



Nashville MTA Board Meeting

Tennessee State Library & Archives
1001 Rep. John Lewis Way N., Nashville, TN 37219
January 25, 2024 | 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 December 21, 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-24-001** **P. 8**
 - Monthly Operating Statistics – Andy Burke, COO **M-I-24-002** **P. 11**
 - Upcoming Procurements Projects List – Vince Malone, COSA **M-I-24-003** **P. 16**
6. **Consent Agenda Items** – There are no consent agenda items this month.
7. **Operations & Finance Committee – Jessica Dauphin, Chair**
 - Annual Conflict of Interest Discussion – Ed Oliphant, CFO **OF-D-23-001** **P. 17**
 - Annual Risk Assessment – Ed Oliphant, CFO **OF-D-23-002** **P. 20**
 - QuickTicket Fare Collection System Back Office Cost Sharing Update – Ed Oliphant, CFO **OF-D-23-003** **P. 24**
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - 2024 Spring Service Changes and Title VI Analysis – Felix Castrodad, Director of Planning & Grants **M-A-24-001** **P. 26**
9. **CEO’s Report – Stephen G. Bland, CEO**
10. **Chair’s Report – Gail Carr Williams, Chair**
11. **Other Business**
12. **Adjournment**

NASHVILLE METROPOLITAN TRANSIT AUTHORITY
Board of Directors Meeting

December 21, 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, December 21, 2023.

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

Janet Miller, Vice Chair	Renuka Christoph, CCO
Jessica Dauphin, Member	Nick Oldham, CSSO
Kathryn Hays Sasser, Member	Ed Oliphant, CFO
Aron Thompson, Member	Felix Castrodad, Director of Planning & Grants
Margaret Behm, Board Secretary	Katie Freudberg, Scheduling & Service Manager
Stephen Bland, CEO	Patrick Hester, Facilities Manager
Monica Howse, Sr. Exec. Asst. & Board Liaison	

A quorum was established, and Vice Chair Miller called the meeting to order at 2:30 p.m.

III. **Approval of Minutes:** Mr. Aron Thompson moved the approval of the November 16, 2023, Nashville MTA Board minutes. Ms. Jessica Dauphin seconded the motion, and the Board unanimously approved the minutes.

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

- John Bull
- Steve Rieter

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

- Monthly Financial Report Compared to Budget – No questions
- Monthly Operating Statistics – No questions
- Upcoming Procurement Projects List – No questions

VI. **Consent Agenda Items:**

- Approval of Agency Safety Plan (M-A-23-044)
- Info. Technology State of Good Repair, Additional Replacement Equipment (M-A-23-045)
- WeGo Central Dunkin Donut Lease Extension (M-A-23-046)
- Property Lease WeGo Central Parking Garage (M-A-23-047)
- Connect Downtown Study Contract Amendment (M-A-23-048)
 - Ms. Dauphin asked Mr. Castrodad if he could talk more about the public engagement on the Connect Downtown (Third Paragraph - Pg. 22). Mr. Castrodad said that the original scope had an extremely robust public engagement component, but through the course of the project, public engagement continued to grow more robust from the original list of stakeholders and more public engagement was requested from many diverse groups. This required more time and consulting effort to be able to reach all of the groups. NDOT wanted to ensure that they reached as many people as possible so that they had enough feedback needed for the project. This was a major reason necessitating a contract increase for the consulting team.

Ms. Hays Sasser made a motion to approve the consent agenda items as presented. Ms. Dauphin seconded the motion, and the Board unanimously approved the consent agenda items.

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

a. Escalator Modernization Update (Nice-D-23-009) Facilities Manager Patrick Hester presented the following update:

The facility is served by two escalators and one passenger elevator installed in 2008. Repeat mechanical failures, downtime, extensive repair costs, condition assessments, and TAM scoring led to an engineering assessment of the escalators in 2021. The assessment indicated the escalators required extensive rehabilitation to provide reliable, safe service.

In February 2023, the Board approved the Chief Executive Officer to enter a contract with Kone for Escalator Modernization and Vertical Circulation Services.

At WeGo Central, signage was installed the week of November 13th, notifying the public of the escalator project, closure, duration, and alternate routing for navigating the facility. On November 27th, safety barricades were installed in preparation for escalator demolition starting on December 4th. The next phase of work after demolition will be structural and utility improvements.

Ms. Dauphin asked if the original target date for completion was August 2024. Mr. Hester said the original completion target date was October 2024. CEO Bland noted that the work was originally going to start in January 2024, but there was a significant component failure in the Fall that removed the escalator from service, which would have necessitated a significant repair expense. As a result, the project was started in January, two months ahead of schedule.

b. Nestor Backflow System (M-A-23-049) Facilities Manager Patrick Hester provided the following item for discussion and action:

Staff requested the Board to provide the Chief Executive Officer the authority to enter into a fixed-price contract with Koorsen Fire & Security to provide fire system backflow and plumbing system repair services for a total contract budget of \$299,720.00, with an additional authorization of \$59,944 (20%) for staff directed changes if unanticipated conditions arise. This creates a total project budget authorization of \$359,664.00. The contract term is one hundred eighty (180) calendar days. Funding for this project is provided in the agency capital plan under the facility state of good repair program utilizing the Federal 5307 funds with matching state and local funds.

Ms. Hays Sasser said she was excited to learn about vertical circulation and backflow systems, which seem very important. She thanked Mr. Hester for his presentation and the work being done on behalf of MTA on those issues.

Ms. Dauphin said all this is about workplace safety, which is a priority. CEO Bland noted that WeGo will also relocate the Backflow System as part of this project. The current location is immediately adjacent to the fueling Island, and this proximity has resulted in several minor accidents where buses have struck the backflow building during the vehicle servicing process, so this project should also make the servicing process safer.

Mr. Thompson asked when the project would start. Mr. Hester said he anticipates that it will begin sometime in February.

Ms. Dauphin made a motion to approve the Nestor Backflow System action item. Ms. Hays 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. **FY2025 Operating Budget Discussion Kick-off (NICE-D-23-010):** Chief Executive Officer Steve Bland and Chief Financial Officer Ed Oliphant presented information concerning financial and operating trends and key initiatives entering the FY2025 budget season. The intent was to generate sufficient discussion to provide staff direction in assembling the FY2025 operating budget request to Metro Finance and the Mayor's Office. The feedback will be used to provide an update on the funding request at the January meeting in advance of the anticipated budget submission deadline in February.

Mr. Thompson asked if the inflation number would come down as overall inflation declines nationally. CFO Oliphant said that inflationary numbers should be lower for FY2025 than they have been in recent years and that he's had conversations with Metro Finance, trying to get a feel for where they think and what they are seeing from the other departments. Based on these discussions, the preliminary baseline budget reflects general inflation of 5.2% to 5.3%. This is well below the past two years, but still higher than earlier periods.

Ms. Miller thanked the team for a wonderful presentation.

- b. **Advertising Policy Amendment (M-A-23-050):** Chief Communication Officer Renuka Christoph presented the following item for discussion and action:

The Nashville Metropolitan Transit Authority (Nashville MTA) Board adopted revised advertising standards and policies that enhance the quality of the customer experience WeGo Public Transit strives to provide. The revised advertising standards eliminated ad types covering some bus windows to improve customer safety, sought to enhance the image of Transit and protect the new WeGo brand, and examined alternate revenue sources to offset income loss from these revisions.

WeGo continues to redefine future advertising to address image and community engagement goals more comprehensively. Beyond the advertising program itself, the overall marketing program has begun to emphasize the development of strategic community partnerships that leverage joint promotional opportunities with other add-ons, such as WeGo Ride participation and service enhancements.

Staff requested that the Board replace the existing advertising policy with a new policy regarding messaging on WeGo Public Transit Assets as presented. The new messaging policy will allow WeGo Public Transit to retain full editorial control over the content of any messaging installed on its assets.

As additional information for newer Board Members, Ms. Miller provided some background on how the Board arrived at this point. Coming out of the nMotion process, the Board's intent was to focus on safety, rider experience, and enhancing the image of public transportation in the community and reduced revenues from the elimination of the traditional advertising program could be largely offset by a greater focus on community partnerships.

CEO Bland reiterated Ms. Miller's comments, indicating that the intent of the Community Impact Partnership program was to focus on building image and ridership through strategic partnerships while focusing on revenue-generating opportunities. It will likely take 2 – 3 years to work through this transition. Mr. Oliphant indicated that this phase-in has been contemplated in operating budget assumptions.

The new policy would eliminate all bus window coverage to Ms. Miller's point about safety.

Ms. Dauphin commended Ms. Christoph on the work done in developing the new policy and likes that WeGo will maintain control over the editorial content and become a great foundational partner with other city departments, organizations, and businesses that want to lift our communities.

Ms. Miller made a motion to approve the new policy regarding messaging on WeGo Public Transit Assets. Mr. Thompson seconded the motion, and the Board unanimously approved this action item.

- c. **Spring 2024 Service Changes Update (NICE-D-23-051)**: Director of Planning and Grants Felix Castrodad and Scheduling and Service Manager Katie Freudberg presented an update of the proposed changes for Spring 2024.

Ms. Miller asked what the general feedback from the public was. Ms. Freudberg said that many comments focused on a need for greater service levels in parts of the community that were not affected by these recommended changes and that their comments have been duly recorded for future planning efforts.

Specific to the proposed service changes, there have been a few comments about eliminating part of route 42-St. Cecilia is one of the more significant changes, so WeGo is currently looking at strategies to address or minimize the impact. There were other comments in support of increased frequency, especially on the crosstown routes, and comments about portions of routes in Bordeaux that are proposed for elimination. Overall, feedback was mainly positive, particularly with respect to improved frequency on most services and the new Route 71 – Trinity Lane Crosstown service. WeGo is trying to be sensitive to those negatively impacted by these changes and looking at potential mitigation options.

Ms. Dauphin asked how many schools are accessed now and if more schools can access those bus routes. CEO Bland said that Trinity Lane is the only real new coverage area, as most changes are improvements to existing routes. However, with the new Trinity Crosstown and route extensions of the Whites Creek and Metro Center buses, you'll likely have quicker trips for some of the magnet schools; in particular, you'll have different connection alternatives that you don't currently have. There is one middle school on Route 42 - St. Cecilia/Cumberland where we did receive some comments requesting that we maintain service there to a middle school, but this segment of the route had never been recommended for curtailment and would see increased service frequency under these proposals.

Ms. Dauphin thanked Mr. Castrodad and Ms. Freudberg for walking through the changes and all the work and feedback with the public engagements.

Final service change recommendations will be brought before the Board in January 2024 for final action.

- d. **Multimodal Mobility Master Plan Memorandum of Understanding (M-A-23-050)**: Director of Planning and Grants Felix Castrodad presented the following item for discussion and action:

Staff recommended the Board authorize the Chief Executive Officer to execute a Memorandum of Understanding with the Nashville Department of Transportation & Multimodal Infrastructure, the Metro Planning Department, and the Regional Transportation Authority describing the responsibilities of the parties concerning carrying out the work activities of the Multimodal Mobility Master Plan including updating the Transit Strategic Plan. This document has been reviewed and approved by the General Counsel of the Nashville MTA.

WeGo Public Transit is scheduled to update its nMotion Strategic Transit Service Plan. As with nMotion, the intent is to undertake a joint planning effort between the MTA and the RTA. Coincidentally, the Nashville Department of Transportation is scheduled to update its various

modal planning efforts, including (in conjunction with Metro Planning) the Major and Collector Street Plan. As such, the four partner agencies determined that a consolidated effort to coordinate this work into a more comprehensive whole would benefit the people of the region. In this scenario, each agency will retain full control of its service/project elements, while overall public engagement and publication efforts would be consolidated to present a unified mobility plan.

Mr. Thompson asked when the MOU would be in place. CEO Bland indicated that the MOU would take effect upon the execution of all parties and that consultant selection for the planning process would take place in the first quarter of 2024.

Ms. Miller made a motion to approve the Multimodal Mobility Master Plan MOU action item. Ms. Hays Sasser seconded the motion, and the Board unanimously approved this action item.

- e. **Planning Support Services (M-A-23-052)**: Director of Planning and Grants Felix Castrodad presented the following item for discussion and action:

Staff recommended the Board authorize the Chief Executive Officer to execute task orders for various elements of this effort to HDR Engineering, Inc. in a combined amount not to exceed \$940,000, with a project duration of thirteen (13) months, expiring December 31st, 2024. Funding for this effort is available through previously programmed capital funds to support updating WeGo's long-range plan.

Chair Miller made a motion to approve the Planning Support Services action item. Ms. Dauphin seconded the motion, and the Board unanimously approved this action item.

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

1. Relative to the MOU just approved with NDOT and Metro Planning for a comprehensive mobility plan, WeGo has issued a Request for Qualifications for these services. Proposals are due in January, and WeGo expects to recommend an award to the Board in March or April. The evaluation committee will consist of WeGo, NDOT, and Metro Planning representatives.
2. CEO Bland acknowledged the Planning and Service Development staff, led by Felix Castrodad and Katie Freudberg, for the level of effort they've put into the service proposals for this Spring. With the opening of the Ernest Rip Patton Jr. North Nashville Center in the Spring and everything else going on, it would have been much simpler to layer new services like the Trinity Lane crosstown onto our existing services. However, they recognized the opportunity presented by the new facility to do a major restructuring of service to expand the reach and effectiveness of our system.
3. This past week, Mayor O'Connell's Office announced the appointment of Tanisha Hall as Director of Transit and Mobility in the Mayor's Office. Ms. Hall is well known for her past work at TDOT and Fairpointe Planning. At Fairpointe, she has been heavily involved in the Connect Downtown Mobility Study reported last month. CEO Bland had the opportunity to meet with her earlier this week to catch her up on our various projects, service initiatives, and activities. WeGo wishes her well in her new role and offers its full support to help her hit the ground running.
4. With respect to the tornado outbreak of December 9th, WeGo narrowly missed significant damage to the system, as the tornado's path passed very close to the Myatt facility in Madison. The building sustained minor roof damage, and two passenger waiting shelters in Madison were destroyed. Otherwise, the agency escaped damage. Routes in the affected areas were on detour for several days. WeGo has been providing transportation through the Office of Emergency Management and Hands-on Nashville to move volunteers in and out of affected areas to help with recovery. Many people have supported the effort, but he particularly thanked

Patrick Hester and the Facilities Group, Rob McElhaney and the IT group, Andy Burke, Carolyn Riggs-Farrar, Gabe Burgess, and the Operations Group for their fast and thorough response.

5. Following up on the mid-year budget review, Metro Finance took WeGo up on the offer to visit and tour its facilities. Last week, they visited the Nestor facility to get a sense of the operations that occur there and a number of the capital projects and challenges necessary to keep that facility up and running. Metro Finance has many new employees, so it was an excellent opportunity to build relationships and help them understand how WeGo functions better.
6. As it relates to Metro Finance, WeGo has been meeting and exchanging information with staff from Finance, Planning, and the Mayor's Office relative to capital funding needs as they consider a potential capital spending plan over the next few months.
7. After last month's Board meeting, CEO Bland attended the alumni reception of the Transit Alliance and had the opportunity to update the alumni on WeGo's various projects and activities. CEO Bland thanked Ms. Dauphin for the invitation to attend and speak. Participants in Alliance programs are undoubtedly knowledgeable and passionate.
8. On November 21st, CEO Bland attended the public release of the Mayors' Transition Teams reports. Dr. Alex Jahangir presented the "How We Move" report. The Committee (which included WeGo's Board Chair, Gail Carr Williams) made specific recommendations. Still, the underlying theme was that the city needs to double down on public transportation to improve the quality of life of Nashville's residents and mitigate challenges associated with its rapid growth. WeGo looks forward to working with the mayor to help support these recommendations.
9. WeGo continues to see growth in the penetration of QuickTicket products. In November 2023, cash transactions represented only 14% of all boarding transactions. This was down significantly from 44% of all transactions in November 2022. WeGo is still seeing slower penetration in neighborhoods with higher populations of non-English speaking people, so WeGo will need to continue to expand outreach efforts in these areas. To support this effort, WeGo is extending the discounts on QuickTicket through January.
10. This past month, CEO Bland said he was pleased to announce the promotion of Lydia Benda to Director of Engineering, Construction, and Project Management and Kia Lewis to Senior Project Manager. Lydia and Kia have been making significant progress on several WeGo projects. They have picked up the slack since Trey Walker left, keeping numerous stops, transit centers, and other capital projects on track. Lydia is in the process of hiring another project manager.
11. This past month, CEO Bland was honored to be named to the Board of Directors of Senior Ride Nashville. Senior Ride Nashville is a non-profit that supports the independent living of older adults through transportation support services. Their mission complements what WeGo does, and they have grown into a valuable community asset over the past few years.
12. WeGo held Holiday Staff Lunches and Dinners this month at the Nestor, Central, and Myatt facilities. The events are always an excellent opportunity to see many employees and enjoy fellowship. Special thanks to the Employee Engagement Committee for pulling it off.
13. CEO Bland relived old times with Ms. Erin Hafkenschiel this month as he participated in a panel discussion about transit and mobility issues moderated by Vice Chair Janet Miller for Nashville's Agenda. Ms. Hafkenschiel is the Executive Director of Think Tennessee and served as the Mobility Director under Mayors Barry and Briley. Nashville's Agenda is a group of business and community leaders that examines big-picture issues that affect Nashville and the region.

14. WeGo continues to work to fill the talent pipeline. This past month, WeGo held another maintenance apprentice signing event, welcoming six new apprentices to the program. The apprenticeship program is state-certified, and the strides that Kym Tucker and the training team have made to build it into a first-rate program have been tremendous.

15. CEO Bland attended the Winter Meeting and Congressional Reception of the Legislative Committee of our National Trade Association in Washington, DC. While in DC, he met with USDOT officials, Congressman Rose, and his staff. Congressman Rose is advancing a Congressional funding effort to support the Donelson Station joint development project of the RTA.

16. On the RTA side:

- a. WeGo continues to advance land acquisition toward a permanent park-and-ride location in Murfreesboro.
- b. Hatch Consulting Group continues to advance the WeGo Star Future Vision Study. Earlier today, WeGo met with Hatch and Rail Operator RJ Corman to examine the operational feasibility of some options.
- c. WeGo continues to work with the development team of HG Hill and Southeast Venture on a joint development project at Donelson Station.

X. **Chair's Report:** Vice Chair Miller presented the following report on behalf of Board Chair Carr Williams:

Vice Chair Miller said she was grateful to all the staff and fellow Board members, especially WeGo's newest Board members, Kathryn and Aron. She said this organization has many moving parts, 24 hours a day. 2024 will be a huge year for Transit, so she encouraged everyone to get a little rest over the holidays because WeGo will hit the ground running in January. She wished everybody a wonderful holiday.

XI. **Other Business:** There was no further business to come before this Board.

XII. **Adjournment:** With no further business, Vice Chair Miller moved to adjourn the meeting, which adjourned at 4:05 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-24-001	Meeting Date:	1/25/2024
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is a statement of operations for the month of November 2023 compared to the budget and a balance sheet as of November 30, 2023.

Overall operating revenues continue to outpace budgeted revenues. However, we continue to see some dilution in fare revenues as our transition away from magnetics through a temporary promotion of half fares to transition to QuickTicket. We also saw Local Assistance exceeding budget by \$5 million and having a higher-than-normal cash balance on the balance sheet. Both anomalies relate to a timing issue of Metro Government sending a draw request for December earlier than anticipated. This will correct itself in the December financials. There were no other new anomalies in our overall operating expenses to highlight for November that have not been discussed in previous months.

As of November 30, 2023, RTA owed Nashville MTA approximately \$252,900 for services provided to and from Rutherford County, as well as management fees and back office shared expenses related to the quick Ticket fare collection system due. MTA also had an account payable to RTA of approximately \$52,300 for fares collected, shared back-office expenses related to the Quick Ticket system, and WeGo Ride revenue sharing due.

CURRENT STATUS:

Chief Financial Officer Ed Oliphant will be available to answer questions at the meeting.

APPROVED:



Chief Financial Officer

1/25/2024

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending November 30, 2023
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	\$491,607	\$524,230	(\$32,623)	U	\$2,834,686	\$2,901,435	\$2,842,260	\$59,175	F	\$6,885,000
WeGo Access	45,497	52,720	(7,223)	U	248,395	248,431	282,110	(33,679)	U	637,640
Contract Revenues	244,816	242,296	2,520	F	1,179,150	1,217,160	1,219,108	(1,948)	U	2,922,790
Advertising	25,000	24,800	200	F	243,752	166,811	125,190	41,621	F	300,000
Other Non-Trans Revenue	146,742	111,825	34,917	F	398,348	598,836	564,795	34,041	F	1,363,240
Total Operating Revenue	953,662	955,871	(2,209)	U	4,904,331	5,132,673	5,033,463	99,210	F	12,108,670
Federal/State/Local Income:										
Local Assistance	13,500,000	8,500,000	5,000,000	F	40,000,000	48,500,000	43,500,000	5,000,000	F	74,690,900
State Assistance	0	0	0	F	0	0	0	0	F	5,314,300
Federal Assistance - CARES Act	6,300	0	6,300	F	49,950	51,709	0	51,709	F	6,539,540
Total Assistance Income	13,506,300	8,500,000	5,006,300	F	40,049,950	48,551,709	43,500,000	5,051,709	F	86,544,740
Capital Revenue:										
American Rescue Operating Reimbursement	0	0	0	F	0	0	0	0	F	593,470
Capital Operating Reimbursement	0	0	0	F	0	71,625	0	71,625	F	18,631,290
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	2,750,000
Total Capital Income	0	0	0	F	0	71,625	0	71,625	F	21,974,760
Total Revenue	\$14,459,962	\$9,455,871	\$5,004,091	F	\$44,954,281	\$53,756,007	\$48,533,463	\$5,222,544	F	\$120,628,170
Expenses from Operations:										
Labor and Fringes	\$7,117,922	\$7,168,160	\$50,238	F	\$31,547,859	\$34,823,807	\$35,571,340	\$747,533	F	\$85,804,050
Services	1,228,531	1,225,530	(3,001)	U	5,295,529	5,518,279	5,858,960	340,681	F	15,084,160
Fuel	544,259	638,000	93,741	F	3,032,492	2,675,530	3,220,350	544,820	F	7,686,320
Parts, Materials and Supplies	603,593	593,080	(10,513)	U	2,599,978	2,893,837	2,988,560	94,723	F	7,139,980
Utilities	119,575	141,290	21,715	F	563,619	519,342	606,130	86,788	F	1,531,870
Casualty and Liability	244,420	220,430	(23,990)	U	1,120,316	1,310,344	1,102,150	(208,194)	U	2,645,180
Other	55,278	61,398	6,120	F	179,750	230,550	306,990	76,440	F	736,610
Total Operating Expenses	9,913,578	10,047,888	134,310	F	44,339,543	47,971,689	49,654,480	1,682,791	F	120,628,170
Operating Surplus / (Deficit)	\$4,546,384	(\$592,017)	\$5,138,401	F	\$614,738	\$5,784,318	(\$1,121,017)	\$6,905,335	F	\$0
Capital Grant Revenue	2,113,858		2,113,858	F	2,520,438	5,724,213		5,724,213	F	
Capital Grant Revenue -CARES Act	336,209		336,209	F	160,508	340,341		340,341	F	
Rental income - MCC Amortization	49,167		49,167	F	245,835	245,835		245,835	F	
Gain/(Loss) on Sale of Property	0		0	F	0	27,636		27,636	F	
GASB 87 Lease Interest Expense	(20,578)		(20,578)	U	(101,647)	(102,711)			U	
Depreciation	(1,697,840)		(1,697,840)	U	(9,509,414)	(9,256,652)		(9,256,652)	U	0
Surplus / (Deficit)	\$5,327,200	(\$592,017)	\$5,919,217	F	(\$6,069,542)	\$2,762,980	(\$1,121,017)	\$3,986,708	F	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended November 30, 2023	Month Ended June 30, 2023
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$8,606,366	\$4,766,148
Receivables from federal, state and local government	916,167	9,433,271
Accounts receivable	975,324	810,751
Materials and supplies	4,050,663	3,670,350
Prepaid expense and other	2,182,594	1,093,689
Pension & OPEB Deferred Outflow	33,188,603	33,188,603
Total Current Assets	49,919,717	52,962,812
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	121,400,795	121,284,665
Revenue equipment and parts	207,824,232	210,023,772
Office furniture and equipment	7,277,990	6,934,113
Work-in-Progress	15,876,937	10,451,608
	367,112,979	363,427,183
Less: Accumulated Depreciation	(202,035,156)	(195,334,438)
Total Property and equipment, net	165,077,823	168,092,745
OTHER ASSETS		
North Nashville Property (Lease)	7,063,765	7,063,765
Cash and investments for self-insurance and other	350,003	350,003
	7,413,768	7,413,768
TOTAL ASSETS	\$222,411,308	\$228,469,325
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$2,532,413	\$4,807,518
Accrued expenses	8,128,429	7,408,435
Deferred revenue	326,034	290,683
Note Payable	0	7,000,000
Total Current Liabilities	10,986,876	19,506,636
NON-CURRENT LIABILITIES		
Deferred Revenue	5,361,606	5,607,441
North Nashville Lease Liability	7,049,599	7,049,599
Net Pension Liability	15,627,464	15,627,464
Pension & OPEB Deferred Inflows	17,925,974	17,925,974
Net other postemployment benefits obligations	78,178,905	78,178,905
NET ASSETS		
Invested in capital assets	159,716,217	160,101,512
Reserve for capital purchases	0	0
Unrestricted	(75,198,313)	(86,501,421)
Current Year Surplus / (deficit)	2,762,980	10,973,215
Total Net Assets	87,280,884	84,573,306
TOTAL LIABILITIES AND NET ASSETS	\$222,411,308	\$228,469,325

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$826,726	\$26,651	\$47,714	\$74,233	\$975,324
	84.8%	2.7%	4.9%	7.6%	100.0%
Accounts Payable	\$2,522,535	\$300	\$961	\$8,617	\$2,532,413
	99.6%	0.0%	0.0%	0.3%	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-24-002	Meeting Date:	1/25/2024
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through November 2023.

We are ramping up preparations for anticipated service expansion this coming Spring (to be presented for approval in this month's Board Meeting). The increase in service will require up to an additional 30 bus operators and 10 vehicles (buses and cutaways/vans). With this large of a change, Maintenance, and Operations are planning to resume the dispatching of buses from the Myatt Drive Garage. This will provide space for the additional vehicles to be parked and serviced.

Also supporting this increase are the anticipated deliveries of forty new vans/cutaways (20 paratransit and 20 fixed routes) and 28 new Gillig 40' buses. While not all these vehicles will be delivered in time for the start of new service this Spring, we plan to maintain additional 'retirement-eligible' buses in service temporarily to bridge the gap between service expansion implementation and delivery completion of new vehicles. We are also anticipating the return of several Access vehicles that have been temporarily out of service as they go through an extensive unit rebuild to extend their useful life.

CURRENT STATUS:

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

APPROVED:



Chief Operating Officer

1/25/2024

Date

Operations Dashboard Report

	November 2023	November 2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	698,058	624,099	11.9%		
Access Ridership	31,813	29,191	9.0%		
Total Ridership	729,871	653,290	11.7%	700,000	●
Percentage of Pre-Pandemic Ridership	92.4%	82.7%	9.7%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.76	15.07	4.6%	16.00	▲
Access Passengers per Revenue Hour	1.69	1.78	-5.1%	1.75	▲
Cost Per Scheduled Revenue Hour	\$166.22	\$162.07	2.6%	\$141.46	▲
Safety					
Total Collisions per 100,000 miles	5.9	3.8	53.8%	4.8	◆
Preventable Collisions per 100,000 miles	2.9	1.8	66.6%	1.6	◆
Service Quality					
Bus Trip Completion	99.88%	99.81%	0.08%	99.75%	●
Bus On-Time Performance	85.0%	85.1%	-0.1%	85.0%	●
Access On-Time Performance	92.8%	91.2%	1.6%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	7,141	10,426	-31.5%	6,000	●
Access Miles Between Road Calls	57,154	18,791	204.1%	18,000	●
Customer Care					
Bus Passengers per Complaint	3,508	4,522	-22.4%	4,000	◆
Access Passengers per Complaint	338	389	-13.0%	400	◆
Percent of Calls Answered	89.8%	92.1%	-2.3%	95.0%	▲
Staffing					
% of Operator Positions Filled	95.0%	90.0%	5.1%	95.0%	●
% of Maintenance Positions Filled	87.1%	86.8%	0.4%	95.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	19.4%	18.4%	1.0%	18.0%	●
% of Boardings at Covered Stops (Including Central)	72.4%	72.1%	0.4%	73.0%	▲

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

Operations Dashboard Report

	FY2024 November 2023	FY2023 November 2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	3,550,900	3,253,056	9.2%		
Access Ridership	161,877	149,303	8.4%		
Total Ridership	3,712,777	3,402,359	9.1%	3,500,000	●
Percentage of Pre-Pandemic Ridership	88.4%	81.0%	7.4%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	16.27	15.47	5.1%	16.00	●
Access Passengers per Revenue Hour	1.69	1.77	-4.5%	1.75	▲
Cost Per Scheduled Revenue Hour	\$157.89	\$157.94	0.0%	\$141.46	▲
Safety					
Total Collisions per 100,000 miles	5.3	4.5	17.1%	4.8	◆
Preventable Collisions per 100,000 miles	2.7	1.8	51.1%	1.6	◆
Service Quality					
Bus Trip Completion	99.83%	99.83%	0.00%	99.75%	●
Bus On-Time Performance	82.5%	85.3%	-2.9%	85.0%	▲
Access On-Time Performance	93.0%	91.8%	1.2%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	6,363	6,433	-1.1%	6,000	●
Access Miles Between Road Calls	23,796	17,772	33.9%	18,000	●
Customer Care					
Bus Passengers per Complaint	3,580	4,974	-28.0%	4,000	◆
Access Passengers per Complaint	303	310	-2.3%	400	◆
Percent of Calls Answered	84.7%	86.6%	-1.9%	95.0%	◆
Staffing					
% of Operator Positions Filled	93.8%	91.4%	2.4%	95.0%	▲
% of Maintenance Positions Filled	87.7%	83.4%	4.3%	95.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	19.4%	17.7%	1.8%	18.0%	●
% of Boarding at Covered Stops (including Central)	72.4%	71.8%	0.6%	73.0%	▲

● Exceeding Goal

▲ Within 10% of Goal

◆ More than 10% off Goal

Operations Dashboard Glossary

Metric	Definition
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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 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
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

Customer Amenities	
% 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: 1/25/2024

Item #: M-I-24-003

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

Project Name: Automatic Teller Machine Services

- **Brief Description:** Contract to provide ATM services at WeGo Central.
- **Anticipated Publish Date:** January 2024
- **Estimated Individual Contract Value:** TBD

Project Name: On-Board Vehicle Video Surveillance Equipment Purchase and Installation

- **Brief Description:** The Purchase and installation of video surveillance equipment.
- **Anticipated Publish Date:** February 2024
- **Estimated Individual Contract Value:** TBD

Project Name: Health Benefits

- **Brief Description:** Implement a new contract that provides consultant services that assist DTO with finding the best health benefit solutions.
- **Anticipated Publish Date:** March 2024
- **Estimated Individual Contract 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:

Chief of Staff & Administration

1/25/2024

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-24-001	Meeting Date:	1/25/2024
Item Title:	Annual Conflict of Interest Discussion		

BACKGROUND:

For several years now, staff has presented many different decisions or recommendations that could appear to be a conflict of interest given the Management Contract MTA has with RTA to manage the RTA. A past performance audit for the RTA pointed out the need to review any areas that could be perceived to raise the potential for a conflict of interest between the Nashville Metropolitan Transit Authority and the RTA since the Nashville MTA managed the RTA. We are committed to conducting an annual review of such actions that could be perceived as raising a conflict of interest to discuss mitigating factors with the Board.

CURRENT STATUS:

The attached report represents the areas management has identified in FY2022/23 where a decision or recommendation was made that could appear to cause a potential for conflicts of interest for the two agencies as well as action taken to mitigate any conflicts.

Chief Financial Officer Ed Oliphant will be available to answer any questions regarding the attached report at the meeting.

APPROVED:



Chief Financial Officer

1/25/2024

Date

Nashville MTA and RTA Potential Conflicts of Interest

Potential or Perceived Conflicts	Mitigation
<p><u>MTA/ RTA Management Annual Fee</u> RTA has a five year contract expiring June 30, 2026 with Nashville MTA for management services at a set annual rate that can be adjusted on an annual basis. What is considered a reasonable rate for RTA to pay for management services? How often should RTA go out to bid for the management services?</p>	<p>Analyze and review from an MTA perspective the amount of time staff spend on RTA business. Also analyze from an RTA perspective the reasonableness of the contract amount as a part of RTA's overall general and administrative expense compared to total operating expenses. Both Boards approve the management fee on an annual basis.</p>
<p><u>MTA/RTA Transit Services Operating Contract</u> RTA contracts annually with Nashville MTA for regional bus services in the Southeast Corridor as well as connection urban bus services for the Music City Star commuter rail at Riverfront Station in downtown Nashville. Who decides how many hours of service should be provided? What is a reasonable contractual hourly rate to charge for the services?</p>	<p>Perform annual cost per hour analysis from an MTA perspective to justify what is a reasonable hourly rate. Also analyze from an RTA perspective the reasonableness of the hourly rate based on comparisons to what would be charged through the competitive bid process. Also, discuss appropriate service levels with both Boards, especially as transit recovers from the impact the pandemic and changing work patterns have had on current commuter ridership levels.</p>
<p><u>Emergency Bus Service Support for Unscheduled Services</u> From time to time, RTA is in need of unanticipated emergency bus service should there be operational issues on the STAR, the Rutherford County service provided by MTA or regional bus service provided by Gray Line. What is a reasonable contractual rate for these services?</p>	<p>MTA charges the rate established in the transit services operating contract. This is not a material item as these type emergency services are rare.</p>
<p><u>Cashflow between MTA and RTA</u> There are times during the fiscal year that RTA can be slow paying for transit services or their management fee due to RTA's cashflow and MTA accomodates this and has at times gone out 90 days for receivables from RTA.</p>	<p>Being transparent to the respective MTA and RTA Boards in reporting A/R and A/P agings on a monthly basis.</p>
<p><u>Allocation of Regional Formula Capital Funding</u> Each year, the Nashville Region now receives approximately \$25 to \$30 million in federal 5307 Capital Formula funding as well as formula and discretionary 5339 Bus and Bus Facility funding. What is the fair and equitable method for allocating between the 4 eligible agencies in the region (MTA,RTA & Franklin Transit & Williamson County).</p>	<p>The Nashville Area Metropolitan Planning Organization (MPO) is the agency responsible for the distribution of all federal grants for the region. All projects that utilize federal grants are contained in the Transportation Improvement Plan (TIP) which is managed by the MPO. The allocation of funding is dependent on what projects the four regional agencies identify in the TIP that have the highest priorities. The allocation is ultimately approved by the MPO.</p>
<p><u>Allocation of Regional Pandemic Relief Funding</u> As a result of the COVID-19 pandemic, US Congress passed the <i>Coronavirus Aid, Relief, and Economic Security Act (CARES)</i> in March 2020 and the American Rescue Plan (ARP) in March 2021. The dollars were awarded using the formula for federal 5307 formula funding. Based upon that, our region was awarded \$75.7 million in 100% federal dollar allocation under CARES and \$48.2 million under ARP for use as capital or operating and was not subject to being included in the Transportation Improvement Plan (TIP). What is the fair and equitable method for allocating the dollars between the 4 eligible agencies in the region of MTA, RTA, Franklin Transit & Williamson County.</p>	<p>The Nashville Area Metropolitan Planning Organization (MPO) under the umbrella of the Greater Nashville Regional Council (GNRC) is the agency responsible for the distribution of all federal grants for the region. Since CARES and ARP Act dollars were not subject to the TIP, the MPO, in discussion with the 4 eligible recipients, decided to follow the average percentage allocations historically used in the region with some minor adjustments based upon the projects being suggested for the grants use. The allocation was ultimately approved by the MPO with no objections from the agencies and county.</p>
<p><u>Grant Applications other than formula funds</u> Grant applications other than formula 5307 for different federal and state funding are submitted throughout the year for different MTA and RTA projects. How is it determined what each agency should apply for and how are the priorities determined?</p>	<p>Management pursues many federal grants for both agencies based upon agency needs identified in their respective Board approved capital plans that would not be covered by annual formula grant funding (Federal 5307 and 5339).</p>
<p><u>Park and Ride Lots</u></p>	

Nashville MTA and RTA Potential Conflicts of Interest

Potential or Perceived Conflicts	Mitigation
<p>Park and ride lots are critical to the success of the regional bus program provided by the RTA as well as the Music City Star. While RTA owns all the lots located at the train stations, most regional bus park and ride lots are not owned. Which agency should receive grant funding for park and ride lots?</p>	<p>Management continues to discuss the priority for park and ride lots for each agency with their respective Boards to determine how any grant funding should be used. A portion of the CARES Act funding received by RTA has been set aside for park and ride lots.</p>
<p><u>StriDe Youth Program</u> MTA has an agreement with Metro Nashville Public schools that allows Metro students to ride MTA buses at \$0.70 per ride and staff at \$1.25 per ride paid by Metro Schools. There are some students using RTA regional bus and train services under both programs.</p>	<p>MTA reimbursed the RTA approximately \$26,000 for rides provided during FY2023. This reflects approximately 9,250 rides being provided for the fiscal year. Currently MTA reimburses RTA based upon RTA's published fare schedule.</p>
<p><u>Revenue Sharing for WeGo Ride Program</u> The agencies entered into an agreement to split revenues for a pilot program targeting businesses to provide public transportation services to their employees based upon annual contracts based upon the number of employees as opposed to the per swipe program.</p>	<p>Per the Revenue Sharing Agreement approved by both Boards, the revenues from the program are allocated on a percentage basis of the weighted average of the rides provided by mode calculated at each mode's respective full fare price. The allocation method was reviewed by both Boards with results of revenue splits being presented annually.</p>
<p><u>Quick Ticket Fare Collection System Back Office Expenses (NEW)</u> MTA purchased and converted to a new account based fare collection system called Quickticket developed by INIT, a German company. The RTA Board approved adoption of the Quickticket system to help create a more seamless system operating under the brand name of WeGo Public Transit. With implementation of the new system, RTA agreed to share in the annual costs of the new system as it related to all the back office internal support costs and maintenance fees incurred to maintain and operate the system. What should RTA's fair share be of the back-office cost to operate the fare collection system?</p>	<p>The annual costs identified to operate the Quickticket system consist of Metro IT fees with Metro IT housing all the servers for the system and the annual contract maintenance fees for the system. A cost sharing formula has been developed based upon four criteria, 1) Ridership 2) Fare Revenues 3) Pieces of Equipment and 4) Dollar value of the equipment. A weighted average percent is calculated between the 2 agencies for the four criteria to determine an average weighted averaged to be applied to the total costs identified to operate the Quickticket system annually. The cost sharing formula and related dollars will be reviewed by both Boards.</p>

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	OF-D-24-002	Meeting Date:	1/25/2024
Item Title:	Annual Risk Assessment Discussion		

BACKGROUND:

Annual risk assessments should include reviews of every area of internal control, policies, and procedures to identify strengths and weaknesses and areas of financial or operational exposure and/or focus. We seek input from the MTA Board as to what areas of risk they might see that have not been mentioned and what mitigation measures can be taken to further mitigate overall risk and address ways to continue to improve overall operations.

CURRENT STATUS:

Below is a list of each of the areas with inherent risk for discussion.

Grant Management – continue to have a heavy dependence on grant funding for our operating and capital needs.

Fare Collections – the QuickTicket system will continue to be a focus as we continue to convert our riders.

Cash Management – will continue to require our \$20 million line of credit to assist cash flow during times when grant funding is delayed for preventive maintenance (PM) and ADA operating expenses. FY2023 was unique with receipt of the American Rescue Plan (ARP) funding which was temporarily used for PM and ADA expenses and free up Federal 5307 for existing capital projects in our Capital Plan. With the depletion of ARP funding in FY2023, the approved FY2024 budget reflects a return to the historical use of Federal 5307 for PM and ADA expenses.

Medical Claim Payments –

WeGo is self-funded for all medical payments for a base amount of coverage per employee with separate excess insurance coverage in place for catastrophic claims. All claims are managed by BlueCross BlueShield of Tennessee (BCBSTN), our third-party administrator. Medical claims over the last several years before the pandemic have averaged from \$12 to \$14 million annually with a spike in FY2021 to approximately \$18.5 million. The last two fiscal years have seen somewhat lower claims of approximately \$16.8 million for both years. While still higher than the relatively stable years we saw before the pandemic, claims seem to have stabilized considering we have grown from approximately 658 employees pre-pandemic to our current approved headcount of approximately 858. Claims are monitored on a weekly and monthly basis through internal spreadsheets to monitor trends and reports received from BCBSTN. This area continues to be a primary focus. We meet monthly with HUB International, our healthcare consultants, and have taken steps this year to help try to understand areas to focus on and reduce costs. We also implemented a wellness program pilot last year with 31 participants that we will monitor over the next year to gauge what impact it might have on health expenses. We will continue to look for ways to positively impact medical claims through wellness programs or other proven strategies.

Workers' Compensation Payments

WeGo is also self-funded for all workers' comp injury claims up to \$500,000 per occurrence with separate excess insurance coverage for catastrophic injuries. Cumulative injury claims over the last several years have trended down but are still more than \$1 million annually. While FY2024 has unfortunately already seen one major accident, this area continues to be a major focus in identifying strategies to reduce the number of claims and the

severity of the accidents that occur. This is an area we can have a positive impact on and as we continue to utilize the Risk Management Committee which meets monthly with our new third-party administrator, Charles Taylor, to analyze what type of injuries are occurring and how to prevent them from happening in the future. The Safety Department continues to tighten up the process for reporting claims and developing possible disciplinary action for employees who are late in reporting their accident or injury to appropriate management. There is also a focus on repeat offenders and investigations into possible abuse of the system.

Payroll Processing

WeGo processes payrolls every two weeks. Labor expenses are by far our largest budget line, and we use ADP for all our payroll processing. The controls surrounding the payroll process must be maintained and monitored to ensure accurate pay and combat fraud or incorrect reporting of time worked. We have detailed processes and procedures that are followed to ensure accurate reporting. All payrolls are reviewed in detail before submission to ADP for processing. We also from time to time will have refresher training to ensure that all managers are properly trained and familiar with the pay approval process. A mitigating factor for payroll is that the payroll process is reviewed annually by our independent auditing firm as a part of the annual audit.

Inventory Management

Parts Inventory

Parts inventory is a very important area to have good processes and controls in place so that we can ensure parts are available when needed for bus and van repairs, but at the same time, not have too many dollars invested in inventory that it ties up dollars that could be used elsewhere. We continue to review some useful metrics to monitor inventory levels, inventory turns, and delays in fleet repairs due to having to wait on parts. Due to the supply chain crisis, we have seen across the country, we have had to alter normal parts inventory levels and have identified the most critical parts that are needed to maintain our fleet in a state of good repair and are allowing higher than normal min/max levels to ensure that parts are available. We will continue to monitor the situation and act accordingly to keep our fleet running.

Other Consumables

Other consumables are another area that should be monitored. While the monetary impact is relatively low, the possibility of the occurrence of duplicate orders and controlling the use of office supplies can be problematic. We have consolidated all office supplies and consumables which it is closely monitored by our administrative assistants.

Accounts Payable

The policies and procedures surrounding accounts payable, and procurement are well documented and followed. It is rare for an invoice to be missed. Payables are generally paid within 30 days with some payables reaching up to 60 days, especially when associated with reimbursement grant funding. We continue to refine the procurement and invoice flow process to better define and outline the necessary steps for purchasing and invoice payment and look for ways to electronically automate and track invoices. There are refresher pieces of training throughout the agency to ensure a strong accounts payable process. It should be noted as well that the policies and procedures are reviewed and tested annually by our independent auditors.

Account Receivable

Accounts receivables are reconciled monthly and generally involve very small dollars from small agencies and customers. The larger dollar customers involve our contracted WeGo Ride customers which are monitored monthly and rarely exceed 30 to 60 days for receipt of payment.

Ticket Media Sales

Ticket sales can occur in several ways including ticket sales at customer care windows at WeGo Central online sales, phone order and consignment sales, and ticket vending machines. Ticket media sales continue to be a focus with the implementation of our new fare collection system and conversion of our riders to QuickTicket. The new system allows our customers to manage their accounts via web access as well as purchase reloadable cards through our Customer Care Department as well as our local retail network. While there is a higher monetary impact on revenues, it is imperative to have strong processes procedures, and controls surrounding ticket media sales internally and externally and ensure that all media sales are reconciled every month by someone independent of the actual ticket sellers.

Manpower Shortages

Manpower shortages have been occurring across the country and all industries over the last several years including transit. To maintain our service levels and even expand services, we are utilizing all sorts of strategies to address our bus operator shortage specifically, but also maintenance and administrative positions as well. We must be different and make MTA stand out to attract the employees we need. Some of the strategies to fill open positions include:

1. Increasing the operator's starting wage to \$23.79 per hour
2. Included 4% annual increases to all Union positions through the current Collective Bargaining Agreement
3. Reduce the progression to top bus operator pay from 4 years to 3 years.
4. Allow contingency hiring of individuals without a required CDL license train them to get a CDL and move them directly into normal operator training.
5. Offering sign-on bonuses to new hires and referral bonuses to our existing employees
6. Staying abreast of any significant events impacting employee availability, the example being the Yellow Freight employees looking for jobs due to company closure

We believe that these strategies are having some success as we are starting to see larger training classes in both regular training and CDL classes as well. Are there other strategies that need to be discussed?

Strategic Fuel

With more and more “events” occurring that interrupt nationwide or regional fuel supplies, MTA must have some way to guarantee diesel and gasoline supplies during crises to ensure MTA’s ability to keep service on the street. While we have a fuel hedging program to help stabilize fuel costs from a budgetary perspective, we currently purchase all fuel from daily spot market quotes to take advantage of pricing, but that does not provide us with any supplier who could guarantee consistent supply. We will explore putting out an RFP to identify suppliers that we can guarantee a percentage of our fuel purchases on a cost-plus basis to have a guaranteed supply when a crisis arises that jeopardizes our fuel supply.

Strategies coming out of the Pandemic

We will continue to be proactive in protecting our employees and maintain current protocol measures to mitigate exposure to keep our employees safe. Some of the measures taken that are still in place are as follows:

1. Driver barriers installed on all buses to better protect our drivers.
2. Continuation of the extra wipe downs of buses passing through WeGo Central.
3. Monthly third-party swab testing of all facilities and buses.
4. All janitors are being trained and certified in Global Bio-risk Advisory Council protocols to help prepare, respond, and recover from infectious disease outbreaks and bio-hazard situations.

Improve Act Funding Continuing

Consideration needs to be given to the possibility that Improve Act Funding is not awarded consistently or at all. While this is annual discretionary funding awarded by TDOT which MTA consistently applies for projects that fall within the parameters for the Improve Act, not receiving this funding would/could create issues for our approved Capital Plan causing either a delay or cancellation of certain capital projects. There are no assumptions of receiving the funding annually in the Capital Plan, but it is still an important part of the Capital Plan in terms of starting and completing projects. Decisions should be considered about the best course of action to take should funding not be available. Strategies of prioritizing capital projects, the ability to identify alternative funding, and regular communications with TDOT promoting the importance of receiving the funding for pertinent projects should all be considered. An open discussion would be welcome to discuss these and other strategies to manage this risk.

Metro Government Continuing to Fund New and Enhanced Services in the Mayor’s Transportation Plan

Consideration needs to be given to the possibility that Metro funding for Better Bus service improvements included in the Mayor’s Transportation Plan is not awarded consistently or at all. Without dedicated funding, MTA is at the mercy of Metro funding to implement and sustain the new services outlined in the Transportation Plan.

Decisions should be considered about the best course of action to take should funding not be available. An open discussion would be welcome to discuss these and other strategies to manage this risk.

While this is certainly not an exhaustive list, it is a good exercise to identify all possible risks and address them in order of importance to continue to find ways to hopefully reduce and mitigate risk to the company.

Chief Financial Officer Ed Oliphant and Steve Bland will be available to discuss the risk assessment at the meeting.

APPROVED:

Edward W. Oliphant

Chief Financial Officer

1/25/2024

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-24-003	Meeting Date:	1/25/2024
Item Title:	QuickTicket Fare Collection System Back Office Cost Sharing Update		

BACKGROUND:

In FY2021, Nashville MTA purchased a new account-based fare collection system called QuickTicket. The Regional Transportation Authority (RTA) Board approved participation in the new system to help create a more seamless transportation system for the region under the WeGo brand. RTA agreed to share in the annual costs of the new system as it related to all the back office internal support costs and license fees incurred to maintain and operate the system. Nashville MTA’s annual costs identified to operate the Quick Ticket system consist of Metro IT fees with Metro IT housing all the servers supporting the system and the annual contract maintenance fees for the system. A cost-sharing formula was developed based upon four criteria between both agencies, 1) Ridership, 2) Fare Revenues, 3) Pieces of Equipment, and 4) Dollar value of the equipment. A weighted average percent is calculated between the 2 agencies incorporating the four criteria to determine an overall weighted average to be applied to the total costs identified to operate the Quick Ticket system annually. Each year’s allocation percentage will be on a year-lag and be based upon the prior year’s actual ridership and revenues so that expenses can be shared throughout the following fiscal year.

CURRENT STATUS:

The total back-office expenses incurred during FY2023 consisted of \$13,817 in maintenance support and \$228,789 in Metro Government IT support to maintain the servers for a total expense of \$242,606.

Based upon the cost-sharing formula, the following is a breakdown of the weighted average allocation of the expenses incurred:

			<u>MTA</u>	<u>RTA</u>
Cost Sharing Criteria				
Fiscal 22 Ridership			6,059,664	166,313
			97.3%	2.7%
Fiscal 22 Revenues			\$ 4,593,009	\$ 364,389
			92.6%	7.4%
Pieces of Equipment			288	104
			73.5%	26.5%
Value of Equipment			\$ 1,444,496	\$ 621,024
			69.9%	30.1%
Weighted Average Percentage			83.3%	16.7%
Cost Share			\$ 202,200.00	\$ 40,406.00

Based upon the cost-sharing formula, RTA paid MTA \$40,406 for its shared portion of the FY2023 for its shared portion of the FT2023 expense. Total back-office expenses for FY2023 were lower than anticipated as Nashville MTA had not fully accepted the Quick Ticket system from INIT, the manufacturer of the fare collection system, since there were still some modules of the software yet to be completed and accepted. It is anticipated that the system will be fully completed in FY2024 which will increase the maintenance support expenses per the contractual agreement with INIT.

This presentation was also made to the RTA Board to ensure that both Boards are aware of how the Quick Ticket Shared back-office expenses are being allocated between the two agencies to alleviate any perceived conflict of interest for Nashville MTA management since we are under contract to manage the RTA operations.

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

APPROVED:

Edward W. Oliphant

Chief Financial Officer

1/25/2024

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-24-001	Meeting Date:	1/25/2024
Item Title:	Spring 2024 Service Changes and Title VI Analysis		

BACKGROUND:

The proposed Spring 2024 service changes continue with the trend from previous recent service changes to implement Better Bus recommendations for extension of hours of operation on frequent and local routes, improving frequency on routes with a focus on evenings and weekends, and establishing new services to improve transit access and connections.

Most of the proposed changes center around the opening of the Dr. Ernest "Rip" Patton, Jr. North Nashville Transit Center (NNTC) later this year, marking a new milestone for service improvements. The center will help decrease reliance on WeGo Central by providing connections between 7 different routes in this part of town while widening options for faster and better access to jobs and opportunities. The FY2024 Metro budget provided additional resources to continue implementing the Better Bus plan.

The changes include routing adjustments to seven routes, improving frequency and hours of operation, schedule adjustments to several routes, and adding two new crosstown routes. The WeGo Link program's expansion is also proposed with a new zone addition.

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

The item outlines information on the following areas:

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

OPERATOR AND FLEET AVAILABILITY

With every service change, staff reviews the current workforce and fleet levels to ensure WeGo provides reliable customer service. The number of operators required to be fully staffed for Spring service changes is **475** full-time operators. WeGo Transit has 428 operators and 22 newly recruited operators currently in training.

Staff continues to emphasize recruiting efforts to fill in operator and maintenance positions. A focus on community partnerships is helping with reaching individuals looking to build a career in transit. The community partnerships range from trade schools for our skilled workforce needs within our maintenance departments to

working with other recruiting firms to find quality candidates that meet our needs regarding operators and other positions within the organization.

The number of vehicles utilized on fixed routes (peak times) for Fall service changes will be 146, an increase of approximately ten vehicles compared to the current service. WeGo currently has an active bus fleet consisting of 168 active buses (mixed with 40ft and 60ft buses) and 86 Cutaways.

Supply chain issues continue to be a factor, but bottlenecks are loosening up. Eight (8) WeGo Access cutaway buses were placed into service in December, and forty (40) more cutaways will start arriving within the next two weeks and will continue to arrive through mid-April. For fixed route service, twenty-eight (28) 40ft buses are on order and will start arriving approximately in mid-April. The arrival of all these vehicles will be a great addition to the fleet and allow staff to dispose of old equipment beyond their useful life properly.

PUBLIC OUTREACH PROCESS

To coincide with the North Nashville Transit Center (NNTC) opening and continued implementation of the Better Bus plan initiatives, several routes were redesigned to serve the NNTC and provide new and extended service. Extensive public outreach was completed to gather feedback on the proposed Spring 2024 route changes. The public comment period opened on November 27th and ran through December 22nd.

The following principles guided the service change proposal presented to the public for review and comment:

- Assuring social equity of service changes
- Providing high-quality service on major routes carrying the most riders
- Balancing needs and resources to ensure service is deployed cost-effectively
- Continuing to advance service design principals from Better Bus where feasible
- Maintaining flexibility to respond to changing conditions and trends

Four public meetings were held throughout the community, focusing on hosting meetings in locations that would be impacted most by the proposed changes. These meetings were held at the McGruder Family Resource Center (November 28th and December 5th), Trinity Community Commons (December 7th), and a virtual meeting on November 30th. Additional community outreach was conducted via coordination with Dream Streets Mobile Food Delivery. Staff attended three delivery sessions into communities throughout North Nashville and were allowed to announce the changes and upcoming public meetings, pass out informational flyers, and interact with attendees. Staff also hosted information sessions at tables in WeGo Central near bus bay 10 to increase awareness of the proposed changes and provide an opportunity for feedback and discussion. These outreach efforts were conducted over multiple days and weekends as well as various times to provide broad coverage as indicated below:

- Thursday, November 30th at 2:30 p.m. Dream Streets
- Saturday, December 2nd at 11:30 a.m. and 2:30 p.m. Dream Streets
- Tuesday, December 12th, from 7:00 a.m. to 9:00 a.m. WeGo Central Bay 10
- Tuesday, December 12th from 2:00 p.m. to 4:00 p.m. WeGo Central Bay 10
- Wednesday, December 13th, from 5:00 p.m. to 7:00 p.m. WeGo Central Bay 10

Staff presented the proposed service changes, fielding questions and comments for the record, at these outreach events. Public members were also informed about the anticipated opening of the Dr. Ernest Rip Patton, Jr. North Nashville Transit Center at 26th Ave and Clarksville Highway and its corresponding route changes. Additional information was provided on the Fall 2023 transition to QuickTicket or exact cash only, eliminating change cards

and transfers. Public meeting and route change information were posted at WeGo Central, on social media channels, at impacted bus stops, and via public notice on WeGoTransit.com. All information was provided in English and Spanish, and the public could comment via email, Customer Care, meetings, and tabling.

Of the several comments received, many were positive in relation to the opening of the Dr. Ernest Rip Patton, Jr. North Nashville Transit Center. Passengers expressed excitement for the increased frequency along routes connecting to the transit center, the introduction of the new crosstown Trinity Lane route, and the extension of Route 70 Bellevue to accommodate James Lawson High School ridership. General questions and comments not directly related to the proposed service changes were also accounted for.

Additional comment topics included: connector route between Murfreesboro Road along Bell Road, concerns around the efficiency of Uber for WeGo Link, including difficulties in getting a ride, pedestrian and safety concerns near the Dr. Ernest Rip Patton, Jr. North Nashville Transit Center, an extension of Route 52A Nolensville beyond Old Hickory Boulevard to pick up at Walmart, connector route between WeGo Star stations, Route 18 Airport, and Donelson Pike, concern over elimination of the 38 Express route in Nashboro Village/Una Antioch area, and the need for additional service down Antioch Pike.

A summary of route-specific comments on proposed changes is provided below:

Route 9 MetroCenter: Additional weekend service needed.

Route 14 Whites Creek: Positive feedback on frequency improvements.

Route 22 Bordeaux: Confusion on naming of split routes 22A and 22B. There are multiple concerns around relying on Uber and ride-sharing in the Bordeaux area to replace the elimination of service on Kings Lane. Some cited the need for frequency improvements if some areas are no longer served.

Route 41 Golden Valley: Concerns about rerouting; additional frequency welcomed.

Route 42 St. Cecilia/Cumberland: Concerns about eliminating service on the southern portion of the route.

Route 70 Bellevue: Positive feedback on route extension.

Route 71 Trinity Lane: Positive feedback on introducing the crosstown route.

Route 75 Midtown: Support for improved frequency. Concerns about productivity based on current numbers.

Route 77 Thompson/Midtown: Positive feedback on frequency improvements. Would like to see it run later in the day, increase service, extend to Elm Hill Pike, and connect to WeGo Central.

SERVICE CHANGES RECOMMENDATIONS

Most of the proposed changes for Fall 2023 are Better Bus-driven changes to continue improving and expanding riders' options across the system, including better connections outside of downtown. There are also routing and schedule adjustments to improve on-time performance and service reliability. Expanding the WeGo link zones is a major proposed change, adding five new zones to help improve access to transit in lower-density areas. Below is a summary of the service change recommendations presented to the public during the public comment period, followed by a detailed explanation of each change. All public comments were reviewed and fully considered in making final recommendations.

Route Modifications		Schedule Adjustments	
9 MetroCenter	42 St. Cecilia-Cumberland	9 MetroCenter	42 St. Cecilia-Cumberland
14 Whites Creek	75 Midtown	14 Whites Creek	75 Midtown
22 Bordeaux	77 Thompson-Wedgewood	22 Bordeaux	77 Thompson-Wedgewood
41 Golden Valley		41 Golden Valley	
Improved Frequency		New Service	
9 MetroCenter	42 St. Cecilia-Cumberland		70 Bellevue
14 Whites Creek	75 Midtown		71 Trinity
22 Bordeaux	77 Thompson-Wedgewood		Bordeaux/Buena Vista WeGo Link Zone
41 Golden Valley			

Following is a breakdown of the recommended changes for the fall:

- **Routing Modifications – To improve on-time performance, reliability, and safety**
 - **9 MetroCenter**
Extend the route to the North Nashville Transit Center. Changes to the route through the Metrocenter area include French Landing Dr., Athens Way, Great Circle Rd., and Rosa L. Parks Blvd.
 - **14 Whites Creek**
Extend the route to the North Nashville Transit Center. Route to serve Creekwood N., Timothy Dr., and E. Fairview Dr.
***Note: This proposed routing was changed during the public comment period in response to public feedback to provide coverage in this neighborhood.**
 - **22 Bordeaux**
Connect to extended Route 14 Whites Creek and new Route 71 Trinity. Route to travel via Clarksville Pike to and from Kings Ln. Instead of via E. Fairview Dr., Timothy Dr., and Creekwood N. Route will no longer travel to County Hospital Road, and Route 77 Thompson-Wedgewood will serve that area.
 - **41 Golden Valley**
The route will directly serve UPS on Whites Creek Pike and FedEx off Knight Dr.
***Note: In the original proposal, the route was connecting to Gallatin Pike in East Nashville and not traveling to downtown. Based on public feedback, this was changed during the public comment period to have the route begin and end at Central Downtown.**
 - **42 St. Cecilia-Cumberland**
Discontinue the south portion of the route between 26th Ave N. and south of Buchanan St. Portions, which Route 75 Midtown will cover. Service will operate in both directions on the north portion of the route.
 - **75 Midtown**
Discontinue the portion of the route that extends to Hermitage Ave and Nestor St. facility. The route will serve the Osage/North Fisk area via Osage St., 25th Ave N., Delk Ave., and 26th Ave N.
***Note: The section of the route going to Hermitage Avenue and the Nestor Street garage will be maintained until the fall to provide a place for restroom breaks for operators. Additionally, the addition of the routing around the Osage/North Fisk area was changed**

during the public comment period based on public feedback to provide coverage in this area due to the elimination of this section from Route 42 St. Cecilia-Cumberland.

- **77 Thompson-Wedgewood**

Extend the route to Camilla Caldwell Lane to cover a portion of Route 22 Bordeaux.

- **Schedule Adjustments**

- **9 MetroCenter**
- **14 Whites Creek**
- **22 Bordeaux**
- **41 Golden Valley**
- **42 St. Cecilia-Cumberland**
- **75 Midtown**
- **77 Thompson/Wedgewood**

- **Improved Frequency**

- **9 MetroCenter**

Improving frequency to every 20 minutes.

- **14 Whites Creek**

Improving weekday frequency to every 30 minutes during peak and midday and every 40 minutes on nights and weekends.

***Note: The proposed peak frequency was changed from 20 to 30 minutes to align resources with anticipated demand.**

- **22 Bordeaux**

Improved frequency to every 10 minutes during peak and midday and every 20 minutes nights and weekends.

***Note: The proposed midday frequency was changed from every 15 to every 10 minutes to improve reliability and provide more consistency throughout the day.**

- **41 Golden Valley**

Improving frequency to operate hourly from 6:00 a.m. to 6:00 p.m.

- **42 St. Cecilia-Cumberland**

Improving frequency to operate every 30 minutes on weekdays from 6:00 a.m. to 6:00 p.m.

- **75 Midtown**

Improving weekday frequency to 20 minutes peak and 30 minutes midday, nights, and weekends.

- **77 Thompson/Wedgewood**

Improving weekday frequency to 30 minutes peak and 45 minutes off peak.

- **Service Span Improvements (Frequent Network)**

- **14 Whites Creek**

Extending service later at night until 12:15 a.m.

- **41 Golden Valley**

Adding midday service. Routes currently operate at peak time only.

- **75 Midtown**

Extending service later at night seven days a week until 11:00 p.m.

- **New Service**

- **Route 70 Bellevue**

- New crosstown route connecting the Charlotte Pike Walmart and the James Lawson High School and Bellevue Park and Ride via Old Hickory Blvd and Highway 70.*

- **Route 71 Trinity**

- New crosstown route connecting the North Nashville Transit Center and Gallatin Pike via Trinity Lane.*

- **WeGo Link**

- Add new Bordeaux/Buena Vista zone.*

SERVICE CHANGES EQUITY ANALYSIS

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

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

Proposed service changes are compared to current service levels in order to evaluate any potential adverse effects on minority or low-income communities in the service area. With service improvements, this means that the benefits of the service cannot disproportionately benefit non-minority or non-low-income populations. Based on the WeGo Title VI Policy, and consistent with Federal law, adverse effects of changes are borne disproportionately by minority populations when the impacts to minority populations are more than 20% greater than impacts to non-minority populations. Similarly, adverse effects of changes are borne disproportionately by low-income populations when the impacts on low-income populations are more than 20% greater than those on non-low-income populations.

Major Changes

The major changes identified for the Spring 2024 proposal include the following: routing adjustments to routes 9 MetroCenter 14 Whites Creek, 77 Thompson-Wedgewood, 41 Golden Valley, 42 St. Cecilia-Cumberland, and 75 Midtown; frequency improvements to the 9 MetroCenter 14 Whites Creek, 22 Bordeaux, 42 St. Cecilia-Cumberland, 75 Midtown, and 77 Thompson-Wedgewood; and span improvements on the 14 Whites Creek, 77 Thompson-Wedgewood, 41 Golden Valley, and 75 Midtown. There are also two new crosstown routes, 70 Bellevue and 71 Trinity, and a new WeGo Link zone in Bordeaux.

Using the Transit Boardings Estimation & Simulation Tool (TBEST), staff evaluated the impacts of the proposed fixed-route changes by comparing the change in trips available for minority and low-income populations in comparison to non-minority and non-low-income populations. For the WeGo Link expansion, staff reviewed the population served by the proposed zone. It looked at the presence of low-income and minority populations within the zones in relation to the entire service area of Davidson County.

The proposed route nine changes involve extending service to the NNTC, improving frequency, and adjusting routing through the MetroCenter area to allow connections to other routes without going downtown. These changes showed benefits to both minority and low-income passengers. For route 14, proposed improvements

include extending service to the new transit center, adjusting the routing, improving frequency, and running until midnight on weekdays and Saturdays. These improvements allow customers to go downtown as they currently do or access destinations on Clarksville Pike without transferring. Connections at the NNTC, reduced wait times, and better access to destinations will also be possible. Overall, this showed a benefit to minority and low-income passengers. The changes to Route 22 include improved frequency from downtown to the new transit center. Analysis of this route showed a disparate impact. However, this is due to large parts of the 22 now being continued by the 14 and 71, as well as the 77 providing service to and from the NNTC for passengers of the 22A to the County Hospital Road area. The new WeGo Link zone in this area will also help ease any changes in access. Overall, this will allow more customers to catch the bus without going downtown. Route 41 is proposed to experience a routing and span adjustment to allow more access to jobs and other destinations along the route. The analysis showed a benefit to both low-income and minority passengers. The changes to route 42 include a routing adjustment and improved frequency. This route's analysis showed a disparate impact; however, changes to the southern portion of the route will be eased by the changes to routes 22, 75, and 77. The two-way service and additional frequency will also give customers more options and reduce travel times on Route 42. Route 75 is proposed to experience improved frequency and span, as well as a routing adjustment, to continue to create a robust transit system without the need to travel downtown, thus reducing passengers' overall travel time.

These changes show only a slight difference in access between minority/low-income and non-minority/non-low-income. Proposed changes to Route 77 include improved frequency and a route extension to cover a portion of the current 22A. The analysis showed a modest benefit to minority and low-income passengers from these changes. Overall, the benefits of these changes are believed to be substantial for passengers. After analyzing these changes, any disparate impact found on a given route is offset when looking at the changes as a whole, where improvements to other routes help to make up for that change. Many of the proposed improvements address passengers' desire for faster travel times and access to more destinations by creating more connections between routes and reducing the need to travel downtown.

Additionally, routes 70 Bellevue and 71 Trinity are new crosstown routes. Route 71 will operate along Trinity Lane from the NNTC to the Greenfield Station on Gallatin Pike. It will operate every 30 minutes at peak and midday and every 40 minutes on nights and weekends. Connections include Routes 9 MetroCenter, 14 Whites Creek, 23 Dickerson Pike, 28 Meridian, 41 Golden Valley, 42 St. Cecilia, 56 Gallatin Pike, 75 Midtown, and 77 Thompson-Wedgewood. These new connections will help customers reach destinations more quickly and reduce the need to travel downtown. Route 70 operates along Old Hickory Blvd and Highway 70 between the Charlotte Walmart and James Lawson High School. Its connections include routes 3 West End/3B West End Bellevue and 50 Charlotte, with a 60-minute frequency.

Route	Change in Low-Income People Trips	Change in Non-Low Income People Trips	Low Income: Non-Low Income Total Trip Percent Difference
9	100.2%	54.1%	85.1%
14	93.6%	93.5%	0.1%
22	12.4%	15.8%	-21.4%
41	340.1%	274.5%	23.9%
42	16.1%	29.5%	-45.4%
75	88.1%	89.7%	-1.8%
77	49.4%	48.8%	1.2%
All Routes	11.8%	9.1%	29.67% Difference

Route	Change in Minority People Trips	Change in Non-Minority People Trips	Minority: Non-Minority Total Trip Percent Difference
9	120.2%	37.05%	224.43%
14	101.5%	73.82%	37.50%
22	4.6%	21.32%	-78.43%
41	322%	274.04%	17.51%
42	11.7%	36.32%	-67.79%
75	89.4%	89.13%	0.40%
77	55.8%	46.67%	19.57%
All Routes	13.36%	7.40%	80.54% Difference

When reviewing the proposed WeGo Link Expansion, staff found that the new zone has a higher percentage of minority and low-income populations than that of Davidson County. This new zone would also provide coverage for impacts felt due to changes to route 22.

WeGo Link Zone	% Minority	% Low Income
Bordeaux	84.0%	26.1%
Total New Zones	84.0%	26.1%
Davidson County	40.6%	14.9%
<i>Disparate Impact/ Disproportionate Burden</i>	-51.7%	-43.0%

Based on the factors discussed above, staff have concluded that there is no disparate impact or disproportionate burden as part of this service proposal.

RECOMMENDATION:

Staff requests approval by the Board of the proposed Spring 2024 service changes as documented in this item for implementation to take effect on March 31st, 2024.

APPROVED:

Board Secretary

1/25/2024

Date