

Tennessee State Library & Archives
 1001 Rep. John Lewis Way N., Nashville, TN 37219
 November 16, 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 October 26, 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-23-034 P. 6
 - Monthly Operating Statistics – Andy Burke, COO M-I-23-035 P. 9
 - Upcoming Procurements Projects List – Vince Malone, COSA M-I-23-036 P. 14
6. **Consent Agenda Items** – Pursuant to recent discussions, 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 more 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.
 - Computer, Server Equipment, Storage, Software Related Services and Network Equipment – Rob McElhaney, IT Manager M-A-23-039 P. 15
 - Allied Universal Service Extension – Nick Oldham, Chief Safety and Security Officer M-A-23-040 P. 16
7. **Operations & Finance Committee – Jessica Dauphin, Chair**
 - FY2023 Annual Audit Report – Ed Oliphant, CFO, and Crosslin, PLLC. M-A-23-041 P. 17
 - Construction Administration Services for North Nashville Transit Center – Kia Lewis, Project Manager M-A-23-042 P. 20
 - Quarterly Route Performance Report – Katie Freudberg, Scheduling & Service Planning Manager OF-D-23-007 P. 21
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Connect Downtown Update – Felix Castrodad, Director of Planning & Grants, and Marty Sewell, NDOT's Transportation Planning Director and Connect Downtown Project Manager NICE-D-23-008 P. 23
9. Approval of the 2024 Board Meeting Schedule – Vince Malone, COSA M-A-23-043 P. 24
10. CEO's Report – Stephen G. Bland, CEO
11. Chair's Report – Gail Carr Williams, Chair
12. Other Business
13. Adjournment

NASHVILLE METROPOLITAN TRANSIT AUTHORITY
Board of Directors Meeting

October 26, 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, October 26, 2023.

II. Roll Call of Persons Present:

Gail Carr Williams, Board Chair	Andy Burke, COO
Janet Miller, Vice-Chair	Renuka Christoph, CCO
Jessica Dauphin, Member	Nick Oldham, CSSO
Kathryn Hays Sasser, Member	Ed Oliphant, CFO
Margaret Behm, Board Secretary	Kia Lewis, Project Manager
Stephen Bland, CEO	Felix Castrodad, Director of Planning & Grants
Monica Howse, Sr. Exec. Asst. & Board Liaison	Patrick Hester, Facilities Manager

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

III. Approval of Minutes: Vice-Chair Janet Miller moved to approve the September 28, 2023, Nashville MTA Board minutes. Kathryn Hays Sasser seconded the motion, and the Board unanimously approved the minutes.

IV. Special Recognition – Resolution Honoring the Contributions of Former MTA Board Member Walter Searcy III: Board Chair Carr Williams read the Resolution Honoring the Contributions of Former MTA Board Member Walter Searcy III. As part of the resolution, Mr. Searcy was awarded free lifetime ride privileges on the WeGo Public Transit system by the Board of Directors.

Vice-Chair Janet Miller moved to approve the resolution and the free ride privileges in recognition of his services as a Board Member for his lifetime. Jessica Dauphin seconded the motion, and the Board unanimously approved the resolution.

Members of the Board collectively expressed their appreciation for Walter Searcy's contribution to MTA and presented Mr. Searcy with a personalized bus stop sign in his honor. Everyone gave him a standing ovation and a round of applause for a job well done.

Mr. Searcy thanked the Board and said God bless you to all.

V. Public Comments: Board Chair Carr Williams 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

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

- Monthly Financial Report Compared to Budget – No questions
- Monthly Operating Statistics
 - Jessica Dauphin asked Mr. Burke to expound upon the green sections of the Operations report in the board packet. Mr. Burke replied by saying, even though there are green sections, there is always room for opportunities. We did observe a decline in on-time performance in August, with schools returning to session, a number of large special events downtown like the Grand Prix, and the ongoing closure of the Broadway Bridge particularly affecting West End service.
- Upcoming Procurement Projects List – No questions

VII. Consent Agenda Items:

- Industrial Parts Washer & Waste Disposal
- Industrial Janitorial Supplies
- Trapeze Additional Services

Jessica Dauphin moved to approve the consent agenda items. Janet Miller seconded the motion, and the Board unanimously approved the consent agenda items.

VIII. Operations & Finance Committee Report: Committee Chair Jessica Dauphin presented the following items for discussion:

- a. **Safety & Security Update (OF-D-23-006)** Nick Oldham, Chief Safety and Security Officer, provided a brief high-level overview of the expected updates to the Agency Safety/Security Plan.

Mr. Oldham reviewed the requirements of the Public Transportation Agency Safety Plan Rule of the Federal Transit Administration, including changes to the original rule that were enacted as part of the Infrastructure Investment and Jobs Act (IIJA). He went on to review actions taken to implement new requirements under the IIJA, including the establishment of Joint Labor-Management Safety Committees and strategies to minimize exposure to infectious diseases.

Mr. Oldham also reported on the status of corrections to deficiencies identified in the Drug and Alcohol Program as part of our FTA Triennial Review, including a reporting of testing rates. Based on revised protocols, we anticipate meeting all testing rate requirements by the end of the calendar year.

Ms. Miller asked why the testing rates for drug and alcohol reported by Mr. Oldham varied from month to month and were not steady. Mr. Oldham stated that each month, the Third-Party Administrator provides staff with a random listing of safety-sensitive employees who need to be tested for that month. Because of the overall listing of safety-sensitive employees on the payroll, each random draw may include individuals who are on extended leave, vacation, etc., and cannot be tested in a particular month so staff make adjustments to compensate over time.

There was no further discussion.

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

- a. **North Nashville Transit Center Update (M-A-23-033)**: Project Manager Kia Lewis provided an update at the meeting. The presentation included aerial photos, an overview of the construction of the transit center, as well as associated issues and challenges with the project. Ms. Lewis reported that overall, the project is at about 60% completion, and staff anticipates that it will finish on budget and in time for the Spring 2024 opening date. Among the challenges she identified was a need for the construction management team to expend more effort than anticipated to address administrative items associated such as design interpretations, payment processing, and problem resolution. As a result, she anticipates bringing forward a change order to the Board to increase their level of effort, but additional funds spent on this contract can be taken from current contingency funds and will not impact the overall budget. She also reported that as this project progresses and looking back on the experience with the Hillsboro Transit Center, staff are developing standards and procedures that can be applied to future projects. She also reported that, while the support being provided by Vivid1 as Construction Manager, the design team and the contractor has been excellent; it is critically important that WeGo have internal staff to oversee all of these efforts and maintain consistency from project to project.

Committee Chair Miller said it's exciting to see the progress that has come along since the groundbreaking.

Ms. Hays Sasser said she thinks the standardization is a great idea as you look forward to the next project, and bringing in that level of expertise in-house will be a huge benefit to WeGo.

Ms. Dauphin thanked the team for their hard work on this project. She said that it's a master class in community engagement and community work. She would love to illustrate and highlight how well WeGo has managed this project and that it will be on time and within budget. She wants the city to know that WeGo can do this.

Board Chair Carr Williams applauded the engineering team for pausing to see what was working and what was not. To be able to embark upon that now vs. later will serve WeGo exceptionally well.

There was no further discussion.

- b. Zero Emission Fleet Transition Plan (M-A-23-038):** Chief Operating Officer Andy Burke presented the following:

Staff requested the Board provide the Chief Executive Officer the authority to enter a professional services contract with Stantec to develop the Zero Emission Fleet Transition Plan in the amount of \$334,702.88 with a contingency amount of \$66,940.58 for a total contract budget of \$401,643.46. The base contract term is 18 months, with a milestone for final recommendations due at 12 months and one six-month extension option for 24 months. The study will be funded using Federal 5307 funds with state and local match.

The NICE Committee moved to approve the Zero Emission Fleet Transition Plan. Jessica Dauphin seconded the motion, and the Board unanimously approved it.

There was no further discussion.

- X. CEO's Report:** CEO Steve Bland provided the following report:

1. The Fall service changes went into effect as planned on October 1. So far, things are going well and have been uneventful. WeGo has seen a rapid positive response to increased frequency on Route 8. With respect to our extended service hours, we're averaging about 30 people each night during the extended period, and this is increasing over time - especially on Friday and Saturday nights.
2. WeGo also completed the conversion to QuickTicket and the elimination of magnetics on October 1. Frankly, the transition has gone even more smoothly than expected. The percentage of fare transactions using QuickTicket has increased from about 50% to just under 80%, and cash transactions have decreased to less than 20%. WeGo continues expanding outreach, particularly in non-English speaking communities in Southeast Nashville, where penetration rates have been lower, and has extended the discounts associated with signing on to QuickTicket through December 31. WeGo expects to see a slight downturn in ridership in the short term. Operators have been asked to take a very lenient approach to people attempting to board without proper fare media, so WeGo believes that folks are riding without being recorded in the fare system.
3. On September 30, WeGo offered free rides all day and participated in the Mayor's Inauguration festivities in the Courthouse Square. WeGo received many comments from attendees who wanted to thank the Board for taking action to make fares free on that day.

4. WeGo hosted a community session at the Bordeaux Public Library earlier this week to allow our artists to discuss their concepts for artwork associated with the Ernest Rip Patton Jr. North Nashville Transit Center. The three artists undertaking our "Voices of the Past, Present, and Future" displays had the opportunity to explain their creative process and what they have in mind. Their passion and creativity are contagious, and WeGo can't wait to see the finished products. CEO Bland thanked Board Member Aron Thompson for attending and participating in this event.
5. CEO Bland met with Mayor O'Connell and his staff to discuss ongoing MTA and RTA projects and service initiatives and his priorities for advancing public transportation in Nashville. The good news is that he remains committed to ongoing projects and initiatives like Better Bus, the Antioch Transit Center, Murfreesboro Pike Corridor Project, East Bank Transit Improvements, more neighborhood transit centers, and the SoBro Hub.
6. CEO Bland said he had the opportunity to update the Mayor's Transportation Transition Committee, Chaired by Dr. Alex Jahangir, on various WeGo Public Transit initiatives and priorities. The committee will formulate recommendations for the new Administration in the coming weeks. CEO Bland thanked Board Chair Carr Williams for her dual role in Chairing the Board and serving on this committee.
7. CEO Bland said he was delighted to participate in a panel discussion at Trevecca Nazarene University this past month about the changing nature of the Murfreesboro Pike Corridor and WeGo's role in those changes. Council Member Terry Vo was also on the panel, and he was pleased to learn in her remarks that she rides the 18-Airport bus when she goes to the Airport. CEO Bland discussed the incredible ridership growth seen in the corridor and pending projects like the Antioch Transit Center and the upcoming Murfreesboro Pike Corridor Planning effort.
8. CEO Bland said he and some staff attended the Annual Conference and Expo of the American Public Transportation Association. He said he was especially happy to spend time with Former Congressman Bob Clement and his family. The Association recognized Congressman Clement with their Distinguished Service Award for his public transportation and passenger rail advancement while in Congress. WeGo staff joined the festivities with TPTA Executive Director and Metro Council Member Jason Spain and Mayor Freddie O'Connell. Mayor O'Connell did triple duty while there: recognizing Congressman Clement at the Awards Ceremony, participating in a panel discussion with other mayors on the role public transportation plays in the development of cities, and visiting the Expo floor.
9. WeGo continues to meet with NDOT, TDOT, the Downtown Partnership, and Consultants on the Connect Downtown Plan. NDOT anticipates releasing plan recommendations to the public sometime in November. WeGo plans to have Felix Castrodad and Marty Sewell of NDOT brief the Board on their findings at the November Board meeting.
10. Also, relative to NDOT, they have discussed coordinating mutual strategic service planning processes into a joint effort. WeGo expects public-facing elements like public engagement and the production of communication materials to be consolidated. At the same time, each entity maintained direct control over work program elements specific to their program. As with Connect Downtown, WeGo contemplates taking on the role of contracting agency for this effort, with an MOU with NDOT outlining responsibilities and anticipates bringing this MOU to the Board in November.
11. On the RTA side:
 - a. WeGo continues to advance land acquisition toward a permanent park-and-ride location in Murfreesboro. Earlier this month, WeGo received final environmental clearance from FTA on the project, allowing WeGo to enter real estate acquisition and design.

On October 27, CEO Bland will attend a groundbreaking event for Murfreesboro Transit's new Transit Operations Center in Murfreesboro. This facility is immediately adjacent to the property WeGo has identified for the park-and-ride.

- b. WeGo started its experimental service to Nashville SC games from Murfreesboro and Antioch on September 30. The operation went smoothly, and over 30 people took advantage of the service. CEO Bland said he would expect, by word of mouth, this will grow over time. WeGo will operate this service through the remainder of the season, including any home playoff games, and will revisit with the team to discuss next year.
- c. Hatch Consulting Group continues to advance the WeGo Star Future Vision Study. This month, WeGo met with Hatch to review several potential short and long-term scenarios to release to the public, probably after the first of the year.
- d. Finally, CEO Bland joined RTA Vice Chair and Gallatin Mayor Paige Brown in appearing before the State Legislature's Commerce, Labor, Transportation, and Agriculture Joint Subcommittee of Government Operations for the RTA's reauthorization hearing. The discussion was very positive, and legislators from around the State recognized the importance of the RTA in helping to address regional mobility issues. Most importantly, the subcommittee will recommend an 8-year extension to the General Assembly when they convene in 2024.

XI. Chair's Report: Board Chair Carr Williams presented the following report:

Board Chair Carr Williams thanked the staff for their hard work and said there were so many good reports that came out of the meeting. She also congratulated Jessica Dauphin for the work that she is doing in the city and for being an advocate for transit.

Board Chair Carr Williams said it was her honor to formally recognize and honor former MTA Board Member Walter Searcy III for his contributions advocating for improving public transportation. He has always been that person who caused everybody to look at DBEs a bit closer and advocated for equity.

In conclusion, Board Chair Carr Williams reminded everyone of the renaming of the WeGo Central ceremony that would take place on Thursday, November 3 at 10 a.m. She said it was an honor for WeGo Board members and staff to honor Elizabeth Duff in this way.

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

XIII. 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-23-034	Meeting Date:	11/16/2023
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

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

Local Assistance revenues that were abnormally high for August did correct itself in September due to timing issues discussed in last month's narrative relating to Metro Government transferring our subsidy request earlier than scheduled.

Labor and Fringe expenses continue to reflect a favorable variance compared to the budget year-to-date primarily as a result of open budgeted positions for operators, maintenance, and several administrative positions. As mentioned last month, workers compensation expenses were increased due to a serious vehicle accident towards the end of August in which an operator incurred significant injuries that required surgery and will require extensive therapy as he recovers. In working with our new third-party administrator, their estimated cost for the injury has resulted in an additional increase to our work comp reserves in September of \$200,000. This adjustment should be adequate to cover our exposure, and any additional expense would trigger our excess insurance coverage.

As of September 30, 2023, RTA owed Nashville MTA approximately \$264,000 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 \$42,000 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

11/16/2023

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending September 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	\$545,074	\$561,620	(\$16,546)	U	\$1,690,436	\$1,936,944	\$1,819,190	\$117,754	F	\$6,885,000
WeGo Access	44,683	54,210	(9,527)	U	150,846	154,582	170,160	(15,578)	U	637,640
Contract Revenues	242,068	234,646	7,422	F	710,344	729,711	726,876	2,835	F	2,922,790
Advertising	38,616	23,620	14,996	F	159,579	116,810	74,410	42,400	F	300,000
Other Non-Trans Revenue	78,442	111,175	(32,733)	U	187,036	319,646	337,995	(18,349)	U	1,363,240
Total Operating Revenue	948,883	985,271	(36,388)	U	2,898,241	3,257,693	3,128,631	129,062	F	12,108,670
Federal/State/Local Income:										
Local Assistance	2,000,000	9,500,000	(7,500,000)	U	24,000,000	26,000,000	26,500,000	(500,000)	U	74,690,900
State Assistance	0	0	0	F	0	0	0	0	F	5,314,300
Federal Assistance - CARES Act	45,409	0	45,409	F	23,370	45,409	0	45,409	F	6,539,540
Total Assistance Income	2,045,409	9,500,000	(7,454,591)	U	24,023,370	26,045,409	26,500,000	(454,591)	U	86,544,740
Capital Revenue:										
American Rescue Operating Reimbursement	0	0	0	F	0	0	0	0	F	593,470
Capital Operating Reimbursement	71,625	0	71,625	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	71,625	0	71,625	F	0	71,625	0	71,625	F	21,974,760
Total Revenue	\$3,065,917	\$10,485,271	(\$7,419,354)	U	\$26,921,611	\$29,374,727	\$29,628,631	(\$253,904)	U	\$120,628,170
Expenses from Operations:										
Labor and Fringes	\$6,855,426	\$6,791,570	(\$63,856)	U	\$18,914,480	\$20,562,356	\$21,042,900	\$480,544	F	\$85,804,050
Services	1,114,328	1,199,290	84,962	F	2,986,845	3,066,409	3,411,630	345,221	F	15,084,160
Fuel	488,749	607,660	118,911	F	1,751,192	1,576,738	1,914,010	337,272	F	7,686,320
Parts, Materials and Supplies	615,272	569,890	(45,382)	U	1,452,211	1,618,855	1,779,220	160,365	F	7,139,980
Utilities	97,160	102,410	5,250	F	316,462	291,192	322,580	31,388	F	1,531,870
Casualty and Liability	223,885	220,430	(3,455)	U	643,986	809,966	661,290	(148,676)	U	2,645,180
Other	74,654	61,398	(13,256)	U	81,605	135,937	184,194	48,257	F	736,610
Total Operating Expenses	9,469,474	9,552,648	83,174	F	26,146,781	28,061,453	29,315,824	1,254,371	F	120,628,170
Operating Surplus / (Deficit)	(\$6,403,557)	\$932,623	(\$7,336,180)	U	\$774,830	\$1,313,274	\$312,807	\$1,000,467	F	\$0
Capital Grant Revenue	1,804,330		1,804,330	F	689,829	2,181,723		2,181,723	F	
Capital Grant Revenue -CARES Act	0		0	F	123,227	4,132		4,132	F	
Rental income - MCC Amortization	49,167		49,167	F	147,501	147,501		147,501	F	
Gain/(Loss) on Sale of Property	27,636		27,636	F	0	27,636		27,636	F	
GASB 87 Lease Interest Expense	(20,542)		(20,542)	U	(60,936)	(61,573)			U	
Depreciation	(1,887,758)		(1,887,758)	U	(5,778,734)	(5,684,578)		(5,684,578)	U	0
Surplus / (Deficit)	(\$6,430,724)	\$932,623	(\$7,363,347)	U	(\$4,104,283)	(\$2,071,885)	\$312,807	(\$2,323,119)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended September 30, 2023	Month Ended June 30, 2023
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$2,710,203	\$4,766,148
Receivables from federal, state and local government	1,588,370	9,433,271
Accounts receivable	1,222,684	810,751
Materials and supplies	3,947,883	3,670,350
Prepaid expense and other	2,664,047	1,093,689
Pension & OPEB Deferred Outflow	33,188,603	33,188,603
Total Current Assets	45,321,790	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	207,496,188	210,023,772
Office furniture and equipment	6,942,083	6,934,113
Work-in-Progress	12,573,171	10,451,608
	363,145,262	363,427,183
Less: Accumulated Depreciation	(198,302,696)	(195,334,438)
Total Property and equipment, net	164,842,566	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	\$217,578,124	\$228,469,325
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$2,420,711	\$4,807,518
Accrued expenses	8,207,527	7,408,435
Deferred revenue	261,985	290,683
Note Payable	0	7,000,000
Total Current Liabilities	10,890,223	19,506,636
NON-CURRENT LIABILITIES		
Deferred Revenue	5,459,940	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	17,238,226	17,981,381
Net other postemployment benefits obligations	78,178,905	78,178,905
NET ASSETS		
Invested in capital assets	159,382,626	160,101,512
Reserve for capital purchases	0	0
Unrestricted	(74,176,974)	(86,556,828)
Current Year Surplus / (deficit)	(2,071,885)	10,973,215
Total Net Assets	83,133,767	84,517,899
TOTAL LIABILITIES AND NET ASSETS	\$217,578,124	\$228,469,325

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$1,041,236 85.2%	\$56,861 4.7%	\$60,563 5.0%	\$64,024 5.2%	\$1,222,684 100.0%
Accounts Payable	\$2,251,427 93.0%	\$78,591 3.2%	\$3,248 0.1%	\$87,445 3.6%	\$2,420,711 100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-035	Meeting Date:	11/16/2023
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are monthly operating statistics through September 2023.

A mechanical defect on some of our older 60' articulated buses necessitated a number of them being temporarily removed from service in mid-September. This led to a short-term spike in missed trips due to a shortage of operational buses on September 17. Fortunately, the issue has since been addressed, and the vehicles returned to service.

A brief note regarding staffing levels and the percentage of operator positions filled – this indicator will decrease between September and October as a result of service expansion associated with extending service to 1:15 AM on the frequent route network. However, operator availability remains adequate, and early indications are that minimal service is being missed due to an operator shortage.

Call answer rates declined somewhat this month, mainly due to increased customer calls inquiring about the full conversion to QuickTicket on October 1. This increase in calls will also affect call answer rates for October. Overall, however, the transition has gone relatively smoothly. We will update QuickTicket adoption rates as part of next month's narrative.

CURRENT STATUS:

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

APPROVED:



Chief Operating Officer

11/16/2023

Date

Operations Dashboard Report

	September 2023	September 2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	739,577	683,938	8.1%		
Access Ridership	31,689	30,306	4.6%		
Total Ridership	771,266	714,244	8.0%	700,000	●
Percentage of Pre-Pandemic Ridership	91.6%	84.8%	6.8%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	17.81	16.54	7.7%	16.00	●
Access Passengers per Revenue Hour	1.71	1.78	-3.9%	1.75	▲
Cost Per Scheduled Revenue Hour	\$166.46	\$159.46	4.4%	\$141.46	◆
Safety					
Total Collisions per 100,000 miles	4.9	5.0	-1.7%	4.8	▲
Preventable Collisions per 100,000 miles	2.3	1.8	31.1%	1.6	◆
Service Quality					
Bus Trip Completion	99.69%	99.79%	-0.10%	99.75%	▲
Bus On-Time Performance	80.9%	84.3%	-3.4%	85.0%	▲
Access On-Time Performance	93.7%	91.2%	2.5%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	5,479	5,749	-4.7%	6,000	▲
Access Miles Between Road Calls	25,288	16,893	49.7%	18,000	●
Customer Care					
Bus Passengers per Complaint	3,955	5,142	-23.1%	4,000	▲
Access Passengers per Complaint	235	309	-24.1%	400	◆
Percent of Calls Answered	78.3%	82.5%	-4.2%	95.0%	◆
Staffing					
% of Operator Positions Filled	95.6%	91.3%	4.2%	95.0%	●
% of Maintenance Positions Filled	89.4%	86.8%	2.6%	95.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	19.4%	17.2%	2.3%	18.0%	●
% of Boardings at Covered Stops (Including Central)	72.4%	71.7%	0.7%	73.0%	▲

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

Date Pulled On:

Operations Dashboard Report

	FY2024 September	FY2023 September	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	2,107,676	1,948,814	8.2%		
Access Ridership	95,712	89,333	7.1%		
Total Ridership	2,203,388	2,038,147	8.1%	2,100,000	●
Percentage of Pre-Pandemic Ridership	87.9%	81.3%	6.6%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	16.46	15.42	6.8%	16.00	●
Access Passengers per Revenue Hour	1.69	1.76	-4.0%	1.75	▲
Cost Per Scheduled Revenue Hour	\$161.21	\$154.66	4.2%	\$141.46	◆
Safety					
Total Collisions per 100,000 miles	5.2	4.7	11.5%	4.8	▲
Preventable Collisions per 100,000 miles	2.6	1.9	39.9%	1.6	◆
Service Quality					
Bus Trip Completion	99.80%	99.85%	-0.04%	99.75%	●
Bus On-Time Performance	81.5%	85.9%	-4.4%	85.0%	▲
Access On-Time Performance	93.3%	92.3%	1.0%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	6,522	5,491	18.8%	6,000	●
Access Miles Between Road Calls	18,178	15,956	13.9%	18,000	●
Customer Care					
Bus Passengers per Complaint	3,653	5,444	-32.9%	4,000	▲
Access Passengers per Complaint	276	311	-11.4%	400	◆
Percent of Calls Answered	82.2%	83.7%	-1.5%	95.0%	◆
Staffing					
% of Operator Positions Filled	95.7%	92.0%	3.7%	95.0%	●
% of Maintenance Positions Filled	87.8%	81.4%	6.4%	95.0%	▲
Customer Amenities					
% of Stops with Shelters (including Central)	19.4%	17.2%	2.3%	18.0%	●
% of Boarding at Covered Stops (including Central)	72.4%	71.7%	0.8%	73.0%	▲

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

Date Pulled On:

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 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

Date Pulled On:

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.

Date Pulled On:

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of Upcoming Procurement Projects

Meeting Date: 11/16/2023

Item #: M-I-23-036

Project Name: Mobility Plan

- **Brief Description:** Contract to provide efforts to update the 2016 nMotion Plan that includes transit system evaluation, analysis of gaps and opportunities (services, operation, agency capacity, and technology integration), and financial analysis.
- **Anticipated Publish Date:** November/ December 2023
- **Estimated Individual Contract 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

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

- **Brief Description:** The Purchase and installation of video surveillance equipment.
- **Anticipated Publish Date:** 02/23
- **Estimated Individual Contract Value:** TBD

Project Name: STAR Cab & Spare Parts Procurement

- **Brief Description:** RTA intends to award a purchase order to the seller for one refurbished cab and one (1) coach car for spare parts.
- **Anticipated Publish Date:** TBD
- **Estimated Individual Contract Value:** TBD

CURRENT STATUS:

Pursuant to earlier Board discussions, staff will provide a rolling list of upcoming procurements to the Board on a monthly basis. 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

11/16/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-039	Meeting Date:	11/16/2023
Item Title:	Computer, Server Equipment, Storage, Software, Related Services and Network Equipment		

BACKGROUND:

The State of Tennessee has a statewide Information Technology contract, RSWC #3014, available for local agencies to purchase computer workstations, laptops, servers, software, licensing, warranty, network hardware equipment, and other related support services. The initial contract period started June 1, 2016, and ended March 31, 2020, but was extended to January 31, 2024, through annual renewal options and amendments.

Nashville Metropolitan Transit Authority (Nashville MTA) has prioritized projects in the annual capital plan to ensure funding of State of Good Repair, high-priority projects, and ongoing replacement projects. This includes continuously replacing aging equipment and software as they reach the end of life. Nashville MTA Board of Directors authorized \$2,271,000 in February 2023.

Active Projects:

Annual State of Good Repair: Application, Database Servers, Network Communication Equipment, Licensing, Hardware Warranty.

Pending Projects State of Good Repair Projects for FY2024

- Server Replacement and other services -\$40,000
- Desktop\Laptops - \$40,000
- Network Communication Equipment: - \$100,000

Staff proposed using federal formula funds such as 5307 dollars to support Information Technology projects, which included the State of Good Repair annual capital plan.

RECOMMENDATION:

Staff requests Board approval to increase the purchase allowance allocated to ongoing I.T. projects by \$180,000 for Computer, Server Equipment, Storage, Software, Related Services, and Network Equipment. Board approval gives the Chief Executive Officer the authority to utilize State contracts for an amount not exceeding \$2,631,000.00 through January 31, 2024.

APPROVED:

Board Secretary

11/16/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-040	Meeting Date:	11/16/2023
Item Title:	Allied Universal Service Extension		

BACKGROUND:

On October 17, 2013, the Board gave the agency authority to enter a professional service contract with US Security, now known as Allied Universal, with an initial five-year term with a not to exceed the amount of \$1.2M per year. In addition, the Board also approved the five-year option term that was exercised at the end of the initial term and an annual contract value of \$1,260,000 per year.

Allied Universal has been integral in ensuring the security of our organization, employees, and assets during this ten-year period. Since the inception of our partnership, Allied Universal has consistently demonstrated a commitment to excellence and a dedication to providing top-tier security services. Our current contract with Allied Universal expired in October 2023. Typically, the agency would issue a solicitation for a security services contract. However, at the September board meeting, the Board granted the agency permission to conduct a comprehensive review of the agency's security procedures, operations, communication, and technology to develop and implement a comprehensive plan to improve and enhance the customer and employee experience and foster coordination with supportive service agencies that can provide appropriate assistance to customers in need with Marine Tiger Technologies. The firm is required to provide recommendations at the 12-month milestone. The agency will use the provided information to develop the scope of work to initiate a competitive procurement for a new security services contract.

Meanwhile, to maintain the security services at WeGo's facilities, the agency requests a continuation of Allied Universal services for 18 months. This sole-source procurement will allow time to receive Marine Tiger's recommendations and implement a new security services contract following the competitive process.

The agency proposes a rate increase to ensure the wages of the officers who guard our facilities remain competitive in today's ever-changing security landscape. A pay increase for our contracted security officers is justifiable and crucial for our organization's continued success and security. It will motivate our security officers, improve our ability to attract and retain top talent, and ultimately enhance the safety and well-being of all stakeholders.

The rate increase will raise our security fee to \$1,825,408. We are also including the security fees for the new Dr. Ernest Rip Patton Jr. North Nashville Transit Center in North Nashville of \$110,864 for securing the facility 24 hours a day for the last half of the fiscal year upon its opening.

RECOMMENDATION:

Staff requests the Board to provide the Chief Executive Officer the authority to enter into a sole source contract with Allied Universal for \$1,936,272 for an 18-month term. The project will be funded through the regular operating budget.

APPROVED:

Board Secretary

11/16/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-041	Meeting Date:	11/16/2023
Item Title:	FY2023 Annual Audit Report		

BACKGROUND:

The enclosed report is the Comprehensive Annual Financial Report for the June 30, 2023, fiscal year. The following pages are a copy of the audited Statement of Operations for FY 2023 and the Balance Sheet in the format normally presented to the Committee. We are pleased to report that the MTA received a “clean” opinion on the report from our auditors and that no material internal control weaknesses were encountered during the audit.

RECOMMENDATION:

MTA’s outside accountants from Crosslin will review the Annual Report and their required communications at the board meeting. We request that the Board accept the Comprehensive Annual Financial Report for the fiscal year ending June 30, 2023.

APPROVED:

11/16/2023

Board Secretary

Date

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

AUDITED

	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	\$5,530,411	\$6,487,165	\$956,754	F	\$69,694,557	\$75,717,767	\$76,612,120	\$894,353	F	\$76,612,120
Services	1,593,524	1,031,833	(561,691)	U	10,712,851	13,649,737	11,969,110	(1,680,627)	U	11,969,110
Fuel	445,062	622,950	177,888	F	2,817,020	6,526,810	7,424,390	897,580	F	7,424,390
Parts, Materials and Supplies	587,342	564,685	(22,657)	U	5,653,628	6,458,087	6,539,610	81,523	F	6,539,610
Utilities	94,518	127,430	32,912	F	1,344,629	1,416,329	1,471,460	55,131	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	336,571	516,660	664,675	148,015	F	664,675
Total Operating Expenses	8,793,028	9,082,723	289,695	F	93,526,571	107,374,585	107,139,085	(235,500)	U	107,139,085
Operating Surplus / (Deficit)	(\$5,304,001)	(\$3,392,581)	(\$1,911,420)	U	(\$305,106)	\$144,850	\$0	\$144,850	F	\$0
Capital Grant Revenue	17,496,520		17,496,520	F	8,525,460	37,570,632	37,570,632		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	(5,473,193)		(5,473,193)	U	17,514,047	(5,473,193)	(5,473,193)		U	
GASB 68 Pension Disclosure	276,962		276,962	F	2,568,342	276,962	276,962		F	
GASB 87 Lease Interest Expense	(20,488)		(20,488)	U	(242,198)	(244,692)	(244,692)		U	
Depreciation and Amortization	(2,451,199)		(2,451,199)	U	(24,398,037)	(22,203,048)	(22,203,048)		U	0
Surplus / (Deficit)	\$4,458,431	(\$3,392,581)	\$7,851,012	F	\$5,144,473	\$10,973,215	\$0	\$10,973,215	F	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended June 30, 2023	Month Ended June 30, 2022
	(audited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$4,766,148	\$3,780,301
Receivables from federal, state and local government	9,433,271	1,483,679
Accounts receivable	810,751	1,513,979
Materials and supplies	3,670,350	3,288,783
Prepaid expense and other	1,093,689	1,651,572
Pension & OPEB Deferred Outflow	33,188,603	34,548,339
Total Current Assets	52,962,812	46,266,653
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	121,284,665	118,892,706
Revenue equipment and parts	210,023,772	187,050,821
Office furniture and equipment	6,934,113	6,377,272
Other	10,451,608	5,654,722
	363,427,183	332,708,546
Less: Accumulated Depreciation	(195,334,438)	(180,956,798)
Total Property and equipment, net	168,092,745	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	\$228,469,325	\$205,813,773
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$4,807,518	\$3,158,951
Accrued expenses	7,408,435	7,733,165
Deferred revenue	290,683	99,427
Note Payable	7,000,000	0
Total Current Liabilities	19,506,636	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	15,627,464	4,206,838
Pension & OPEB Deferred Inflows	17,981,381	24,580,424
Net other postemployment benefits obligations	78,178,905	79,108,586
NET ASSETS		
Invested in capital assets	160,101,512	145,554,303
Reserve for capital purchases	3	381,607
Unrestricted	(86,556,831)	(77,403,145)
Current Year Surplus / (deficit)	10,973,215	5,146,573
Total Net Assets	84,517,899	73,679,338
TOTAL LIABILITIES AND NET ASSETS	\$228,469,325	\$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	\$4,646,719	\$124,464	\$2,515	\$33,820	\$4,807,518
	96.7%	2.6%	0.1%	0.7%	100.0%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-042	Meeting Date:	11/16/2023
Item Title:	Construction Administration Services for North Nashville Transit Center		

BACKGROUND:

In October 2021, the Board authorized the CEO to enter into a \$647,821, 36-month contract with ViViD1 Architecture (ViViD1) to provide construction administration and related services to support the North Nashville Transit Center project, with a then-planned construction duration of 12 months.

Meetings with the contractor community prior to construction bid solicitation indicated that the 12-month duration would increase the construction cost beyond the project budget. The bid documents required the bidders to include their planned construction duration as a material part of the bid. ICF+Megen Construction Joint Venture's (the awarded construction contractor) bid included a total construction duration of 480 days (16 months).

Since the project's November 2022 construction start, the ViViD1 team has been providing full-time onsite construction administration services. Construction of the Transit Center is 60% complete. On this project, we were fortunate to bring on the benefits of the Vivid 1 Team, who have been essential in keeping the project on track and supporting us with project documentation. As many of our contractors lack the in-house capacity for these administrative support services, we will need to account for this in future projects.

The ViViD1 team is spending more hours and providing more direction to the contractor than was initially anticipated, as the team has assumed a lead role in managing the contractor's submittal schedule, coordinating subcontractors' work and permit reviews with utilities, providing quality control for the contractor's administrative tasks including payment and change order documentation.

In addition to the expanded scope of work undertaken by the ViViD1 team, the additional construction period will add more time to their ongoing work commitment.

RECOMMENDATION:

Staff requests the Board to provide the Chief Executive Officer the authority to increase the value of ViViD1 Architecture's contract to provide Construction Administration Services for the Clarksville Pike and 26th Avenue North Transit Center by a total of \$345,775 to provide additional construction administration services. This will bring the total not to exceed amount to \$993,596. These funds will be drawn from available project contingency funds and will not impact the overall project budget. The contract is funded by the North Nashville Transit Center project budget with funds from local, state, and federal sources.

APPROVED:

Board Secretary

11/16/2023

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-23-007	Meeting Date:	11/16/2023
Item Title:	Quarterly Route Performance Report		

BACKGROUND:

The Quarterly Route Performance Report for the months of July, August, and September 2024 is provided on the following pages.

Ridership this quarter was up around 2.5% from last quarter, now at ninety-seven percent of pre-pandemic ridership. Ridership on the frequent network continues to grow, with over fifty percent of system ridership on the four busiest routes. Eight routes had higher ridership than pre-pandemic this quarter, with Routes 6 Lebanon Pike, 50 Charlotte, and 77 Thompson-Wedgewood joining the list for the first time – likely helped by student ridership, which is about 10% higher than last year.

We have returned to having typical morning and afternoon peak ridership periods on weekdays in a pattern very similar to pre-pandemic. The period that looks most different comparatively is the evening period into late night, with ridership around 35% higher than pre-Covid, reflecting both changing demand and response to added evening and late-night service. While we used to see consistent ridership numbers Monday through Thursday, Monday ridership is lower than midweek and now more closely mirrors Friday ridership.

We saw the impacts of the full closure of the Broadway bridge during this quarter, with the most significant delays on Routes 3 West End and 7 Hillsboro, which declined six percentage points from last quarter.

CURRENT STATUS:

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

APPROVED:



Scheduling & Service Planning Manager

11/16/2023

Date

Quarterly Route Performance Indicator Report - July Through September 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	151,443	3.6%	88.2%	10,818	0.7%	14.0	2.9%	11.9	3.7%	74.35%	-12.23%
04 - Shelby	56,588	8.6%	71.8%	3,974	0.5%	14.2	8.1%	7.6	9.1%	86.58%	-1.95%
07 - Hillsboro	106,200	5.9%	91.5%	5,940	-0.4%	17.9	6.4%	11.9	6.4%	76.66%	-10.44%
22 - Bordeaux	92,305	-2.9%	67.0%	5,944	-0.4%	15.5	-2.5%	8.1	-2.4%	89.43%	-0.89%
23 - Dickerson	167,255	12.5%	121.1%	8,972	-0.5%	18.6	13.0%	13.0	13.1%	88.92%	-1.35%
50 - Charlotte Pike	160,971	11.1%	103.8%	8,205	-0.2%	19.6	11.3%	14.8	11.2%	85.35%	-3.82%
52 - Nolensville Pike	232,882	11.1%	114.6%	12,739	0.9%	18.3	10.1%	17.6	11.6%	76.84%	-4.60%
55 - Murfreesboro Pike	377,713	6.6%	136.5%	15,437	1.8%	24.5	4.7%	24.4	5.1%	71.83%	-6.36%
56 - Gallatin Pike	282,739	10.0%	96.7%	13,775	-0.9%	20.5	11.0%	19.0	10.7%	82.59%	-3.12%
Total	1,628,096	7.9%	103.7%	85,805	0.3%	19.0	7.6%	15.1	8.1%	80.35%	-5.07%
Better Bus Local Network											
06 - Lebanon Road	48,483	14.8%	102.1%	4,102	0.4%	11.8	14.4%	11.5	15.4%	77.39%	-3.14%
08 - 8th Avenue South	57,873	-5.9%	92.4%	3,066	-0.4%	18.9	-5.5%	11.5	-5.7%	84.29%	-1.36%
09 - Metrocenter	20,956	2.1%	62.1%	1,431	1.2%	14.6	0.9%	5.7	-3.4%	93.61%	4.27%
14 - Whites Creek	19,950	-4.4%	57.2%	2,010	-4.2%	9.9	-0.1%	5.0	-4.1%	85.22%	-4.20%
17 - 12th Avenue South	39,374	6.2%	87.0%	3,626	-0.4%	10.9	6.6%	6.5	6.6%	86.49%	-4.70%
18 - Airport/Elm Hill	40,589	21.0%	128.7%	2,857	15.0%	14.2	5.2%	9.9	13.0%	78.74%	-4.67%
19 - Herman	61,030	15.1%	79.9%	4,340	-0.5%	14.1	15.6%	9.4	15.5%	87.27%	-6.11%
28 - Meridian	16,422	-3.4%	57.6%	1,968	3.0%	8.3	-6.2%	4.1	-3.2%	90.04%	-1.85%
29 - Jefferson	42,384	11.4%	89.1%	3,357	-0.2%	12.6	11.6%	5.8	11.6%	90.01%	-1.53%
34 - Opry Mills - Music Valley	23,008	0.8%	86.4%	1,537	-0.2%	15.0	1.0%	7.4	0.8%	81.88%	-7.47%
41 - Golden Valley	2,713	-15.1%	52.4%	343	-1.6%	7.9	-13.7%	4.3	-13.7%	83.22%	-6.17%
42 - St.Cecilia - Cumberland	24,901	18.2%	82.8%	1,744	0.3%	14.3	17.9%	6.8	18.6%	93.01%	-0.76%
Total	397,683	7.2%	82.3%	30,382	1.1%	13.1	6.1%	7.6	6.5%	85.64%	-3.26%
Better Bus Connector Network											
70 - Bellevue	1,432	N/A	N/A	468	N/A	3.1	N/A	1.6	N/A	81.01%	N/A
75 - Midtown	5,639	-14.3%	41.2%	1,438	0.2%	3.9	-14.4%	2.8	-14.3%	78.32%	-0.12%
76 - Madison	22,010	5.6%	92.0%	1,663	-2.8%	13.2	8.7%	8.3	6.0%	85.43%	5.17%
77 - Thompson – Wedgewood	19,892	25.0%	101.6%	3,489	23.0%	5.7	1.6%	7.7	-1.3%	77.72%	-5.16%
79 - Skyline	13,000	30.8%	N/A	1,799	3.4%	7.2	26.6%	3.2	27.7%	82.73%	4.63%
WeGo Link	572	253.1%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	62,545	17.0%	97.9%	8,857	14.7%	7.1	2.1%	5.1	2.3%	80.54%	0.20%
System Total	2,088,324	8.1%	97.4%	125,044	1.4%	16.7	6.6%	12.1	7.0%	81.71%	-4.23%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	NICE-D-23-008	Meeting Date:	11/16/2023
Item Title:	Connect Downtown Study Update		

BACKGROUND:

Connect Downtown is a comprehensive effort to improve overall mobility in and through Downtown Nashville's core. The project is a joint effort led by the Nashville Department of Transportation and Multimodal Infrastructure (NDOT) in partnership with MTA, the Tennessee Department of Transportation (TDOT), and the Nashville Downtown Partnership.

The study will identify and examine options for improving traffic management, transit access, curbside and parking management, and bicycle and pedestrian safety while supporting the anticipated growth in employment, residential and commercial development, and Nashville's primacy as a tourism destination. Transit operations is the study's primary area of emphasis, recognizing the need for improving transit reliability for the local and regional bus network to make transit a more competitive option. Downtown traffic is one of the most significant challenges in transit reliability, creating frequent service delays and disruptions. Reliable connectivity in and through Downtown is key for transit to provide fast and consistent access to more places around Nashville.

CURRENT STATUS:

The Connect Downton team has drafted recommendations based on detailed research, technical analysis, and public and stakeholder outreach feedback during the past several months. The draft recommendations encompass a variety of modes and solutions with a substantial transit emphasis and include a phased approach for implementation over the next ten years. The following outreach phase to present the Draft Action Plan will launch on November 13, including public open houses, key briefings, and stakeholder meetings, followed by a Final Plan that will be completed after the final outreach phase.

Marty Sewell, NDOT's Transportation Planning Director and Connect Downtown Project Manager, will provide a presentation on the status of the study and, along with Felix Castrodad, Director of Planning & Grants, will facilitate discussion during the New Initiatives and Community Engagement committee meeting.

APPROVED:

Director of Planning & Grants

11/16/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-043	Meeting Date:	11/16/2023
Item Title:	Approval of the 2024 Board Meeting Schedule		

BACKGROUND:

Attached is the proposed schedule for the 2024 committee and board meetings. Notes for some of the dates are as follows:

- April 18 – The April Board meeting is scheduled one week earlier than usual to facilitate Board and staff participation in the Annual Leadership Study Mission scheduled for the normal Board meeting day
- November 21 – Thanksgiving falls on the fourth Thursday, so the November meeting will be on the third Thursday.
- December 19 – In recent years, the Nashville MTA Board has met earlier in December to free up the week prior to Christmas for travel and family plans for Nashville MTA Board members and staff.

RECOMMENDATION:

We recommend the proposed 2024 meeting dates be adopted and approved by the Board.

APPROVED:

Board Secretary

11/16/2023

Date



2024 MTA Board Meetings Schedule

WeGo Central Office
 400 Dr. Martin L. King Jr. Blvd.
 Nashville, TN 37228

Committee/Board Meeting
 2:30 p.m.

Month	Committee & Board Meeting	Meeting Location
January	25	TN Bankers Assoc.
February	22	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
March	28	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
April	18 *	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
May	23	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
June	27	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
July	25	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
August	22	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
September	26	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
October	24	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
November	21 *	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219
December	19 *	TN State Library & Archives 1001 Rep. John Lewis Way N., Nashville, TN 37219

* These dates ARE NOT the fourth Thursday of the month.