



**REGIONAL TRANSPORTATION AUTHORITY**  
Of Middle Tennessee

**EXECUTIVE COMMITTEE MEETING**

**Wednesday, February 17, 2021 | 9:30 a.m.**

**WebEx Videoconference**

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1. **Call to Order**
2. **Approval of October 21, 2020 Minutes**
3. **Public Comments** Those requesting to leave a public comment were to submit their request to Monica Howse no later than 5:00 p.m. on Tuesday, February 16, 2021. Chair Hutto will acknowledge those that requested to speak.
4. **Finance Committee Report – Sumner County Mayor Anthony Holt**
  - Monthly Financial Report Compared to Budget **EXC-D-21-001 Pg. 3**
5. **Audit Committee Report – Sumner County Mayor Anthony Holt**
  - Conflict of Interest **EXC-D-21-002 Pg. 6**
  - Annual Risk Assessment **EXC-D-21-003 Pg. 9**
5. **Operations Committee Report – Mayor Jerry Kirkman, Chair**
  - RTA Monthly Operating Statistics **EXC-D-21-004 Pg.13**
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**  
**OCTOBER 21, 2020**

- I. **Call to Order:** Due to the outbreak of COVID-19 and the declaration of a state of emergency by Governor Bill Lee, the Regional Transportation Authority held a meeting via teleconference on Wednesday, October 21, 2020 to conduct essential business to protect the health, safety and welfare of Tennesseans in light of the COVID-19 outbreak. This meeting was held in accordance with Executive Order No. 34 in order to discuss essential business. A quorum was established, and the meeting was called to order at 9:32 a.m. by Vice-Chair, Mayor Paige Brown.

**Executive Committee Members in Attendance:**

Mayor Paige Brown, Vice-Chair – City of Gallatin  
Governor’s Appointee Ed Cole, Secretary – Davidson County  
Mayor Ken Moore – City of Franklin  
Mayor Jerry Kirkman – City of Westmoreland  
Mayor Bob Rial – Dickson County  
Mayor Bill Ketron- Rutherford County  
Mayor Anthony Holt – Sumner County  
Governor’s Appointee Kelly Dannenfelser – Williamson County  
Governor’s Appointee Ken Davis – Wilson County

II. **Approval of the September 16, 2020 Minutes**

A motion was made by Mayor Ken Moore and seconded by Governor’s Appointee Kelly Dannenfelser and the minutes were approved unanimously.

III. **Public Comments:**

There were no public comments at this time.

IV. **Finance Committee Report:** Sumner County Mayor Anthony Holt reported the following:

- a. **Monthly Financial Report Compared to Budget Report (EXC-D-20-014):** Sumner County Mayor Anthony Holt reviewed the year-to-date data of the statement of operations for the month of August 2020 compared to the FY2020 budget and the balance sheet as of August 31, 2020. Chief Financial Officer Ed Oliphant was present to answer any questions and there were none at this time.

V. **Operations Committee Report:** Mayor Jerry Kirkman reported the following:

- a. **Monthly Operating Statistics (EXC-D-20-015):** Mayor Jerry Kirkman reviewed the RTA Monthly Dashboard Report through the month of August 31, 2020 with the Executive Committee. Director of Service Quality Dan Freudberg was present to answer any questions and there were none at this time.

**VI. CEO's Report:**

1. After successfully using the MTA Board as guinea pigs last month, we thought it would be safe to try Webex with the RTA Board this month. Again, thank you for your patience in adjusting to the virtual environment.
2. Our work at Mt. Juliet Station is largely complete except for striping, some fence installation, and landscaping. Reduced patronage on the Star due to the pandemic, while regrettable, did allow for an expedited construction schedule.
3. In terms of the fare collection system project, all equipment has been installed on Gray Line and MTA Buses; construction at the rail stations is complete except for some cleanup work, and the ticket vending machine and platform validator equipment should be installed by the end of the month. We are currently recruiting for beta testers on the MTA system, and the RTA will follow by the first of the year. The lag is largely due to the more prominent role of the ticket vending machines and platform validators in the RTA system.
4. All of the new rehabilitated Star passenger cars are in regular service and operating well, with positive feedback from customers. We have also received the second rehabilitated locomotive from the rebuilder in St. Louis. This locomotive is undergoing acceptance testing now. We expect this to take several weeks, after which time it will be placed in service and the third locomotive sent out for rebuilding.
5. With respect to the bus fleet, we anticipate coming to the Board by December for approval of the acquisition of 10 over the road coaches. These coaches will largely replace buses in the Southeast corridor service that will have reached the end of their useful life but will also allow us to replace several more of the Gray Line leased buses.
6. We continued discussion with the City of Murfreesboro regarding the potential inclusion of a park-and-ride facility adjacent to their planned transit center and transit operating facility for their local transit service, Rover. The identified site could support 100-150 parking spaces, a significant increase from the current location at Old Fort Park.

**VII. Chair's Report:** Vice-Chair Mayor Paige Brown thanked everybody for attending the meeting and then called for a motion to adjourn the meeting.

**VIII. Adjournment:** Proper motion was made and seconded, and the meeting was adjourned at 9:50 a.m.

Respectfully submitted:

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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:	EXC-D-21-001	Meeting Date:	02/17/2021
Item Title:	Monthly Financial Report Compared to Budget		

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## BACKGROUND:

Attached is a statement of operations for the month of December 2020 compared to the budget and a balance sheet as of December 31, 2020.

## CURRENT STATUS:

Chief Financial Officer Ed Oliphant will review the statements at the committee meeting.

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## APPROVED:



*Chief Financial Officer*

*February 12, 2021*

*Date*

**Regional Transportation Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending December 31, 2020

UNAUDITED

	Actual Month	Budget Month	Month End Variance	F/ U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F/ U	Budget
<b>Revenue from Operations:</b>										
R&R Revenues	\$6,444	\$11,590	(\$5,146)	U	\$375,926	\$39,613	\$56,367	(\$16,754)	U	\$154,797
Train Revenues	4,119	13,020	(8,901)	U	438,414	45,429	62,819	(17,390)	U	181,959
Special Events	0	20,550	(20,550)	U	59,894	0	43,980	(43,980)	U	74,250
Advertising	0	750	(750)	U	11,490	0	4,670	(4,670)	U	9,900
Other Non-Trans Revenue	16,375	35,195	(18,820)	U	208,943	141,820	89,190	52,630	F	227,892
<b>Total Operating Revenue</b>	<b>26,938</b>	<b>81,105</b>	<b>(54,167)</b>	<b>U</b>	<b>1,094,667</b>	<b>226,862</b>	<b>257,026</b>	<b>(30,164)</b>	<b>U</b>	<b>648,798</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	53,266	23,000	30,266	F	956,662	305,020	607,249	(302,229)	U	677,249
Regional Assistance	103,983	101,850	2,133	F	862,268	786,979	718,730	68,249	F	906,827
State Assistance	633,400	0	633,400	F	683,763	633,400	618,400	15,000	F	618,400
Federal Assistance - CMAQ	126,682	190,137	(63,455)	U	912,610	738,459	1,206,173	(467,714)	U	2,389,813
Federal Assistance - CARES Act	0	180,000	(180,000)	U	0	706,372	235,037	471,335	F	2,635,037
<b>Total Assistance Income</b>	<b>917,331</b>	<b>494,987</b>	<b>422,344</b>	<b>F</b>	<b>3,415,303</b>	<b>3,170,230</b>	<b>3,385,589</b>	<b>(215,359)</b>	<b>U</b>	<b>7,227,326</b>
<b>Capital Revenue:</b>										
Capital Operating Reimbursement	153,127	195,260	(42,133)	U	1,024,157	984,400	1,171,560	(187,160)	U	2,343,079
<b>Total Capital Income</b>	<b>153,127</b>	<b>195,260</b>	<b>(42,133)</b>	<b>U</b>	<b>1,024,157</b>	<b>984,400</b>	<b>1,171,560</b>	<b>(187,160)</b>	<b>U</b>	<b>2,343,079</b>
<b>Total Revenue</b>	<b>\$1,097,396</b>	<b>\$771,352</b>	<b>\$326,044</b>	<b>F</b>	<b>\$5,534,127</b>	<b>\$4,381,492</b>	<b>\$4,814,175</b>	<b>(\$432,683)</b>	<b>U</b>	<b>\$10,219,203</b>
<b>Expenses from Operations:</b>										
Management Contract - MTA Services	\$70,338	\$70,338	\$0	F	\$413,760	\$422,028	\$422,028	\$0	F	\$844,056
Fuel	417,031	652,723	235,692	F	3,807,682	2,590,493	3,932,183	1,341,690	F	8,114,887
Materials and Supplies	26,242	37,417	11,175	F	249,055	169,857	224,500	54,643	F	449,000
Utilities	0	1,916	1,916	F	6,177	4,949	11,496	6,547	F	22,975
Utilities	13,559	14,499	940	F	63,944	65,013	86,851	21,838	F	174,170
Casualty and Liability	37,619	48,353	10,734	F	249,780	234,756	293,984	59,228	F	584,015
Other	0	1,680	1,680	F	14,700	11,463	19,970	8,507	F	30,100
<b>Total Operating Expenses</b>	<b>564,789</b>	<b>826,926</b>	<b>262,137</b>	<b>F</b>	<b>4,805,098</b>	<b>3,498,559</b>	<b>4,991,012</b>	<b>1,492,453</b>	<b>F</b>	<b>10,219,203</b>
<b>Surplus / (Deficit)</b>	<b>\$532,607</b>	<b>(\$55,574)</b>	<b>\$588,181</b>	<b>F</b>	<b>\$729,029</b>	<b>\$882,933</b>	<b>(\$176,837)</b>	<b>\$1,059,770</b>	<b>F</b>	<b>\$0</b>
Capital Grant Revenue	745,396		745,396	F	1,029,108	2,801,731		2,801,731	F	0
Gain / (Loss) on Sale	0		0	F	3,080	0		0	F	0
Vanpool Replacement Revenue Fund	0		0	F	6,313	1,250		1,250	F	0
Depreciation	(203,641)		(203,641)	U	(851,347)	(1,232,906)		(1,232,906)	U	0
<b>Surplus / (Deficit)</b>	<b>\$1,074,362</b>	<b>(\$55,574)</b>	<b>\$1,129,936</b>	<b>F</b>	<b>\$916,183</b>	<b>\$2,453,008</b>	<b>(\$176,837)</b>	<b>\$2,629,845</b>	<b>F</b>	<b>\$0</b>

# Regional Transportation Authority

## Comparative Balance Sheets

	<b>Month Ended December 31, 2020</b>	<b>Month Ended June 30, 2020</b>
	(unaudited)	(unaudited)
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$822,176	\$1,075,391
Receivables from federal, state and local government	1,297,627	1,694,806
Accounts receivable	34,397	39,906
Materials and supplies	397,652	407,321
Prepaid expense and other	249,048	470,282
Total Current Assets	2,800,900	3,687,706
<b>PROPERTY AND EQUIPMENT</b>		
Land	3,382,052	3,382,052
Building, shelter and benches	16,730,983	16,730,983
Guideway Improvements	6,594,944	4,502,068
Revenue equipment and parts	21,423,558	18,144,223
Office equipment	433,241	360,705
Work-in-Progress	5,524,878	8,012,117
	54,089,656	51,132,148
Less: Accumulated Depreciation	(15,233,363)	(13,294,665)
Total Property and equipment, net	38,856,293	37,837,483
<b>OTHER ASSETS</b>		
Cash and investments restricted	4,513,814	4,098,697
<b>TOTAL ASSETS</b>	<b>\$46,171,007</b>	<b>\$45,623,886</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$644,333	\$2,287,362
Accrued expenses	18,600	26,800
Deferred Revenue	2,057,714	1,643,847
Note Payable	0	0
Total Current Liabilities	2,720,647	3,958,009
<b>NET ASSETS</b>		
Invested in capital assets	38,856,293	37,837,483
Restricted - Self Insurance Reserve	1,000,000	1,000,000
Restricted - Administrative Reserve	1,000,000	1,000,000
Restricted - Reserve for van pool replacement	456,100	454,850
Restricted - Regional Bus Reserve	2,057,714	1,643,847
Unrestricted	(2,372,755)	(9,162,719)
Current Year Surplus / (deficit)	2,453,008	8,892,416
Total Net Assets	43,450,360	41,665,877
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$46,171,007</b>	<b>\$45,623,886</b>

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$13,835 40.2%	\$11,894 34.6%	\$0 0.0%	\$8,668 25.2%	\$34,397 100.0%
Accounts Payable	\$504,364 78.3%	\$139,879 21.7%	\$0 0.0%	\$90 0.0%	\$644,333 100.0%

# 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:	EXC-D-21-002	Meeting Date:	02/17/2021
Item Title:	Conflict of Interest Discussion		

## BACKGROUND:

In November 2017, the Regional Transportation Authority of Middle Tennessee (RTA) Board reviewed and accepted a performance audit performed by the Tennessee State Comptroller's Office. The performance audit pointed out the need to review any areas that could be perceived to raise the potential for a conflict of interest between the Nashville Metropolitan Transit Authority and the RTA since the Nashville MTA managed the RTA. For last two years, the RTA has committed to conducting an annual review of such actions that could be perceived as raising a conflict of interest to discuss mitigating factors.

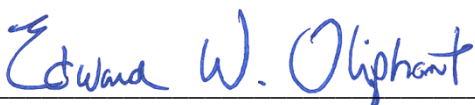
## CURRENT STATUS:

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

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

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## APPROVED:



Chief Financial Officer

February 12, 2021

Date

# Nashville MTA and RTA Potential Conflicts of Interest

## Potential or Perceived Conflicts

## Mitigation

### **MTA/ RTA Management Annual Fee**

RTA has a five year contract expiring June 30, 2021 with Nashville MTA for management services at a set annual rate that can be adjusted on an annual basis. What is considered a reasonable rate for RTA to pay for management services? How often should RTA go out to bid for the management services?

Perform annual cost analysis from an MTA perspective and possibly MTA employees track time spent on RTA business. Also analyze from an RTA perspective the reasonableness of the contract amount as a part of RTA's overall general and administrative expense compared to total operating expenses. Both Boards approve the management fee on an annual basis.

### **MTA/RTA Transit Services Operating Contract**

RTA contracts annually with Nashville MTA for regional bus services in the Southeast Corridor as well as connection urban bus services for the Music City Star commuter rail at Riverfront Station in downtown Nashville. Who decides many hours of service should be provided? What is a reasonable contractual hourly rate to charge for the services? How often does RTA go out to bid for the services?

Perform annual cost analysis from an MTA perspective to justify what is a reasonable hourly rate. Also analyze from an RTA perspective the reasonableness of the hourly rate based on comparisons to what would be charged through the competitive bid process.

### **Cashflow between MTA and RTA**

There are times during the fiscal year that RTA can be slow paying for transit services or their management fee due to RTA's cashflow and MTA accomodates this and has at times gone out 90 days for receivables from RTA.

Being transparent to the respective MTA and RTA Boards in reporting A/R and A/P agings on a monthly basis.

### **Allocation of regional formula capital funding**

Each year, the Nashville Region receives approximately \$20 to \$22 million in federal 5307 Capital Formula funding as well as formula and discretionary 5339 Bus and Bus Facility funding. What is the fair and equitable method for allocating between the 3 eligible agencies in the region (MTA,RTA & Franklin Transit).

The Nashville Area Metropolitan Planning Organization (MPO) is the agency responsible for the distribution of all federal grants for the region. All projects that utilize federal grants are contained in the Transportation Improvement Plan (TIP) which is managed by the MPO. The allocation of funding is dependent on what projects the three regional agencies identify in the TIP that have the highest priorities. The allocation is ultimately approved by the MPO.

### **Allocation of regional CARES Act funding**

As a result of the COVID-19 pandemic, US Congress passed the *Coronavirus Aid, Relief, and Economic Security Act* in March 2020 which allocated \$25 billion dollars specifically to transportation. The dollars were awarded using the formula for federal 5307 formula funding. Based upon that our region was awarded \$75.7 million in 100% federal dollar allocation for use as capital or operating and was not subject to being included in the Transportation Improvement Plan (TIP). What is the fair and equitable method for allocating teh dollars between the 4 eligible agencies in the region of MTA, RTA, Franklin Transit & Williamson County.

The Nashville Area Metropolitan Planning Organization (MPO) under the umbrella of the Greater Nashville Regional Council (GNRC) is the agency responsible for the distribution of all federal grants for the region. Since CARES Act dollars were not subject to the TIP, the MPO, in discussion with the 4 eligible recipients, decided to follow the average percentage allocations historically used in the region with some minor adjustments based upon the projects being suggested for the grants use. The allocation was ultimately approved by the MPO with no objections from the agencies and county.



# Nashville MTA and RTA Potential Conflicts of Interest

<b>Potential or Perceived Conflicts</b>	<b>Mitigation</b>
<p><b>COVID related Service Reductions</b></p> <p>As a result of the COVID-19 pandemic, both MTA and RTA have experienced significant decreases in ridership resulting in the need to reduce service on the street based upon ridership demand. Regional ridership is down approximately 85%-90% while local MTA service is down approximately 50%-55%. How are service levels determined for each agency?</p>	<p>Management analyzed trip loads during the start of the pandemic in March and April 2020 and made common sense strategic adjustments in April 2020 to service levels based on demand. Regional bus services were reduced at least one round trip per day along with one round trip per day on the train. Local MTA services suspended all express routes and lowered frequency on most routes with buses on standby at many locations around downtown to support service reliability and address social distancing when necessary. These plans were communicated and discussed with both Boards.</p>
<p><b>Grant Applications other than formula funds</b></p> <p>Grant applications other than formula 5307 for different federal and state funding are submitted throughout the year for different MTA and RTA projects. How is it determined what each agency should apply for and how are the priorities determined?</p>	<p>Management pursues many federal grants for both agencies based upon agency needs identified in their respective Board approved capital plans that would not be covered by annual formula grant funding (Federal 5307 and 5339).</p>
<p><b>State Easy Ride Revenue split</b></p> <p>RTA provides rides to State employees and receives a revenue split from MTA due to the State requiring only one vendor contract for all Easy Ride Services. What is the basis for determining what that split rate should be for RTA rides?</p>	<p>Perform an analysis annually that distributes the revenue from the State Easy Ride Contract based upon the last twelve months of ridership provided by both MTA and RTA for State employees. The analysis is discussed with both MTA and RTA committees and Boards on an annual basis.</p>
<p><b>Proximity Cards provided to train riders</b></p> <p>RTA provides proximity cards to train riders to use MTA buses to get from the train station to work that cannot use the Route 93 connector. MTA charges RTA \$0.76 per ride. How is the cost per ride determined?</p>	<p>This was a mutual agreement originating in 2006 to help riders arriving at Riverfront to get to and from work that could not utilize the Route 93 connector bus. This program has never been changed and generates approximately \$300 of monthly expense for RTA and corresponding revenue for MTA and is not considered a large monetary impact to either agency.</p>
<p><b>Commission on ticket sales</b></p> <p>MTA sells train and regional bus tickets on behalf of RTA and charges a \$0.76 commission per ticket sold. This agreement pre-dates when MTA began managing the RTA and has never been changed. How is the commission rate calculated?</p>	<p>This agreement generates approximately \$250 to \$350 of monthly expense for RTA and corresponding revenue for MTA for tickets sold monthly. It is not considered a large monetary impact to either agency.</p>
<p><b>Park and Ride Lots</b></p> <p>Park and ride lots are critical to the success of the regional bus program provided by the RTA as well as the Music City Star. While RTA owns all the lots located at the train stations, most regional bus park and ride lots are not owned. Which agency should receive grant funding for park and ride lots?</p>	<p>Management should discuss the priority for park and ride lots for each agency with their respective Boards to determine how any grant funding should be used.</p>
<p><b>StriDe Youth Program</b></p> <p>MTA has an agreement with Metro Nashville Public schools that allows Metro students to ride MTA buses at \$0.90 per ride paid by Metro Schools. There are some students using RTA regional bus and train services under both programs.</p>	<p>MTA reimbursed the RTA approximately \$19,329 for student rides provided during FY2020. This reflects approximately 800 rides being provided on a monthly basis.</p>

# 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:	EXC-D-21-003	Meeting Date:	02/17/2021
Item Title:	Annual Risk Assessment		

## BACKGROUND:

In November 2019, we reviewed a risk assessment surrounding the finance and accounting area to review different areas of risk and discuss what internal functions deserved additional focus. Risk assessments should include reviews of every area of the internal control, policies and procedures to identify strengths and weaknesses and areas of financial or operational exposure. We are focusing on the area of finance and accounting to see if there have been any changes in risk and what updates have been done as a result of focusing on this area.

We have developed a risk matrix, which is attached, to assist in determining what functions need to be focused on based upon two factors; the likelihood of occurrence of an error due to weakness and the potential monetary impact of that error or oversight. The matrix is broken into four quadrants as follows:

- (1) Low likelihood of occurrence and low monetary impact
- (2) Higher likelihood of occurrence but lower monetary impact
- (3) Higher monetary impact but lower likelihood of occurrence
- (4) Higher likelihood of occurrence and higher monetary impact

If you graded the quadrants based upon level of importance, quadrant (4) would be the first area of focus, with quadrant (3) coming next due to the monetary impact, quadrant (2) coming next and Quadrant (1) being the lowest.

## CURRENT STATUS:

Below is a description and discussion of each of the areas identified in the finance and accounting area based upon level of importance;

### A – Regional Partner Subsidy Support

RTA is heavily dependent upon subsidy funding from all our regional partners for both regional bus and commuter train services. Regional support typically makes up approximately 30% of total overall revenues. Without our regional partner support, it would be impossible for RTA to provide the regional bus service and commuter rail services. While the regional bus reserves allow us some fall back should other funding disappear, there is not any reserve on the commuter rail portion of RTA's services. FY2021 subsidy support from Metro Nashville was reduced by \$1 million dollars due to the COVID-19 pandemic but was stabilized with the availability of CARES Act funding. It is important for Metro to restore the funding to RTA to maintain service. While CARES Act funding is currently available to cover subsidy shortfalls, it is important to understand that CARES Act funding is one-time funding that will eventually run out. The impact of the pandemic on ridership will likely result in RTA having to reduce services and should the Congestion Mitigation Air Quality (CMAQ) federal funding not get renewed in FY2022, the regional bus services could likely have to start winding down.

## **B – Grant Management**

RTA is also heavily dependent upon grant funding for both regional bus and commuter train services. Federal, state and local grant funding typically makes up just over 50% of total revenues. Due to the pandemic, the significant decrease in fare collections and the use of the CARES Act, the grant funding makes up approximately 78% of total revenues for FY2021. It is imperative that the controls surrounding grant revenue are strong in order to ensure that all revenues are identified and accounted for properly and on a timely basis. While the employees managing the grant process for RTA have a good understanding of the proper flow and there is some high-level documentation of policy and procedure, there needs to be ongoing review and development of the detailed policies and procedures surrounding all RTA grant activity. A mitigating factor for grant management is the fact that grant compliance is carefully monitored through quarterly reports to the Federal Transit Administration (FTA) and most grants are audited annually by independent auditors as well as every three years during triennial reviews by the FTA.

## **C - Fare Collections**

Fares typically make up approximately 18% of total revenue. However, due to severely reduced ridership as a result of the pandemic, fares are expected to make up just 3% of total revenues with CARES Act funding used to make up the shortfalls. RTA utilizes Gray Line and WeGo Public Transit (Nashville MTA) for its regional bus services and Transit Solutions Group for its commuter train operations. This will be an area of significant focus with the new fare collection system likely going into beta testing in spring 2021 and full implementation in the later part of 2021. Even with a significant amount of time being focused on new internal controls, with it being a new system, there will likely be some bugs that will need to be worked out through the implementation time period with the expectation that errors will be less likely to occur and/or will be identified quickly through internal controls in place. Security and internal controls will be paramount for this new system to function efficiently especially in the area of account controls surrounding debiting and crediting individual customer mobile accounts.

## **D – Cash Management**

Since RTA is so dependent on grant funding for operations, cash management is critical and is supplemented by a line of credit to support cash flow while waiting on receipt of grant funding. Even with the availability of CARES Act funding, it will be important to monitor how effectively CARES Act funding is utilized to move RTA forward. Cash flow is managed by both the RTA accountant and the Controller on a weekly and sometimes daily basis depending on the urgency of an outstanding bill. The line of credit is only accessed when there is an available grant to cover the draws used for cash flow to pay outstanding invoices. RTA is able to pay most invoices within 30 days but will extend into the 60-day category and depend on its relationship with WeGo to agree to extend payment to WeGo beyond the normal 30-day policy.

## **E – Accounts Payable**

The policies and procedures surrounding accounts payable and procurement are well documented and followed. It is rare for an invoice to be missed and payables are generally paid within 60 days. The pandemic and employees working from home has created challenges with the flow of invoices being processed and having to depend more on electronic processing. RTA management is currently in the process of refining the procurement and invoice flow process to better define and outline the necessary steps for a purchase to be made and invoice to ultimately be paid. Once complete, there will be refresher training throughout the agency to ensure a strong accounts payable process whether employees are in the office or working from home. It should be noted as well that the policies and procedures are reviewed and tested annually by our independent auditors.

Chief Financial Officer Ed Oliphant will review the risk assessment at the committee meeting.

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**APPROVED:**

*Edward W. Oliphant*

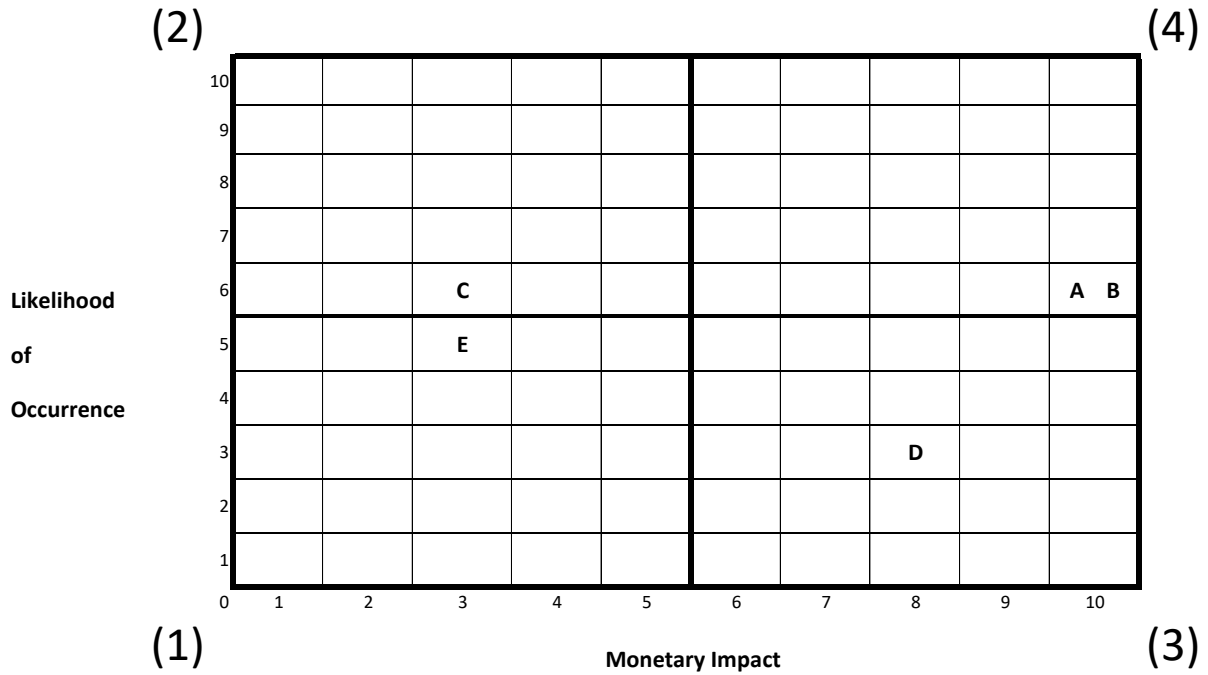
*Chief Financial Officer*

*February 12, 2021*

*Date*

# Regional Transit Authority of Middle Tennessee

## Risk Assessment for Finance and Accounting



### Accounting Processes

- A** Regional Partner Subsidy Support
- B** Grant Management
- C** Fare Collection
- D** Cash Management
- E** Accounts Payable

# 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:	EXC-D-21-004	Meeting Date:	02/20/2021
Item Title:	Monthly Operating Statistics		

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## BACKGROUND:

Attached are monthly operating statistics through December 31, 2020.

## RECOMMENDATION:

Chair of Operations Committee Jerry Kirkman will review the statistics at the committee meeting.

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## APPROVED:

*William R Miller*

Chief Operating Officer

*February 1, 2021*

Date

# RTA Monthly Dashboard Report \*

Metric	December 2020	December 2019	Pct. Change
<b>Ridership</b>			
			<b>% Change</b>
Total RTA Bus Passengers	4,111	26,181	-84.3%
WeGo Star Passengers	2,228	20,281	-89.0%
Total RTA Passengers	6,339	46,462	-86.4%
<b>Safety</b>			
RTA Bus Total Accidents	0	1	-100.0%
WeGo Star Total Accidents	1	0	N/A
RTA Bus Total Miles btwn Accidents	N/A	30,166	N/A
WGS Total Miles btwn Accidents	5,475	N/A	N/A
<b>Service Quality</b>			
RTA Bus Total Trip Completion %	99.9%	99.2%	0.7%
WeGo Star Total Trip Completion %	100.0%	99.2%	0.8%
RTA Bus Total Miles btwn Service Interruption	30,166.0	3,554.4	748.7%
WGS Total Miles btwn Service Interruption	N/A	3321.8	N/A
<b>On-Time Performance ^</b>			
RTA Bus	89.0%	81.0%	9.9%
WeGo Star	97.7%	98.4%	-0.7%
<b>Customer Care</b>			
RTA Bus Total Passengers per Complaint	N/A	3,273	0.0%
WeGo Star Passengers per Complaint	2,228	3,380	-34.1%

\* 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	FY 2021 December	FY 2020 December	Pct. Change
<b>Ridership</b>			
			<b>% Change</b>
Total RTA Bus Passengers	26,894	175,421	-84.7%
WeGo Star Passengers	15,480	144,129	-89.3%
Total RTA Passengers	42,374	319,550	-86.7%
<b>Safety</b>			
RTA Bus Total Accidents	1	2	-50.0%
WeGo Star Total Accidents	1	2	-50.0%
RTA Bus Total Miles btwn Accidents	175,511	152,361	15.2%
WGS Total Miles btwn Accidents	31,855	20,247	57.3%
<b>Service Quality</b>			
RTA Bus Total Trip Completion %	99.9%	99.5%	0.4%
WeGo Star Total Trip Completion %	100.0%	99.7%	0.3%
RTA Bus Total Miles btwn Service Interruption	31,119.0	5,530.3	462.7%
WGS Total Miles btwn Service Interruption	N/A	10,123.5	N/A
<b>On-Time Performance ^</b>			
RTA Bus	90.0%	78.3%	15.0%
WeGo Star	98.6%	98.4%	0.2%
<b>Customer Care</b>			
RTA Bus Total Passengers per Complaint	2,689	1,737	54.8%
WeGo Star Passengers per Complaint	3,870	4,118	-6.0%

\* 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
<b>Ridership</b>	
<b>Total Passengers</b>	
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
<b>Safety</b>	
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.
<b>Service Quality</b>	
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 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)
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

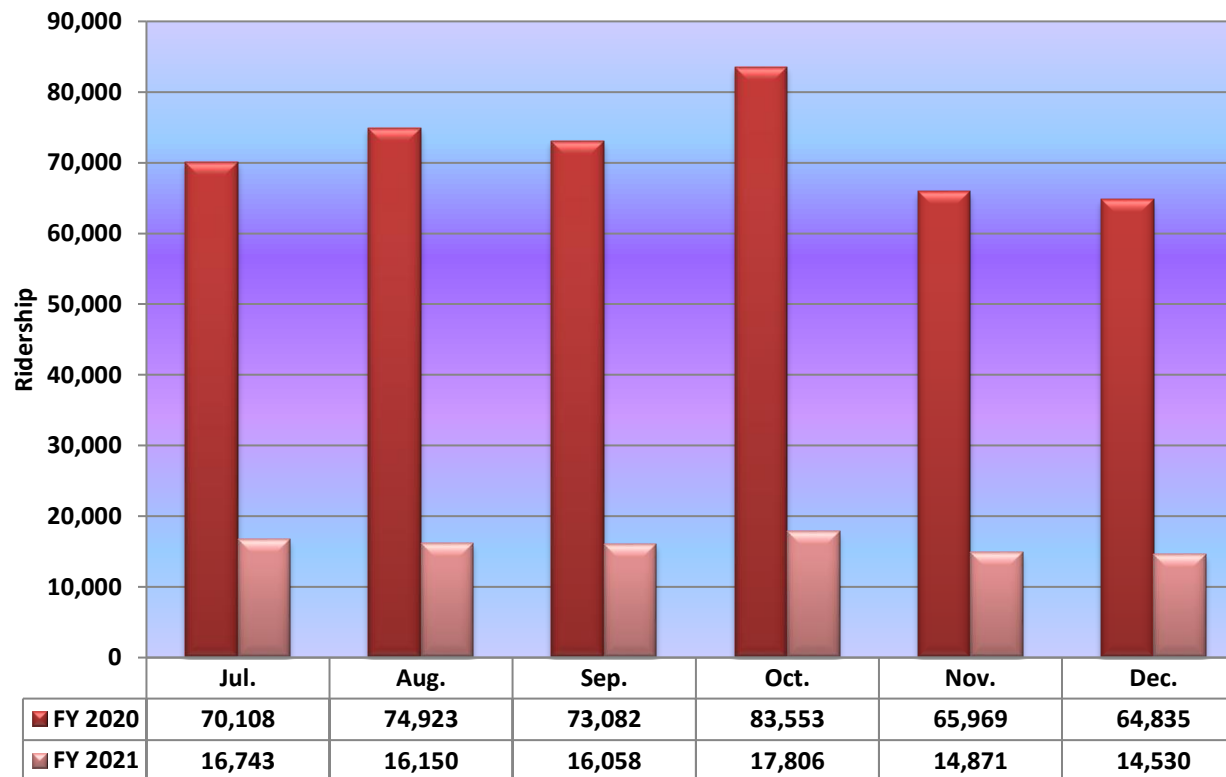
Total WeGo Star passengers divided by total WeGo Star customer complaints.



**REGIONAL TRANSPORTATION AUTHORITY  
FISCAL YEAR AND MONTH TO MONTH RIDERSHIP COMPARISON - FY 2021-vs-2020**

	Month to Month Comparison			Fiscal Year Comparison		
	Dec-19	Dec-20	Percentage Change	FY 2020	FY 2021	Percentage Change
WeGo Star	20,281	2,228	-89.0%	144,129	15,480	-89.3%
Express Bus & Shuttle Services	26,181	4,111	-84.3%	175,925	26,894	-84.7%
RTA VanStar Vanpool Service	5,407	1,372	-74.6%	35,769	11,644	-67.4%
<b>Total RTA Ridership</b>	<b>51,869</b>	<b>7,711</b>	<b>-85.1%</b>	<b>355,823</b>	<b>54,018</b>	<b>-84.8%</b>

**RTA FY2021-vs-FY2020  
Month to Month Ridership Comparison**





**NASHVILLE AND REGIONAL TRANSPORTATION AUTHORITY  
FISCAL YEAR AND MONTH TO MONTH RIDERSHIP COMPARISON - FY 2021-vs-2020**

	Month to Month Comparison			Fiscal Year		
	Dec-19	Dec-20	Change	FY 2020	FY 2021	Change
MTA Local Bus Service	667,395	321,072	-51.9%	4,470,948	2,055,098	-54.0%
MTA Local Paratransit Service	34,984	19,508	-44.2%	223,531	122,139	-45.4%
RTA Regional Bus Service	26,181	4,111	-84.3%	175,925	26,894	-84.7%
RTA VanStar Vanpool Service	5,407	1,372	-74.6%	35,769	11,644	-67.4%
RTA Regional Rail Service	20,281	2,228	-89.0%	144,129	15,480	-89.3%
* RTA Special Events Rail Service	2,798	0	-100.0%	8,207	0	-100.0%
<b>Subtotal RTA Rail Service</b>	<b>23,079</b>	<b>2,228</b>	<b>-90.3%</b>	<b>152,336</b>	<b>15,480</b>	<b>-89.8%</b>
<b>Subtotal MTA &amp; RTA Bus &amp; Rail Service</b>	<b>757,045</b>	<b>348,291</b>	<b>-54.0%</b>	<b>5,058,509</b>	<b>2,231,255</b>	<b>-55.9%</b>
Williamson County VanStar Vanpool Service	10,168	6,819	-32.9%	68,002	42,140	-38.0%
Murfreesboro ROVER Local Bus Service	14,712	8,755	-40.5%	94,162	52,492	-44.3%
Franklin Transit Local Bus Service	13,132	3,622	-72.4%	47,535	20,347	-57.2%
Clarksville Transit Local Bus Service	50,617	35,889	-29.1%	340,061	225,328	-33.7%
<b>Total Area Ridership</b>	<b>845,674</b>	<b>403,376</b>	<b>-52.3%</b>	<b>5,608,269</b>	<b>2,571,562</b>	<b>-54.1%</b>

\* Titans Express Train 1,520



**REGIONAL TRANSPORTATION AUTHORITY  
ROUTE PERFORMANCE INDICATOR REPORT**

For the Month of: **December-20**

Rte. No.	Route Name	Monthly Ridership	Ridership	Revenue	Average	
			Change vs Last Year	Hours Of Service	Per Trip	Per Hour
<b>CORRIDOR SERVICE COMPARISONS - COMMUTER BUS SERVICE</b>						
	North Corridor (Routes 87 & 92)	684	-77.7%	210	4	3.3
	Northwest Corridor (Routes 89 & 94)	845	-86.2%	222	4	3.8
	South Corridor (Routes 91 & 95)	246	-87.3%	149	2	1.6
	Southeast Corridor (Routes 84, 86 & 96)	902	-86.7%	443	3	2.0
<b>EXPRESS BUS ROUTE SERVICE</b>						
84	Murfreesboro Express	0	-100.0%	0	N/A	N/A
86	Smyrna - LaVergne Express	0	-100.0%	0	N/A	N/A
87	Gallatin Express	309	-77.6%	107	4	2.9
88	Dickson Express	45	-96.5%	46	1	1.0
89	Springfield - Joelton Express	220	-77.8%	63	5	3.5
91	Franklin Express	147	-84.2%	103	2	1.4
92	Hendersonville Express	375	-77.8%	103	4	3.6
94	Clarksville Express	625	-87.9%	160	4	3.9
95	Spring Hill Express	99	-90.2%	46	2	2.1
96	Murfreesboro - Relax and Ride	902	-60.0%	443	3	2.0
<b>Express Bus Route Totals</b>		<b>2,722</b>	<b>-85.8%</b>	<b>1,070</b>	<b>3</b>	<b>2.5</b>
<b>OTHER ROUTES</b>						
64	Star Downtown Shuttle	0	-100.0%	0	N/A	N/A
93	WeGo Star West End Shuttle	1,389	-69.2%	62	16	22.5
<b>RTA Bus Route Monthly Totals</b>		<b>4,111</b>	<b>-84.3%</b>	<b>1,132</b>	<b>4</b>	<b>3.6</b>
<b>COMMUTER RAIL SERVICE</b>						
90	WeGo Star Commuter Rail	2,228	-89.0%	160	13	13.9
<b>RTA Commuter Rail and Bus Totals</b>		<b>6,339</b>	<b>-86.4%</b>	<b>1,292</b>	<b>7</b>	<b>5</b>