is crucial that all member jurisdictions participate in these corridors.

VII. Chair's Report: Mayor Hutto thanked everyone for attending the board meeting.

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

XII. Adjournment: With no further business, Mayor Paige Brown motioned to adjourn the meeting; Mayor Billy Vogle seconded the motion, and the meeting was adjourned at 10:15 a.m.

Respectfully submitted:

Ed Cole, RTA Secretary & Davidson County
Governor Appointee

Regional Transportation Authority

of Middle Tennessee

☐ Committee Discussion Item ☒ Exec. Committee Discussion Item ☐ Board Discussion Item
☐ Committee Action Item ☐ Exec. Committee Action Item

Item Number:	R-D-25-012	Meeting Date:	4/16/2025
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a summary of the statement of operations for January 2025 compared to the approved fiscal year (FY) 2025 budget. Expenditures to date have tracked close to budgeted levels. A notable variance continues in the Materials & Supplies category, where a single high-cost part was used to repair one of our locomotive engines in August 2024, and other special project and wreck repairs were incurred in October 2024 and January 2025, respectively. While this category now exceeds budgeted levels, the Utilities category continues to be under budget. Since Utilities usually run higher during the winter months, this category will likely remain under budget for the remainder of the fiscal year as we begin to enter warmer spring temperatures. We will continue to monitor any other anticipated Materials & Supplies expenditures and how they relate to total anticipated expenditures as we advance through the remaining months of this fiscal year.

Revenues in the first eight months of the fiscal year were over 7% higher than budgeted, with nearly half of this revenue variance being related to the timing of federal funds. This portion of the variance will continue to balance out as the fiscal year progresses. Notably, federal 5307 formula fund usage is trending higher than budgeted levels due to increased state of good repair expenses. As noted in previous reports, an additional \$115,700 in state funds was received than was conservatively budgeted. Passenger fares continue to trend higher than budgeted, with passenger revenue to date being approximately 38% (or \$171,452) higher than budgeted. This is primarily due to higher than anticipated ridership returns than were conservatively budgeted. Finally, investment income under the Other Operating Revenues category continues to exceed budgeted expectations due to interest rates holding steady for longer into the fiscal year than was anticipated in the budget. Sumner County is the only remaining regional partner that has not contributed annual dues.

As of February 28, 2025, RTA owed Nashville MTA approximately \$317,749 for services provided. In turn, MTA owes RTA approximately \$54,029 for fares collected.

STATUS:

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

APPROVED:



Deputy CEO of Finance and Administration

4/16/2025

Date

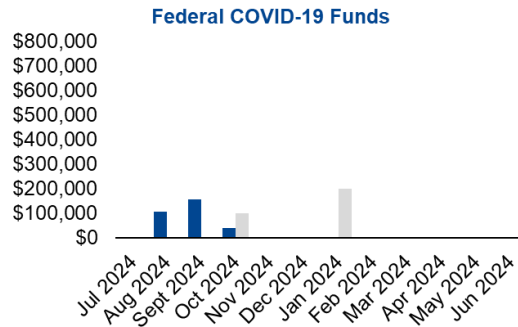
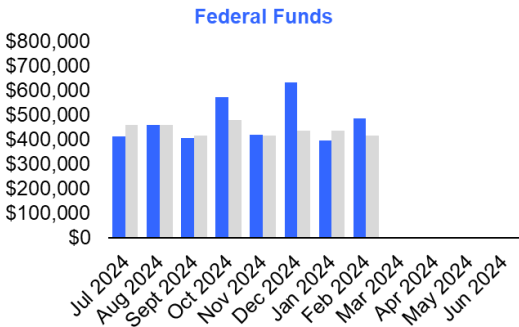
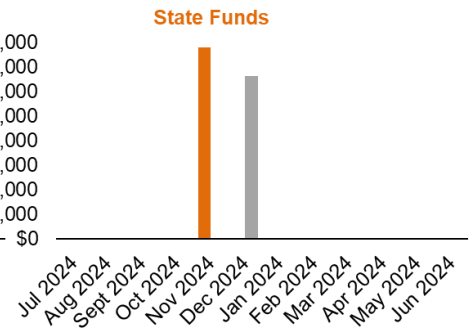
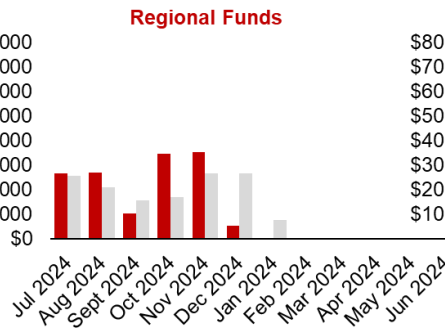
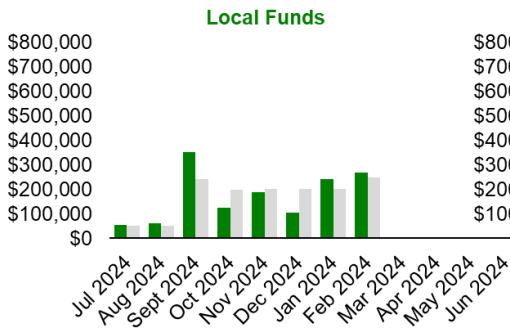
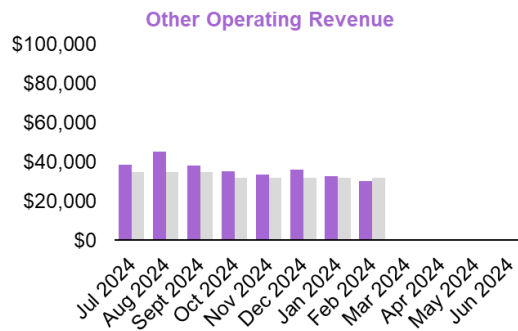
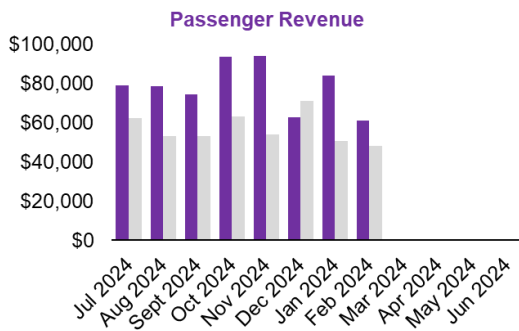
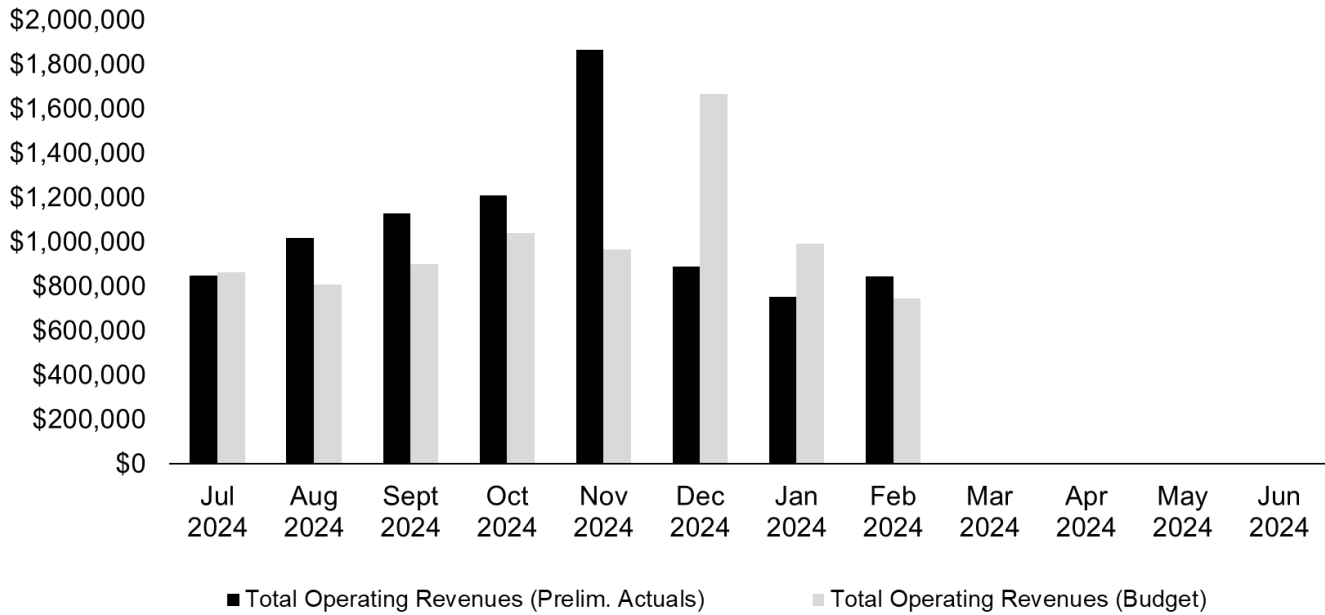
February 2025 Operating Revenue by Category:

	February 2025	Fiscal Year To Date	Approved FY 2025 Budget	% Budget To Date
Passenger Revenues (Budget)	48,280	456,172	691,616	66%
Passenger Revenues (Actuals)	60,923	627,624		91%
Other Operating Revenues (Budget)	31,890	264,120	420,890	63%
Other Operating Revenues (Actuals)	30,245	290,228		69%
Local Funds (Budget)	249,000	1,393,056	2,126,056	66%
Local Funds (Actuals)	269,072	1,391,408		65%
Regional Funds (Budget)	-	1,391,860	1,391,860	100%
Regional Funds (Actuals)	-	1,385,646		100%
State Funds (Budget)	-	663,400	663,400	100%
State Funds (Actuals)	-	779,100		117%
Federal Funds (Budget)	416,303	3,517,781	5,287,073	67%
Federal Funds (Actuals)	485,243	3,787,864		72%
Federal COVID-19 Funds (Budget)	-	300,000	300,000	100%
Federal COVID-19 Funds (Actuals)	-	300,000		100%
Total Operating Revenues (Budget)	745,473	7,986,389	10,880,895	73%
Total Operating Revenues (Actuals)	845,482	8,561,869		79%

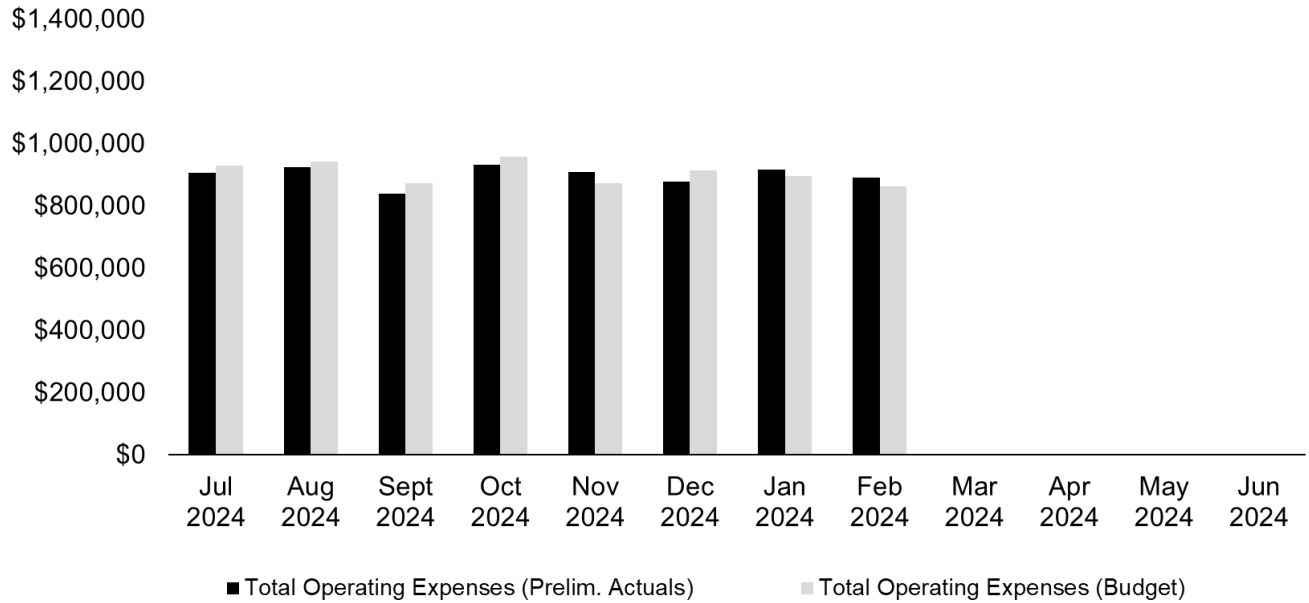
February 2025 Operating Expenses by Category:

	February 2025	Fiscal Year To Date	Approved FY 2025 Budget	% Budget To Date
MTA Management Contract (Budget)	75,350	602,800	904,200	67%
MTA Management Contract (Actuals)	75,350	602,800		67%
Services (Budget)	677,244	5,707,329	8,574,245	67%
Services (Actuals)	686,588	5,624,479		66%
Fuel & Lubricants (Budget)	50,450	429,392	640,700	67%
Fuel & Lubricants (Actuals)	76,628	435,193		68%
Materials & Supplies (Budget)	7,420	58,647	87,675	67%
Materials & Supplies (Actuals)	885	93,189		106%
Utilities (Budget)	15,120	127,725	191,975	67%
Utilities (Actuals)	16,821	121,716		63%
Casualty & Liability (Budget)	36,205	303,925	456,700	67%
Casualty & Liability (Actuals)	35,899	294,337		64%
Other (Budget)	1,138	21,028	25,400	83%
Other (Actuals)	-	26,371		104%
Total Operating Expenses (Budget)	862,927	7,250,846	10,880,895	67%
Total Operating Expenses (Actuals)	892,171	7,198,086		66%

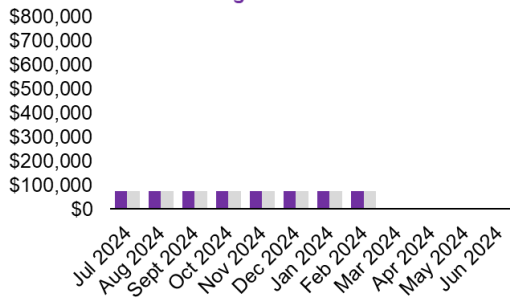
Operating Revenue Monthly Comparisons FY 2025 Actuals vs Budget



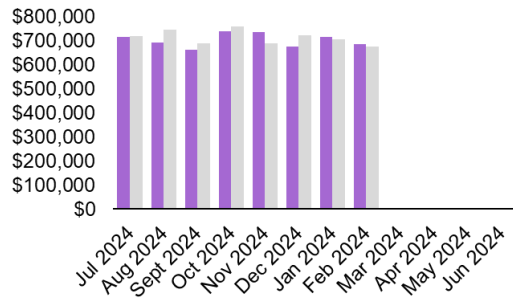
Operating Expenditures Monthly Comparisons FY 2025 Actuals vs Budget



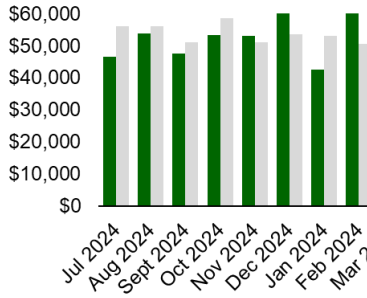
MTA Management Contract



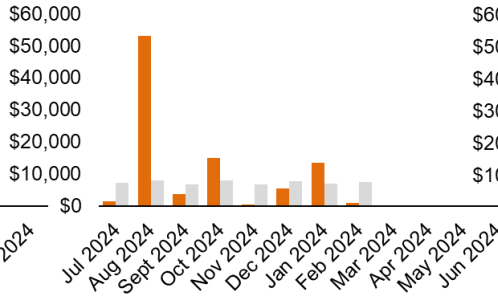
Services



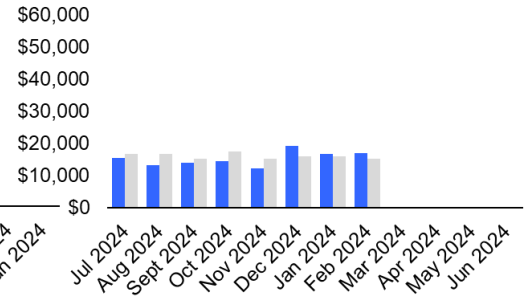
Fuel & Lubricants



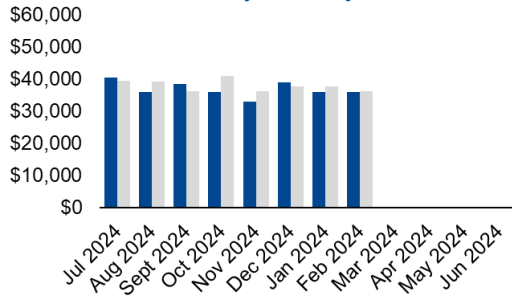
Materials & Supplies



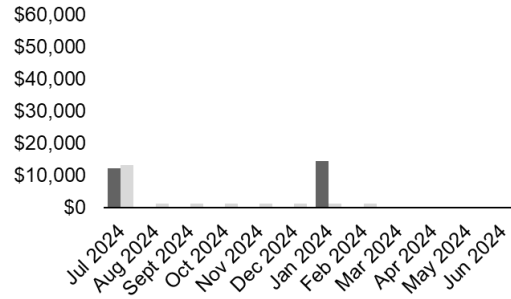
Utilities



Casualty & Liability



Other



Regional Transportation Authority
Statement of Operations Compared to Budget
For the Period Ending February 2025
UNAUDITED

	Month Actual	Month Budget	Month Var. [F/(U)]	Prior Y-T-D	Current Y-T-D	Budget Y-T-D	Y-T-D Var. [F/(U)]	Annual Budget
REVENUES								
Fare Revenues - Bus	23,926	24,310	(384)	178,013	222,413	205,410	17,003	308,724
Fare Revenues - Train	36,997	23,970	13,027	230,078	302,524	202,532	99,992	304,392
Fare Revenues - Special Events	-	-	-	88,194	102,687	48,230	54,457	78,500
Advertising Revenue	-	-	-	-	-	-	-	-
Other Non-Transportation Revenue	30,245	31,890	(1,645)	389,524	493,861	473,877	19,984	630,647
Total Operating Revenue	91,167	80,170	10,997	885,809	1,121,484	930,049	191,435	1,322,263
Local Operating Assistance	269,072	199,000	70,072	925,471	1,391,408	1,343,056	48,352	2,126,056
Regional Operating Subsidies	-	-	-	801,424	1,182,013	1,182,103	(90)	1,182,103
State Operating Assistance	-	-	-	663,400	779,100	663,400	115,700	663,400
Total Operating Assistance	269,072	199,000	70,072	2,390,295	3,352,521	3,188,559	163,962	3,971,559
CMAQ Operating Revenues	272,180	238,423	33,757	1,040,012	1,873,418	2,014,671	(141,253)	3,027,963
Total CMAQ Revenue	272,180	238,423	33,757	1,040,012	1,873,418	2,014,671	(141,253)	3,027,963
Capital Operating Reimbursement	213,063	177,880	35,183	1,575,530	1,914,447	1,503,110	411,337	2,259,110
CARES Act Operating Reimbursement	-	-	-	1,470,374	300,000	300,000	-	300,000
☞American Rescue Plan OPS Reimbursement	-	-	-	-	-	-	-	-
TOTAL CAPITAL OPERATING REVENUES	213,063	177,880	35,183	3,045,904	2,214,447	1,803,110	411,337	2,559,110
Total Revenue	845,482	695,473	150,009	7,362,021	8,561,869	7,936,389	625,480	10,880,895
Labor & Fringes	75,350	75,350	-	573,956	602,800	602,800	-	904,200
Services	687,440	683,154	(4,286)	5,400,129	5,710,810	5,757,219	46,409	8,649,245
Fuel & Lubricants	76,628	50,450	(26,178)	405,071	435,193	429,392	(5,801)	640,700
Parts, Materials & Supplies	33	1,510	1,477	5,547	6,859	8,757	1,898	12,675
Utilities	16,821	15,120	(1,701)	118,766	121,716	127,725	6,009	191,975
Casualty & Liabilities	35,899	36,205	306	277,782	294,337	303,925	9,588	456,700
Other Miscellaneous Expenses	-	1,138	1,138	21,214	26,371	21,028	(5,343)	25,400
Total Expenses	892,171	862,927	(29,244)	6,802,465	7,198,086	7,250,846	52,760	10,880,895
Surplus/(Deficit) before GASB 33	(46,689)	(167,454)	120,765	559,556	1,363,783	685,543	678,240	-
CARES Act Capital Reimbursement	-	-	-	625,751	74,361	-	74,361	-
Capital Asset Purchases	13,384	-	13,384	874,568	1,685,491	-	1,685,491	-
Depreciation	(350,332)	-	(350,332)	(2,764,705)	(2,119,142)	-	(2,119,142)	-
(Loss)Gain on Sales	-	-	-	-	-	-	-	-
Surplus /(DEFICIT)	(383,638)	(167,454)	(216,184)	(704,830)	1,004,493	685,543	318,950	-

Regional Transportation Authority
Summary Comparative Balance Sheet
For the Period Ending February 2025
Unaudited

	This Month February	Fiscal YE 2024 June
ASSETS		
CURRENT ASSETS		
Cash and Equivalents	3,550,531	2,943,748
Investment Accounts	7,224,134	7,061,210
Receivables from Federal, State, and Local Gov't	634,014	576,573
Accounts Receivable	117,503	59,321
Inventory - parts	559,488	379,143
Prepaid Expenses and Other	135,598	68,483
TOTAL CURRENT ASSETS	12,221,268	11,088,478
PROPERTY AND EQUIPMENT		
Land	3,382,052	3,382,052
Buildings, Shelters, and Benches	19,407,308	19,407,308
Revenue Equipment and Parts	30,984,535	30,584,535
Office Furniture and Equipment	709,580	651,158
Guideway Improvements	9,481,818	9,481,818
Work in Progress	2,636,324	1,388,686
	66,601,617	64,895,557
Less Accum Depreciation and Amortization	(29,185,389)	(27,066,248)
TOTAL PROPERTY AND EQUIPMENT, NET	37,416,228	37,829,309
TOTAL ASSETS	49,637,496	48,917,787
LIABILITIES		
CURRENT LIABILITIES		
Accounts Payable	731,048	945,134
Accrued Expenses	18,096	26,896
Deferred Revenue	5,977,658	6,039,558
Notes Payable	-	-
TOTAL CURRENT LIABILITIES	6,726,802	7,011,588
Federal Govt Capital Grants	13,790,310	13,790,310
INVESTED IN CAPITAL ASSETS	13,790,310	13,790,310
NET ASSETS		
Unrestricted	28,115,890	30,378,874
Current Year Surplus(Deficit)	1,004,493	(2,262,985)
TOTAL NET ASSETS	29,120,383	28,115,889
TOTAL LIABILITIES AND NET ASSETS	49,637,495	48,917,787

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivables	\$117,503	\$0	\$0	\$0	\$117,503
	100.0%	0.0%	0.0%	0.0%	100%
Accounts Payable	\$731,048	\$0	\$0	\$0	\$731,048
	100.0%	0.0%	0.0%	0.0%	100%

Regional Transportation Authority

of Middle Tennessee

☐ Committee Discussion Item ☒ Exec. Committee Discussion Item ☐ Board Discussion Item
☐ Committee Action Item ☐ Exec. Committee Action Item

Item Number:	R-D-25-013	Meeting Date:	4/16/2025
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are the monthly operating statistics for February 2025.

Following the inclement weather experienced in January, the Nashville region again faced winter weather events in February. Building on the positive outcomes from the prior month, RTA proactively implemented significantly reduced service on February 18 and 19 in anticipation of the forecasted conditions.

This advance planning yielded multiple benefits, including reduced safety risks, more reliable service, and enhanced passenger communication. Only Route 84 (Murfreesboro), the WeGo Star, and the WeGo Star train shuttles (Routes 64 and 93) operated during this time. WeGo's local bus service also operates on a reduced schedule, similar to Saturday service levels. By announcing service adjustments in advance, RTA was able to minimize unplanned cancellations and provide more predictable, though limited, service for customers.

February 2024 included a leap year day plus reduced demand due to weather, resulting in an 18.5% decline in Express Bus & Shuttle Services ridership compared to February 2024. Notably, the WeGo Star performed well despite weather-related challenges, posting a 17.7% increase in ridership compared to the same period last year.

Trip completion and on-time performance (OTP) remained relatively stable year-over-year. However, issues with the bus tracking system on MTA-operated RTA routes (64, 84, 86, and 93), which began in January, persisted into February. These issues caused some buses to appear ahead of schedule inaccurately, potentially underreporting actual OTP. The technology vendor has resolved the issue, and it is not expected to impact March reporting.

CURRENT STATUS:

Staff is available to answer committee members' questions about the attached report. Please direct any inquiries to Monica Howse.

APPROVED:



Chief Operating Officer

4/16/2025

Date

RTA Monthly Dashboard Report *

Metric	February 2025	February 2024	Pct. Change
Ridership			% Change
Total RTA Bus Passengers	10,870	13,331	-18.5%
WeGo Star Passengers	10,440	8,868	17.7%
Total RTA Passengers	21,310	22,199	-4.0%
Percentage of Pre-Pandemic Ridership	43.1%	44.9%	-1.8%
Safety			
RTA Bus Total Accidents	2	1	0.0%
WeGo Star Total Accidents	0	0	N/A
RTA Bus Total Miles btwn Accidents	20,601	48,006	-57.1%
WGS Total Miles btwn Accidents	N/A	N/A	N/A
Service Quality			
RTA Bus Total Trip Completion %	99.93%	99.94%	-0.01%
WeGo Star Total Trip Completion %	100.00%	100.00%	0.00%
RTA Bus Total Miles btwn Service Interruption	41,202.4	48,005.8	-14.2%
WGS Total Miles btwn Service Interruption	N/A	N/A	N/A
On-Time Performance ^			
RTA Bus	80.7%	81.8%	-1.0%
WeGo Star	98.6%	99.2%	-0.6%
Customer Care			
RTA Bus Total Passengers per Complaint	4,262	1,168	264.8%
WeGo Star Passengers per Complaint	N/A	8,868	N/A

* RTA Dashboard submitted for discussion and for Committee and Board review.

^ On Time Performance reporting began September 2017.

N/A - metric cannot be calculated due to not being divisible by "0"

RTA Monthly Dashboard Report *

Metric	FY2025 February	FY2024 February	Pct. Change
Ridership			
			% Change
Total RTA Bus Passengers	100,727	95,833	4.9%
WeGo Star Passengers	81,514	63,561	22.0%
Total RTA Passengers	182,241	159,394	12.5%
Percentage of Pre-Pandemic Ridership	43.5%	38.1%	5.5%
Safety			
RTA Bus Total Accidents	9	2	250.0%
WeGo Star Total Accidents	4	2	100.0%
RTA Bus Total Miles btwn Accidents	42,023	189,208	-77.8%
WGS Total Miles btwn Accidents	13,051	26,260	-50.3%
Service Quality			
RTA Bus Total Trip Completion %	99.64%	99.29%	0.35%
WeGo Star Total Trip Completion %	99.34%	99.70%	-0.36%
RTA Bus Total Miles btwn Service Interruption	8,248.7	4,195.8	96.6%
WGS Total Miles btwn Service Interruption	4,015.7	8,753.3	-54.1%
On-Time Performance ^			
RTA Bus	80.7%	82.4%	-1.7%
WeGo Star	96.5%	97.8%	-1.3%
Customer Care			
RTA Bus Total Passengers per Complaint	2,805	1,074	161.1%
WeGo Star Passengers per Complaint	5,822	2,648	119.8%

* RTA Dashboard submitted for discussion and for Committee and Board review.

^ On Time Performance reporting began September 2017.

N/A - metric cannot be calculated due to not being divisible by "0"

RTA Operations Dashboard Glossary

Metric	Definitions
Ridership	
Total Passengers	
RTA Bus	Total fixed route passenger boardings on all MTA operated RTA routes (84, 86, 93, 96) and Gray Line operated RTA routes (87, 88, 89, 91, 92, 94, 95)
WeGo Star	Total passenger boardings on WeGo Star Rail Service
Safety	
RTA Bus Accidents	A motor vehicle collision, either preventable or non-preventable, 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. A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the errors of others. (Gray Line & MTA operated RTA metrics combined)
WeGo Star Accidents	Accident – an unexpected, unforeseen, or unintended event that causes injury, loss, or damage. These events can include any event arising from the operation of the railroad which results in the death of any person; or an injury to any person that requires medical treatment, except suicides or attempted suicides; any collision between railroad on-track equipment and an automobile, bus, truck, motorcycle, occupied bicycle, pedestrian or trespasser at any location on the railroad; any collision, derailment, fire, explosion, failure of equipment or infrastructure, act of nature, or other event involving damage to the railroad's on-track equipment, signals, track, track structures, and/or roadbed.
Service Quality	
RTA Bus Missed Trips	The total number of Bus revenue trips not completed or departing more than 30 minutes late -vs- scheduled. (Gray Line & MTA operated RTA metrics combined)
WeGo Star Missed Trips	A train that is disabled in transit or cancelled prior to embarking. A missed trip is reported as an annulment and is when the train is cancelled and doesn't complete the run or make it to its final destination.
RTA Bus Trip Completion Percentage	Percentage of one-way fixed route revenue trips completed versus scheduled.
WeGo Star Trip Completion Percentage	Percentage of one-way rail trips completed versus scheduled.

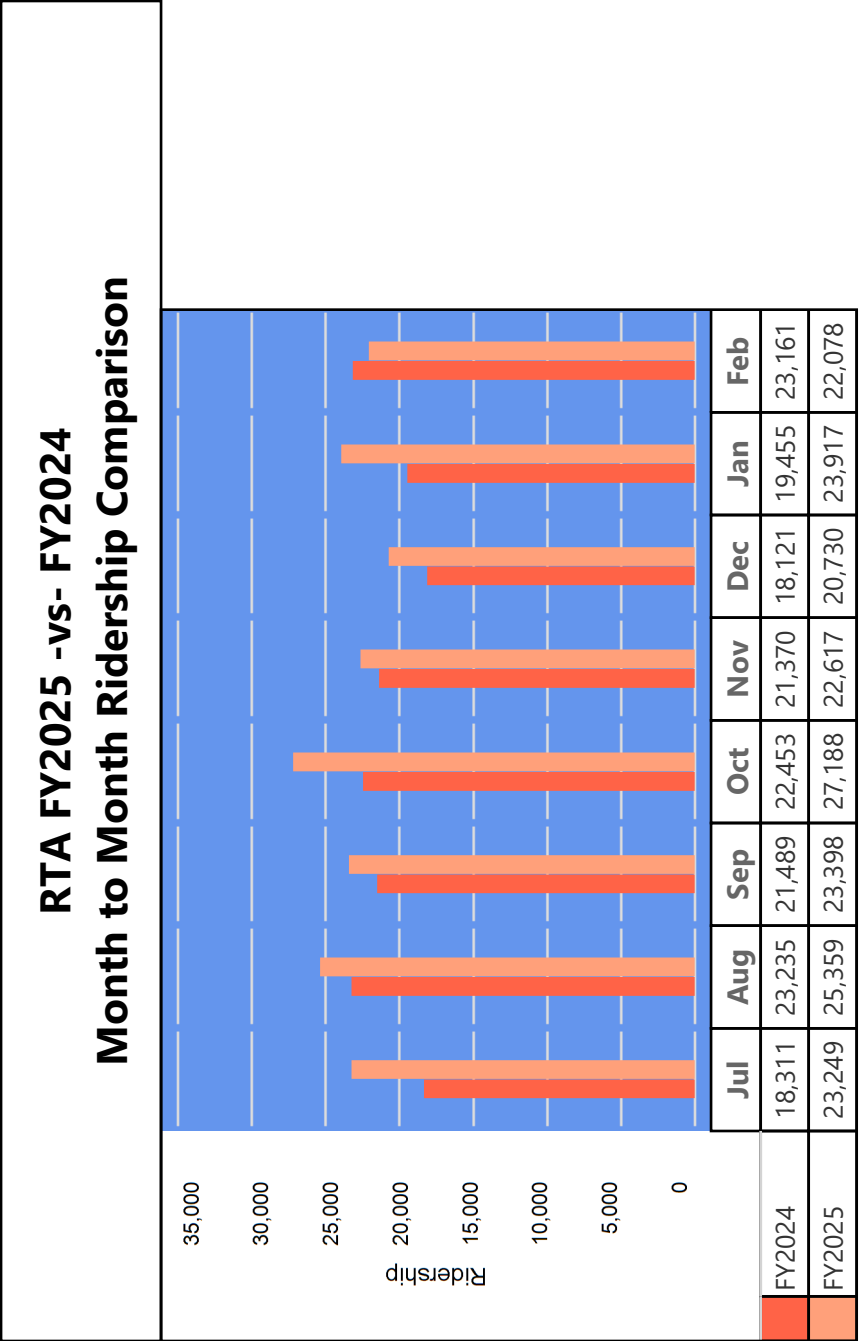
RTA Operations Dashboard Glossary

Metric		Definitions
On-Time Performance		
RTA Bus OTP		MTA operated RTA routes - OTP is the Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late obtained from AVL data. Gray Line operated routes - OTP is the Percentage of total scheduled fixed WeGo Central route arrivals and departures occurring no later than 5 minutes 59 seconds late obtained from data provided by Gray Line personnel. (Gray Line & MTA operated RTA metrics combined based on a weighted average of total trips)
WeGo Star OTP		A train is considered on time when the train arrives at the final destination less than 6 minutes from the scheduled time. If a train is held up for 6 minutes or longer it is considered delayed and not on time. Intermediate station times are not included.
Customer Care		
Passengers Carried Per Complaint		
RTA Bus		Total RTA Bus passengers divided by total RTA Bus customer complaints. (Gray Line & MTA operated RTA metrics combined)
WeGo Star		Total WeGo Star passengers divided by total WeGo Star customer complaints.



REGIONAL TRANSPORTATION AUTHORITY
FISCAL YEAR AND MONTH TO MONTH RIDERSHIP COMPARISON - FY2025 - vs - FY2024

	Month to Month Comparison			Fiscal Year Comparison		
	Feb 24	Feb 25	Percentage Change	FY2024	FY2025	Percentage Change
WeGo Star	8,868	10,440	17.7%	63,561	81,514	28.2%
Express Bus & Shuttle Services	13,331	10,870	-18.5%	95,833	100,727	5.1%
RTA VanStar Vanpool Service	962	768	-20.2%	8,201	6,295	-23.2%
Total RTA Ridership	23,161	22,078	-4.7%	167,595	188,536	12.5%



Prepared By: WeGo Service Quality Department
03/27/25



NASHVILLE AND REGIONAL TRANSPORTATION AUTHORITY
FISCAL YEAR & MONTH TO MONTH RIDERSHIP COMPARISON: FY2025 -vs- FY2024

	Month to Month Comparison			Fiscal Year		Change
	Feb-24	Feb-25	Change	FY 2024	FY 2025	
MTA Local Bus Service	714,393	639,148	-10.5%	5,525,736	5,777,769	4.6%
MTA Local Paratransit Service	31,997	32,896	2.8%	250,358	267,736	6.9%
RTA Regional Bus Service	13,331	10,870	-18.5%	94,487	100,819	6.7%
RTA VanStar Vanpool Service	962	768	-20.2%	8,201	6,295	-23.2%
RTA Regional Rail Service	8,868	10,440	17.7%	63,561	81,514	28.2%
* RTA Special Events Rail Service	0	0	N/A	8,454	10,584	25.2%
Subtotal RTA Rail Service	8,868	10,440	17.7%	72,015	92,098	27.9%
Subtotal MTA & RTA Bus & Rail Service	769,551	694,122	-9.8%	5,950,797	6,244,717	4.9%
Williamson County VanStar Vanpool Service	5,434	4,818	-11.3%	48,336	43,007	-11.0%
Murfreesboro ROVER Local Bus Service	8,212	7,402	-9.9%	66,494	71,624	7.7%
Franklin Transit Local Bus Service	6,082	6,072	-0.2%	57,588	64,545	12.1%
Clarksville Transit Local Bus Service	42,352	34,853	-17.7%	343,175	320,863	-6.5%
Total Area Ridership	831,631	747,267	-10.1%	6,466,390	6,744,756	4.3%



REGIONAL TRANSPORTATION AUTHORITY ROUTE PERFORMANCE INDICATOR REPORT

For the Month of: February 25

Rte. No.	Route Name	Monthly Ridership	Ridership Change vs Last Year	Revenue Hours Of Service	Average Passengers	
					Per Trip	Per Hour
CORRIDOR SERVICE COMPARISONS - COMMUTER BUS SERVICE						
	North Corridor (Route 87)	1,758	-3.2%	169	12	10.4
	Northwest Corridor (Routes 89 & 94)	2,209	-18.3%	296	9	7.5
	South Corridor (Route 95)	937	-18.7%	203	7	4.6
	Southeast Corridor (Route 84 & 86)	2,545	-39.6%	784	5	3.2
EXPRESS BUS ROUTE SERVICE						
84	Murfreesboro Express	1,952	-34.2%	629	5	3.1
86	Smyrna - LaVergne	593	-52.4%	155	5	3.8
87	Gallatin - Hendersonville	1,758	-3.2%	169	12	10.4
88	Dickson	468	-5.6%	84	7	5.6
89	Springfield - Joelton	487	-18.6%	100	7	4.9
94	Clarksville	1,722	-18.3%	196	10	8.8
95	Spring Hill - Franklin	937	-18.7%	203	7	4.6
	Express Bus Route Totals	7,917	-23.8%	1,537	7	5.2
OTHER ROUTES						
64	Star Downtown Shuttle	293	106.3%	44	2	6.6
93	Star West End Shuttle	2,660	-5.2%	70	24	37.7
	RTA Bus Route Monthly Totals	10,870	-18.5%	1,652	8	6.6
COMMUTER RAIL SERVICE						
90	WeGo Star Commuter Rail	10,440	17.7%	205	48	50.8
	RTA Commuter Rail and Bus Total	21,310	-4.0%	1,857	13	11.5

Regional Transportation Authority

of Middle Tennessee

Board Action Item

Item Number:	R-A-23-006	Meeting Date:	4/16/2025
Item Title:	Donelson Station Infrastructure Design Contract		

BACKGROUND:

On June 13, 2022, RTA received an unsolicited proposal from H.G. Hill and Southeast Venture (HGH/SV) to lease a portion of the existing RTA property adjacent to the Donelson Station to facilitate the development of a mixed-use complex of housing, commercial and retail space to complement the rail station and to generate long-term revenue for the Authority. As part of the overall project, parking for rail patrons would be sustained, and the overall functionality of the station would be improved. The proposal also includes an area for a transit center that would facilitate bus service to the airport and connections to other routes.

On October 19, 2022, RTA and HGH/SV entered into a twenty-four (24)-month period of exclusive negotiation to develop a formal joint development agreement that encompasses a design plan for the transit-related improvements, a long-term ground lease, and other long-term financial arrangements as the developer refines the plans for the rest of the project to present a final project plan for FTA and RTA Board approval.

On September 18, 2024, the RTA Board approved an extension of the period of exclusive negotiation with HGH/SV for one (1) year to October 19, 2025. The developers, HG Hill and Southeast Ventures, presented the proposed Master Plan to the RTA Board in October 2024.

Deputy CEO for Growth and Development Debbie Frank reported the status of this project to the RTA Executive Committee at its March 2025 meeting. She indicated that substantial progress has been made since September 2024 to advance the joint development agreement between RTA and HGH/SV, and staff remains optimistic that a joint development agreement satisfactory to all parties will be negotiated. However, even if terms acceptable to the RTA Board and FTA cannot be reached, and the project does not proceed to joint development, RTA would advance the public infrastructure elements associated with the project, including the transit center, station improvements, and various supporting infrastructure such as quiet zone implementation and intersection upgrades.

To advance the public infrastructure upgrades to Donelson Station, the staff is seeking to enter a Task Order contract with Wendel Architecture, an RTA on-call consultant, for design services for transit infrastructure, including:

1. A new roadway connection to Donelson Pike with a traffic signal will be placed approximately 475 feet south of the intersection of Donelson Pike and Lebanon Pike.
2. A quiet zone around the train station at two adjacent grade-level crossings.
3. A roadway with six bus bays will connect to a transit center adjacent to the existing station.
4. Adjacent pedestrian walkways, shelters, and associated amenities.

Estimated Timeline (contingent on factors somewhat outside RTA control, such as regulatory processes and utility coordination):

- Phase 1 (Kickoff & Assessment): 2 months.
- Phase 2 (Preliminary Design): 3 months.
- Phase 3 (Detailed Design & Permitting): 6 months.
- Phase 4 (Managing Utility relocations during detailed design): 6 months concurrent with Phase 3.
- Phase 5 (Final Design, Reviews, and Bidding Assistance): 4 months.

RECOMMENDATION:

Staff recommends Executive Committee action to authorize the Chief Executive Officer to enter a Task Order agreement with the consultant, Wendel Architecture, PC, for a total project expense not to exceed \$461,225 (including a 15% contingency) for design services for the Donelson Transit Center Infrastructure.

To date, RTA has secured local, state, and federal funding of just over \$29 million to advance public infrastructure improvements. FTA 5337 formula funds with 10% State and 10% local are being utilized for this portion of the work, with additional discretionary Federal and State funding available to advance construction activities.

APPROVED:

Board Secretary

4/16/2025

Date

Regional Transportation Authority

of Middle Tennessee

Board Action Item

Item Number:	R-A-25-007	Meeting Date:	4/16/2025
Item Title:	RTA Commuter Bus Award		

BACKGROUND:

The current contract between the Regional Transportation Authority (RTA) and Gray Line for the operation of regional express commuter services will expire on June 30, 2025. To ensure continued delivery of safe, reliable, and efficient commuter services, RTA issued a Request for Proposals (RFP) on November 27, 2024, for regional commuter bus services. The goal of the RFP was to identify the most qualified service provider to continue and enhance our transit services, ensuring they meet the evolving needs of our communities. The RFP covered the following routes:

- Route 87 Gallatin
- Route 88 Dickson
- Route 89 Springfield
- Route 94 Clarksville
- Route 95 Spring Hill

The RFP also allows for pricing to be applied to any new or adjusted routes that might be added or adjusted during the term of the new contract. Prior to the deadline of January 16th, 2025, RTA received responsive proposals from two firms: Gray Line (Incumbent) and Anchor Transportation. The evaluation committee interviewed both proposers and required further clarification regarding pricing structure. After receipt of the cost clarifications, the 5 members of the evaluation committee ranked providers based on the following:

- Qualifications and Experience
- Project Method
- Direct Representatives / Project Team
- Cost / Fees

Following a thorough review, the evaluation committee recommended Anchor Transportation for contract award. Anchor Transportation demonstrated clear operational strength, a strong reputation in the industry, and a commitment to providing high-quality service. Highlights of their qualifications include:

- Over 35 years of experience in contracted shuttle and charter operations for corporate, collegiate, and professional clients.
- More than 12 years of experience operating similar contracts with the State of Tennessee.
- A fleet of over 50 MCI motorcoaches, including the MCI D4505 model currently used by RTA.
- A skilled maintenance team of MCI factory-trained technicians, including two Master Technicians onsite.

RTA anticipates that Anchor Transportation's approach will enhance service reliability, improve rider confidence, and ultimately support increased ridership across the network.

Anchor Transportation also represents the most cost-effective solution with a 2.6% cost growth, which is under RTA's typical 3.0% commuter bus cost growth assumption. The estimated 10-year contract value is \$35,325,185. The Procurement Department negotiated this amount down from \$41,936,931. The RTA currently provides the contracted operators ten (10) coaches as part of the contract, with the operator providing the remaining coaches

plus any spare vehicles. Under the pricing structure included in this solicitation, RTA will ultimately provide the operator with all buses used in RTA service. This assumption is included in previously approved RTA Capital Improvement Plans, and staff is currently working to secure the additional vehicles that will complete the RTA regional bus fleet.

Services are expected to begin on July 1, 2025, and to ensure a seamless transition, RTA will collaborate closely with both the outgoing and incoming providers. Anchor Transportation has engaged experienced transit consultants and will leverage a flexible, ready-to-deploy operating model that requires reduced implementation ramp-up time.

This transition marks the conclusion of RTA's longstanding partnership with Gray Line, which has provided regional commuter services for well over a decade. RTA extends its sincere appreciation to Gray Line for their years of dedication and service to our riders and communities. This change in bus operations contractors does not impact the RTA's existing agreement with Gray Line to lease facilities at Riverfront Station.

CURRENT STATUS:

The RTA staff recommends that the board approve a contract with Anchor Transportation for the operation of regional express commuter services. Effective: **July 1, 2025**. Term: **5-Year initial term with option to extend up to an additional 5 years**. FY 2026 cost: **\$3,081,521** with an annual **3% increase**. 10-year total: **\$35,325,185**. RTA bus services utilize available Federal, State, and Local funding as annually identified in the RTA Operating budget to pay for these services.

APPROVED:

Board Secretary

4/16/2025

Date

Regional Transportation Authority

of Middle Tennessee

Board Action Item

Item Number:	R-A-23-008	Meeting Date:	04/16/2025
Item Title:	Trapeze Group Software & Hardware Products Contract Award Supporting Real-Time Transit Information on WeGo Star and Regional Commuter Bus		

BACKGROUND:

WeGo Public Transit uses Trapeze Group software and hardware products for various transit services throughout the organization. These services include route scheduling, fixed route operation, computer-aided dispatch, automatic vehicle location, real-time information, etc.

The Regional Transportation Authority of Middle Tennessee (RTA) already utilizes this equipment on some vehicles but does not have an ongoing contractual relationship with the Trapeze Group. To leverage these systems and ensure interoperability with existing systems in use on the WeGo Local Bus service while expanding real-time service offerings to additional RTA services such as the WeGo Star, the RTA will need to establish a contract with Trapeze Group. The RTA Procurement Policy requires Board authorization for all sole-source procurements over \$150,000.

Specific examples of items to be procured through Trapeze Group include:

- Automatic Vehicle Location Services and Customer Wi-Fi on three train sets. Estimated cost is \$182,000
- Maintain the onboard equipment installed on 10 RTA and MCI Buses purchased in 2020 in a state of good repair. The estimated cost is \$60,000.
- Customer-facing information: Sign Design/Build for future installation on WeGo Star rail platforms. The estimated cost is \$50,000.

Additional items that may be purchased under this contract:

- Automatic Vehicle Location Services for new RTA bus and rail car purchases
- Additional customer-facing real-time information displays
- Automated Passenger Counters (bus and rail)
- Software and hardware warranty and support

RECOMMENDATION:

Staff requests the RTA Executive Committee to authorize the Chief Executive to enter a sole-source contract and procurement cost through December 31, 2029, for \$500,000 to include the above items as well as future software and hardware purchases and support. Funding is available through a combination of Federal, State, and Local sources. Annual support and maintenance expenses are part of the approved operating budget and the RTA Capital Spending Plan. The recommendation to award based on a sole source solicitation is consistent with both State and Federal procurement regulations and the RTA Procurement Policy.

APPROVED:

4/16/2025

Board Secretary

Date

Regional Transportation Authority

of Middle Tennessee

Board Action Item

Item Number:	R-A-25-009	Meeting Date:	4/16/2025
Item Title:	WeGo Code of Conduct Revisions		

BACKGROUND:

The RTA Code of Conduct has proven to be a useful tool in our efforts to provide a safe, clean, and comfortable environment for our customers who utilize the RTA properties, ride RTA buses and trains, and others who visit RTA facilities. This policy improves the transit experience for passengers and provides guidance to our security personnel, operations supervisors, and subcontracted security support.

Recently, the Chief of Staff and Administration, in collaboration with the Chief Safety and Security Officer, reviewed the current Code of Conduct because of the need to update with the WeGo logo and broaden the language for potential growth in the development of transit centers, park and ride lots, and other assets across Nashville. Additionally, we updated the Code of Conduct summary because the summary serves as the condensed language that is normally used throughout the enterprise and is placed on signage throughout most RTA properties for the public's viewing. We requested the assistance of RTA's General Counsel with these revisions and are recommending proposed changes.

Through this revision process, the substance of the document was not changed, but the language was broadened to encompass all RTA properties to prepare for our continuous growth and development of the transit landscape within the Greater Nashville and Middle Tennessee area. The most significant change is the renaming of the Code of Conduct from "**RTA Code of Conduct**" to "**WeGo Code of Conduct**." This is being done to reflect the WeGo brand name, which is reflected on our assets throughout the Middle Tennessee area.

Other changes include a reference to: 1) change from RTA to WeGo where appropriate throughout the document; 2) under Appeals directed to CEO: we added additional "designee" terms that was missing from the previous revision; 3) updated the Code of Conduct summary to reflect the need to have a ticket, fare or pass to be on the RTA property in order to board the next available bus; 4) added no private "services" on RTA Property without express written consent of WeGo; and 5) added language on the prohibition to use on RTA property, shared urban mobility devices such as (e-scooters, e-bicycles); 6) added language within requirements and responsibilities of all passengers that "individuals must cooperate with any WeGo official, security officer or police officer" within the Code of Conduct summary.

RECOMMENDATION:

The WeGo staff recommends that the Board approve the revisions to the Code of Conduct.

APPROVED:

4/16/2025

Board Secretary

Date

Code of Conduct –WeGo Public Transit

EFFECTIVE April 17, 2025

POLICY

WeGo Public Transit (“WeGo”) is committed to the security and safety of the traveling public and its transit employees. Therefore, this Customer Code of Conduct has been established and adopted by the Regional Transportation Authority (RTA) Board of Directors.

Every WeGo patron is held to a high standard of conduct whether on a transit vehicle, at a transit stop or shelter, transit centers, or on other properties or facilities under the control of RTA (“RTA Property”). All patrons must refrain from unacceptable behavior as set forth in this Code. Individuals who behave inappropriately on RTA Property may lose the privilege of using WeGo services or RTA Property. Since safety and security are everyone’s responsibility, we encourage anyone who witnesses misconduct in or around RTA Property to report it immediately to a WeGo representative.

REQUIREMENTS & RESPONSIBILITIES OF ALL PASSENGERS

Any person violating federal, state, or local law on any RTA Property will be prosecuted and will be suspended from using WeGo services. All individuals must cooperate with any WeGo official, security officer, or police officer.

Fares: Anyone riding in an WeGo vehicle is required to pay the proper fare or use a valid pass. For discounted fares/passes, patrons will be required to show identification. Anyone on RTA property is required to have a ticket, fare or pass in his or her possession and is required to board the next available bus on the passenger’s route.

No Panhandling: The Nashville Metropolitan Government’s ordinance on panhandling makes it unlawful for any person to engage in an act of panhandling when either the panhandler or the person being solicited is located in or on RTA Property. WeGo enforces Metro Nashville’s panhandling policy.

Boarding and Exiting Procedures: Upon boarding the bus, please use handrails when walking to and from your seat and be seated as soon as possible. Please remove children from strollers before boarding, and make sure that the stroller is folded and out of the aisle. Once you have requested a stop, remain seated until the bus comes to a complete stop. After exiting, please refrain from walking too close to the bus or crossing the street in front of the bus.

Safe Riding Practices:

Familiarize yourself with emergency safety and evacuation procedures, and always know the location of the nearest fire extinguisher.

Do not distract from the operator's ability to drive safely, and do not interfere in any way with the operation of a **WeGo** vehicle.

Do not stand in front of the "standee line" before the transit vehicle stops.

Do not climb or hang on bars or handrails.

Keep all body parts, objects, and belongings inside the vehicle while the bus is in motion.

Keep track of your personal belongings. Discarding or leaving unattended packages on or at RTA Property is prohibited. Unattended items may be confiscated and destroyed.

"If you see something, say something!" Always report suspicious individuals or packages to RTA Security at 615-880-1530.

Notice: It is not the role of the vehicle operator to respond to medical or confrontational situations. **WeGo** drivers will call an operations supervisor or emergency responder for appropriate attention to the issue. The role of the vehicle operator is to safely operate the bus and de-escalate situations. Please take the time to report anything unusual or unsatisfactory to **WeGo** security or the vehicle operator.

Customer Communication: Any customer comments can be made by calling WeGo Customer Care at 615-862-5950 or by writing **WeGo Public Transit** at 430 Myatt Drive, Nashville TN 37115. When calling in a complaint, it is helpful to know the bus route, time of day, bus number and vehicle operator's badge number.

RTA RULES - EXAMPLES OF PROHIBITED CONDUCT

The following are unacceptable behaviors and conduct that will not be tolerated on RTA Property. The examples are not all-inclusive. Vehicle operators and RTA staff may use their discretion to determine if any **WeGo** patron is engaging in unacceptable behavior. Anyone engaging in criminal activity or other unacceptable behavior may be removed from RTA Property and subject to suspension as provided by the Code of Conduct. A copy of the complete Code of Conduct may be found online at www.WeGoTransit.com or by contacting RTA Customer Care at 615-862-5950.

Loitering on any RTA Property is prohibited. All persons on RTA Property must have a valid ticket, fare or pass in their possession and is required to board the next available **WeGo** vehicle on the passenger's route.

Smoking or the use of any electronic smokeless device or the use of any chewing tobacco products are not allowed in any RTA Property, except in designated areas of RTA Property.

The consumption of alcoholic beverages or having an open container is prohibited on RTA Property.

Individuals may not possess any unauthorized weapon, flammable liquid, explosive material, or other dangerous substance on RTA Property.

No private business services or sales of any type may take place on any RTA Property, including, but not limited to, the display or setup of any food, clothing, or other sales without the express written consent of **WeGo**.

The riding of bicycles, skateboards, or **shared urban mobility vehicles (e-bicycles, e-scooters, etc.)** is prohibited on RTA Property. Wheeled vehicles such as strollers or scooters are not allowed on escalators. Bicycles are not allowed in the long-term waiting rooms or lobbies and are not to be locked or stored on RTA Property.

Individuals shall not interfere in any way with the operations on RTA Property, including **WeGo** vehicles, nor interfere with an operator's ability to drive safely.

Animals are not allowed in any **WeGo** vehicle or on RTA Property unless they are in an approved animal transfer cage with the exception of service animals.

Disorderly conduct will not be tolerated. This includes: use of profane or offensive language including any threats or verbal or physical intimidation; bullying; touching or making inappropriate comments of a sexual nature; loud music, chanting or singing; racial slurs or displaying racist or gang-related behaviors; activities that may provoke violence; pushing others or "breaking the line" to gain access to a **WeGo** vehicle; or treating passengers or the vehicle operator without courtesy. Individuals must wear shirt and shoes; sagging pants which expose underwear is prohibited.

Sleeping, camping, or storing personal property on benches, floors or grounds of RTA Property is prohibited.

WeGo patrons observing suspicious or prohibited activity should report the activity to **WeGo** security or call 615-880-1530.

PHOTO AND VIDEO POLICY

The public may use hand-held cameras for personal use in public areas of transit facilities, so long as such use does not interfere with the operation of WeGo vehicles or the safety of RTA Property. All photographers are prohibited from accessing restricted areas, using tripods or other obtrusive equipment, laying cords or cables in walkways, using a flash bulb that is blinding to patrons or WeGo employees, and creating congestion during an emergency evacuation. Camera use must be in accordance with all other aspects of this Code of Conduct and RTA Policies.

The news media is afforded the same rights and restrictions as members of the general public. However, WeGo strongly recommends that members of the news media present valid press credentials when they film on RTA Property and strongly encourages the news media to contact RTA Communications at 615-880-3289 in advance to facilitate and ensure appropriate access.

Commercial photography is allowed only with the express written permission of WeGo and must comply with WeGo advertising requirements.

Where the actions of groups or individuals appear inconsistent with this policy, RTA Security and other staff are authorized to approach photographers or videographers to determine if further investigation or action is necessary.

DISCIPLINE PROCEDURE

Any Violation of the Code of Conduct may result in riding privileges and the use of any RTA Property being suspended. When suspended, the offender is not allowed to ride WeGo vehicle or be on any RTA Property. Any time a passenger is removed from the bus, or a person is not allowed on RTA Property, bus fare is forfeited. If the suspended individual rides a WeGo vehicle or enters RTA Property during the suspension period, it will be considered trespassing, and security or law enforcement will be called to address the situation. Supervisors, security, or law enforcement may be called to assist with all offenses. WeGo reserves the right to permanently exclude offenders from RTA Property due to the nature and severity of any violation or because of repeated violations.

If a minor is removed from RTA Property for a violation of the Code of Conduct, a law enforcement representative may be called for law enforcement intervention. If a minor is riding as part of the StrIDe Youth Mobility Program, WeGo reserves the right to assign a seat near the front of the bus, to contact parents, school principal, or other official.

If a person violates the Code of Conduct, transit or security personnel will complete an incident report with a written request for suspension and forward all documentation to the WeGo Security Manager or designee. If the Security Manager approves the suspension, the Security Manager will determine the appropriate response and, where warranted, sign a letter of suspension. The letter will contain the name of the person, the violation, the effective date and the length of the suspension, the specific services or facilities from which the person is suspended, and information regarding the appeal process. WeGo will make reasonable efforts to mail the letter to the suspended individual or attempt to personally serve the letter.

Appeal: Any suspended individual, or that person's representative, may appeal the suspension. Appeals must be in writing and submitted to the Chief Executive Officer at 430 Myatt Drive, Nashville, TN 37115, within ten (10) business days after the letter is mailed or within five (5) days from the receipt of the letter, whichever is later. A letter requesting an appeal must state with specificity the reasons for the appeal. As a general matter, WeGo will not accept late appeals; however, WeGo may, at its sole discretion, elect to hear a late appeal when the lateness has resulted from extenuating circumstances. The suspension stays in effect pending any appeal.

The Chief Executive Officer or designee will review the letter of appeal and the corresponding file on the suspended individual to make a determination as to whether the suspension will be upheld, terminated, or modified. The CEO or designee will communicate in writing his or her decision within ten (10) business days of receipt of the letter requesting the appeal. The decision of the CEO or designee is final.

RTA CUSTOMER CODE OF CONDUCT SUMMARY

1. Loitering is prohibited. **All persons must have a ticket, fare or pass in their possession and is required to board the next available bus on the passenger's route.**
2. Smoking, electronic smokeless devices, and chewing tobacco products are prohibited except in designated areas of RTA Property.
3. No **consumption of** alcoholic beverages or open containers.
4. No unauthorized weapons, flammable liquids, explosive materials, **or other dangerous substances.**
5. No private business services or sales are allowed without the express written consent of **WeGo** management.
6. Riding of bicycles, skateboards, or shared urban mobility devices is prohibited on RTA Property, including facility waiting room areas. **Wheeled vehicles such as strollers or scooters are not allowed on escalators.**
7. Interference with vehicle operations or RTA Property is prohibited.
8. Non-service animals are not allowed on RTA Property, including **WeGo** vehicles, unless they are in an approved transfer cage.
9. Disorderly conduct is prohibited. **Individuals must cooperate with any WeGo official, security officer or police officer.**
10. No sleeping, camping, or storing of personal property on RTA Property.

WeGo Public Transit is committed to the security and safety of the traveling public and its transit employees. Therefore, this Customer Code of Conduct has been established and adopted by the [Regional Transportation Authority \(RTA\)](#) Board of Directors.

A complete list of our rules and regulations is available on our website or from Customer Care.

All local, state, and federal laws will be enforced at this facility, including the Metropolitan Government's ordinance on panhandling and aggressive panhandling.

This policy applies to all [RTA Property, including, but not limited to, WeGo](#) vehicles, park-and-ride lots, bus stops, bus shelters, and transit centers.

Regional Transportation Authority

of Middle Tennessee

Board Action Item

Item Number:	R-A-25-010	Meeting Date:	4/16/2025
Item Title:	WeGo Facility Use Agreement for RTA Properties		

BACKGROUND:

The Regional Transportation Authority's ("RTA") primary purpose is to provide safe, efficient, and convenient transportation for public transportation customers throughout Middle Tennessee. RTA also recognizes that the public may need to use the facilities for non-transit-related purposes that will not interfere with or conflict with the primary facility operations and complement RTA's place in the community as a partner.

Staff recommends that the Executive Committee of the RTA approve this policy guidance for the lease of space within and around the transit facilities and property for both commercial and non-commercial purposes that will not violate the Code of Conduct or interfere with normal transit operations. Staff has worked with RTA's General Counsel and its insurance liability consultants (Gallagher Risk Management Services) to assess risks and determine the proper insurance coverages, respectively, if facility space is used by an outside party for a non-transit related purpose. The document that will be used is a facility use agreement, which outlines the terms and conditions for the use of the facility and the expectations of the lessee. It also provides hold harmless/indemnification language for RTA and its representatives. Currently, the process and agreement with the Regional Transportation Authority ("RTA"), if an application for use is approved, RTA properties are leased for \$500.00 to \$2,000.00 per event depending on the length of the event and staff needed. It is further believed that utilizing the RTA properties for additional purposes can only enhance the image of transit facilities with normal ridership and tourists that may mobilize between corridors.

RECOMMENDATION:

Staff recommends that the RTA Executive Committee give the Chief Executive Officer the authority to enter into subsequent facility use agreements with outside parties for the use of RTA transit facilities that involve activities and events on RTA properties for non-transit-related purposes that do not conflict with transit operations.

APPROVED:

4/16/2025

Board Secretary

Date



**AGREEMENT REGARDING FACILITY RENTAL OF
[Transit Facility]**

This agreement is hereby made and entered on the ____ day of _____, 202_ by and between the Regional Transportation Authority of Tennessee, doing business as WeGo Public Transit (hereinafter referred to as “**WeGo**”) and _____ (“**Lessee**”).

This agreement is for Lessee to lease (named Transit Facility) located at _____ (“**Transit Facility**”, “**Transit Property**” or “**Premises**”) on _____ [day of week], [month] [year] on from [time] for [description of event, reason for rental] (“**Event**”).

For notices, additional logistical and/or operational needs, the following should be contacted:

WeGo Public Transit
Gabriel Burgess
Commuter Services & Special Events Manager
430 Myatt Drive
Nashville, TN 37115
615-456-7534
gabriel.burgess@nashville.gov

Lessee name
Title
Address
Phone number
Email address

THE FOLLOWING ADDITIONAL TERMS AND CONDITIONS WILL APPLY:

Lessee is responsible for the following fees and security deposit for rental for its Event;

- Fees:
- Security Deposit: Waived:

- Lessee is responsible for returning the Transit Facility to its condition prior to the Event or to pay fees related to returning the property of the Transit Facility to the condition prior to the Event. The Lessee is responsible for **ALL** clean-up and any repairs after each Event. Lessee agrees to reimburse WeGo for all costs incurred in performing cleanup and repairs which, in the judgment of WeGo, the Lessee failed to perform. Cleanup and repair costs, if minor, shall accrue at the rate of \$30 per hour for each individual performing the repairs. Any damages to the Transit Facility must be communicated immediately to the Commuter Services and Special Event Manager.

- Lessee must have at least \$1,000,000.00 in liability insurance as required by WeGo in an amount required by WeGo naming WeGo and the Regional Transportation Authority (collectively, “**Covered Entities**”) as well as the foregoing’s officer, employees, attorneys, vendors, contractor and any of their agents, as an additional insured, which shall include, but

not limited to, coverages for bodily injury, property damage and any third-party claims. A copy of the Certificate of Insurance must be provided prior to the Event. Any of Lessee's vendors or subcontractors may also be required to provide proof of insurance as required by WeGo prior to the Event; and make WeGo Public Transit and Regional Transportation Authority an additional insured within the certificate of insurance of the policy.

- No alcoholic beverages are allowed at the Event, unless prior written approval is given by WeGo, and Lessee meets all WeGo requirements prior to the Event.
- Lessee is responsible for security during the Event. Appropriate security personnel of WeGo must be provided access to the Transit Facility.
- WeGo has the right to terminate this agreement at any time with fifteen days written notice to Lessee. Additionally, WeGo may terminate this agreement at any time upon finding a violation of this agreement or any rules, requirements or upon good cause. WeGo shall not be responsible for any damages arising from termination of the Event.
- Lessee will indemnify and hold harmless the Covered Entities and their officers, employees, attorneys, vendors, contractors and any of their agents, from any and all claims, including but not limited to personal injury and/or property damage or any other loss or claim alleged to have arisen or resulted wholly or partially from the exercise of any of the rights granted under the agreement, or out of Lessee's use or occupancy of the Premises or any other occupant of the Premises, including the appurtenances to the Premises and sidewalks. Lessee's indemnification and hold harmless of the Covered Entities includes but is not limited to the payment of all attorneys' fees, expenses, costs, settlement(s), judgment(s), and other expenses, which may be incurred by the Covered Entities as a result of any and all such claims.
- No material or permanent changes in any way to the property of the Transit Facility is permitted without written authorization of WeGo.
- WeGo assumes no responsibility or liability for any defects or other conditions of the Transit Facility whether the conditions are known or unknown by either party, and/or discoverable by either party.
- Lessee assumes the risk for any and all defects and/or other conditions, whether defects or other conditions are dangerous and/or whether these defects or other conditions are discoverable by either party, and/or known or unknown to either party.
 - WeGo prohibits the reservation of the Transit Facility to persons or organizations that discriminate on the basis of age, color, disability, national origin, race, religion, or sex, in the admission to, access to, or operation of their programs, services, or activities.
- This document sets forth the entire agreement of the parties and supersedes any prior or contemporaneous oral or written agreements or understandings.
- The individual executing this document on behalf of Lessee affirms that he or she is authorized to do so.
- No modification of the agreement shall be valid unless in writing and signed by the WeGo CEO or Deputy CEO.
- Tennessee law shall govern any dispute arising from this agreement, and any suit relating in any way to this document shall be brought in a court of competent jurisdiction in Davidson County, Tennessee.

[SPACE LEFT BLANK INTENTIONALLY]

REGIONAL TRNASPORTATION AUTHORITY
d/b/a WeGo Public Transit:

Title: _____ Date: _____

LESSEE:

Title: _____ Date: _____