

Tennessee State Library & Archives
 1001 Rep. John Lewis Way N., Nashville, TN 37219
 August 24, 2023 | 2:30 p.m.

Board Members:

Gail Carr Williams, Chair
 Janet Miller, Vice Chair

Jessica Dauphin
 Kathryn Hays Sasser

Aron Thompson

1. **Call to Order**
2. **Roll Call**
3. **Approval of the July 27, 2023, MTA Board Minutes**
4. **Public Comment**
5. **Information Only Items** – The following information is contained in the distributed Board packet for member review. There is no planned discussion of these items, but the staff is available for discussion should members have questions.
 - Monthly Financial Report Compared to Budget – Ed Oliphant, CFO **M-I-23-025** **P. 6**
 - Monthly Operating Statistics – Andy Burke, Chief Operating Officer **M-I-23-026** **P. 9**
 - Upcoming Procurements Projects List – Denise Richardson, Director of Procurement and Business Diversity **M-I-23-027** **P. 14**
6. **Consent Agenda Items** – These action items are routine in nature, tend to be repetitive year over year, and are described in the written agenda materials. As such, they would be voted on as a group to permit more time to discuss unusual items. Any Board member can request that any item be removed from the Consent Agenda for further discussion, and the listed staff will be available for questions.
 - There are no consent agenda items this month.
7. **Operations & Finance Committee – Jessica Dauphin, Chair**
 - FTA Triennial Review Final Report – Billy Higgins, Capital Grants Administrator & Nick Oldham, Chief Safety & Security Officer **OF-D-23-004** **P. 15**
 - Quarterly Route Performance Report – Katie Freudberg, Scheduling & Service Planning Manager **OF-D-23-005** **P. 40**
 - 40 Foot Clean Diesel Bus Purchase – Carl Rokos, Director of Maintenance **M-A-23-023** **P. 42**
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Fare Policy Title VI Analysis – Felix Castrodad, Director of Planning & Grants **NICE-D-23-006** **P. 44**
 - Access Improvement Plan Policy Recommendations – Dan Freudberg, Deputy COO - Operations Systems **M-A-23-024** **P. 47**
 - Access Third Party Provider Contract Extensions – Marilyn Yokley, Access Manager **M-A-23-025** **P. 53**
 - Amendment to Procedures for Participation in Metropolitan Transit Authority Meetings **M-A-23-026** **P. 54**
9. **CEO’s Report – Stephen G. Bland, CEO**
10. **Chair’s Report – Gail Carr Williams, Chair**
 - Amendment of CEO’s Employment Agreement **M-A-23-027** **P. 57**
11. **Other Business**
12. **Adjournment**

NASHVILLE METROPOLITAN TRANSIT AUTHORITY
Board of Directors Meeting
July 27, 2023

I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee State Library & Archives, located at 1001 Rep. John Lewis Way N., Nashville, TN 37219, on Thursday, July 27, 2023.

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

Gail Carr Williams, Board Chair	Andy Burke, COO
Janet Miller, Vice Chair	Vince Malone, COSA
Jessica Dauphin, Member	Nick Oldham, CSSO
Kathryn Hays Sasser, Member	Renuka Christoph, CCO
Margaret Behm, Board Secretary	Felix Castrodad, Director of Planning & Grants
Stephen Bland, CEO	
Monica Howse, Sr. Exec. Asst. & Board Liaison	

A quorum was established, and Board Chair Carr Williams called the meeting to order at 2:30 p.m.

Board Chair Carr Williams acknowledged and welcomed Kathryn Hays Sasser as the newest Nashville Metropolitan Transit Authority Board member.

III. **Approval of Minutes:** Jessica Dauphin moved to approve the May 25 and June 22 Nashville MTA Board minutes. Vice Chair Miller seconded the motion, and the Board unanimously approved the minutes.

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

- Anne Pope
- Darius Knight
- Jeremiah Wooten

V. **Informational Items:** The following items were presented for the board members' review. If members had questions, they were asked to ask the staff about the specific item.

- Monthly Financial Report Compared to Budget – No questions
- Debt Obligation Notification for Line of Credit Extension – No questions
- Monthly Operating Statistics – No questions
- Upcoming Procurement Projects List – No questions

VI. **Consent Agenda Items:**

There were no consent agenda items this month.

VII. **Operations & Finance Committee Report:** Committee Chair Dauphin presented the following items for discussion and action:

a. **Auto Damage/Catastrophic Insurance Renewal (M-A-23-018):**

The Committee recommended the Board approve WeGo's auto damage and catastrophic insurance coverage as presented for a premium cost of \$1,011,256 from July 1, 2023, through June 30, 2024.

Vice Chair Janet Miller asked how the general liability could increase so significantly. CFO Ed Oliphant reported that our previous carrier had been willing to grandfather coverage under an inland marine type of policy for auto damage and catastrophic coverage, which typically has much lower rates than traditional auto damage coverage. However, with rising industry exposure worldwide through numerous large scale natural disasters over the past few years, the industry could no longer offer the same type of coverage for our application. As a result, WeGo had to switch to a more traditional auto damage and catastrophic type policy that carries much higher premiums. Mr. Oliphant reported that, when combined with the substantial reduction in premium on liability coverage that the Board approved in June, the overall impact to our casualty and line item liability line was close to a net zero.

Janet Miller moved to approve the Auto Damage/Catastrophic Insurance Renewal; Kathryn Sasser seconded the motion, and the Board unanimously approved this action item.

b. Metropolitan Nashville Police Department Memorandum of Understanding (M-A-23-019): Chief Safety & Security Officer Nick Oldham presented the following report:

Staff requested the Board give the Chief Executive Officer the authority to enter into an MOU with the Metropolitan Nashville Police Department's Secondary Employment Unit to provide enhanced security focused primarily at the Elizabeth Duff Transit Center at WeGo Central, but also available for deployment at other system locations as necessary. Mr. Oldham reported that the change in approach was necessary to attract sufficient officers for our assignments, and that the increase in rates had been anticipated in the operating budget under consideration by the Board.

Committee Chair Dauphin moved to approve the Metropolitan Nashville Police Department Memorandum of Understanding; Kathryn Sasser seconded the motion, and the Board unanimously approved this action item.

VIII. New Initiative & Community Engagement Committee Report: Committee Chair Miller introduced the following items for discussion and action:

a. FY2024 Proposed Operating Budget (M-A-23-020): Chief Financial Officer Ed Oliphant presented the following report:

Typically, this action item is brought to the Board in the month of June, but budget deliberations at Metro Council subsequent to the production deadline for June Board materials made it advantageous to wait for the Metro Budget to be finalized. Final Metro budget adoption has now taken place, and this proposed budget reflects that action.

The initial budget submission to Metro in February included an increase in the baseline budget from 2023 and an additional \$5.4 million investment request for a partial Better Bus service expansion based on the Mayor's Transportation plan approved in 2020. Mayor Cooper's Budget Proposal provided full funding for our baseline request, and just under half of the requested funding for Better Bus enhancements.

Through its appropriations process, The Metro Council approved a substitute budget that fully reinstated the Better Bus investment request and an additional \$380,000 for extended service to the new James Lawson High School in Bellevue that opens next month. These amounts are fully reflected in the proposed Operating Budget under both the revenue and expenditure side.

The proposed budget being considered has a 12.6% increase over FY2023 to a budget of \$120.6 million compared to \$107 million last year; it also includes the following:

- A metro subsidy increase to WeGo from \$61.6 million to \$74.7 million

- Funding of the baseline budget that allows WeGo not only to keep its existing service in place but also to maintain its current fare structure,
- Funds the balance of a partial year of service expansion implemented during the current year during FY2023.
- It accounts for inflationary increases in normal operating expenses, as well as collectively bargained employee wage increases.
- Partial year funding for the operation of the Dr. Ernest Rip Patton Jr. North Nashville Transit Center scheduled to open in the Spring of 2024.
- Expanded maintenance capacity for growing shelter and bus stop programs.
- Partial year funding for the next phase of Better Bus service expansion, including those elements that will be considered by the Board later in this meeting, and another round of expansion scheduled to be implemented in April 2024.

Mr. Oliphant also repeated that we will fully deplete the pandemic relief funding received from the Federal Government, and will revert to our prior practice of utilizing Federal formula funds for preventive maintenance and Americans with Disabilities Act service obligations. This will reduce available Federal funds for future capital projects.

Jessica Dauphin thanked Ed Oliphant for a job well done and for keeping WeGo budgeted the right way because there have been a lot of additions and upgrades over the past two years, and it's been clever and forward-thinking about how WeGo moves forward on the Better Bus Network and implementation.

Board Chair Carr Williams thanked Mr. Bland and Mr. Oliphant for being ready for that Council process, and that getting all of those changes approved on our riders' behalf was incredible, and she expressed her appreciation to Mayor Cooper, who has been very supportive of transit.

The NICE Committee recommended that the Board approve the FY2024 Proposed Operating Budget; Jessica Dauphin seconded the motion, and the Board unanimously approved this action item.

b. Fall 2023 Service Changes & Title VI Analysis (M-A-23-021): Director of Planning & Grants Felix Castrodad presented the following report:

Staff requested the Board approve the proposed Fall 2023 service changes, as documented at the meeting, for implementation to take effect on October 1, 2023.

There was a general discussion of the service changes.

Board Chair Carr Williams asked Mr. Castrodad what route changes were requested but were not able to be created. Mr. Castrodad said that most people want to see better frequency and span on more routes.

Chair Miller thanked the staff for their hard work and said adding service is so much better than cutting service.

The NICE Committee recommended the Board approve the Fall 2023 Service Changes & Title VI Analysis; Jessica Dauphin seconded the motion, and the Board unanimously approved this action item.

IX. CEO's Report: CEO Steve Bland provided the following report:

1. WeGo essentially wrapped up the public engagement process for the Access Improvement Study and anticipate bringing the findings of that process and recommended policy changes in the program to you for your August meeting.

2. Work is well underway to prepare for the service changes you just approved. He particularly acknowledged Katie Freudberg and the Operations team for the expedited implementation of Connector Route 70 – Bellevue Connector. Felix did not report on this new route in his report because we learned of the funding too late for it to be included in the public hearing and Title VI process, and it needs to be in place for the start of the School Year. WeGo is implementing it as a pilot service, as allowed by FTA rules, and will incorporate it into the public comment process and Title VI Analysis associated with our permanent spring 2024 changes.
3. Work also continues at a good pace at the Ernest Rip Patton Jr. North Nashville Transit Center, with much activity visible. Steel has been erected, most masonry walls are up, and construction has started on the individual bus bays. Earlier this week, WeGo hosted a well-attended community meeting across the street from the Center to preview the project and provide updates. He thanked Chair Carr-Williams, and Members Searcy and Dauphin for their attendance.
4. Mr. Bland attended the Summer Planning Workshop for the Board of Directors of the Tennessee Public Transportation Association, on which he serves as Vice President and Chair of the Legislative Committee. The workshop is always an excellent opportunity to connect on what's happening in the rest of the State and to plan for the upcoming Legislative Session.
5. Several staff members attended a forum held by the Greater Nashville Chamber of Commerce, releasing their "Point of Departure" Report, highlighting the commuting challenges for many Nashville area high school students seeking higher education opportunities. Along with a presentation by the report author, the forum hosted a panel discussion, including Jessica Dauphin, to discuss the issues identified in the report. The report acknowledged that almost all college campuses in Davidson County, but that many in the outlying regional counties do not and that limited bus service still makes commutes by transit challenging. Among the report's recommendations was that the region should commit to finding a dedicated source of funding for transit.
6. Mr. Bland has attended several meetings with Metro Planning, the Mayor's Office, and others regarding the Global Mall redevelopment process, including the role and location of our planned transit center there.
7. After the candidate briefings for Mayoral and Council Candidates in June, there have been several follow-up conversations with candidates for both offices with questions about public transportation services and operations.
8. Lastly, Mr. Bland attended the Metro Council Rules and Nominations Committee and full Council meeting this month, where they took up the Mayor's Nomination of Kathryn Hays Sasser to the Nashville MTA Board. He said meeting Kathryn was a pleasure, and looked forward to working with her.
9. On the RTA side:
 - a. Hatch Consulting continued its work on the Star Future Vision Study. Several public engagement meetings were held along the corridor this week, which were generally well attended.
 - b. WeGo continues to advance work on negotiations for a joint development project at the RTA's Donelson Station site with an HG Hill and Southeast Ventures development team. We are working with our attorneys at Bradley and our Real Estate Advisors at Jones Long LaSalle to develop negotiation term sheets. At the same time, the developer advances other property acquisitions adjacent to the site.
 - c. WeGo is advancing land acquisition toward a permanent park-and-ride location in Murfreesboro, and this month our development team met with Federal Transit

Administration staff to discuss environmental review requirements associated with this project.

- d. WeGo is working with Nashville Soccer Club to plan a regional bus service connecting Murfreesboro and Antioch to several late-season soccer games. The team distributed survey data to their fan base. This corridor appears to be the most promising, hoping to use the late-season pilot as a learning experience for a broader approach to the entire season next year.

- X. **Chair's Report:** Board Chair Carr Williams welcomed Kathryn Hays Sasser to the Board. She also thanked Mr. Bland for shepherding everything through Metro Council to support our outstanding budget result. It will make a difference in our ridership, particularly for our students and especially those attending the James Lawson High School.

She said that she had recently attended the Community meeting at the Dr. Ernest Rip Patton North Nashville Transit Center, and it was a joy to see the progress and the steel going up on the building. It was so exciting to see the community so engaged.

Board Chair Carr Williams said that she appreciates Mr. Bland speaking on transit and that Board Members are also advocating transit. She recently had the opportunity to sit on a panel with Board Member Jessica Dauphin, which was great.

Lastly, she thanked CFO Ed Oliphant, Director of Planning Felix Castrodad, and staff for their hard work and the excellent budget and service changes presentations. It will make a difference in the community and give the community a better understanding of transit. We must ensure that our transit continues expanding and being accessible for all.

- XI. **Other Business:**

- a. **2023-24 Election of Nashville MTA Board Officers (M-A-23-022):** Board Secretary & General Counsel Margaret Behm conducted the election:

Board Secretary Margaret Behm said it was her role to conduct the 2023-24 Election of Nashville MTA Board Officers. Currently, Gail Carr Williams and Janet Miller serve as the Chair and Vice Chair, respectively, for the Board.

Ms. Behm opened the floor for nominations; Jessica Dauphin placed the following slate of officers into nomination: Gail Carr-Williams for Chair and Janet Miller for Vice Chair. Kathryn Hays Sasser seconded the motion, and all board members unanimously approved it.

- b. **Annual Review of Board Ethics & Conflicts of Interest (M-I-23-024):** Board Secretary & General Counsel Margaret Behm reviewed the Code of Ethics and applicable procurement policies and procedures with the Board. The most recent code was adopted by the Board on June 19, 2007. The Code of Ethics is reviewed with all new Board members as they are appointed and regularly reviewed with the full Board annually.

- XII. **Adjournment:** With no further business, Board Chair Carr Williams moved to adjourn the meeting, which adjourned at 3:59 p.m.

Attested:

Gail Carr Williams
Chair

Margaret L. Behm
Secretary

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-025	Meeting Date:	8/24/2023
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a statement of operations for the month of June 2023, as well as for the fiscal year to date compared to the budget and a balance sheet as of June 30, 2023.

Our external auditors will audit These preliminary annual financial statements over the next few months. While we have estimated reserves included in these statements, we still have several actuarial analyses outstanding for the Other Post-Employment Benefits, health claims reserves, and for the pension plan to confirm our year-ending pension liability, so there is potential for additional adjustments that may come from the audit or the actuaries. We will present these statements again in conjunction with the presentation of the final audit report.

We are projecting to end the year close to break-even, with overall revenues coming in slightly ahead of budget due to favorable fare revenues compared to budget and overall expenses slightly over budgeted expenses. Services Expenses continued to run unfavorable to budget due to higher paratransit subcontracted service. As predicted, our liability insurance claims ended the year over budget due to payments for outstanding bus accidents, including estimated reserves for open claims.

As of June 30, 2023, RTA owed Nashville MTA approximately \$238,000 for services provided to and from Rutherford County and management fees due. MTA also had an account payable to RTA of roughly \$51,000 for collected fares and WeGo Ride revenue sharing due.

CURRENT STATUS:

CFO Ed Oliphant will be available to answer questions at the meeting.

APPROVED:



Chief Financial Officer

8/24/2023

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending June 30, 2023
PRELIMINARY UNAUDITED

	Actual Month	Month Budget	Month End Variance	F / U	Prior Year Y-T-D	Actual Y-T-D	Budget Y-T-D	Y-T-D Variance	F / U	Annual Budget
Revenue from Operations:										
Passenger Fares	\$656,701	\$543,770	\$112,931	F	\$5,755,823	\$6,877,945	\$6,358,780	\$519,165	F	\$6,358,780
WeGo Access	62,928	62,850	78	F	650,765	628,888	708,490	(79,602)	U	708,490
Contract Revenues	196,723	245,712	(48,989)	U	2,477,806	2,733,198	2,877,040	(143,842)	U	2,877,040
Advertising	48,685	46,020	2,665	F	663,515	503,602	552,280	(48,678)	U	552,280
Other Non-Trans Revenue	90,643	112,595	(21,952)	U	1,427,658	1,307,373	1,362,200	(54,827)	U	1,362,200
Total Operating Revenue	1,055,680	1,010,947	44,733	F	10,975,567	12,051,006	11,858,790	192,216	F	11,858,790
Federal/State/Local Income:										
Local Assistance	0	0	0	F	51,835,900	61,610,900	61,610,900	0	F	61,610,900
State Assistance	0	0	0	F	5,170,200	5,314,300	5,170,200	144,100	F	5,170,200
Federal Assistance - CARES Act	5,762	951,610	(945,848)	U	3,841,814	4,071,611	4,071,610	1	F	4,071,610
Total Assistance Income	5,762	951,610	(945,848)	U	60,847,914	70,996,811	70,852,710	144,101	F	70,852,710
Capital Revenue:										
American Rescue Operating Reimbursement	2,427,585	3,727,585	(1,300,000)	U	21,222,190	24,427,585	24,427,585	0	F	24,427,585
Capital Operating Reimbursement	0	0	0	F	175,794	44,033	0	44,033	F	0
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	0
Total Capital Income	2,427,585	3,727,585	(1,300,000)	U	21,397,984	24,471,618	24,427,585	44,033	F	24,427,585
Total Revenue	\$3,489,027	\$5,690,142	(\$2,201,115)	U	\$93,221,465	\$107,519,435	\$107,139,085	\$380,350	F	\$107,139,085
Expenses from Operations:										
Labor and Fringes	\$5,812,559	\$6,487,165	\$674,606	F	\$69,694,557	\$75,999,915	\$76,612,120	\$612,205	F	\$76,612,120
Services	1,310,355	1,031,833	(278,522)	U	10,712,851	13,366,568	11,969,110	(1,397,458)	U	11,969,110
Fuel	577,614	622,950	45,336	F	2,817,020	6,659,362	7,424,390	765,028	F	7,424,390
Parts, Materials and Supplies	576,153	564,685	(11,468)	U	5,651,568	6,446,898	6,539,610	92,712	F	6,539,610
Utilities	94,078	127,430	33,352	F	1,344,629	1,415,889	1,471,460	55,571	F	1,471,460
Casualty and Liability	440,895	192,870	(248,025)	U	2,967,315	3,089,195	2,457,720	(631,475)	U	2,457,720
Other	101,276	55,790	(45,486)	U	336,531	516,660	664,675	148,015	F	664,675
Total Operating Expenses	8,912,930	9,082,723	169,793	F	93,524,471	107,494,487	107,139,085	(355,402)	U	107,139,085
Operating Surplus / (Deficit)	(\$5,423,903)	(\$3,392,581)	(\$2,031,322)	U	(\$303,006)	\$24,948	\$0	\$24,948	F	\$0
Capital Grant Revenue	17,471,080		17,471,080	F	8,525,460	37,545,192		37,545,192	F	
Capital Grant Revenue -CARES Act	119,046		119,046	F	1,190,585	546,083		546,083	F	
Rental income - MCC Amortization	49,167		49,167	F	590,004	590,004		590,004	F	
Gain/(Loss) on Sale of Property	(234,383)		(234,383)	U	(298,624)	(234,383)		(234,383)	U	
GASB 75 OPEB Expense	0		0	F	17,514,047	0		0	F	
GASB 68 Pension Disclosure	0		0	F	2,568,342	0		0	F	
GASB 87 Lease Interest Expense	(20,488)		(20,488)	U	(242,198)	(244,692)		(244,692)	U	
Depreciation and Amortization	(1,570,937)		(1,570,937)	U	(24,398,037)	(21,322,787)		(21,322,787)	U	0
Surplus / (Deficit)	\$10,389,582	(\$3,392,581)	\$13,782,163	F	\$5,146,573	\$16,904,365	\$0	\$16,904,365	F	\$0

Metropolitan Transit Authority

Comparative Balance Sheets PRELIMINARY

	Month Ended June 30, 2023	Month Ended June 30, 2022
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$4,766,148	\$3,780,301
Receivables from federal, state and local government	14,993,032	1,483,679
Accounts receivable	810,751	1,513,979
Materials and supplies	3,670,350	3,288,783
Prepaid expense and other	(4,491,546)	1,651,572
Pension & OPEB Deferred Outflow	34,548,339	34,548,339
Total Current Assets	54,297,074	46,266,653
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	118,424,881	118,892,706
Revenue equipment and parts	206,151,707	187,050,821
Office furniture and equipment	6,930,239	6,377,272
Other	16,241,240	5,654,722
	362,481,092	332,708,546
Less: Accumulated Depreciation	(194,457,178)	(180,956,798)
Total Property and equipment, net	168,023,914	151,751,748
OTHER ASSETS		
North Nashville Property (Lease)	7,063,765	7,063,765
Cash and investments for self-insurance and other	350,003	731,607
	7,413,768	7,795,372
TOTAL ASSETS	\$229,734,756	\$205,813,773
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$4,859,920	\$3,158,951
Accrued expenses	7,413,621	7,733,165
Deferred revenue	290,683	99,427
Note Payable	0	0
Total Current Liabilities	12,564,224	10,991,543
NON-CURRENT LIABILITIES		
Deferred Revenue	5,607,441	6,197,445
North Nashville Lease Liability	7,049,599	7,049,599
Net Pension Liability	4,206,838	4,206,838
Pension & OPEB Deferred Inflows	24,580,424	24,580,424
Net other postemployment benefits obligations	79,108,586	79,108,586
NET ASSETS		
Invested in capital assets	162,416,473	145,554,303
Reserve for capital purchases	0	381,607
Unrestricted	(82,703,194)	(77,403,145)
Current Year Surplus / (deficit)	16,904,365	5,146,573
Total Net Assets	96,617,644	73,679,338
TOTAL LIABILITIES AND NET ASSETS	\$229,734,756	\$205,813,773

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$695,796	\$48,512	\$8,883	\$57,560	\$810,751
	85.8%	6.0%	1.1%	7.1%	100.0%
Accounts Payable	\$4,699,121	\$124,464	\$2,515	\$33,820	\$4,859,920
	96.7%	2.6%	0.1%	0.7%	100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-026	Meeting Date:	8/24/2023
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through June 2023.

Ridership growth remains strong – well beyond what most transit agencies in North America are experiencing. On-time performance ticked up slightly for June compared to May, which is an expected seasonal variation during the summer months with schools and universities out of session.

The hiring of Operators has slowed a bit from the rapid pace of the last few months. We are fully staffed at the moment, but we are continuing to bring in as many qualified candidates as possible in preparation for Fall service additions, including extending service hours to 1:15 AM.

Recruitment of qualified diesel mechanics continues to be challenging, but there is some positive movement in that area. Specifically, staff are engaging directly with previous employees of Yellow Freight Corporation, which has essentially shut down operations in light of its recent bankruptcy filing. Early indications are promising, with many mechanics and operators interested in joining the WeGo team.

CURRENT STATUS:

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

APPROVED:



Chief Operating Officer

8/242023

Date

Operations Dashboard Report

	June 2023	June 2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	665,158	568,791	16.9%		
Access Ridership	30,472	28,327	7.6%		
Total Ridership	695,630	597,118	16.5%	700,000	▲
Percentage of Pre-Pandemic Ridership	94.1%	80.8%	13.3%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.64	13.56	15.4%	16.00	▲
Access Passengers per Revenue Hour	1.62	1.79	-9.6%	1.75	▲
Cost Per Scheduled Revenue Hour	\$151.30	\$113.85	32.9%	\$141.46	▲
Safety					
Total Collisions per 100,000 miles	4.0	2.9	35.5%	4.8	●
Preventable Collisions per 100,000 miles	1.8	1.8	4.8%	1.6	▲
Service Quality					
Bus Trip Completion	99.87%	99.82%	0.05%	99.75%	●
Bus On-Time Performance	84.4%	87.6%	-3.1%	85.0%	▲
Access On-Time Performance	93.9%	93.2%	0.7%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	6,806	5,974	13.9%	6,000	●
Access Miles Between Road Calls	12,241	12,695	-3.6%	18,000	◆
Customer Care					
Bus Passengers per Complaint	3,483	3,623	-3.9%	4,000	◆
Access Passengers per Complaint	321	464	-30.8%	400	◆
Percent of Calls Answered	95.3%	94.0%	1.3%	95.0%	●
Staffing					
% of Operator Positions Filled	98.8%	90.6%	8.2%	95.0%	●
% of Maintenance Positions Filled	78.3%	79.9%	-1.5%	95.0%	◆
Customer Amenities					
% of Stops with Shelters (including Central)	19.4%	16.9%	2.5%	18.0%	●
% of Boardings at Covered Stops (Including Central)	72.4%	71.4%	1.0%	73.0%	▲

● Exceeding Goal
 ▲ Within 10% of Goal
 ◆ More than 10% off Goal

Operations Dashboard Report

	FY2023 June 2023	FY2022 June 2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	7,805,686	6,059,664	28.8%		
Access Ridership	358,838	306,272	17.2%		
Total Ridership	8,164,524	6,365,936	28.3%	8,400,000	▲
Percentage of Pre-Pandemic Ridership	83.9%	65.4%	18.5%	85.0%	▲
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.44	12.99	1,444.3%	16.00	▲
Access Passengers per Revenue Hour	1.71	1.68	1.8%	1.75	▲
Cost Per Scheduled Revenue Hour	\$157.50	\$142.83	10.3%	\$141.46	▲
Safety					
Total Collisions per 100,000 miles	5.0	4.3	15.6%	4.8	▲
Preventable Collisions per 100,000 miles	2.4	2.2	5.9%	1.6	◆
Service Quality					
Bus Trip Completion	99.70%	99.60%	0.10%	99.75%	▲
Bus On-Time Performance	84.4%	87.8%	-3.3%	85.0%	▲
Access On-Time Performance	92.4%	93.0%	-0.6%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	6,992	7,423	0.0%	6,000	●
Access Miles Between Road Calls	19,756	18,705	0.0%	18,000	●
Customer Care					
Bus Passengers per Complaint	4,515	4,188	0.0%	4,000	●
Access Passengers per Complaint	330	431	-23.3%	400	◆
Percent of Calls Answered	94.5%	94.8%	-0.3%	95.0%	▲
Staffing					
% of Operator Positions Filled	94.3%	95.4%	-1.1%	95.0%	▲
% of Maintenance Positions Filled	81.9%	85.1%	-3.2%	95.0%	◆
Customer Amenities					
% of Stops with Shelters (including Central)	18.3%	16.5%	1.7%	18.0%	●
% of Boarding at Covered Stops (including Central)	72.1%	71.6%	0.5%	73.0%	▲

Operations Dashboard Glossary

Metric	Definition
Ridership	
Bus	Total fixed route passenger boardings on all WeGo operated services
Access	Total paratransit boardings (WeGo vehicles and third-party service providers, and Access-on Demand ridership)
Total	Total Bus & Access ridership combined
Percentage of Pre-Pandemic Ridership	Total ridership for the current period divided by total ridership for the same period in Fiscal Year 2019
Productivity & Efficiency	
Bus Passengers per Revenue Hour	Total fixed route passenger boardings divided by total scheduled fixed route revenue vehicle hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public
Access Passengers per Revenue Hour	Total paratransit boardings on WeGo vans divided by total scheduled paratransit revenue vehicle hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public.
Total Cost Per Scheduled Revenue Hour of Service	Total fully allocated cost to deliver service divided by the total scheduled revenue hours. Revenue vehicle hours is the time (in hours) when the bus is providing service to the general public
Safety	
Miles Between Total Collisions	Total number of Collisions divided by total number of revenue miles multiplied by 100,000. An Collision is defined as any time the vehicle makes contact with something other than the road resulting in any damage and/or injuries
Miles Between Preventable Collisions	Total number of Collisions determined to be preventable divided by total number of revenue miles multiplied by 100,000. A preventable Collision is defined as an Collision in which the Operator did not do everything reasonably possible to avoid the collision
Service Quality	
Bus Trip Completion Percentage	Percentage of one-way fixed route revenue trips completed versus scheduled. Includes partial missed trips
Bus On-Time Performance	Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late as recorded by the Automated Vehicle Location (AVL) system. Arrivals are used for on-time performance calculations for the last stop of the trip, with early arrivals at end of line considered as on-time
Access On-Time Performance	Percentage of total scheduled paratransit trips, not including Access-on-Demand or WeGo Link, where vehicle arrives no later than 59 seconds outside of the scheduled pick-up window

Operations Dashboard Glossary

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

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of Upcoming Procurement Projects

Meeting Date: 8/24/2023

Item #: M-I-23-027

Project Name: Access Service Providers

- **Brief Description:** Request for Proposals (RFP) with the goal of contracting with multiple contractors to provide services for the following four services:
- **Access Overflow** - a service for WeGo's ADA paratransit service called Access.
- **Access On-Demand** - an on-demand alternative service for Access customers.
- **Access Flex** - a new pilot program where Access customers may opt-in to a program where Access customers allow WeGo to assign an ADA paratransit trip request to a carrier with vehicle operators that are not "ADA paratransit certified."
- **WeGo Link** – a micro-transit service defined as a shared-ride on-demand service for the public.
- **Anticipated Publish Date:** August 2023
- **Estimated Project Value:** TBD

Project Name: Life Insurance

- **Brief Description:** Employee's life insurance coverage
- **Anticipated Publish Date:** August 2023
- **Estimated Project Value:** TBD

Project Name: Parking Garage Management Services

- **Brief Description:** Parking garage management services for Central/ revenue contract.
- **Anticipated Publish Date:** October 2023
- **Estimated Project Value:** TBD

Project Name: Pre & Post Vehicle Inspection Services

- **Brief Description:** Pre-and post-award audit services to ensure purchased rolling stock comply with the Buy America requirements.
- **Anticipated Publish Date:** October 2023
- **Estimated Project Value:** TBD

Project Name: Express Bus Services (RTA)

- **Brief Description:** Contract to provide express transportation services within the RTA 10-county region.
- **Anticipated Publish Date:** January 2024
- **Estimated Project Value:** TBD

CURRENT STATUS:

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

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

APPROVED:

Denise Richardson

Director of Procurement & Business Diversity

8/24/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	OF-D-23-004	Meeting Date:	8/24/2023
Item Title:	Federal Transit Administration Triennial Review Update		

BACKGROUND:

The Federal Transit Administration (FTA) recently provided MTA with the Final Report from its FY 23 Triennial Review. The Triennial Review is one of the FTA's oversight tools for examining grantee performance and compliance with FTA requirements and policies. Mandated by Congress in 1982, although not an audit, it examines how recipients of Urbanized Area Formula Program funds meet statutory and administrative requirements by examining a sample of award management and program implementation practices of the agency. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with award requirements. The Triennial Review focused on MTA's compliance in 23 areas. No deficiencies were found with the FTA requirements in 22 of these areas. Deficiencies were found in one area: Drug and Alcohol Program.

CURRENT STATUS:

Capital Grants Administrator Billy Higgins will review the Triennial Review process and the corrective actions with the Committee. Chief Safety and Security Officer will speak specifically regarding corrective actions relative to the one programmatic finding in the Drug & Alcohol Program. The full written report is attached for your information, but will not be reviewed in detail at the meeting.

APPROVED:



Director of Planning and Grants

8/24/2023

Date



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION IV
Alabama, Florida, Georgia,
Kentucky, Mississippi,
North Carolina, Puerto
Rico, South Carolina,
Tennessee, Virgin Islands

230 Peachtree St., N.W.,
Suite 1400
Atlanta, GA 30303
404-865-5600
404-865-5605 (fax)

July 28, 2023

Ms. Gail Carr Williams
Board Chair
Nashville Metropolitan Transit Authority (WeGo Transit)
430 Myatt Drive
Nashville, TN 37115-3025

Re: Nashville MTA Fiscal Year 2023 Triennial Review – Final Report

Dear Ms. Williams:

I am pleased to provide you with a copy of this Federal Transit Administration (FTA) report as required by 49 U.S.C. Chapter 53 and other Federal requirements. The enclosed final report documents the FTA's Fiscal Year (FY) 2023 Triennial Review of the Nashville Metropolitan Transit Authority (MTA) in Nashville, Tennessee. Although not an audit, the Triennial Review is the FTA's assessment of MTA's compliance with Federal requirements, determined by examining a sample of award management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with award requirements.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, a virtual site visit was conducted for this Triennial Review. In addition, the review was expanded to address MTA's compliance with the administrative relief and flexibilities FTA granted and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021.

The Triennial Review focused on MTA's compliance in 23 areas. No deficiencies were found with the FTA requirements in 22 of these areas. Deficiencies were found in one area: Drug and Alcohol Program. MTA had no repeat deficiencies from the Fiscal Year 2019 Triennial Review.

Subsequent to the site visit, MTA provided corrective action responses to address and close the deficiency noted in the Drug and Alcohol Program area of the report that follows.

Thank you for your cooperation and assistance during this Triennial Review. If you need any technical assistance or have any questions, please do not hesitate to contact Mr. David Powell, FTA Program Manager, at 415-865-5628 or by email at David.Powell@dot.gov, or Mr. John Caruolo, your reviewer, at 610-176-2673 or by email at jcaruolo@aol.com.

Sincerely,

Dudley Whyte

For Yvette G. Taylor, PhD
Regional Administrator

Enclosure

cc: David Powell, P.E., General Engineer, FTA Region IV
Stephen Bland, Chief Executive Officer, Nashville MTA (WeGo Transit)
Billy Higgins, Capital Grants Administrator, Nashville MTA (WeGo Transit)
John Caruolo, Lead Reviewer, CDI/DCI Joint Venture

FINAL REPORT

**FISCAL YEAR 2023
TRIENNIAL REVIEW**

of the

**Nashville Metropolitan Transit Authority
(MTA)**

**Nashville, Tennessee
RECIPIENT ID: 1809**

Performed for:

**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
REGION 4**

Prepared By:

CDI/DCI Joint Venture

**Scoping Meeting Date: March 6-9, 2023
Virtual Site Visit Entrance Conference Date: May 15, 2023
Virtual Site Visit Exit Conference Date: May 23, 2023
Draft Report Date: June 15, 2023
Final Report Date: July 28, 2023**

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I. Executive Summary

This report documents the Federal Transit Administration’s (FTA) Triennial Review of the Nashville Metropolitan Transit Authority (MTA) of Nashville, Tennessee. The FTA wants to ensure that awards are administered in accordance with the requirements of Federal public transportation law 49 U.S.C. Chapter 53. The review was performed by CDI/DCI Joint Venture. During the virtual site visit, the Reviewer discussed the administrative and statutory requirements and reviewed Recipient documents.

Due to the Coronavirus 2019 (COVID-19) Public Health Emergency, the FTA conducted a virtual site visit for this Triennial Review. In addition, the FTA expanded the review to address MTA’s compliance with the administrative relief and flexibilities that the FTA granted, and the requirements of the COVID-19 Relief funds received through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021, and the American Rescue Plan (ARP) Act of 2021. The FTA also requested MTA share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The FY2023 Triennial Review focused on the MTA’s compliance in 23 areas. Deficiencies related to the COVID-19 Relief funds have been clearly identified as part of the deficiency description in the respective review area.

No deficiencies were found with the FTA requirement in 22 of these areas. One deficiency was found in the area listed below. There were no repeat deficiencies from the FY 2019 Triennial Review.

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
18. Drug and Alcohol Program	D	DA5-1	Insufficient oversight over drug & alcohol programs of subrecipients, contractors, subcontractors, and/or lessees	Submit to the FTA regional office the qualifications of the medical review officers, substance abuse professionals, breath alcohol technicians, and collectors that support the programs of its contractors, along with procedures for ensuring that the service agents that support the drug and alcohol programs of contractors have current qualifications.	60 days	6/28/23

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)

Subsequent to the draft report, MTA provided corrective action responses to address and close the deficiency noted in the Drug and Alcohol Program area of the report that follows.

II. Review Background and Process

1. Background

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that “At least once every 3 years, the Secretary shall review and evaluate completely the performance of a recipient in carrying out the recipient’s program, specifically referring to compliance with statutory and administrative requirements...” The FTA performs this Triennial Review in accordance with its procedures (published in FTA Order 9010.1B, April 5, 1993).

The Triennial Review includes a review of the recipient’s compliance in 23 areas. The basic requirements for each of these areas are summarized in Section IV. The FTA contracts with experienced Reviewers to lead and conduct the Triennial Reviews, in partnership with the staff of the regional office.

This report presents the findings from the Triennial Review of the recipient. The review concentrated on procedures and practices employed since the recipient’s previous Triennial Review in 2019; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of award funds. The specific documents reviewed and referenced in this report are available at the FTA’s Region 4 Office or the recipient’s office.

2. Process

The Triennial Review includes a pre-review assessment, a desk review and scoping meeting with the FTA regional office, and a site visit to the recipient’s location. Due to the COVID-19 relief funds received through the Coronavirus Aid, Relief, and Economic Security Act of 2020 (CARES), Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA), and American Rescue Plan Act of 2021(ARP). The FTA also requested that the recipient share if and/or how it suspended, deviated from, or significantly updated or altered its transit program due to the public health emergency.

The fiscal year (FY) 2023 process began with the regional office transmitting a notification of the review and a Recipient Information Request (RIR) to the recipient on November 30, 2022, indicating a review would be conducted. While the recipient prepared its response to the RIR, the regional office and review team conducted a scoping meeting on March 6-9, 2023. Regional office staff provided electronic files as necessary to the reviewers who also accessed recipient information in the FTA electronic award management (TrAMS) and oversight (OTrak) systems. Following the desk review and scoping meeting, the reviewers and the recipient corresponded and exchanged information and documentation in preparation for the virtual site visit. Prior to the virtual site visit, the Reviewer sent to the recipient on April 27, 2023, an agenda package indicating the issues that would be discussed, records to be reviewed, and interviews to be conducted. The virtual site visit to MTA occurred from May 15, 2023 (entrance conference) to May 23, 2023 (exit conference).

The virtual site visit portion of the review began with an entrance conference, at which the

reviewers and regional staff discussed the purpose of the Triennial Review and the review process. The Reviewers conducted additional interviews and reviewed documentation to evidence the recipient's compliance with FTA requirements.

A Section 5307 subrecipient, Grace Place Ministries, and a Section 5310 subrecipient, Senior Ride Nashville, both of Nashville, were reviewed virtually to provide an overview of activities related to the FTA-funded projects. The reviewers also examined a sample of procurement files during this review.

Upon completion of the virtual site visit, the reviewers and the FTA regional office staff provided a summary of preliminary findings to the recipient at the exit conference on May 23, 2023. Section VI of this report lists the individuals participating in the site visit.

3. Metrics

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are:

- Not Deficient (ND): An area is considered not deficient if, during the review, nothing came to light that would indicate the requirements within the area reviewed were not met.
- Deficient (D): An area is considered deficient if any of the requirements within the area reviewed were not met.
- Not Applicable (NA): An area can be deemed not applicable if, after an initial assessment, the recipient does not conduct activities for which the requirements of the respective area would be applicable.

III. Recipient Description

1. Organization

MTA provides transit service in the city of Nashville and Davidson County, Tennessee. The MTA is a component unit of the Metropolitan Government of Nashville and Davidson County. The MTA Board of Directors is a five-member panel appointed by the Mayor and approved by the Metro Council. Since 1973, MTA has directly operated all fixed-route bus and some Americans with Disability Act (ADA) complementary paratransit services. A portion of ADA complementary paratransit service is contracted out to American Music City Taxi, Mobility Solutions, and UZURV, a transportation network company. The population of MTA's service area is approximately 703,953 persons. The service area is 504 square miles.

MTA operates a network of 25 bus routes. Frequent service operates every 15 minutes or less on major corridors throughout Davidson County. MTA's local service operates every 20-60 minutes and offers convenient, regular stops throughout Davidson County. MTA also operates connector service that bypasses Downtown while crossing neighborhoods throughout Davidson County. Service is provided on weekdays from 4:01 a.m. to 1:22 a.m. Saturday service is operated from 3:58 a.m. to 1:35 a.m. Sunday service is operated from 4:56 a.m. to 12:29 a.m.

MTA's AccessRide program is a publicly funded ADA complementary paratransit service, which operates specialized van services for persons with disabilities who are unable to use regular fixed-route buses. AccessRide provides door-to-door paratransit service within Davidson County, excluding commuter or express service. It operates during the same days and hours as the fixed-route service.

Access on Demand (AOD) is an additional service offered to AccessRide customers that gives them the option of booking a ride with the provider of their choice as few as two hours in advance. Service operates from 6 a.m. to 6 p.m. Monday through Friday.

WeGo Link is a separate service for riders who find getting to and from their bus stop challenging. These passengers request a ride and are picked up at designated stops along routes 6 Lebanon Pike, 23 Dickerson Pike, 52 Nolensville Pike, 55 Murfreesboro Pike, and 56 Gallatin Pike. All trips must take place within a specific service zone and start or end at one of the designated stops. This service is provided through a partnership with Uber.

The basic adult fare for bus service is \$2.00 per trip. A reduced fare of \$1.00 is offered to seniors, persons with disabilities, and Medicare card holders during all service hours. Children under the age of four ride for free. The fare for youths (5-19 years of age) is offered at a discount of \$1.00. The fare for ADA complementary paratransit service is \$3.70 per trip. Daily and monthly passes are available at a discount.

MTA operates a fleet of 155 FTA-funded buses for fixed-route service. MTA also has a fleet of 83 FTA-funded vans, which are operated in its ADA complementary paratransit service. MTA utilizes two (2) FTA-funded bus garages in Nashville, one (1) at 130 Nestor Street, and one (1) at 430 Myatt Drive. MTA also has an FTA-funded transit center in downtown Nashville –WeGo

Central on Martin Luther King Jr. Blvd. Its services are oriented around downtown Nashville. It also operates the Hillsboro Transit Center and Bellevue Park & Ride lot.

MTA is the Direct Recipient of the 5310 Enhanced Mobility of Seniors and Individuals with Disabilities (EMSID) Federal Funds program funds for the Nashville Region. MTA applies to FTA for funds awarded under the Section 5310 program. Nashville MTA works closely with MPO to solicit, review, and approve applications. Applicants submitting successful matching grant applications in response to the Request for Proposals are awarded funding by the Metropolitan Planning Organization (MPO) through this competitive process.

The purpose of the Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) is to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate and cost-effective transportation possible with available resources.

MTA is responsible for:

- Notifying eligible recipients of program funding availability
- Issuing the call for projects in cooperation with MTA
- Developing project selection criteria with the assistance of the Steering Committee, and MPO
- Certifying that each project selected is derived from the CHSTP with the MPO;
- Publishing a list of projects/ sponsors selected for funding
- And other grant administrative actions as necessary to ensure project completion in accordance with appropriate federal rules, regulations and circulars

The CPT-HSTP was developed through the partnership of the Nashville Metropolitan Transit Authority (MTA) and the Greater Nashville Regional Council (GNRC). GNRC serves as the MPO for Middle Tennessee. In this role, GNRC is the federally designated transportation planning agency for more than 3,000 square miles and more than 1.5 million people throughout Davidson, Maury, Robertson, Rutherford, Sumner, Williamson, and Wilson counties.

2. Award and Project Activity

Below is a list of MTA’s open awards at the time of the review.

Award Number	Award Amount	Year Executed	Description
TN-2016-022-00	383678	2016	FY2014 5310 EMSID Capital Projects
TN-2017-055-00	\$800,000	2017	FY 13 & 14 CMAQ flexes for Transit Signal Priority Implementation
TN-2016-021-01	\$3,559,458	2018	FY 13 5339 Fare Equipment Replacement
TN-2020-040-03	4,815,776	2020	FLEX to 5307 and 5307 Formula, Super Grant; Nashville Transit Amenities; MTA; Nashville TN
TN-2020-014-03	\$14,037,492	2020	Multi Source Funding; 5339 Discretionary; U-STBG FLEX; and 5339 Formula for Capital; Nashville MTA; Nashville, TN
TN-2020-001-00	\$379,837	2020	FLEX U-STBG for Mobility Management; Active Neighborhoods Program, TN-05; Nashville, TN
TN-2020-017-02	\$55,143,705	2020	CARES Act 5307 Respond to & Recover from Coronavirus; MTA; Nashville, TN
TN-2021-023-01	\$180,000	2021	HOPE Award FY 20, Competitive; North Nashville Transit Center Outreach; MTA; Nashville, TN
TN-2021-015-01	\$585,000	2021	5312 Public Transportation COVID-19 Research Demonstration
TN-2019-009-02	\$41,007,736	2019	5307 Annual Preventive Maintenance & ADA Capitalization, TN-05
TN-2022-025-00	\$1,611,322	2022	5307 for FY 22 Capital Projects and Clement Landport Proceeds
TN-2021-019-01	\$46,243,245	2021	American Rescue Plan Act - 5307 ARP; Operations; Nashville MTA; Nashville, TN
TN-2022-016-01	\$1,622,322	2022	Lapsing FY 19 5339 Bus and Bus Facilities Formula; MTA; Nashville UZA, TN
TN-2019-024-02	\$2,659,686	2019	5307 Annual JARC Projects, TN-05; MTA; Nashville, TN
TN-2019-025-03	\$3,117,565	2019	5310 EMSID Projects, TN-05; MTA, Nashville, TN

MTA received Supplemental Funds for operating assistance in award numbers: TN-2020-017-02 and TN-2021-019-00. This is not MTA’s first time receiving operating assistance from the FTA.

Projects Completed

In the past few years, MTA has completed the following noteworthy projects:

- Wayfinding signage at Central completed in November 2019 (FTA funded)
- Rehabilitation of Nestor interior completed in early fall of 2019 (FTA funded)
- Implementation of a next generation fare system will be completed in early calendar year 2020. (Some FTA funding)
- A Comprehensive Operational Analysis completed in late 2020 (FTA funded)
- Construction of Hillsboro Transit Center completed in late spring of 2022 (FTA funded)
- Completed Transit Design Guidelines (2019)
- Completed Murfreesboro Pike Transit Signal Priority in August 2021 (FTA funded)
- Nineteen (19) 40-foot buses replaced in late 2019 (FTA funded)
- Five (5) 60-foot buses replaced in spring 2021(FTA funded)
- Nolensville Infrastructure Improvements (FTA funded)
- Stop Improvements (locally funded)
- Redesign of the website (late 2021) (FTA funded)
- Community Outreach and Engagement with development of the North Nashville Transit Center made possible by an FTA HOPE Award

Ongoing Projects

MTA is currently implementing the following noteworthy projects:

- Implementation of Access on Demand, which provides Access customers the option of booking a ride with the provider of their choice as few as two hours in advance.
- Implementation of WeGo Link (Mobility on Demand)

Future Projects

MTA plans to pursue the following noteworthy projects in the next three to five years:

- Bus Stop Signage Redesign – Implementation of redesigned bus stop signs across the system, incorporating the WeGo brand and route and system information for riders. (FTA funded)
- Fare System Upgrade will be completed in 2023 (FTA funded)
- Expansion of Transit Centers
- Global mall (Hickory Hollow Transit Center) – Working with the City’s Planning Dept. on a planning study for the Global Mall site that will incorporate a new regional transit center.
- Origin – Destination Survey will be completed in 2023 (FTA funded)
- Connect Downtown Study will be completed in 2023 (FTA funded)
- Completion of Ernest “Rip” Patton North Nashville Transit Center in 2024 (FTA funded)
- Completion of COVID Research demonstration grant. (FTA funded)
- Expansion of nMotion strategies
- Better Bus Implementation

IV. Results of the Review

1. Legal

Basic Requirement: The recipient must promptly notify the FTA of legal matters and additionally notify the USDOT Office of Inspector General (OIG) of any instances relating to false claims under the False Claims Act or fraud. Recipients must comply with restrictions on lobbying requirements.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Legal.

2. Financial Management and Capacity

Basic Requirement: The recipient must have financial policies and procedures; an organizational structure that defines, assigns and delegates fiduciary authority; and financial management systems in place to manage, match, and charge only allowable costs to the award. The recipient must conduct required Single Audits, as required by 2 CFR part 200, and provide financial oversight of subrecipients.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Financial Management and Capacity.

The table below provides more details about the ECHO drawdowns reviewed.

Award Number	Financial Purpose Code	ECHO Transaction Date	Drawdown Amount	Deficiencies
TN-2017-044-01	00	10/9/2019	(\$4,481)	None
TN-90-X391-00	03	11/4/2019	\$9,037	None
TN-2018-027-01	00	11/18/2019	\$32,000	None
TN-16-X009-00	04	11/20/2019	(\$1,429)	None
TN-2019-009-02	08	2/6/2020	\$2,100,000	None
TN-2020-017-01 (CARES)	04	6/25/2020	\$1,234,025	None
TN-2019-009-01	00	8/10/2020	\$2,112,000	None
TN-2020-017-01 (CARES)	04	1/4/2021	\$6,855,266	None
TN-2021-005-01	00	3/19/2021	\$3,000,000	None
TN-2019-009-02	08	4/1/2021	\$2,100,000	None
TN-2021-015-01	01	10/11/2021	\$10,000	None

Award Number	Financial Purpose Code	ECHO Transaction Date	Drawdown Amount	Deficiencies
TN-2021-019-01 (ARP)	04	2/2/2022	\$14,000,000	None
TN-2020-040-03	00	3/4/2022	\$240,000	None
TN-2019-024-02	03	9/15/2022	\$11,288	None

3. Technical Capacity – Award Management

Basic Requirement: The recipient must report progress of projects in awards to the Federal Transit Administration (FTA) and close awards timely.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Technical Capacity – Award Management.

4. Technical Capacity – Program Management & Subrecipient Oversight

Basic Requirement: States must document and follow a public involvement process for the development of the long-range statewide transportation plan and State Transportation Improvement Program (STIP). Designated recipients of Sections 5310, 5311, and 5339 funds must develop and submit a State Management/Program Management Plan to the FTA for approval. Recipients must enter into an agreement with each subrecipient, obtain required certifications from subrecipients, report in the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) on subawards, and ensure subrecipients comply with the terms of the award.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Technical Capacity – Program Management & Subrecipient Oversight.

5. Technical Capacity – Project Management

Basic Requirement: The recipient must implement the FTA-funded projects in accordance with the award application, the FTA Master Agreement, and applicable laws and regulations using sound management practices.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Technical Capacity – Project Management.

6. Transit Asset Management

Basic Requirement: Recipients must comply with 49 CFR part 625 to ensure public transportation providers develop and implement transit asset management (TAM) plans.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Transit Asset Management.

7. Satisfactory Continuing Control

Basic Requirement: The recipient must ensure that FTA-funded property will remain available and used for its originally authorized purpose throughout its useful life until disposition.

Prior to and during the virtual site visit, the review team worked with Nashville MTA's maintenance division to identify any federally funded assets that have been placed out of service. Upon completion of this analysis, Nashville MTA was able to identify 34 buses that have been placed out of service, that must be dispositioned following FTA's requirements. The contractors identified a potential preliminary deficiency, SCC9-1, which involved the failure to notify FTA of equipment removed from service. The suggested corrective action for this potential preliminary finding was addressed on site as, Nashville MTA submitted to the FTA regional office a list of equipment prematurely removed from service and procedures for notifying FTA of any premature removal of equipment from service. The Review Team confirmed that Nashville MTA has adequate procedures to ensure assets are properly dispositioned. Nashville MTA also submitted to the FTA regional office documentation of the reimbursement calculation of FTA's share of proceeds from disposed property.

The Nashville MTA must keep collaborating with the FTA regional office until the assets have been dispositioned as per FTA's requirements.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Satisfactory and Continuing Control.

8. Maintenance

Basic Requirement: Recipients must keep federally-funded vehicles, equipment, and facilities in good operating condition. Recipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment, and facilities in good operating order.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Maintenance.

9. Procurement

Basic Requirement: The non-Federal entity must use its own documented procurement procedures which reflect applicable State, local, and tribal laws and regulations, and conform to

applicable Federal law and the standards identified in 2 CFR Part 200. State recipients can use the state’s overall policies and procedures. When applied to Federal procurements, those policies and procedures must still be compliant with all Federal requirements as applied to non-state recipients. The flexibility afforded by 2 CFR Part 200 should not be misconstrued as absolving a state from Federal requirements. For example, the FTA does not require each State DOT to have policies and procedures separate from the state education department.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Procurement.

Nine procurement files were reviewed. The table below provides more details about these procurements.

Contract/Product	Award Date	Method	Amount	Deficiencies
Scaffolding	3/9/2020	Sole Source	\$131,760	None
Nolensville Transit Stop Improvements	3/10/2020	ITB	\$2,702,000	None
60' Bus Virginia State Contract Purchase (FAST Act)	7/17/2020	Piggyback	\$3,920,266	None
Hillsboro Transit Center Phase 2	3/26/2021	Sole Source	\$2,678,468	None
Covid Mitigation Assessment	7/30/2021	RFP	\$586,000	None
Construction Administration Services for Clarksville Pike and 26th Avenue North Transit Center	11/1/2021	RFQ	\$647,219	None
Batteries (for electric buses?)	4/1/2022	ITB	\$400,000	None
25 40' Buses FAST Act (Washington's Contract)	4/1/2022	Piggyback	\$12,847,200	None
Clean Diesel 60' Articulated Buses	5/20/2022	RFP	\$41,383,928	None

10. Disadvantaged Business Enterprise (DBE)

Basic Requirement: Recipients must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of USDOT-assisted contracts. Recipients also must create a level playing field on which DBEs can compete fairly for USDOT-assisted contracts.

Finding: During this Triennial Review of MTA, no deficiencies were found with the USDOT requirements for DBE.

11. Title VI

Basic Requirement: The recipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The recipient must ensure that all transit services and related benefits are distributed in an equitable manner.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Title VI.

12. Americans with Disabilities Act (ADA) – General

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for were found with the USDOT requirements for ADA – General.

13. ADA – Complementary Paratransit

Basic Requirement: Under 49 CFR 37.121(a), each public entity operating a fixed-route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed-route system. “Comparability” is determined by 49 CFR 37.123-37.133. Requirements for complementary paratransit do not apply to commuter bus, commuter rail, or intercity rail systems.

Finding: During this Triennial Review of MTA, no deficiencies were found with the USDOT requirements for ADA – Complementary Paratransit.

14. Equal Employment Opportunity

Basic Requirement: The recipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program or activity receiving Federal financial assistance under the Federal transit laws.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Equal Employment Opportunity.

15. School Bus

Basic Requirement: Recipients are prohibited from providing school bus service in competition with private school bus operators unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally-funded equipment or facilities cannot be used to provide exclusive school bus service.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for School Bus.

16. Charter Bus

Basic Requirement: Recipients are prohibited from using the FTA-funded equipment and facilities to provide charter service that unfairly competes with private charter operators. Recipients may operate charter only when the service meets a specified exception defined in rule.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Charter Bus.

17. Drug Free Workplace Act

Basic Requirement: Recipients are required to maintain a drug free workplace for all award-related employees; report any convictions occurring in the workplace timely; and have an ongoing drug free awareness program.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Drug-Free Workplace Act.

18. Drug and Alcohol Program

Basic Requirement: Recipients receiving Section 5307, 5309, 5311, or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of MTA, deficiencies were found with the FTA requirements for the Drug and Alcohol Program.

Insufficient oversight over drug & alcohol programs of subrecipients, contractors, subcontractors, and/or lessees (DA-5)

Deficiency Description:

A portion of MTA’s ADA complementary paratransit service is contracted out to American Music City Taxi, Mobility Solutions, and UZURV. During the review, MTA could not provide or confirm that the service agents that support the drug and alcohol programs of these contractors with safety-sensitive employees have current qualifications.

Corrective Actions and Schedule:

For the deficiency, ***“Insufficient oversight over drug & alcohol programs of subrecipients, contractors, subcontractors, and/or lessees (DA-5)”***, MTA will submit to the FTA regional office the qualifications of the medical review officers, substance abuse professionals, breath alcohol technicians, and collectors that support the programs of its contractors, along with procedures for ensuring that the service agents that support the drug and alcohol programs of contractors have current qualifications.

Subsequent to the draft report, MTA provided corrective action responses to address this deficiency in the Drug and Alcohol Program area. Therefore, this finding is closed.

19. Section 5307 Program Requirements

Basic Requirement: Recipients must participate in the transportation planning process in accordance with FTA requirements and the metropolitan and statewide planning regulations.

Recipients shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Recipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

For fixed-route service supported with Section 5307 assistance, fares charged to seniors, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Section 5307 Program Requirements.

20. Section 5310 Program Requirements

Basic Requirement: Recipients must expend Section 5310 funds on eligible projects that meet the specific needs of seniors and individuals with disabilities. Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. Recipients must approve all subrecipient leases of Section 5310-funded vehicles. Leases of Section 5310-funded vehicles must include required terms and conditions. Either the recipient or subrecipient must hold the title to the leased vehicles.

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for Section 5310 Program Requirements.

21. Section 5311 Program Requirements

Basic Requirement: States must expend Section 5311 funds on eligible projects to support rural public transportation services and intercity bus transportation.

This section only applies to recipients that receive Section 5311 funds directly from FTA; therefore, the related requirements are not applicable to the Triennial Review of MTA.

22. Public Transportation Agency Safety Plan (PTASP)

Basic Requirement: Recipients must comply with the Public Transportation Agency Safety Plan (PTASP) regulation (49 CFR Part 673) to ensure public transportation providers develop and implement an Agency Safety Plan (ASP).

Finding: During this Triennial Review of MTA, no deficiencies were found with the FTA requirements for PTASP Requirements.

23. Cybersecurity

Basic Requirement: Recipients that operate rail fixed guideway public transportation systems must certify compliance with the requirements for establishing a cybersecurity process under 49 U.S.C. § 5323(v), a new subsection added by the National Defense Authorization Act for Fiscal Year 2020, Pub. L. 116-92, § 7613 (Dec. 20, 2019).

This section only applies to recipients that operate rail fixed guideway public transportation systems; therefore, the related requirements are not applicable to the Triennial Review of MTA.

V. Summary of Findings

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
1. Legal	ND					
2. Financial Management and Capacity	ND					
3. Technical Capacity – Award Management	ND					
4. Technical Capacity – Program Management and Subrecipient Oversight	ND					
5. Technical Capacity – Project Management	ND					
6. Transit Asset Management	ND					
7. Satisfactory Continuing Control	ND					
8. Maintenance	ND					
9. Procurement	ND					
10. Disadvantaged Business Enterprise	ND					
11. Title VI	ND					
12. Americans with Disabilities Act (ADA) – General	ND					
13. ADA – Complementary Paratransit	ND					
14. Equal Employment Opportunity	ND					
15. School Bus	ND					
16. Charter Bus	ND					
17. Drug-Free Workplace	ND					

Review Area	Finding	Deficiency Code(s)		Corrective Action(s)	Response Due Date(s)	Date Closed
		Code	Description			
18. Drug and Alcohol Program	D	DA5-1	Insufficient oversight over drug & alcohol programs of subrecipients, contractors, subcontractors, and/or lessees	Submit to the FTA regional office the qualifications of the medical review officers, substance abuse professionals, breath alcohol technicians, and collectors that support the programs of its contractors, along with procedures for ensuring that the service agents that support the drug and alcohol programs of contractors have current qualifications.	60 days	July 28, 2023
19. Section 5307 Program Requirements	ND					
20. Section 5310 Program Requirements	ND					
21. Section 5311 Program Requirements	NA					
22. Public Transportation Agency Safety Plan	ND					
23. Cybersecurity	NA					

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are: Deficient (D)/Not Deficient (ND)/Not Applicable (NA)

VI. Attendees

Name	Title	Phone Number	E-mail Address
MTA			
Steve Bland	Chief Executive Officer	615-862-6262	Steve.Bland@nashville.gov
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Nick Oldham	Chief Safety & Security Officer	615-862-6178	Nicholas.Oldham@nashville.gov
Andy Burke	Chief Operating Officer	615-880-1537	Andy.Burke@nashville.gov
Renuka Christoph	Chief Communications Officer	615-880-3943	Renuka.Christoph@nashville.gov
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Name	Title	Phone Number	E-mail Address
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Angel Martin	Safety Program & Workers Compensation Specialist	615-862-5645	Angel.Martin@nashville.gov
<i>Subrecipients</i>			
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Desnéige VanCleve	Funder & Chief Executive Officer, Grace Place Ministry	615-881-3976	dvanclave.graceplace@gmail.com
Lisa Jo Anderson	Executive Manager, Grace Place Ministry	615-881-3976	lisaa.graceplace@gmail.com
<i>FTA</i>			
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Cathy Hamilton	Procurement Specialist	817-300-2405	cathy.hamilton.ctr@dot.gov
<i>CDI/DCI Joint Venture</i>			
John R. Caruolo	Lead Reviewer	610-716-2673	jcaruolo@aol.com
Chip Walker	Reviewer	585-738-1912	walkermert@gmail.com

VII. Appendices

49 CFR 655.81 Grantee oversight responsibility

A recipient shall ensure that a subrecipient or contractor who receives 49 U.S.C. 5307, 5309, or 5311 funds directly from the recipient complies with this part.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	OF-D-23-005	Meeting Date:	8/24/2023
Item Title:	Quarterly Performance Report		

BACKGROUND:

The Quarterly Route Performance Report for April, May, and June is provided on the following pages.

Ridership this quarter was up around 6% from last quarter, at ninety-five percent of pre-pandemic ridership. Ridership on the frequent network now exceeds pre-Covid levels, and routes such as the 23 Dickerson Pike, 52 Nolensville Pike, and 55 Murfreesboro Pike continue to exceed pre-pandemic ridership and show strong growth.

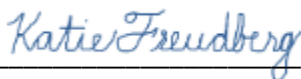
We continue to observe different ridership patterns than existed previously. Weekend ridership is up substantially, fourteen percent higher than pre-Covid ridership for Saturdays and thirty-five percent higher for Sundays. One area we have not seen as strong of a return is student and youth ridership, which remained at about sixty percent of previous ridership. However, our non-youth (adult) ridership is now four percent higher than pre-Covid.

On-time performance on almost every route declined during this period, continuing recent trends, and again many of the busiest corridors showed the most critical performance issues. We began to see some of the impacts of the Broadway Bridge replacement in June, with lane closures and construction, before the full closure in early July.

CURRENT STATUS:

Scheduling & Service Planning Manager Katie Freudberg will review this report at the committee meeting.

APPROVED:



Scheduling & Service Planning Manager

8/24/2024

Date

Quarterly Route Performance Indicator Report - April Through June 2023

Route	Ridership			Revenue Hours		Productivity				On-Time Performance	
	Ridership	Ridership Change	Pre-Pandemic Ridership %	Revenue Hrs	Rev Hrs Change	Pax/Hr	Pax/Hr Change	Pax/Trip	Pax/Trip Change	OTP	OTP Change
Better Bus Frequent Network											
03 - West End	151,039	21.4%	88.0%	10,787	1.3%	14.0	19.8%	11.9	20.9%	81.01%	-6.49%
04 - Shelby	49,316	9.4%	62.5%	3,953	0.8%	12.5	8.5%	6.7	9.4%	86.03%	-5.21%
07 - Hillsboro	102,878	20.3%	88.6%	5,914	0.3%	17.4	19.9%	11.5	19.9%	82.24%	-7.02%
22 - Bordeaux	91,301	6.1%	66.3%	5,933	0.0%	15.4	6.1%	8.1	6.1%	88.21%	-2.41%
23 - Dickerson	165,982	25.8%	120.1%	8,949	0.0%	18.5	25.8%	12.9	25.8%	89.26%	-1.98%
50 - Charlotte Pike	150,419	18.3%	97.0%	8,169	0.2%	18.4	18.1%	13.9	17.9%	85.76%	-3.55%
52 - Nolensville Pike	233,435	23.2%	114.8%	12,699	1.4%	18.4	21.5%	17.7	23.2%	77.54%	-5.16%
55 - Murfreesboro Pike	363,245	16.8%	131.2%	15,401	2.4%	23.6	14.0%	23.5	14.4%	71.40%	-8.91%
56 - Gallatin Pike	280,403	20.6%	95.9%	13,760	-0.3%	20.4	20.9%	18.9	20.5%	81.39%	-5.43%
Total	1,588,018	19.1%	101.1%	85,567	0.8%	18.6	18.1%	14.8	18.6%	81.28%	-5.37%
Better Bus Local Network											
06 - Lebanon Road	46,990	34.1%	98.9%	4,090	1.4%	11.5	32.3%	11.2	33.4%	78.76%	-1.83%
08 - 8th Avenue South	64,297	20.0%	102.6%	3,056	0.2%	21.0	19.7%	12.9	19.7%	81.25%	-2.69%
09 - Metrocenter	20,773	18.1%	61.6%	1,454	2.8%	14.3	14.9%	5.6	10.0%	95.41%	1.83%
14 - Whites Creek	20,053	-6.9%	57.5%	1,996	-3.7%	10.0	-3.3%	5.0	-7.1%	85.00%	-5.36%
17 - 12th Avenue South	38,583	21.1%	85.3%	3,616	0.5%	10.7	20.5%	6.3	20.8%	90.37%	0.89%
18 - Airport/Elm Hill	37,497	29.0%	118.9%	2,815	14.2%	13.3	12.9%	9.2	21.1%	81.90%	-2.25%
19 - Herman	54,285	22.5%	71.1%	4,324	0.4%	12.6	22.1%	8.4	22.0%	89.24%	-4.64%
28 - Meridian	17,378	11.7%	61.0%	1,956	3.5%	8.9	7.9%	4.4	11.4%	89.39%	-1.37%
29 - Jefferson	41,138	29.7%	86.4%	3,332	0.1%	12.3	29.6%	5.7	29.5%	91.40%	-1.05%
34 - Opry Mills - Music Valley	23,333	13.1%	87.6%	1,521	-0.3%	15.3	13.4%	7.5	13.1%	81.54%	-6.43%
41 - Golden Valley	2,580	-15.2%	49.9%	349	0.0%	7.4	-15.2%	4.0	-15.2%	81.20%	-7.25%
42 - St.Cecilia - Cumberland	23,113	25.5%	76.8%	1,735	0.8%	13.3	24.5%	6.3	25.2%	91.69%	-2.68%
Total	390,020	21.0%	80.7%	30,243	1.7%	12.9	19.0%	7.5	19.5%	86.57%	-2.31%
Better Bus Connector Network											
75 - Midtown Connector	5,012	-15.0%	36.6%	1,438	0.2%	3.5	-15.1%	2.5	-15.0%	79.75%	1.89%
76 - Madison Connector	21,639	7.8%	90.4%	1,653	-2.6%	13.1	10.7%	8.2	8.0%	87.94%	8.78%
77 - Thompson – Wedgewood	19,182	52.0%	98.0%	3,494	23.2%	5.5	23.4%	7.4	22.8%	77.18%	-8.86%
79 - Skyline Connector	12,644	100.8%	N/A	1,810	6.3%	7.0	88.9%	3.1	90.5%	85.45%	7.55%
WeGo Link	534	468.1%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	59,011	31.2%	92.3%	8,396	9.4%	7.0	19.9%	5.2	23.1%	81.62%	0.51%
System Total	2,037,049	19.8%	95.0%	124,206	1.6%	16.4	17.9%	11.9	18.5%	82.66%	-4.15%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-023	Meeting Date:	8-24-2023
Item Title:	40' Clean Diesel Gillig Bus Purchase		

BACKGROUND:

Concurrent with MTA's efforts to operate within our Capital Fleet Plan for 40' buses, staff requests approval to enter into a five (5) year contract with Gillig LLC for the acquisition of forty-foot (40') clean diesel transit coaches and to purchase an initial twenty-eight (28) clean diesel 40' coaches from this contract. These buses will replace sixteen (16) buses that will be retired and add twelve (12) expansion buses in anticipation of expanded service under the Better Bus program in 2024. Funding for the expansion fleet was previously approved in Metro Nashville's Capital Spending Plan. Authorization is requested to proceed with the procurement using this 40' bus contract instrument with Gillig Corporation.

Authorization of this purchase will be consistent with the agency's efforts to execute a more balanced schedule for capital spending and fleet replacement. Considering the lead time for the production schedule, staff anticipates delivery dates for these twenty-eight (28) vehicles in late 2024.

The Request for Proposal (RFP) was published on WeGo's website and Transit Talent on March 15, 2023, to purchase 40' Heavy Duty Low Floor Transit Buses. Evaluation criteria included product design & performance, reputation & performance, delivery schedule, and cost. The RFP was also sent directly to Gillig, Nova Bus, and New Flyer – the only known suppliers of this equipment in the US Market. The original due date for responses was April 27, 2023. However, the proposers requested an extension. Their request extended the response due date to May 30, 2023.

Before the deadline, the agency received two responsive proposals from Gillig and New Flyer. On May 16, Nova submitted their formal no proposal/bid letter. This reflects a business decision on their part to discontinue transit bus sales in the US market.

The evaluation committee found Gillig the most advantageous, demonstrating their capability to meet the agency's delivery schedule and bus specifications. Gillig responded to the Best and Final Offer Request on July 17, 2023, with cost savings and an improved delivery schedule.

WeGo's Third Party inspector, First Transit, has conducted the required Pre-Award Audit to validate that the overall bus components comply with federal requirements for a minimum of 70% American Built Content and final assembly requirements, proving compliance with Buy America requirements. When bus production is completed, First Transit will perform a post-delivery inspection and confirm Buy American content requirements are met.

RECOMMENDATION:

Staff recommends that the Board provide the Chief Executive Officer authority to approve a five (5) year contract with Gillig LLC and authority to supply the agency with 40' Clean Diesel Transit Coaches, and to execute an initial purchase order for the purchase Twenty - Eight (28) 40' buses from Gillig corporation for vehicles used in Fixed route service. The requested contract authorization is for a not to exceed price of \$656,739 per bus plus an additional \$12,000 per bus for tools and training. The total not-to-exceed purchase authorization for this acquisition is \$18,724,692. The overall 5-year contract ceiling is for a not-to-exceed amount of \$50,000,000. Staff will return to the Board in future years for specific authorization to acquire equipment under the remainder of this contract. Funding for this acquisition is already in place, with \$8,180,000 in Metro Nashville Capital funding

for service expansion, and \$10,704,000 in Federal Section 5307 formula funding with matching State and Local funds.

APPROVED:

8/24/2023

Board Secretary

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	NICE-D-23-006	Meeting Date:	8/24/2023
Item Title:	Fare Policy Title VI Analysis		

BACKGROUND:

The implementation of the QuickTicket fare collection system achieves, among other things, the elevation of WeGo's service, the provision of cost-saving opportunities for riders when paying their fare, and an improvement of the overall riding experience of our passengers. The system enables WeGo to meet the following primary project goals:

- Make the fare payment process **simpler** (for customers as well as bus operators)
- Enable **seamless** transactions and payments between different services and between MTA and RTA services.
- Ensure that fare payment structures and options are **equitable** for all customers.
- Establish a fare system that is **accessible** for all customers, including customers with disabilities and those without access to bank accounts, credit cards, or smartphones.
- To the extent possible, target a **revenue-neutral** fare structure (compared to current revenues)

In support of the above goals, in June 2019, the Board approved the following policy items related to Quick Ticket:

- Discontinue all magnetic media, including:
 - Paper transfers (replaced with automated transfers on smartcards)
 - Change cards.
 - Onboard sale of day passes.
- Retain support for all existing fare products on the new system.
- Introduce stored value as a new fare product.
- Require all customers using reduced fare products to obtain a reduced fare card after an application process.
- Design the system to support 3rd party payment systems such as Apple Pay and Google Wallet.

In February 2020, staff presented to the Board a series of additional policy items for adopting the fare policy by the Board. The policies provide guidance on implementing the new fare collection system to further support overall project goals while addressing specific decision items associated with introducing an account-based system. Those policies are summarized in the table below:

Item	Recommendation
Card Price	Charge customers \$3.00/card, with the option to receive the \$3.00 back in the form of stored value after registering the card. Change the current \$10.00 cost for Special Services Cards to match. Credits will be applied automatically within 24 hours of card registration.

Item	Recommendation
Minimum reload	Establish a minimum stored value reload of \$5.00 for 3rd party retailers and customer websites. Minimum stored value reloads of \$1.00 at TVMs and Central Ticket Office. The general requirements of 3rd party retailers drive the \$5.00 minimum.
Maximum balance	Establish a maximum account balance for a stored value of \$500.00.
Limited Use Ticket Price	Charge customer \$0.25 per ticket for limited-use smart tickets (issued at TVMs and customer care or via bulk/online sales).
Minimum 'autoload' amount	Establish a minimum stored value reload threshold of \$15.00 for the account 'autoload' feature.
Paratransit guest fare	Discontinue charging the full Access paratransit fare for non-PCA (Personal Care Attendant) companions. Maintain existing policy regarding a maximum of two guests per Access reservation.
Paratransit Account-based transactions	For customers using an account to pay for Access paratransit rides, a debit account at the time of booking. If a trip is canceled for any reason, the customer receives a credit back immediately.
Access customers and fixed route fare	Access customers with a card or phone registered for paratransit automatically qualify for discount fare products on their accounts.

The above policies were subject to public feedback, and staff conducted a Title VI equity analysis of the policies to ensure that the changes did not have a disparate impact based on race, color, or national origin or if low-income populations would bear a disproportionate burden of the changes. At the time, some areas were identified as concerns for disparate potential impacts, and recommendations were presented to help mitigate those impacts. The following mitigation recommendations were presented:

1. Continue the issuance of day passes on the bus for an overlapping period once the new fare system has been launched.
2. Implement fare capping for day passes.
3. Implement temporary promotional incentives for customers getting smart cards for the first time.
4. Pursue options for additional locations for reloading cards with less than \$5.00 at one time (such as partnerships with libraries or community centers)
5. Rather than setting a specific date for the discontinuation of current products in wide use by disadvantaged populations, sustain these products until staff can demonstrate that overall migration to the new system has been successful and that mitigations designed to address potential disparate impacts on disadvantaged riders are working, and that the adoption of new products by disadvantaged riders is sufficiently high to demonstrate that these new products meet the overall equity goals of the system.

CURRENT STATUS:

Since the adoption of the Fare Policy by the Board, staff has been implementing different strategies to ensure a positive and seamless transition to the QuickTicket system. As the elimination of magnetic and charge cards approaches, the following provides an update on the status of the mitigation strategies.

1. Continue the issuance of day passes on the bus for an overlapping period once the new fare system has been launched.
Status: Since the official launch of QuickTicket in early 2021, day passes have been available on the bus. This overlapping period has lasted for approximately two and a half years.

2. Implement fare capping for day passes.
Status: Fare capping, known as "Best Value," allows customers to not pay for any additional trips after they reach the equivalent of the cost of a daily pass (\$4.00). The feature was not only implemented for daily passes but also for monthly passes (\$65.00).

3. Implement temporary promotional incentives for ***value through December 31, 2023.***
Status: Discounts remain in effect today and will be sustained through December 31, 2023.

4. Pursue options for additional locations for reloading cards with less than \$5.00 at one time (such as partnerships with libraries or community centers)
Status: An extensive network of retailers has been implemented to facilitate customer access to locations where they can buy QuickTicket cards and load value to their cards, including cash. No passes are being sold at those. Staff continues efforts to add additional locations and establish community partnerships. Some of those have been more challenging due to staff and resources shortages. The transit propensity data will continue to be used by staff to identify gaps in the system to expand resources for QuickTicket access.

5. Rather than setting a specific date for the discontinuation of current products in wide use by disadvantaged populations, sustain these products until such time as staff can demonstrate that overall migration to the new system has been successful and that mitigations designed to address potential disparate impacts on disadvantaged riders are working, and that the adoption of new products by disadvantaged riders is sufficiently high to demonstrate that these new products meet the overall equity goals of the system.
Status: Since the launch of QuickTicket in early 2021, other payment products have been used to allow customers to comfortably migrate to QuickTicket while still having access to other options. Different efforts have been implemented to assist customers with the transition, realize the convenience and benefits the new system offers, and mitigate accessibility concerns. As more accessible options continue to be identified, as discussed above, and adoption rates increase, advancing the next steps for implementation becomes critical for the complete effectiveness of the system.

For over two and a half years, staff has been promoting and helping riders transition to the new fare collection system. Progress has been made in different areas to make products, savings, and overall benefits more accessible to riders. Unlike other transit systems, cash is still allowed in our system, understanding the need to provide equitable fare payment options. Implementation of these changes takes time, but staff has a commitment to continue to monitor existing measures and expand opportunities for access to benefits to ensure the simplicity, seamlessness, equity, accessibility, and revenue-neutrality goals of the system. This has been reflected through the increasing penetration of QuickTicket products as a means of fare payment.

As a result of all these efforts, WeGo Public Transit is moving forward to eliminate all magnetic media on the system, effective October 1, 2023. Effective on that date, all riders paying with cash will be required to pay with exact change for each boarding and will no longer be able to purchase day passes on Board the bus.

APPROVED:

Director of Planning & Grants

8/24/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-024	Meeting Date:	8/24/2023
Item Title:	Access Improvement Plan Policy Recommendations		

BACKGROUND:

In May of 2021, the MTA Board of Directors approved the award for the Access Improvement Study to KFH Group, Inc. This study is a comprehensive review of the WeGo Access Paratransit program, focusing on improving service reliability and operational efficiency. The project also includes reviewing opportunities for greater coordination with fixed route services, including strategies to encourage fixed route use among current paratransit customers. Below is a summary of the core goals established at the outset of the project:

FOCUS AREA	PROJECT GOALS
Service Reliability	<ul style="list-style-type: none"> • Improve on-time performance. • Enhance ability to mitigate effects of service disruption quickly. • Accommodate 'spikes' in demand and travel times.
Customer Experience	<ul style="list-style-type: none"> • Provide intuitive self-service options for customers. • Publish accurate vehicle arrival time estimates. • Expand user choice/premium/same-day service options. • Improve call center performance.
Service Efficiency	<ul style="list-style-type: none"> • Increase vehicle productivity. • Improve 'Smart' allocation of trips to 3rd party providers, TNCs. • Lower per-trip costs • Encourage the use of fixed routes by paratransit customers (where reasonable and appropriate)
Service Design & Delivery	<ul style="list-style-type: none"> • Implement nMotion objectives surrounding paratransit and on-demand services. • Benchmark service model and performance against comparable peers • Establish resilient and efficient service models and 3rd party contracting mechanisms. • Examine opportunities to integrate Access into broader first/last mile connections.
Business Process Improvement	<ul style="list-style-type: none"> • Streamline reservations/scheduling/dispatch process flow. • Increase automation of recurring tasks • Identify skills gaps and training needs
Regulatory Compliance	<ul style="list-style-type: none"> • Review existing and proposed policies and practices and ensure their conformance to the Americans with Disabilities Act and other applicable Federal, State, and local regulations.

Public Engagement and Feedback:

Since last discussing this project with the Board in April, WeGo staff and team members from KFH Group and Fairpointe Planning have been busy engaging with stakeholders and customers to discuss potential program changes and gather feedback and input from the public.

Below is a summary of the engagement activities that were conducted:

- Two public meetings (hybrid: virtual and in-person)
- One stakeholder meeting
- Four individual stakeholder interviews
- One APAC Committee meeting
- Emails are sent directly to stakeholders and customers.

Overall, the potential changes were well-received by both stakeholders and customers. Key takeaways include:

- ❖ Any changes must come with clear rider communication/education/assistance to ensure riders are informed of and understand the changes.
- ❖ Consider continuing to gather rider feedback as changes are implemented and make adjustments as necessary.
- ❖ Several riders are very excited/supportive of taking advantage of new technology.
 - Would like an app for trip booking, vehicle locations/ETAs, notifications, and fare payment.
- ❖ General impression is that the depth and scope of the potential changes are positive and taking WeGo in the right direction.

Revisions to Changes as Previously Presented:

The proposed changes are largely the same as those originally presented to the Board in May and subsequently included in materials for public comment. A complete summary of the changes is included in Table 1 for Access and Table 2 for Access on Demand at the end of this Action Item.

However, there are some important differences introduced as a result of public feedback. These changes are listed below, separated between the Core Access ADA Paratransit Program and the Access on Demand Program:

Core Access ADA Paratransit Program:

1. Enforce the existing no-show policy, but before any program suspensions of customers, require customers with excessive no-shows to call in and confirm trips in advance. If no confirmation is received, cancel the trip(s).
 - a. See the summary of the existing no-show policy and recommended change on the last page of this item.
2. The potential change to have higher fares for non-ADA trips (those beyond ¾ mile of fixed route service) has been removed from consideration but could be a cost-reduction option in the event of future budget cuts.

Access on Demand Program:

1. The proposed change to only allow customers to use one provider per month has been removed from consideration.
2. Specific fares and subsidies have been included for the provider-side-subsidy fare structure:
 - a. Change the base fare from \$7.00 to \$5.00.
 - b. Remove distance-based fare charges (currently \$1.00/mile after 14 miles)
 - c. Implement a WeGo-paid subsidy cap of \$30.00 per trip.

- d. The total trip cost will be based on the provider's publicly available rates.
 - i. Example 1: Total provider fare = \$25.00. The customer pays \$5.00 (base fare only). WeGo pays \$20.00 (remaining fare)
 - ii. Example 2: Total provider fare = \$37.00. The customer pays \$7.00 (\$5 base + \$2 over max subsidy). WeGo pays \$30.00 (max subsidy)
- 3. A trip cap of 40 trips/month is recommended, replacing the current 4 trips/day cap.
 - a. This would affect fewer than 10% of current customers.

Under the proposed changes to the fare structure, approximately one-half of customers would pay less than they do currently, with the other half paying more (if staying with their current provider). The customers that would pay more are generally those that are taking the longest trips. Access paratransit service is and will continue to be available as an option for any trip currently taken on Access on Demand.

Other Recommendations Not Requiring Board Action:

Other changes not requiring Board action at this time have been excluded from Tables One and Two and listed separately below for context and reference:


Other Changes:

- 1. Procure a new paratransit eligibility, reservations, scheduling, and dispatching software platform, including customer self-service options (online and app-based booking and trip tracking).
 - a. It would require eventual Board action for inclusion in the capital improvement plan and ultimate contract award.
- 2. Reallocate existing staff and add additional positions, especially within dispatch, within Board-approved budget constraints.
- 3. Restructure departments to bring core Access functions together under a consolidated management team.
- 4. Introduce a modest number of sedans (10-15) to the fleet along with an operator position not requiring a CDL (contingent on discussions with Union leadership and incorporation into collective bargaining agreement)
- 5. Evaluate reductions to 3rd party provider insurance requirements.
- 6. Conduct a one-year pilot providing a free fixed route to all Access-eligible customers.
 - a. It would require Board approval if made permanent.

RECOMMENDATION:

Staff recommends the MTA Board of Directors approve the policy changes for the Core Access ADA Paratransit and Access on Demand Programs as described in Tables One and Two, respectively, on the following two pages. In addition, staff recommends establishing a Provider Option Program (POP) for paratransit-eligible customers called Access FLEX, as described in Table Two and the note on the final page of this Action Item. These changes are proposed to become effective on July 1, 2024, to provide adequate time for educating customers regarding the details of the changes, going through the procurement process for new providers, and executing contracts with the selected providers.

APPROVED:


 Deputy Chief Operating Officer – Op Systems

8/24/2023

 Date

Table One: Final Recommended Changes – Core Access ADA Paratransit Program

Change	Pros	Cons	Budget Impact	Comments/Details
Provider Option Program (POP)* – Access FLEX	Reliability, Efficiency	Fare collection complications	\$\$\$	Waive customer fare for converted trips. Require opt-in for participation in Access on Demand. Allow customers to opt out by explicit request on a trip-by-trip basis. *See discussion on the last page
Enforce No-Show Policy	Reliability, Efficiency	Potential customer suspensions	\$\$\$	Enforce existing policy. Before the suspension, require trip confirmation calls from customers with excessive late cancels. **See discussion on the last page
Tie on-board time to a fixed route.	Efficiency, Context-sensitive travel times	Increased on-board times for some	\$	Change from current flat 90-minute limit to fixed route travel time + 20 mins per FTA guidance (non-ADA trips excluded)
Trip Negotiation	Reliability, Efficiency	Customer flexibility	\$	Offer customers pickups +/- 1 hour of request rather than automatically granting exact time.
Paratransit IDs	Lower risk of fraud	Logistics issuing cards	\$	Issue personalized QuickTicket cards as paratransit IDs. Once issued, require IDs to use the Access service.

\$ = net cost, \$ = net savings, --- = neutral

Table 2: Final Recommended Changes – Access on Demand Program

Change	Benefit(s)	Downside(s)	Budget Impact	Details
Remove Drug and Alcohol Testing Requirements	Increase provider pool	Service Consistency	\$\$	Transportation Networking Companies (TNCs, such as Lyft and Uber) and taxis may not meet current requirements based on FTA requirements for paratransit service providers. Because Access on Demand is not ADA paratransit and multiple providers are available, drug and alcohol testing is not required. The selection of a non-conforming operator would be based on rider choice.
Remove Door-to-Door Service Requirement	Increase provider pool	Service Consistency	\$\$	TNCs and most taxis generally provide curb-to-curb service. Removing the requirement for door-to-door service would allow them to participate. Other providers could still choose to provide door-to-door assistance.
Update Fare Structure (model after WeGo Link)	Reduce costs	Increase in fares for some	\$	Current: \$7.00 base fare + \$1/mi after 14 miles. Proposed: \$5.00 base fare + any trip costs beyond \$35.00 total. Example: Total fare = \$32.00 (based on each provider's rates). The customer pays \$5, and WeGo pays \$27.00
Replace daily trip caps with monthly caps	Limit induced demand, increase trip limits for some users	Lower customer trip limits	\$	Current: 4 trips/day Proposed: 40 trips/month
Eliminate Trip Grouping Requirement	Increase provider pool, quicker trips.	Not reportable to National Transit Database, resulting in a slight loss of Federal formula funding	\$	TNCs and taxis generally do not group trips. Removing this requirement will allow more providers to participate in the program.

\$ = net cost, \$ = net savings, --- = neutral

***A Note on the Provider Option Program (POP), Access FLEX:**

A Provider Option Program, or POP, is a program in which riders that utilize a rider choice program (such as Access on Demand) may also have trips that were originally scheduled with the agency as regular paratransit trips ‘converted’ to one of the providers in the rider choice program. For these trips, the rider either has the fare waived (rides free) or receives the trip for the original standard paratransit fare (requires account-based fare collection). Customers reserve the option to ‘opt out’ of these ‘conversions’ on a trip-by-trip basis at the time of booking. For example, a rider scheduling a trip where they require door-to-door assistance would let the booking agent know to mark this trip as ineligible for conversion. POP programs have been introduced at a number of agencies in recent years, including MBTA in Boston ([MBTA The Ride Flex](#)) and WMATA ([WMATA Abilities-Ride](#)) in Washington, DC. Enrollment in the program at MBTA is an automatic requirement for participating in their customer-choice program with Uber and Lyft. However, WMATA Abilities-Ride has its own opt-in process. Both agencies report significant cost savings from the programs even though the service is not reportable to the NTD due to being direct ride services (no trip grouping).

No-Show Policy Purpose & Summary:

No-shows have a significant and negative impact on both service reliability and efficiency. Customers are unnecessarily inconvenienced by making an extra stop where the vehicle waits for a passenger that ultimately does not ride. At the same time, the efficiency of the service goes down because vehicle service hours and miles are essentially wasted on traveling to a pickup that never happens.

If a customer has a pattern of excessive no-shows for one calendar month, an ‘occurrence’ of excessive no-shows is recorded. Excessive no-shows are defined as follows:

1. 5 or more no-shows in one calendar month **AND**
2. 15% or more of all scheduled trips are no-shows.

Progressive actions are taken based on the total monthly occurrences (as defined above) recorded in a 12-month rolling calendar period:

✚ First monthly occurrence	Warning Letter
✚ Second monthly occurrence	Five-day Suspension
✚ Third monthly occurrence	10 days Suspension
✚ Fourth monthly occurrence	15 days Suspension

The proposed change would alter the above progressive action sequence as follows:

✚ First monthly occurrence	Warning Letter
✚ Second monthly occurrence	Require Trip Confirmation Calls
✚ Third monthly occurrence	Five-day Suspension
✚ Fourth monthly occurrence	10 days Suspension
✚ Fifth monthly occurrence	15 days Suspension

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-025	Meeting Date:	8/24/2023
Item Title:	Access 3 rd Party Provider Contract Extension		

BACKGROUND:

The Nashville Metropolitan Transit Authority (WeGo Public Transit) provides ADA Paratransit services through WeGo Access using MTA-owned paratransit vehicles and utilizing in-house operators. WeGo Access also serves ADA Paratransit customers through contracted third-party providers.

In September 2018, WeGo Public Transit awarded contract 2017810 for WeGo Access and WeGo Access on Demand services to the following providers:

- American Music City Taxi
- Mobility Solutions (DBA OnDemand Mobility)
- Taxi USA of Tennessee (*contract terminated September 2020*)
- UZURV

The initial contract term was three years, with an option for up to two additional years. The total not to exceed amount was \$20 million for the initial term and \$14 million total for years four and five. These contracts expire on September 20, 2023, with no additional optional extensions to be executed.

WeGo Public Transit, in conjunction with the KFH group, is in the process of developing two Request for Proposals (RFPs) that will be published in August 2023:

- RFP 1: WeGo Access Overflow Service
- RFP 2: WeGo Access on Demand, WeGo Access Flex, and WeGo Link services

These solicitations are being prepared with pending proposed policy changes to these respective programs under consideration by the MTA Board of Directors. A notice of intent was published on June 9, 2023. This notice informed prospective providers of the upcoming RFPs to have the opportunity to understand the requirements of the forthcoming solicitation. Following the completion of pending program policy changes, the RFPs can be finalized and issued for long-term external support of these programs.

To maintain current levels of paratransit service and to allow proper evaluation of prospective providers, we are asking the Board to extend the contracts of our current service providers through June 30, 2024. This extension is for time only and requires no additional operating funds above those already authorized.

RECOMMENDATION:

We recommend the Board approve an extension of contract 2017810 starting September 21, 2023, through March 31, 2024.

APPROVED:

8/24/2023

Board Secretary

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-026	Meeting Date:	8/24/2023
Item Title:	Amendment to Procedures for Participation in Metropolitan Transit Authority Meetings		

BACKGROUND:

In the coming months and years, with major initiatives such as the Murfreesboro Pike Corridor Project, East Bank Transit developments, and several potential transit center projects, WeGo Public Transit anticipates more public engagement, and specifically more public participation and comment during our Board of Directors meetings. In light of these factors and recent instances (particularly during COVID) of other public bodies facing increasing challenges in balancing effective public engagement with conducting the business of their agencies, several MTA Members asked staff and the MTA General Counsel to re-examine our current policies and procedures regarding public participation at MTA Board meetings. In addition, recent changes in State law regarding public participation in the deliberations of public bodies in Tennessee make this an excellent time to revisit these processes. As articulated by MTA members, the goal of our public comment processes is to strike the appropriate balance between proactive public engagement and assuring that the Board is able to carry out the necessary business of the Authority.

RECOMMENDATION:

Following a review by WeGo Public Transit staff and the MTA General Counsel, including a review of pertinent State Law in this regard and the practices of other comparable public agencies, a proposed revision to the existing Rules and Procedures for participation in Nashville Metropolitan Transit Authority meetings has been drafted for consideration by the membership. Based on the input received to date, the staff and General Counsel recommend its adoption. It is important to note that this policy would be specifically applicable to public participation at MTA Board meetings and would not affect the Authority's other public engagement policies, such as those associated with proposed service and fare changes.

APPROVED:

8/24/2023

Board Secretary

Date

Rules and Procedures for Participation in Nashville Metropolitan Transit Authority (“WeGo”) Meetings

The Nashville Metropolitan Transit Authority (“WeGo”) meets monthly and posts an agenda on wegostransit.com in advance. The Board invites comments from the public during these monthly meetings. Please be advised that anything shared during a public meeting may be aired on television and/or made available for streaming via YouTube, if recorded. Any information provided in written or recorded form will constitute a public record and may be required to be disclosed by the Tennessee Public Records Act if a request is made pursuant to the Act. Please remember, the public is always welcome to submit any concerns on wegostransit.com, or by telephone at (615) 862-5950.

Arrival Protocol to Participate in the Public Meeting

- Please arrive early:
 - Upon arrival, members of the public attending a WeGo meeting who wish to make public comments will complete the Public Comment Sign-In Sheet provided at the meeting, affirming that they have read, understand, and agree to abide by the Rules and Procedures for Participation in WeGo meetings (“**Rules and Procedures**”). On the Public Comment Sign-In Sheet, speakers should provide their name and address so that WeGo can follow-up with the speaker if necessary.
 - At the appointed time on the Agenda, the Chair or meeting moderator will invite those who have signed up to stand and share their comments.
 - Materials, printed or otherwise, may not be distributed directly to Board members during the meeting. If you would like to distribute materials, please bring seven printed copies to the meeting and give them to the Board Secretary, who will distribute the materials as deemed appropriate by the Chair or meeting moderator.

Rules for Public Comments during WeGo Meetings

- Be Respectful of Time
 - Speakers will have up to **two** minutes to speak in accordance with the Rules and Procedures. **Please Note: The length of time may be changed or the speaker may be stopped for violation of this policy at the discretion of the Chair or meeting moderator.**
 - Speakers should begin by stating their name for the record.
 - Speakers are not required to speak for the full time.
 - Only one speaker may speak at a time and may not assign the time to another.
- Be Respectful to All Meeting Participants
 - No person shall approach a Board member during the meeting without permission of the Chair or meeting moderator.
 - Speakers shall refrain from personal attacks and/or threats directed towards WeGo Board members, staff, and meeting presenters and attendees.

- Speakers shall engage in civil discourse and be courteous with their language. WeGo reserves the right to terminate a speaker's comments if they include statements that:
 - Use language or gestures that constitute insults, profanity, shouting, or similar inappropriate or disorderly behavior.
 - Promote or perpetuate discrimination or target a person on the basis of race, gender, color, religion, age, national origin, disability, gender identity, and/or sexual orientation.
 - Contain information that may affect the safety or security of the public, WeGo Board members, and staff.
 - Fail to comply in any way with the Rules and Procedures to the WeGo meeting in which the speaker is participating.
- Speakers should not expect Board members to respond to their comments during the meeting.

Enforcement

- Failure to follow the Rules and Procedures will result in the immediate termination of the speaker's time.
- The Chair or meeting moderator can stop speakers after time has expired or if the speaker has violated the Rules and Procedures.
- The Chair or meeting moderator may remove the speaker from the meeting if a violation of the Rules and Procedures occurs.
- The Chair or meeting moderator may issue a warning if a violation of the Rules and Procedures occurs or may suspend a speaker from participation in the public comment portion of the meeting or future meetings, depending upon the severity of the violation. Nothing herein precludes a speaker from giving written comments to the Board members by providing copies to the Board Secretary as set forth in these Rules and Procedures.

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-027	Meeting Date:	8/24/2023
Item Title:	Amendment of CEO's Employment Agreement		

BACKGROUND:

The MTA Board of Directors and CEO Stephen G. Bland first entered into a five-year employment agreement commencing on August 25, 2014, and ending on August 25, 2019 ("**Agreement**"). On June 22, 2017, the Board authorized the Chair to sign Amendment #1 to the Agreement to award a \$15,000.00 bonus and annual increases to Mr. Bland's base salary of two and one-half percent (2.5%) each year, beginning July 1, 2018, and extend the term of Mr. Bland's Agreement to June 30, 2022. On October 22, 2020, the Board authorized the Chair to sign Amendment #2, which extended Mr. Bland's Agreement to December 31, 2025. The Agreement may be extended or amended at any time by mutual Agreement. In making this proposal, the Chair reviewed the salaries and tenures of comparable CEOs from across the nation.

Proposed Amendment of Agreement. The Chair proposes that the Agreement be extended so that the term of the Agreement is extended through December 31, 2028. The Chair also proposes that effective July 1, 2023, Mr. Bland's base salary will increase 5%, and his annual vacation days increase to 30 days. The Chair proposes that beginning July 1, 2024, Mr. Bland will receive an annual increase to his base salary of 3% unless the employees of the Metropolitan Government of Nashville & Davidson County receive a higher cost of living increase, and in that event, Mr. Bland shall receive the higher increase for that year. The Chair also proposes that sections 3.4 (Life Insurance) and 3.5 (Deferred Compensation) of the Agreement be deleted. The Chair further proposes that section 3.7 (Professional Memberships) be amended to provide for payments in the amount not to exceed \$3,500.00 instead of \$1,500.00. Additionally, due to Mr. Bland's work during the pandemic and outstanding evaluations, the Chair proposes that Mr. Bland receive a one-time bonus of \$10,000.00. Mr. Bland is agreeable to these proposed amendments to the Agreement.

CHAIR'S RECOMMENDATION:

The Chair requests approval and authorization from the Board to sign Amendment #3, which provides for the terms outlined in the above Proposed Amendment of Agreement.

APPROVED:

8/24/2023

Board Secretary

Date