



**REGIONAL TRANSPORTATION AUTHORITY**  
Of Middle Tennessee

**EXECUTIVE COMMITTEE MEETING**

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

**WebEx Videoconference**

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1. **Call to Order**
2. **Approval of February 17, 2021 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, March 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-21-005 Pg. 4**
5. **Operations Committee Report – Mayor Jerry Kirkman, Chair**
  - RTA Monthly Operating Statistics **EXC-D-21-006 Pg. 7**
6. **Spring 2021 Service Changes & Title VI Analysis – Felix Castrodad  
Director of Planning & Grants** **R-A-21-003 Pg. 15**
7. **Chair’s Report – Mayor Randall Hutto, Chair**
8. **Other Business**
9. **Adjournment**



**MINUTES**  
**EXECUTIVE COMMITTEE MEETING**  
**REGIONAL TRANSPORTATION AUTHORITY**  
**FEBRUARY 17, 2021**

- 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, February 17, 2021 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. 71 in order to discuss essential business. A quorum was established, and the meeting was called to order at 9:32 a.m. by Chair, Mayor Randall Hutto.

**Executive Committee Members in Attendance:**

Mayor Randall Hutto – Wilson County  
Governor’s Appointee Ed Cole, Secretary – Davidson County  
Mayor Ken Moore – City of Franklin  
Mayor Rick Bell - City of Lebanon  
Mayor Jerry Kirkman – City of Westmoreland  
Mayor Bob Rial – Dickson County  
Mayor Anthony Holt – Sumner County  
Mayor Billy Vogle – Robertson County  
Governor’s Appointee Kelly Dannenfelser – Williamson County  
Governor’s Appointee Ken Davis – Wilson County

**Others Present:**

Mayor Rick Bell – City of Lebanon  
Kenny Martin (Alt.) – City of Mt. Juliet

- II. **Approval of the October 21, 2020 Minutes**

A motion was made by Mayor Ken Moore and seconded by Mayor Bob Rial and the minutes were approved unanimously.

- III. **Public Comments:**

There were no public comments at this time.

- IV. **Finance Committee Report:** Chief Financial Officer Ed Oliphant reported the following:

- a. **Monthly Financial Report Compared to Budget Report (EXC-D-21-001):** Chief Financial Officer Ed Oliphant reviewed the year-to-date data of the statement of operations for the month of December 2020 compared to the FY2020 budget and the balance sheet as of December 31, 2020. Chief Financial Officer Ed Oliphant was present to answer any questions and there was one question on the floor:

- Secretary Ed Cole asked if there was any sense estimate of additional funds available through Federal stimulus funds beyond the CARES Act money RTA received in early 2020. CFO Ed Oliphant said that there was a second stimulus that came out under the CRRSA legislation, but the Greater Nashville region did not receive any funding due to the amount of prior funding received under the CARES Act. CEO Bland further explained that, in CRRSA, funding to any urbanized area was capped at 75% of total

operating expenses when added to CARES Act funds. Because CARES Act funding for the Nashville region exceeded the 75% cap, we were not eligible for additional funds. Congress is now considering a 3<sup>rd</sup> round of stimulus. Current legislation increases the cap from 75% to 132%, so Nashville would be eligible for additional funds if it were approved in its current form. However, because CARES Act funding to the RTA equals approximately 177% of FY2018 operating, Nashville MTA would likely be allocated most of any ensuing package.

- b. **Conflict of Interest (EXC-D-21-002)**: Chief Financial Officer Ed Oliphant reviewed the Annual Conflict of Interest report with the Executive Committee as distributed. There were no questions.
- c. **Annual Risk Assessment (EXC-D-21-003)**: Chief Financial Officer Ed Oliphant reviewed Annual Risk Assessment as distributed to the Board. With the pending re-application for CMAQ funds with TDOT this year, this is a primary risk item for the upcoming budget year as it is the single largest funding source for RTA Commuter Bus Operations. There were no additional questions.

V. **Operations Committee Report**: CEO Steve Bland reported the following on behalf of Mayor Jerry Kirkman:

- a. **Monthly Operating Statistics (EXC-D-21-004)**: CEO Bland reviewed the RTA Monthly Dashboard Report through the month of December 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. This past month, staff had the opportunity to meet with Lebanon Mayor Bell to discuss plans and projects for the Star, and how it fits into the City's plans, as well as to provide him with overall information on the RTA. Mr. Bland thanked Mayor Bell for his.
2. As CEO Bland previously reported, Mayor Cooper's Nashville Transportation Plan includes a number of programmed upgrades to the Star. CEO Bland stated that he had the opportunity to give the Mayor's Senior Advisor for Transportation and Infrastructure, Faye DiMassimo, a tour of the various stations on the line in both Davidson and Wilson Counties, and to provide overall background on recent upgrades and planned improvements. CEO Bland thanked Mayor Hutto for taking time out of his schedule to meet with them to discuss the role of the Star in Wilson County.
3. The RTA's Oversight Hearing with the Senate Government Operations Committee was originally scheduled for today, but we were notified last week that it is being postponed to a future date.
4. The Governor submitted his proposed budget for FY2021-22. The budget incorporates a cut in funding to public transportation of \$16 million, or approximately 21%. Indications are that the cut is due to decreased fuel tax collections, with simultaneous relief to public transit agencies through the Federal CARES Act. Our understanding is that this cut will come from the IMPROVE Act Discretionary Capital program, so it probably will not have an impact on our operating budget but will reduce funding for our capital improvement program.

CEO Bland concluded his remarks and was available for any questions from the floor and there were none at this time.

VII. **Chair's Report**: Mayor Hutto thanked everybody 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-21-005                                | Meeting Date: | 03/17/2021 |
| Item Title:  | Monthly Financial Report Compared to Budget |               |            |

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## BACKGROUND:

Attached is a statement of operations for the month of January 2021 compared to the budget and a balance sheet as of January 31, 2020.

## CURRENT STATUS:

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

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## APPROVED:

*Edward W. Oliphant*

\_\_\_\_\_  
*Chief Financial Officer*

*March 12, 2021*

\_\_\_\_\_  
*Date*

**Regional Transportation Authority**  
**Statement of Operations Compared to Budget**  
For the Period Ending January 31, 2021  
**UNAUDITED**

|                                    | Actual<br>Month    | Budget<br>Month  | Month End<br>Variance | F/<br>U  | Prior Year<br>Y-T-D | Actual<br>Y-T-D    | Budget<br>Y-T-D    | Y-T-D<br>Variance  | F/<br>U  | Budget              |
|------------------------------------|--------------------|------------------|-----------------------|----------|---------------------|--------------------|--------------------|--------------------|----------|---------------------|
| <b>Revenue from Operations:</b>    |                    |                  |                       |          |                     |                    |                    |                    |          |                     |
| R&R Revenues                       | \$9,763            | \$12,350         | (\$2,587)             | U        | \$462,312           | \$49,376           | \$68,717           | (\$19,341)         | U        | \$154,797           |
| Train Revenues                     | 7,337              | 13,950           | (6,613)               | U        | 538,631             | 52,766             | 76,769             | (24,003)           | U        | 181,959             |
| Special Events                     | 0                  | 0                | 0                     | F        | 71,046              | 0                  | 43,980             | (43,980)           | U        | 74,250              |
| Advertising                        | 0                  | 1,020            | (1,020)               | U        | 11,582              | 0                  | 5,690              | (5,690)            | U        | 9,900               |
| Other Non-Trans Revenue            | 66,250             | 63,895           | 2,355                 | F        | 215,571             | 208,070            | 153,085            | 54,985             | F        | 227,892             |
| <b>Total Operating Revenue</b>     | <b>83,350</b>      | <b>91,215</b>    | <b>(7,865)</b>        | <b>U</b> | <b>1,299,142</b>    | <b>310,212</b>     | <b>348,241</b>     | <b>(38,029)</b>    | <b>U</b> | <b>648,798</b>      |
| <b>Federal/State/Local Income:</b> |                    |                  |                       |          |                     |                    |                    |                    |          |                     |
| Local Assistance                   | 183,515            | 53,000           | 130,515               | F        | 1,075,477           | 488,535            | 660,249            | (171,714)          | U        | 677,249             |
| Regional Assistance                | 52,231             | 158,097          | (105,866)             | U        | 862,268             | 839,211            | 876,827            | (37,616)           | U        | 906,827             |
| State Assistance                   | 0                  | 0                | 0                     | F        | 692,327             | 633,400            | 618,400            | 15,000             | F        | 618,400             |
| Federal Assistance - CMAQ          | 121,355            | 197,980          | (76,625)              | U        | 1,095,805           | 859,814            | 1,404,153          | (544,339)          | U        | 2,389,813           |
| Federal Assistance - CARES Act     | 0                  | 225,000          | (225,000)             | U        | 0                   | 706,372            | 460,037            | 246,335            | F        | 2,635,037           |
| <b>Total Assistance Income</b>     | <b>357,101</b>     | <b>634,077</b>   | <b>(276,976)</b>      | <b>U</b> | <b>3,725,877</b>    | <b>3,527,332</b>   | <b>4,019,666</b>   | <b>(492,334)</b>   | <b>U</b> | <b>7,227,326</b>    |
| <b>Capital Revenue:</b>            |                    |                  |                       |          |                     |                    |                    |                    |          |                     |
| Capital Operating Reimbursement    | 147,395            | 195,260          | (47,865)              | U        | 1,222,999           | 1,131,795          | 1,366,820          | (235,025)          | U        | 2,343,079           |
| <b>Total Capital Income</b>        | <b>147,395</b>     | <b>195,260</b>   | <b>(47,865)</b>       | <b>U</b> | <b>1,222,999</b>    | <b>1,131,795</b>   | <b>1,366,820</b>   | <b>(235,025)</b>   | <b>U</b> | <b>2,343,079</b>    |
| <b>Total Revenue</b>               | <b>\$587,846</b>   | <b>\$920,552</b> | <b>(\$332,706)</b>    | <b>U</b> | <b>\$6,248,018</b>  | <b>\$4,969,339</b> | <b>\$5,734,727</b> | <b>(\$765,388)</b> | <b>U</b> | <b>\$10,219,203</b> |
| <b>Expenses from Operations:</b>   |                    |                  |                       |          |                     |                    |                    |                    |          |                     |
| Management Contract - MTA          | \$70,338           | \$70,338         | \$0                   | F        | \$482,720           | \$492,366          | \$492,366          | \$0                | F        | \$844,056           |
| Services                           | 432,346            | 687,328          | 254,982               | F        | 4,424,640           | 3,022,840          | 4,619,511          | 1,596,671          | F        | 8,114,887           |
| Fuel                               | 21,207             | 37,416           | 16,209                | F        | 296,739             | 191,064            | 261,916            | 70,852             | F        | 449,000             |
| Materials and Supplies             | 0                  | 1,912            | 1,912                 | F        | 6,178               | 4,949              | 13,408             | 8,459              | F        | 22,975              |
| Utilities                          | 15,040             | 14,534           | (506)                 | U        | 78,822              | 80,054             | 101,385            | 21,331             | F        | 174,170             |
| Casualty and Liability             | 37,619             | 48,353           | 10,734                | F        | 291,463             | 272,375            | 342,337            | 69,962             | F        | 584,015             |
| Other                              | (222)              | 1,835            | 2,057                 | F        | 14,700              | 11,264             | 21,805             | 10,541             | F        | 30,100              |
| <b>Total Operating Expenses</b>    | <b>576,328</b>     | <b>861,716</b>   | <b>285,388</b>        | <b>F</b> | <b>5,595,262</b>    | <b>4,074,912</b>   | <b>5,852,728</b>   | <b>1,777,816</b>   | <b>F</b> | <b>10,219,203</b>   |
| <b>Surplus / (Deficit)</b>         | <b>\$11,518</b>    | <b>\$58,836</b>  | <b>(\$47,318)</b>     | <b>U</b> | <b>\$652,756</b>    | <b>\$894,427</b>   | <b>(\$118,001)</b> | <b>\$1,012,428</b> | <b>F</b> | <b>\$0</b>          |
| Capital Grant Revenue              | 49,337             |                  | 49,337                | F        | 1,222,605           | 2,851,068          |                    | 2,851,068          | F        | 0                   |
| Gain / (Loss) on Sale              | 0                  |                  | 0                     | F        | 5,200               | 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        | (993,239)           | (1,436,546)        |                    | (1,436,546)        | U        | 0                   |
| <b>Surplus / (Deficit)</b>         | <b>(\$142,786)</b> | <b>\$58,836</b>  | <b>(\$201,622)</b>    | <b>U</b> | <b>\$893,635</b>    | <b>\$2,310,199</b> | <b>(\$118,001)</b> | <b>\$2,428,200</b> | <b>F</b> | <b>\$0</b>          |

# Regional Transportation Authority

## Comparative Balance Sheets

|  | <b>Month Ended<br/>January 31, 2021</b> | <b>Month Ended<br/>June 30, 2020</b> |
|--|---|--------------------------------------|
|  | (unaudited)                             | (unaudited)                          |
| <b>CURRENT ASSETS</b>                                |   |                                      |
| Cash and cash equivalents                            | \$1,541,576                             | \$1,075,391                          |
| Receivables from federal, state and local government | 560,571                                 | 1,694,806                            |
| Accounts receivable                                  | 39,184                                  | 39,906                               |
| Materials and supplies                               | 397,619                                 | 407,321                              |
| Prepaid expense and other                            | 205,937                                 | 470,282                              |
| Total Current Assets                                 | 2,744,887                               | 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                                     | 6,142,346                               | 8,012,117                            |
|  | 54,707,124                              | 51,132,148                           |
| Less: Accumulated Depreciation                       | (15,437,004)                            | (13,294,665)                         |
| Total Property and equipment, net                    | 39,270,120                              | 37,837,483                           |
| <b>OTHER ASSETS</b>                                  |   |                                      |
| Cash and investments restricted                      | 4,513,814                               | 4,098,697                            |
| <b>TOTAL ASSETS</b>                                  | <b>\$46,528,821</b>                     | <b>\$45,623,886</b>                  |
| <b>LIABILITIES AND NET ASSETS</b>                    |   |                                      |
| <b>CURRENT LIABILITIES</b>                           |   |                                      |
| Accounts payable                                     | \$1,145,098                             | \$2,287,362                          |
| Accrued expenses                                     | 21,200                                  | 26,800                               |
| Deferred Revenue                                     | 2,090,639                               | 1,643,847                            |
| Note Payable   | 0                                       | 0                                    |
| Total Current Liabilities                            | 3,256,937                               | 3,958,009                            |
| <b>NET ASSETS</b>                                    |   |                                      |
| Invested in capital assets                           | 39,270,120                              | 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   | (2,822,249)                             | (9,162,719)                          |
| Current Year Surplus / (deficit)                     | 2,310,199                               | 8,892,416                            |
| Total Net Assets                                     | 43,271,884                              | 41,665,877                           |
| <b>TOTAL LIABILITIES AND NET ASSETS</b>              | <b>\$46,528,821</b>                     | <b>\$45,623,886</b>                  |

|                     | Current              | > 30 days         | > 60 Days     | > 90 days        | Total                 |
|---------------------|----------------------|-------------------|---------------|------------------|-----------------------|
| Accounts Receivable | \$16,681<br>42.6%    | \$13,835<br>35.3% | \$0<br>0.0%   | \$8,668<br>22.1% | \$39,184<br>100.0%    |
| Accounts Payable    | \$1,070,200<br>93.5% | \$73,963<br>6.5%  | \$935<br>0.1% | \$0<br>0.0%      | \$1,145,098<br>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-21-006                 | Meeting Date: | 03/17/2021 |
| Item Title:  | Monthly Operating Statistics |               |            |

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## BACKGROUND:

Attached are monthly operating statistics through January 31, 2021.

## RECOMMENDATION:

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

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## APPROVED:



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*Chief Operating Officer*

\_\_\_\_\_  
March 12, 2021

*Date*



# RTA Monthly Dashboard Report \*

| Metric  | January<br>2021 | January<br>2020 | Pct. Change     |
|---|-----------------|-----------------|-----------------|
| <b>Ridership</b>                              |                 |                 |                 |
|   |                 |                 | <b>% Change</b> |
| Total RTA Bus Passengers                      | 3,856           | 32,118          | -88.0%          |
| WeGo Star Passengers                          | 2,161           | 24,844          | -91.3%          |
| Total RTA Passengers                          | 6,017           | 56,962          | -89.4%          |
| <b>Safety</b>                                 |                 |                 |                 |
| RTA Bus Total Accidents                       | 0               | 0               | N/A             |
| WeGo Star Total Accidents                     | 0               | 0               | N/A             |
| RTA Bus Total Miles btwn Accidents            | N/A             | N/A             | N/A             |
| WGS Total Miles btwn Accidents                | N/A             | N/A             | N/A             |
| <b>Service Quality</b>                        |                 |                 |                 |
| RTA Bus Total Trip Completion %               | 99.9%           | 99.8%           | 0.1%            |
| WeGo Star Total Trip Completion %             | 100.0%          | 100.0%          | 0.0%            |
| RTA Bus Total Miles btwn Service Interruption | 52,104.8        | 15,311.3        | 240.3%          |
| WGS Total Miles btwn Service Interruption     | N/A             | N/A             | N/A             |
| <b>On-Time Performance ^</b>                  |                 |                 |                 |
| RTA Bus                                       | 91.3%           | 81.3%           | 12.3%           |
| WeGo Star                                     | 100.0%          | 98.0%           | 2.0%            |
| <b>Customer Care</b>                          |                 |                 |                 |
| RTA Bus Total Passengers per Complaint        | N/A             | 2,920           | 0.0%            |
| WeGo Star Passengers per Complaint            | 432             | 4,969           | -91.3%          |

\* 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<br>January | FY 2020<br>January | Pct. Change     |
|---|--------------------|--------------------|-----------------|
| <b>Ridership</b>                              |                    |                    | <b>% Change</b> |
| Total RTA Bus Passengers                      | 30,750             | 208,023            | -85.2%          |
| WeGo Star Passengers                          | 17,641             | 168,973            | -89.6%          |
| Total RTA Passengers                          | 48,391             | 376,996            | -87.2%          |
| <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            | 201,563            | 177,242            | 13.7%           |
| WGS Total Miles btwn Accidents                | 36,584             | 23,569             | 55.2%           |
| <b>Service Quality</b>                        |                    |                    |                 |
| RTA Bus Total Trip Completion %               | 99.9%              | 99.5%              | 0.4%            |
| WeGo Star Total Trip Completion %             | 100.0%             | 99.8%              | 0.2%            |
| RTA Bus Total Miles btwn Service Interruption | 32,827.9           | 6,075.1            | 440.4%          |
| WGS Total Miles btwn Service Interruption     | N/A                | 11,784.4           | N/A             |
| <b>On-Time Performance ^</b>                  |                    |                    |                 |
| RTA Bus                                       | 90.2%              | 78.9%              | 14.4%           |
| WeGo Star                                     | 98.8%              | 98.4%              | 0.4%            |
| <b>Customer Care</b>                          |                    |                    |                 |
| RTA Bus Total Passengers per Complaint        | 3,075              | 1,857              | 65.6%           |
| WeGo Star Passengers per Complaint            | 1,960              | 4,224              | -53.6%          |

\* 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

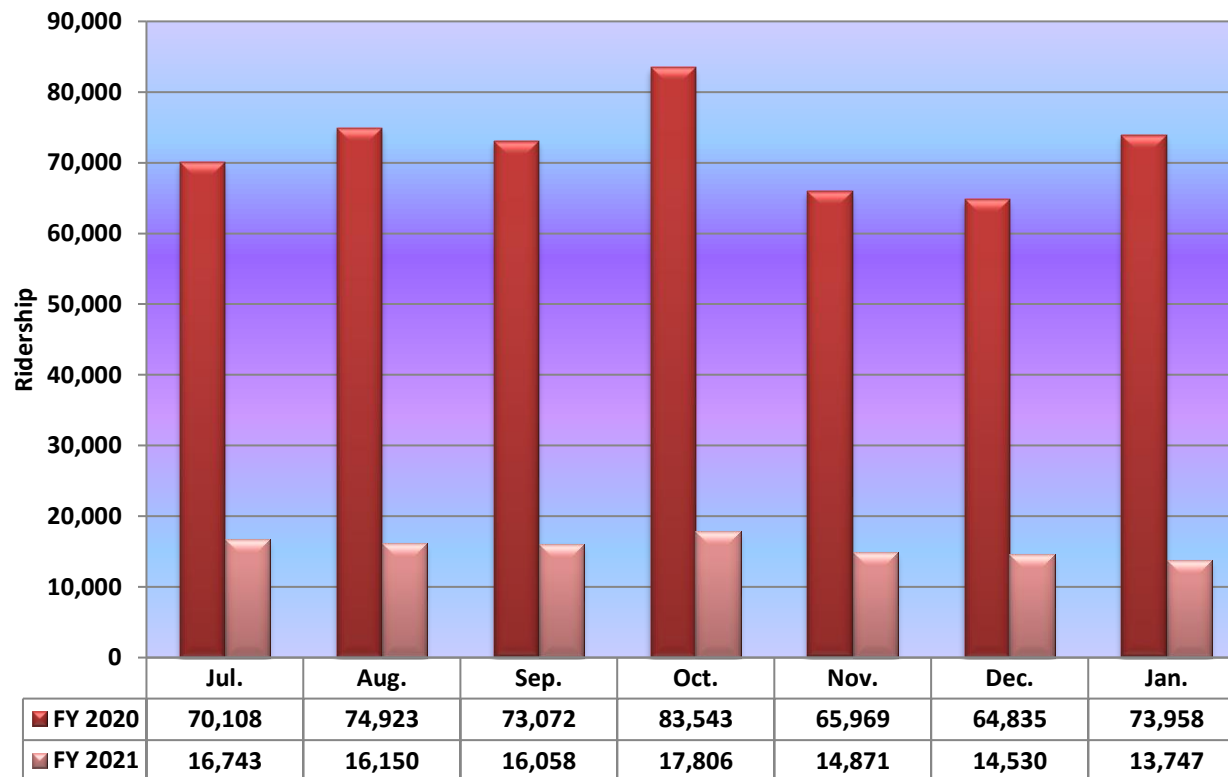
Total WeGo Star passengers divided by total WeGo Star customer complaints.



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

|                                | Month to Month Comparison |              |                   | Fiscal Year Comparison |               |                   |
|--------------------------------|---------------------------|--------------|-------------------|------------------------|---------------|-------------------|
|                                | Jan-20                    | Jan-21       | Percentage Change | FY 2020                | FY 2021       | Percentage Change |
| WeGo Star                      | 24,844                    | 2,161        | -91.3%            | 168,973                | 17,641        | -89.6%            |
| Express Bus & Shuttle Services | 32,118                    | 3,856        | -88.0%            | 208,023                | 30,750        | -85.2%            |
| RTA VanStar Vanpool Service    | 5,852                     | 1,404        | -76.0%            | 41,621                 | 13,048        | -68.7%            |
| <b>Total RTA Ridership</b>     | <b>62,814</b>             | <b>7,421</b> | <b>-88.2%</b>     | <b>418,617</b>         | <b>61,439</b> | <b>-85.3%</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      |                  |               |
|--|---------------------------|----------------|---------------|------------------|------------------|---------------|
|  | Jan-20                    | Jan-21         | Change        | FY 2020          | FY 2021          | Change        |
| MTA Local Bus Service                                | 708,849                   | 305,483        | -56.9%        | 5,179,797        | 2,360,581        | -54.4%        |
| MTA Local Paratransit Service                        | 38,996                    | 19,520         | -49.9%        | 262,527          | 141,659          | -46.0%        |
| RTA Regional Bus Service                             | 32,118                    | 3,856          | -88.0%        | 208,023          | 30,750           | -85.2%        |
| RTA VanStar Vanpool Service                          | 5,852                     | 1,404          | -76.0%        | 41,621           | 13,048           | -68.7%        |
| RTA Regional Rail Service                            | 24,844                    | 2,161          | -91.3%        | 168,973          | 17,641           | -89.6%        |
| * RTA Special Events Rail Service                    | 0                         | 0              | N/A           | 8,207            | 0                | -100.0%       |
| <b>Subtotal RTA Rail Service</b>                     | <b>24,844</b>             | <b>2,161</b>   | <b>-91.3%</b> | <b>177,180</b>   | <b>17,641</b>    | <b>-90.0%</b> |
| <b>Subtotal MTA &amp; RTA Bus &amp; Rail Service</b> | <b>810,659</b>            | <b>332,424</b> | <b>-59.0%</b> | <b>5,869,148</b> | <b>2,563,679</b> | <b>-56.3%</b> |
| Williamson County VanStar Vanpool Service            | 11,144                    | 6,326          | -43.2%        | 79,146           | 48,466           | -38.8%        |
| Murfreesboro ROVER Local Bus Service                 | 15,180                    | 7,555          | -50.2%        | 109,342          | 60,047           | -45.1%        |
| Franklin Transit Local Bus Service                   | 5,283                     | 3,211          | -39.2%        | 52,818           | 23,558           | -55.4%        |
| Clarksville Transit Local Bus Service                | 51,479                    | 32,789         | -36.3%        | 391,540          | 258,117          | -34.1%        |
| <b>Total Area Ridership</b>                          | <b>893,745</b>            | <b>382,305</b> | <b>-57.2%</b> | <b>6,501,994</b> | <b>2,953,867</b> | <b>-54.6%</b> |



**REGIONAL TRANSPORTATION AUTHORITY  
ROUTE PERFORMANCE INDICATOR REPORT**

For the Month of: **January-21**

| 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)         | 721               | -82.2%              | 181              | 5        | 4.0        |
|  | Northwest Corridor (Routes 89 & 94)     | 783               | -90.0%              | 192              | 4        | 4.1        |
|  | South Corridor (Routes 91 & 95)         | 293               | -89.3%              | 129              | 3        | 2.3        |
|  | Southeast Corridor (Routes 84, 86 & 96) | 720               | -90.8%              | 383              | 3        | 1.9        |
| <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                        | 313               | -83.4%              | 92               | 4        | 3.4        |
| 88   | Dickson Express                         | 64                | -96.0%              | 40               | 2        | 1.6        |
| 89   | Springfield - Joelton Express           | 209               | -84.7%              | 54               | 6        | 3.9        |
| 91   | Franklin Express                        | 196               | -85.7%              | 89               | 3        | 2.2        |
| 92   | Hendersonville Express                  | 408               | -81.1%              | 89               | 5        | 4.6        |
| 94   | Clarksville Express                     | 574               | -91.1%              | 138              | 4        | 4.2        |
| 95   | Spring Hill Express                     | 97                | -93.0%              | 40               | 3        | 2.4        |
| 96   | Murfreesboro - Relax and Ride           | 720               | -71.8%              | 383              | 3        | 1.9        |
|  | <b>Express Bus Route Totals</b>         | <b>2,581</b>      | <b>-89.3%</b>       | <b>924</b>       | <b>3</b> | <b>2.8</b> |
| <b>OTHER ROUTES</b>  |   |                   |                     |                  |          |            |
| 64   | Star Downtown Shuttle                   | 0                 | -100.0%             | 0                | N/A      | N/A        |
| 93   | WeGo Star West End Shuttle              | 1,275             | -79.4%              | 53               | 17       | 24.0       |
|  | <b>RTA Bus Route Monthly Totals</b>     | <b>3,856</b>      | <b>-88.0%</b>       | <b>977</b>       | <b>5</b> | <b>3.9</b> |
| <b>COMMUTER RAIL SERVICE</b>                               |   |                   |                     |                  |          |            |
| 90   | WeGo Star Commuter Rail                 | 2,161             | -91.3%              | 138              | 14       | 15.6       |
|  | <b>RTA Commuter Rail and Bus Totals</b> | <b>6,017</b>      | <b>-89.4%</b>       | <b>1,116</b>     | <b>6</b> | <b>5</b>   |

# Regional Transportation Authority of Middle Tennessee

## Board Action Item

|              |   |               |            |
|--------------|---|---------------|------------|
| Item Number: | R-A-21-003                                      | Meeting Date: | 03/17/2021 |
| Item Title:  | SPRING 2021 SERVICE CHANGES & TITLE VI ANALYSIS |               |            |

### BACKGROUND:

During its January 20, 2021 meeting, the RTA Board reviewed recent ridership trends and potential service design approaches to improve regional bus service. The approaches focus on route consolidation for corridors where multiple routes operate in an effort to provide more effective service while expanding options for current and future riders.

As discussed at the meeting, staff developed a service change proposal and presented it to the public for review and comment with the following goals guiding the proposal:

- Create more trip opportunities
- Broaden the appeal to a wider variety of commuters
- Ensure that resources are deployed cost-effectively
- Simplify service
- Keep changes cost neutral for funding partners

### PUBLIC OUTREACH

#### Summary of Public Comment Process

The formal comment period for proposed service changes was open between January 25 and February 15, 2021. Staff held a virtual public hearing on February 11<sup>th</sup>. At the meeting, staff presented the proposed service changes to the public, answered questions, and received comments for the official record.

The meeting was advertised in local newspapers, posted at WeGo Central, on the WeGo website, and on social media outlets, including Facebook events, and Nextdoor events. Copies of the presentation materials were made available on the agency's website at WeGoTransit.com, including public meeting materials and a comprehensive chart with all proposed changes by route. Additionally, the public notice and the presentation were translated into Spanish and posted on the WeGo website.

A total of 16 comments were submitted via phone, email, Twitter, Facebook, virtual public meeting, and via Customer Care's COM system. Comments ranged from general to specific. Themes include clarification on frequency and span of service; stop requests and retention; feedback on routing, layovers and stops for Routes. Comment details are provided below:

- Overall comments in support of more trip options and wider span of service in the future.
- **Route 84 Murfreesboro:** Questions about service to the Rover station. Question about availability of an evening route.



- **Note from staff – Connections to the Rover Bus System will be maintained. Future schedules for Route 84 will take into consideration span of service needs including evening hours.**
- **Route 87 Gallatin:** Request to retain the Gallatin Walmart stop. Request for service after 4 p.m.
  - **Note from staff – The two current park and ride locations in Gallatin are close together, approximately less than three miles apart. Serving both locations is not effective for overall route performance. The Greensboro North location is a purpose-built park and ride and it currently has the capacity to accommodate additional vehicles. Furthermore, the Walmart location poses future concerns regarding service stability due to the lack of a long term agreement for utilization.**
- **Routes 91 Franklin & 95 Spring Hill:** Comments supporting additional trips. Concerns were expressed about Vanderbilt not being served directly. Questions about later runs in the evening. Suggestions to provide trips after 5:15 pm
  - **Note from staff – Limited comments were received on how to better accommodate additional trips and improve span on this corridor to serve both, Vanderbilt, and Downtown Nashville. After conversations with Vanderbilt’s Mobility and Transportation Office additional efforts were conducted to obtain further feedback from riders via survey that Vanderbilt helped distribute to their employees. WeGo also sent the survey to non-Vanderbilt riders. The additional feedback received will be used to inform the development of route schedules. The Vanderbilt/Midtown area will continue to be served.**
- **Route 96 Nashville/Murfreesboro:** Questions about MTSU being served. Concerns about elimination of Route 96 and requests to reconsider discontinuation of the route.
  - **Note from staff – MTSU will still be served by Route 84 Murfreesboro. Survey data shows that over 90% of customers on Route 96 use it to travel to downtown Nashville as an alternative to the express services due to the limited hours of operation of the express services. Only around 5% of passengers on the corridor board the service outside of the locations served by the express routes. Service hours from Route 96 will be reallocated to the express routes to expand options for the riders throughout the day.**

## SERVICE CHANGES RECOMMENDATIONS

Declines in regional bus ridership during recent years have been amplified by the COVID-19 pandemic. The pandemic has accelerated this trend further altering riders’ travel behavior. These changes in trends are not unique to our region but are happening at the national level as well.

The proposed Spring 2021 changes are a combination of recent recommendations in a continued effort to monitor changing travel behaviors to respond to riders’ needs more effectively. The current service design of the regional bus routes focuses on a limited market and does not offer many options for a wider range of riders. The service changes proposal aims to maximize trips on corridors with more than one route. By consolidating routes, trips and span can be improved for future service as travel behaviors normalize. This can also make the service more appealing for potential riders.

All public comments received were reviewed and fully considered in making final recommendations. Below is a summary of the proposed service change recommendations.

- **Northeast Corridor - Routes 87 Gallatin & 92 Hendersonville**
  - New combined route serves two Park & Rides (one in each city)
  - Eliminates Gallatin Walmart and Drakes Creek park-and-rides
  - Allows for additional trips along the corridor
  - Some riders will need to switch park and rides

- **Southeast Corridor - Routes 84 Murfreesboro, 86 Smyrna/La Vergne, & 96 Nashville/Murfreesboro**
  - Elimination of Route 96
  - Allows for expanding number of trips on Routes 84 and 86
  - Faster travel for most riders
  - Small number of riders will lose direct service
  
- **South Corridor - Routes 91 Franklin & 95 Spring Hill**
  - New combined route stopping at both existing park and rides in Franklin and Spring Hill
  - Allows for additional trips along the corridor
  - Slightly longer travel time for Spring Hill riders

For April 2021 these routes will continue to operate at reduced service levels. Additional service will be added when demand increases as impacts of pandemic on travel behavior begin to dissipate.

### **SERVICE CHANGES EQUITY ANALYSIS**

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

1. Any change in service of 25 percent or more of the number of a transit route’s revenue service miles computed on a daily basis of the day of the week for which the change is made.
2. A new transit route is established or eliminated.
3. Emergency service changes that meet either of these definitions and have been in effect for over one year.

The majority of the proposed changes met the definition of a major change as explained above and therefore WeGo staff completed a full equity analysis of impacts to people based on race and income for the proposed system and service changes as well as the reduced service levels implemented due to the pandemic.

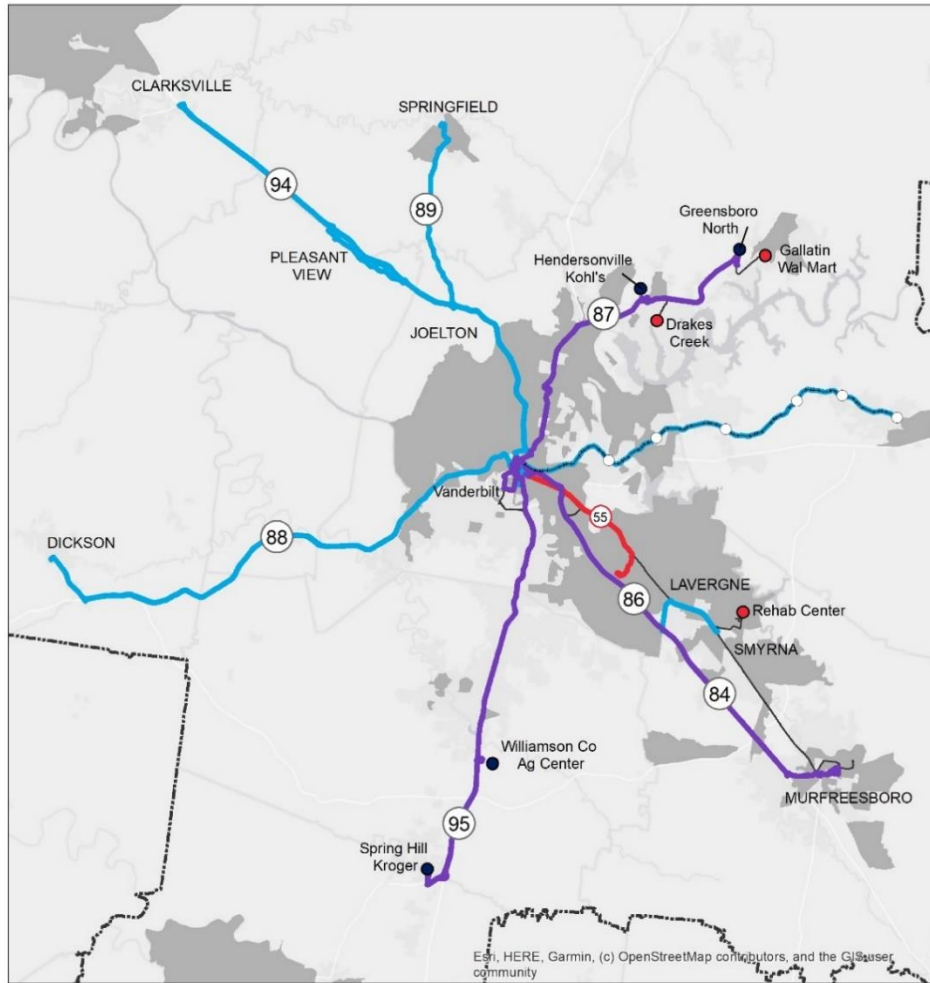
Based on WeGo Title VI Policy, and consistent with Federal law, adverse effects of changes are borne disproportionately by minority populations when the impacts to minority populations are more than 20% greater than impacts to non-minority populations. Similarly, adverse effects of changes are borne disproportionately by low-income populations when the impacts to low income populations are more than 20% greater than impacts to non-low-income populations.

The analysis found that the proposed service changes would have an 18% more impact on minority persons and a 24% less impact on low-income persons than non-minority and non-low-income persons. For the reduced service levels implemented due to the pandemic, these changes have a 6% more impact on minority persons and an 8% less impact on low-income persons than non-minority and non-low-income persons.

The results of the analysis indicate that the recommended service changes would not have a significantly disparate or disproportionate impact on minority or low-income populations.

The maps below illustrate these impacts for the system as a whole.

Figure 1. Equity Analysis - Minority Population

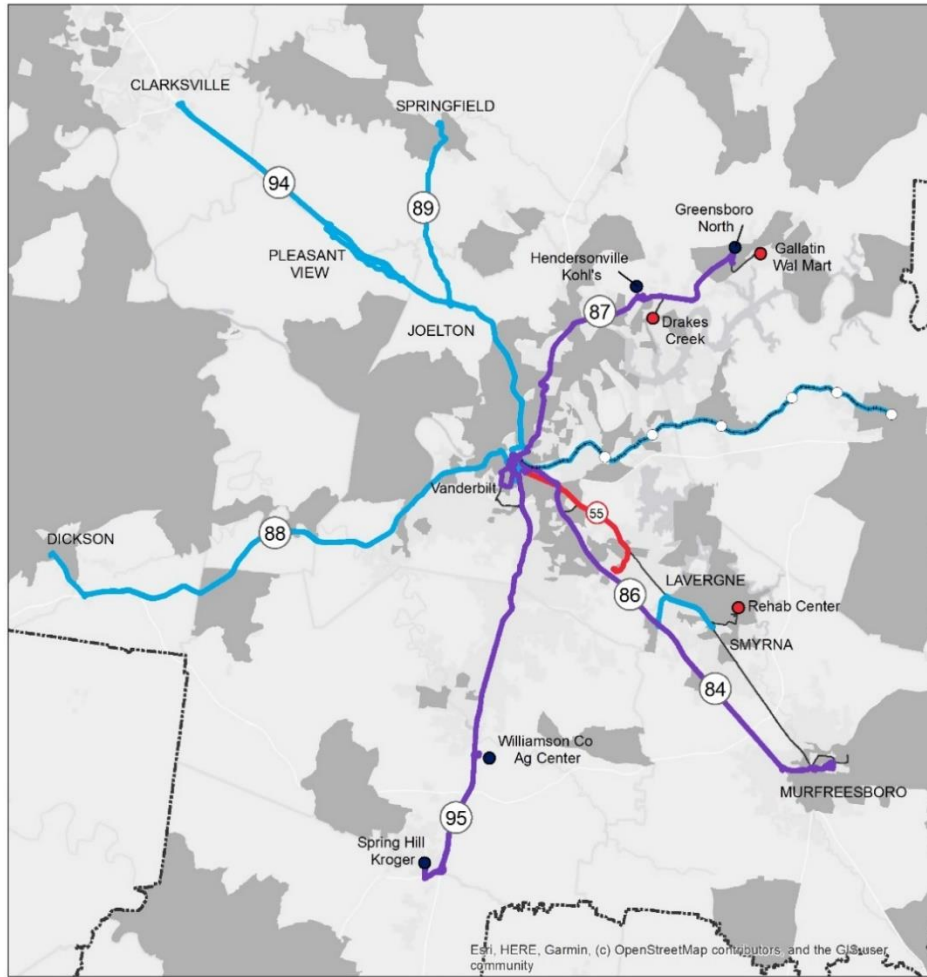


**Equity Analysis: Spring 2021 Regional Service**

|  |   |                            |         |                   |
|--|---|----------------------------|---------|-------------------|
| <b>Minority Population</b>                         |   | <b>Service Change Type</b> |         | --- WeGo Star     |
| Less than or equal to the System Average of 26.27% | Greater than the System Average of 26.27% | Improved                   | Reduced | <b>MTA Routes</b> |
| ● Discontinued Park & Ride                         | ● Combined Park & Ride                    | Discontinued               |         | — 55 Murfreesboro |
|  |   |                            |         |                   |


*Note: Routes with reduced service levels in comparison to Fall 2019 will be improved to pre pandemic levels and to take place as things begin to normalize*

Figure 2. Equity Analysis - Low-Income Population



**Equity Analysis: Spring 2021 Regional Service**

|  |   |  |
|--|---|--|
| <b>Low Income Population</b>   | <b>Service Change Type</b>  | <b>MTA Routes</b>  |
| <ul style="list-style-type: none"> <li>Less than or equal to System Average of 20%</li> <li>More than System Average of 20%</li> <li>Discontinued Park &amp; Ride</li> <li>Combined Park &amp; Ride</li> </ul> | <ul style="list-style-type: none"> <li>Improved</li> <li>Reduced</li> <li>Discontinued</li> </ul> | <ul style="list-style-type: none"> <li>WeGo Star</li> <li>55 Murfreesboro</li> </ul> |



**RECOMMENDATION:**

Staff requests the approval and adoption of the proposed service changes as documented on the item for implementation on April 11, 2021.

**APPROVED:**

\_\_\_\_\_  
*Board Secretary*

\_\_\_\_\_  
*March 17, 2021*  
*Date*

Draft Schedules for Spring Service on Combined Routes

## Route 87 Gallatin - Hendersonville

| Morning Trips to Nashville |                |         |                  |
|----------------------------|----------------|---------|------------------|
| Gallatin                   | Hendersonville | Central | 21st & Wedgewood |
| 5:35 AM                    | 5:55 AM        | 6:20 AM | 6:35 AM          |
| 6:00 AM                    | 6:20 AM        | 6:50 AM | 7:05 AM          |
| 6:25 AM                    | 6:45 AM        | 7:20 AM | 7:35 AM          |

| Afternoon Trips from Nashville |         |                |          |
|--------------------------------|---------|----------------|----------|
| 21st & Wedgewood               | Central | Hendersonville | Gallatin |
| 3:25 PM                        | 3:50 PM | 4:20 PM        | 4:40 PM  |
| 3:55 PM                        | 4:20 PM | 4:53 PM        | 5:13 PM  |
| 4:35 PM                        | 5:00 PM | 5:36 PM        | 5:56 PM  |

## Route 95 Spring Hill - Franklin

| Morning Trips to Nashville |                              |                  |         |
|----------------------------|------------------------------|------------------|---------|
| Spring Hill                | Williamson Agricultural Expo | 21st & Wedgewood | Central |
| 5:50 AM                    | 6:10 AM                      |                  | 6:45 AM |
| 6:35 AM                    | 6:35 AM                      |                  | 7:15 AM |
| 6:42 AM                    | 6:42 AM                      | 7:25 AM          | 7:50 AM |

| Afternoon Trips from Nashville |                  |                              |             |
|--------------------------------|------------------|------------------------------|-------------|
| Central                        | 21st & Wedgewood | Williamson Agricultural Expo | Spring Hill |
| 3:45 PM                        |                  | 4:29 PM                      | 4:51 PM     |
| 4:15 PM                        |                  | 5:07 PM                      | 5:29 PM     |
| 4:50 PM                        | 5:10 PM          | 6:05 PM                      | 6:27 PM     |

## Route 84 Murfreesboro

### Trips from Nashville

| Central  | Greyhound Station | Old Fort Park & Ride | Rover Station | MTSU     |
|----------|-------------------|----------------------|---------------|----------|
| 6:18 AM  | 6:28 AM           | 7:22 AM              | 7:29 AM       | 7:37 AM  |
| 7:30 AM  | 7:40 AM           | 8:34 AM              | 8:41 AM       | 8:49 AM  |
| 9:30 AM  | 9:40 AM           | 10:34 AM             | 10:42 AM      | 10:52 AM |
| 12:30 PM | 12:40 PM          | 1:34 PM              | 1:43 PM       | 1:53 PM  |
| 3:30 PM  | 3:43 PM           | 4:41 PM              | 4:50 PM       | 5:00 PM  |
| 4:15 PM  | 4:28 PM           | 5:26 PM              | 5:35 PM       | 5:45 PM  |
| 5:00 PM  | 5:13 PM           | 6:11 PM              | 6:20 PM       | 6:30 PM  |
| 7:00 PM  | 7:12 PM           | 8:06 PM              | 8:14 PM       | 8:24 PM  |

### Trips to Nashville

| MTSU     | Rover Station | Old Fort Park & Ride | Central  |
|----------|---------------|----------------------|----------|
| 5:08 AM  | 5:17 AM       | 5:25 AM              | 6:30 AM  |
| 5:53 AM  | 6:02 AM       | 6:10 AM              | 7:15 AM  |
| 6:33 AM  | 6:42 AM       | 6:50 AM              | 7:55 AM  |
| 7:55 AM  | 8:04 AM       | 8:12 AM              | 9:17 AM  |
| 11:00 AM | 11:09 AM      | 11:17 AM             | 12:17 PM |
| 2:00 PM  | 2:09 PM       | 2:17 PM              | 3:17 PM  |
| 5:00 PM  | 5:09 PM       | 5:17 PM              | 6:22 PM  |
| 8:30 PM  | 8:38 PM       | 8:45 PM              | 9:40 PM  |

Additional trips proposed for full service levels on all of these corridors will be developed using feedback from current and potential customers to determine the frequency and span of service that will serve commuters most effectively.