



Nashville MTA Board Meeting

Tennessee State Library & Archives
1001 Rep. John Lewis Way N., Nashville, TN 37219
May 25, 2023 | 2:30 p.m.

Board Members:

Gail Carr Williams, Chair
Janet Miller, Vice Chair

Jessica Dauphin

Walter Searcy

1. **Call to Order**
2. **Roll Call**
3. **Approval of the April 27, 2023, MTA Board Minutes**
4. **Public Comment**
5. **Information Only Items** – The following information is contained in the distributed Board packet for member review. There is no planned discussion of these items, but the staff is available for discussion should members have questions.
 - Monthly Financial Report Compared to Budget – Ed Oliphant, Chief Financial Officer **M-I-23-013** **P. 6**
 - FY2024 Operating Budget Information – Ed Oliphant, Chief Financial Officer **M-I-23-014** **P. 9**
 - Monthly Operating Statistics – Andy Burke, Chief Operating Officer **M-I-23-015** **P. 11**
 - Upcoming Procurement Projects List – Denise Richardson, Director of Procurement and Business Diversity **M-I-23-016** **P. 16**
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 for discussion of 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.
 - State WeGo Ride Contract Renewal – Ed Oliphant, Chief Financial Officer **M-A-23-010** **P. 18**
7. **Operations & Finance Committee – Walter Searcy, Chair**
 - Quarterly Route Performance Report – Katie Freudberg, Scheduling & Service Planning Manager **OF-D-23-003** **P. 19**
 - Contract to Rebuild Up to Fifteen (15) Small Buses – Carl Rokos, Director of Maintenance **M-A-23-011** **P. 21**
8. **New Initiatives & Community Engagement Committee – Janet Miller, Chair**
 - Advertising Program Update – Renuka Christoph, Chief Communications Officer and Rick Rodriguez, Director of Marketing & Sales **NICE-D-23-004** **P. 23**
 - Connect Downtown Study Update – Felix Castrodad, Director of Planning & Grants & Marty Sewell, Transportation Planning Director of the Nashville Department of Transportation & Multimodal Infrastructure **NICE-D-23-005** **P. 24**
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
April 27, 2023

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at the Tennessee State Library & Archives, located at 1001 Rep. John Lewis Way N., Nashville, TN 37219, on Thursday, April 27, 2023.
- II. **Roll Call of Persons Present:** Janet Miller, Vice-Chair; Walter Searcy, Member; Jessica Dauphin, Member; Mary Griffin, Member; Margaret Behm, Board Secretary; Chief Executive Officer, Stephen Bland; Chief Financial Officer, Ed Oliphant; Chief Operating Officer, Andy Burke; Chief Safety & Security Officer, Nick Oldham; Chief of Staff & Administration, Vince Malone, Director of Planning & Grants, Felix Castrodad; Director of Maintenance, Carl Rokos; Transit Stop Manager, D'Nese Nicolosi; Transit Business Intelligence Analyst, Hannah Schaefer; and Sr. Executive Assistant & Board Liaison, Monica Howse.

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

- III. **Approval of Minutes:** Walter Searcy motioned to approve the March 23, 2023, MTA Board minutes; Jessica Dauphin seconded the motion, and the Board unanimously approved the minutes.
- IV. **Public Comments:** Vice-Chair Janet Miller opened the floor for public comments. The public was reminded that comments were limited to three minutes. The following members of the public gave public comments:
- Darius knight
 - Ann Pope
- V. **Informational Items:** The following items were presented for the board members' review. If members had questions, they were asked to ask the staff for the specific item. No questions or observations were raised by Members at this time.
- Monthly Financial Report Compared to Budget
 - Monthly Operating Statistics
 - Upcoming Procurement Projects List
- VI. **Consent Agenda Items:** There were no items for action this month.
- VII. **Operations & Finance Committee Report:** There were no items for discussion or action this month.
- VIII. **New Initiative & Community Engagement Committee Report:** Vice-Chair Janet Miller introduced the following item for discussion:
- a. **Access Improvement Study Update (NICE-D-23-002):** Deputy COO-Operations Systems Dan Freudberg and Ken Hosen with KFH a project update and facilitated a discussion of potential Access and Access on Demand policy changes. These considerations are the result of an ongoing "Access Improvement Study" being undertaken by KFH, a consulting firm with expertise in this area:

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

The study is now at a point where there can be a holistic discussion of key observations and potential changes, including potentially significant policy considerations. A summary of significant observations, actions in progress, and potential changes for both the Access paratransit program as well as the Access on Demand customer choice program were included in the discussion.

After the Committee discussion and incorporation of Board feedback, MTA Staff, as well as members of the KFH project team, conducted an additional round of customer and stakeholder engagement to ensure that everyone could comment on potential changes to policy, with a focus on reaching out to current riders. These comments will be used to develop a final set of recommendations and associated Implementation plans.

Board Member Walter Searcy said he knows at least 3 or 4 vendors have been trying to become WeGo Access subcontract service providers but have yet to get engaged, so how do we reach that?

Dan Freudberg replied that we are in the process of developing a request for proposals that we would put out to new providers to let them know that our contracts are up with our existing providers for Access on Demand this fall. What we're looking at, especially for the Access on Demand program, is to create more of an open solicitation process where essentially, you post the requirements for participating in the program as a provider rather than doing this extensive procurement every five years. The next enrollment period begins when our current contracts are up, which is at the end of September, but we'll get an RFP out before then. We'll ensure it is widely distributed and contact vendors who have contacted us recently to confirm their awareness.

CEO Bland said he thinks the other issue buried in what Ken Hosen and Dan Freudberg have been discussing is that it also raises policy-level matters. A lot of the feedback we get, particularly from smaller vendors, is the insurance requirements, the liability expectations, and the federal regulatory issues that Ken talked about are all onerous. Again, this rises to the policy of balancing the openness of the process to smaller providers against the protections from liability we've historically had.

Vice-Chair Janet Miller and the other board members expressed that they wanted to hear more from the customers and what they had to say before rendering any opinions on the alternatives presented. Vice-Chair Janet Miller said it's hard as a board member to gauge which ones to select, not understanding what's a priority to the customer, so coming back with that information would give better context. Several Members also expressed the opinion that (while both are important) any decisions we make that pit service quality against operational efficiency should lead toward service quality.

b. WeGo Link Program Status Update (NICE-D-23-002): Transit Business Intelligence Analyst Hannah Schafer presented the following item:

The nMotion Strategic Plan recommended exploring first/last mile "Mobility on Demand" zones to service lower-demand areas to improve access to transit services in a cost-effective way. The development of these zones allows for improved connections to fixed-route transit service, especially in areas where access is limited due to walking distances to bus stops and where the lack of proper pedestrian infrastructure makes walking conditions difficult and unsafe.

The WeGo Link program was launched in the Fall of 2021 with a pilot zone in Antioch to improve access to transit in an area difficult to serve but with known transit needs. Since the pilot period, three additional zones were added in Fall 2022: South Nashville, Hermitage, and Goodlettsville increasing the percentage of the population with access to this service from 8% to 25% of Nashville residents. Effective this month, three more zones (Sylvan Park, Cockrill Bend, and Bellevue) were added, expanding WeGo Link service to 32% of residents.

As a new service to connect WeGo riders for the first and last leg of their trip, the program started off slow and steady. In the first year of the program, just over 400 trips were taken with an average fare of \$8.50 per trip.

Over the last six months, the total number of trips has grown rapidly to just under 190 trips per month, averaging just over \$2 per trip for customers with \$7 per trip in WeGo subsidies.

Antioch continues to be the most used zone, with $\frac{3}{4}$ of trips starting or ending at Nashboro Village.

The Goodlettsville zone has become the second most used zone with 267 total trips, the majority of which connect to route 56 at Madison Station. The average fare for Goodlettsville is trending the highest at just slightly over \$10 per trip, or an \$8 per trip subsidy for WeGo.

Other zones have more limited ridership currently. However, our Marketing and Communications Department is planning targeted engagement and outreach strategies for all WeGo Link service areas over the next few months.

Overall, the program is showing great benefits and is growing at a steady rate that will continue to be monitored. Future analysis could include more qualitative measures, including passenger satisfaction and overall trip savings from traditional modes of travel, to allow staff to continue to improve the performance and success of the program.

Vice-Chair Miller said she continues to say that she doesn't have a measure for what success is. She doesn't know if 400 is good or bad or if 50 is good or bad, so she is again interested in what success looks like. CEO Bland replied that even the most mature and robust transit agencies with mobility-on-demand programs are seeing very small usage as a percentage of overall ridership. However, at under \$10 per trip, the cost per passenger is well below $\frac{1}{4}$ of the previous fixed route connector service.

Board Member Walter Searcy asked for a copy of the customer qualitative data to be sent to the Board members. Mr. Bland indicated that it is difficult to connect directly with customers on this service, as Uber does not release this level of data, but that we could incorporate qualitative questions about the program in future customer surveys.

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

1. Mr. Bland said that he was honored to attend the 60th State of Metro Address by Mayor Cooper. While his speech touched on dozens of critical topics to the city, our work featured prominently as he specifically called out our installation of 76 new sheltered bus stops during his term, the enhanced mobility that residents of North Nashville will enjoy next spring when the Ernest Rip Patton Jr. North Nashville Transit Center opens, and the opportunity associated with transit enhancements envisioned in the Imagine East Bank Plan including a new East Bank Transit Center and Dedicated Lane Bus Rapid Transit along the East Bank Boulevard.
2. With the filing deadline rapidly approaching for Mayoral and Council candidates, Vince Malone, Eric Beyer, and Mr. Bland are developing an open candidate briefing to provide interested candidates the opportunity to hear about the work we're doing and to ask broader questions about our system and the role of public transportation in the city. We've done this historically whenever we have Council elections, and they are typically very well attended.
3. With Trey Walker's departure, we are actively recruiting for a new Chief Development Officer. Mr. Bland encouraged the members to get that word out to candidates who might be qualified and interested. In the meantime, CEO Bland is having bi-weekly meetings with the Development team, and he's very excited about their competence and enthusiasm.
4. This past month, we had the opportunity to host the Annual "Think Transit" conference here in Nashville. The conference brought over 500 transit professionals from around the country to

examine various technology and policy issues over three days. No one here would be surprised to hear that our Chair, Gail Carr Williams got the conference off to a rousing start with her inspirational welcome, and we also had Burke Nihill, CEO of the Tennessee Titans, deliver a keynote address on their vision for making transit a more integral part of the game day experience.

5. Metro Planning is moving well along on its Global Mall visioning process to engage the community on how that site might best evolve. Early iterations of their planning process establish our Hickory Hollow Transit Center as a prominent element of future site planning, and we look forward to working with Planning to advance that vision.
6. Tomorrow, Mr. Bland will join NDOT and other city leaders in celebrating the completion of the 12th Avenue South Complete and Green Streets project. NDOT's overall rehabilitation of this corridor included improvements to the 14 bus stops we have on our Route 17 12th Avenue South bus and incorporating concepts from our transit design guidelines like boarding islands and raised cycle tracks to integrate pedestrian, bicyclist, and transit use of the street along more safely with general traffic.
7. NDOT continues to advance the Connect Downtown Mobility planning process. They are in the process of publishing a variety of possible scenarios for various aspects of Downtown circulation, including potential transit priority corridors. As this work evolves, they will return to this Board to discuss possible implications for our transit network.
8. On the RTA side:
 - a. Hatch Consulting continued its work on the Star Future Vision Study, and we are now planning for an initial public engagement phase of this project.
 - b. We continue to advance work on negotiations for a joint development project at the RTA's Donelson Station site with a development team composed of HG Hill and Southeast Ventures.
 - c. We are advancing land acquisition toward a permanent park-and-ride location in Murfreesboro.
 - d. We completed RTA Board orientations for the new Mayors of Rutherford County, Montgomery County, and Sumner County.

X. Chair's Report: In the absence of Board Chair Gail Carr Williams, Vice-Chair Janet Miller provided the following Chair's report:

Vice-Chair Janet Miller said that it is with bittersweet emotions that she announces that Mary Griffin will be departing the WeGo Board of Directors after this meeting. Mary has served on the Board for two and a half years, and she has shown an extraordinary amount of leadership, particularly around the Elizabeth Duff Transit Center, which was something Mary was so passionate about. She put so much energy around that she was always showing up at bus rodeos and all kinds of events. She just loved doing that kind of work, and she would also chair the New Initiative and Community Engagement Committee whenever I was out on the road. She was really interested in equity in ridership, which is something I think that we all care a lot about, but Mary carried that flag. We've established that she is an attorney and that she has been an immense benefit to this Board. She has been an absolute joy and so much fun to have around, but she is going to be moving to a position, and I will let her share kind of a little bit more, but we are so sad to see her go, and we are so grateful for her service, and she has been an extraordinary board member.

Board Member Mary Griffin said that it had been a great pleasure to serve on this Board with Nashville icons. She said in the beginning, she was petrified about joining this Board because she had great admiration for every single person seated at this table. The things that I've learned from

each of you have changed me in a way that I'm being offered to pursue my dream, and you all helped me to get there, so that's amazing.

All of you together choose teamwork and choose people over politics, and you celebrate the worker. That's extraordinary!

In closing, Mary thanked CEO Bland, the Board, and staff for the opportunity to serve on this Board and said that she is leaving knowing that all will be in good hands.

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

XII. Adjournment: With no further business, Vice-Chair Janet Miller moved to adjourn the meeting, and the meeting was adjourned at 3:42 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-23-013	Meeting Date:	5/25/2023
Item Title:	Monthly Financial Report Compared to Budget		

BACKGROUND:

Attached is the statement of operations for the month of March 2023 compared to the budget and a balance sheet as of March 31, 2023.

A couple of items can be highlighted this month. There was an uptick in Other Non-Transportation Revenue in March because of insurance proceeds of approximately \$233,000 for bus #141 which had an electrical fire back in October 2022 that totaled the bus. These proceeds will be applied to future bus capital purchases. Labor and fringes were unfavorable for the month basically as a result of the timing of how the budget was spread over the fiscal year. You can see for the year to date, we are pretty much in line with budget. As discussed in previous months, Services Expense continues to run unfavorable to budget due to higher paratransit overflow expenses due to more WeGo Access trips being assigned to our third-party taxi providers. We expect this to improve somewhat in April and going forward with more trips coming back in-house during our Spring Service changes as our labor situation improves. Lastly, our liability insurance claims increased because of payments for outstanding bus accidents. This should be leveling out for the remainder of the year.

As of March 31, 2023, RTA owed Nashville MTA approximately \$255,000 for services provided to and from Rutherford County as well as management fees due. MTA also had an account payable to RTA of approximately \$30,000 for fares collected as well as WeGo Ride revenue sharing due.

CURRENT STATUS:

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

APPROVED:



Chief Financial Officer

5/25/2023

Date

Metropolitan Transit Authority
Statement of Operations Compared to Budget
For the Period Ending March 31, 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	\$574,853	\$553,850	\$21,003	F	\$4,506,208	\$5,043,851	\$4,758,535	\$285,316	F	\$6,358,780
WeGo Access	48,823	61,120	(12,297)	U	520,486	447,464	516,430	(68,966)	U	708,490
Contract Revenues	236,165	252,862	(16,697)	U	1,822,606	2,086,304	2,154,204	(67,900)	U	2,877,040
Advertising	32,287	42,130	(9,843)	U	534,473	364,835	415,660	(50,825)	U	552,280
Other Non-Trans Revenue	342,901	112,595	230,306	F	908,534	1,008,277	1,016,625	(8,348)	U	1,362,200
Total Operating Revenue	1,235,029	1,022,557	212,472	F	8,292,307	8,950,731	8,861,454	89,277	F	11,858,790
Federal/State/Local Income:										
Local Assistance	0	0	0	F	47,500,000	58,500,000	58,500,000	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	13,675	50,000	(36,325)	U	395,973	115,813	50,000	65,813	F	4,071,610
Total Assistance Income	13,675	50,000	(36,325)	U	53,066,173	63,930,113	63,720,200	209,913	F	70,852,710
Capital Revenue:										
American Rescue Operating Reimbursement	0	0	0	F	14,000,000	14,000,000	14,000,000	0	F	24,427,585
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	0
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	0
Total Capital Income	0	0	0	F	14,000,000	14,000,000	14,000,000	0	F	24,427,585
Total Revenue	\$1,248,704	\$1,072,557	\$176,147	F	\$75,358,480	\$86,880,844	\$86,581,654	\$299,190	F	\$107,139,085
Expenses from Operations:										
Labor and Fringes	\$6,931,616	\$6,716,790	(\$214,826)	U	\$51,709,731	\$57,681,417	\$57,664,315	(\$17,102)	U	\$76,612,120
Services	1,172,474	1,073,353	(99,121)	U	7,593,173	9,855,640	8,956,155	(899,485)	U	11,969,110
Fuel	471,732	632,155	160,423	F	1,850,096	4,965,859	5,573,755	607,896	F	7,424,390
Parts, Materials and Supplies	437,957	588,615	150,658	F	3,823,786	4,849,673	4,892,575	42,902	F	6,539,610
Utilities	93,267	133,230	39,963	F	1,029,669	1,094,499	1,100,700	6,201	F	1,471,460
Casualty and Liability	301,539	192,550	(108,989)	U	1,644,902	2,161,882	1,878,460	(283,422)	U	2,457,720
Other	40,848	56,360	15,512	F	268,108	325,433	498,275	172,842	F	664,675
Total Operating Expenses	9,449,433	9,393,053	(56,380)	U	67,919,465	80,934,403	80,564,235	(370,168)	U	107,139,085
Operating Surplus / (Deficit)	(\$8,200,729)	(\$8,320,496)	\$119,767	F	\$7,439,015	\$5,946,441	\$6,017,419	(\$70,978)	U	\$0
Capital Grant Revenue	1,341,224		1,341,224	F	5,354,307	7,864,143		7,864,143	F	
Capital Grant Revenue -CARES Act	0		0	F	524,218	240,007		240,007	F	
Rental income - MCC Amortization	49,167		49,167	F	442,503	442,503		442,503	F	
GASB 87 Lease Interest Expense	(20,435)		(20,435)	U		(183,280)		(183,280)	U	
Depreciation and Amortization	(1,666,086)		(1,666,086)	U	(17,820,438)	(16,446,531)		(16,446,531)	U	0
Surplus / (Deficit)	(\$8,496,859)	(\$8,320,496)	(\$176,363)	U	(\$4,060,395)	(\$2,136,717)	\$6,017,419	(\$8,154,136)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended March 31, 2023	Month Ended June 30, 2022
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$8,133,854	\$3,780,301
Receivables from federal, state and local government	1,421,298	1,483,679
Accounts receivable	781,848	1,513,979
Materials and supplies	3,338,998	3,288,783
Prepaid expense and other	1,705,206	1,651,572
Pension & OPEB Deferred Outflow	34,548,339	34,548,339
Total Current Assets	49,929,543	46,266,653
PROPERTY AND EQUIPMENT		
Land	14,733,025	14,733,025
Building, shelter and benches	119,522,211	118,892,706
Revenue equipment and parts	194,182,170	187,050,821
Office furniture and equipment	7,050,710	6,377,272
Other	11,124,318	5,654,722
	346,612,434	332,708,546
Less: Accumulated Depreciation	(197,419,016)	(180,956,798)
Total Property and equipment, net	149,193,418	151,751,748
OTHER ASSETS		
North Nashville Property (Lease)	7,063,765	7,063,765
Cash and investments for self-insurance and other	902,470	731,607
	7,966,235	7,795,372
TOTAL ASSETS	\$207,089,196	\$205,813,773
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$8,433,941	\$3,158,951
Accrued expenses	6,963,672	7,733,165
Deferred revenue	169,136	99,427
Note Payable	0	0
Total Current Liabilities	15,566,749	10,991,543
NON-CURRENT LIABILITIES		
Deferred Revenue	5,754,942	6,197,445
North Nashville Lease Liability	7,049,599	7,049,599
Net Pension Liability	4,206,838	4,206,838
Pension & OPEB Deferred Inflows	24,580,424	24,580,424
Net other postemployment benefits obligations	79,108,586	79,108,586
	110,690,389	111,132,902
NET ASSETS		
Invested in capital assets	143,438,476	145,554,303
Reserve for capital purchases	552,473	381,607
Unrestricted	(71,032,174)	(77,403,145)
Current Year Surplus / (deficit)	(2,136,717)	5,146,573
Total Net Assets	70,822,058	73,679,338
TOTAL LIABILITIES AND NET ASSETS	\$207,089,196	\$205,813,773

	Current	> 30 days	> 60 Days	> 90 days	Total
Accounts Receivable	\$641,128	\$59,593	\$26,982	\$54,145	\$781,848
	82.0%	7.6%	3.5%	6.9%	100.0%
Accounts Payable	\$8,073,307	\$183,263	\$141,492	\$35,879	\$8,433,941
	95.7%	2.2%	1.7%	0.4%	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-23-014	Meeting Date:	5/25/2023
Item Title:	FY2024 Operating Budget Information		

BACKGROUND:

Typically, we take the opportunity to discuss operating budget trends and conditions for the upcoming fiscal year at the May meeting of the Board of Directors in anticipation of presenting the Board with a balanced budget proposal for review in June. As you may recall, we spent considerable time during your December 2022 meeting discussing various budget-related topics, such as trends in Metro assistance, healthcare costs, fuel price trends, workers' compensation and casualty losses, and subcontracted transportation expenses. We also discussed upcoming "new initiatives" such as continued service expansion under the "Better Bus" initiatives contained in Metro's Transportation Plan, the planned opening of the Ernest Rip Patton Jr. North Nashville Transit Center, and continued expansion of our shelter and stop improvement program. All of this resulted in valuable feedback as we prepared our budget proposal to Metro, which was submitted in February.

Mayor Cooper released his FY2023-24 Operating Budget Proposal to the Metropolitan Council following the State of Metro Address on April 27. The following table summarizes his budget proposal for MTA relative to our request as contained in the Mayor's Budget Proposal:

	Baseline Budget	Investment Budget	Total
MTA Request	\$68,878,310	\$5,427,000	\$74,305,310
Mayor's Proposal	\$68,878,310	\$2,632,590	\$71,510,900
Difference	-0-	-\$2,794,410	-\$2,794,410

Full funding of our baseline budget request is significant as it not only allows for the continuation of existing service and fare levels without any negative impact on customers, but it also funds the operation of previously committed projects and services. This includes full-year operation of Better Bus service expansion initiatives during the current fiscal year, partial-year funding for the operation of the Ernest Rip Patton Jr. North Nashville Transit Center and expanded maintenance capacity for our growing stop and shelter program.

With respect to the Investment Budget request and pending service expansion for FY2023-24, the recommended figure will allow us to advance many of our Better Bus service initiatives planned for FY2024 – but not all. This is further complicated by the uncertainty of the Council appropriations process. You may recall that in last year's budget, the Council reduced the mayor's recommended funding to MTA by \$1 million to address a school funding shortfall. With service changes taking place in the Fall and Spring, we are rapidly approaching deadlines for public engagement and Title VI analysis for our Fall 2023 service changes. As such, we will be advancing Fall service expansion planning that carries out a relatively conservative approach to address the Council appropriations process. We anticipate these changes to include:

1. Additional service hours at various times of day and week on routes experiencing on-time performance problems to help stabilize service.
2. Extending service span on the 6 – Lebanon Pike and 42 – St. Cecilia/Cumberland routes to 11 pm.
3. Improving frequency on the 7 – Hillsboro and 8 – 8th Avenue South routes.
4. Extending late night span on our frequent service network from 12:15 am last lineup to 1:15 am last lineup.

5. Small increases in service span on two crosstown routes – the 75 – Midtown and 77 – Thompson/Wedgewood.
6. Adding four additional WeGo Link mobility-on-demand zones (Brick Church Pike, Rosebank, Burton Hills, and Old Hickory)

This will still allow for additional expansion of service in the spring to accommodate the opening of the Ernest Rip Patton Jr. North Nashville Transit Center, ***but not all*** planned improvements will be able to be accommodated. Therefore, following Metro’s final appropriation, we will engage the Board in additional discussion before taking a Spring service proposal out for public comment in early 2024. Among the services that will be evaluated and prioritized include:

1. Extension of Route 9 – Metro Center and Route 14 – Whites Creek bus routes to the new facility.
2. Creation of a new crosstown route along Trinity Lane.
3. Additional improvements to span and frequency on the 75 – Midtown and 77 – Thompson/Wedgewood crosstown routes.

CURRENT STATUS:

Our budget hearing before the Metropolitan Council is scheduled for Tuesday, May 23, at 4:00 pm in Council Chambers. Metro is required by law to adopt an operating budget for the next fiscal year no later than June 30, 2023. As it will be challenging to engage in substantive discussions about service priorities until a final appropriation is “locked in,” we are presenting this as an Information Item only and don’t plan on discussion. However, all appropriate staff will be available should the Board have any questions or decide to move it over to the Discussion agenda.

APPROVED:



Chief Financial Officer

5/25/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	M-I-23-015	Meeting Date:	5/25/2023
Item Title:	Monthly Operating Statistics		

BACKGROUND:

Attached are the monthly operating statistics through March 2023.

Since the pandemic, there have been more riders this month than any other month, with nearly 725,000 rides on all services. Of course, we got a small boost by having 23 weekdays in the month versus 21 last March, but this is still an impressive result relative to transit agencies in many other U.S. cities. At this point, we have lost less than 1 ride in 10 compared to pre-pandemic levels. Katie Freudberg will discuss our ridership and service trends in more detail with the Quarterly Route Performance Report.

We continue to make great progress in recruiting and training new bus operators. There are currently 50 operators in the training pipeline. However, technical positions in the Maintenance Department (Mechanics and Repairmen) continue to be an area of concern, and we are taking various steps to address this shortfall in collaboration with ATU Local 1235.

A noteworthy (and not so positive trend) in March was a significant uptick in preventable and non-preventable accidents. The overwhelming majority of these were minor in nature (mirror taps, low-speed contact with fixed objects like signposts and trees, etc.), but the trend bears watching. Chief Safety and Security Officer Nicholas Oldham will be doing his periodic Board overview of our safety results in the coming months and will address these trends.

With respect to our fleet condition, all fourteen (14) New Flyer articulated buses have been delivered and have entered service, and two (2) of the eight (8) paratransit vehicles approved for purchase last month have arrived at the local dealer. We have also begun accepting delivery of twenty (20) Gillig 40' buses, which are now being prepared for service. Finally, vehicle identification numbers for the forty (40) small buses we recently ordered have been assigned by the Original Equipment Manufacturer (Ford), indicating they have an assigned slot in their production schedule. We anticipate these buses to be delivered in mid-2024.

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

5/25/2023

Date

Operations Dashboard Report

	March-2023	March-2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	691,728	557,692	24.0%		
Access Ridership	33,038	27,969	18.1%		
Total Ridership	724,766	585,661	23.8%	700,000	●
Percentage of Pre-Pandemic Ridership	91.2%	73.7%	17.5%	85.0%	●
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.82	13.81	14.6%	16.00	▲
Access Passengers per Revenue Hour	1.69	1.73	-2.3%	1.75	▲
Cost Per Scheduled Revenue Hour	\$158.73	\$141.84	11.9%	\$141.46	◆
Safety					
Total Collisions per 100,000 miles	7.7	4.3	78.6%	4.8	◆
Preventable Collisions per 100,000 miles	4.0	2.2	78.8%	1.6	◆
Service Quality					
Bus Trip Completion	99.76%	99.93%	-0.17%	99.75%	●
Bus On-Time Performance	83.1%	87.0%	-3.9%	85.0%	▲
Access On-Time Performance	93.1%	92.6%	0.5%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	7,004	5,164	35.6%	6,000	●
Access Miles Between Road Calls	61,662	17,429	253.8%	18,000	●
Customer Care					
Bus Passengers per Complaint	4,192	4,257	-1.5%	4,000	●
Access Passengers per Complaint	359	424	-15.3%	400	◆
Percent of Calls Answered	95.3%	95.7%	-0.4%	95.0%	●
Staffing					
% of Operator Positions Filled	96.7%	99.5%	-2.8%	95.0%	●
% of Maintenance Positions Filled	80.9%	83.3%	-2.5%	95.0%	◆
Customer Amenities					
% of Stops with Shelters (including Central)	18.0%	16.6%	1.4%	18.0%	●
% of Boardings at Covered Stops (including Central)	72.1%	71.4%	0.7%	73.0%	▲

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

Operations Dashboard Report

	FY2023 March-2023	FY2022 March-2022	Pct. Change	Goal	Indicator
Ridership					
Bus Ridership	5,752,720	4,344,473	32.4%		
Access Ridership	268,027	223,725	19.8%		
Total Ridership	6,020,747	4,568,198	31.8%	6,300,000	▲
Percentage of Pre-Pandemic Ridership	82.5%	62.6%	19.9%	85.0%	▲
Productivity & Efficiency					
Bus Passengers per Revenue Hour	15.23	12.74	19.5%	16.00	▲
Access Passengers per Revenue Hour	1.73	1.66	4.2%	1.75	▲
Cost Per Scheduled Revenue Hour	\$159.58	\$136.47	16.9%	\$141.46	●
Safety					
Total Collisions per 100,000 miles	4.8	4.4	9.0%	4.8	●
Preventable Collisions per 100,000 miles	2.2	2.2	1.0%	1.6	●
Service Quality					
Bus Trip Completion	99.65%	99.55%	0.10%	99.75%	▲
Bus On-Time Performance	85.1%	88.2%	-3.1%	85.0%	●
Access On-Time Performance	92.3%	93.1%	-0.8%	92.0%	●
Maintenance					
Bus Miles Between Road Calls	6,912	5,357	29.0%	6,000	●
Access Miles Between Road Calls	21,397	19,921	7.4%	18,000	●
Customer Care					
Bus Passengers per Complaint	5,002	4,234	18.1%	4,000	●
Access Passengers per Complaint	333	424	-21.3%	400	◆
Percent of Calls Answered	94.5%	95.0%	-0.6%	95.0%	●
Staffing					
% of Operator Positions Filled	92.9%	97.1%	-4.2%	95.0%	▲
% of Maintenance Positions Filled	83.0%	85.5%	-2.4%	95.0%	◆
Customer Amenities					
% of Stops with Shelters (including Central)	17.7%	16.4%	1.3%	18.0%	▲
% of Boardings at Covered Stops (including Central)	72.0%	71.6%	0.3%	73.0%	▲

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

Operations Dashboard Glossary

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

Operations Dashboard Glossary

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

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

List of Upcoming Procurement Projects

Meeting Date: 5/25/2023

Item #: M-I-23-016

Project Name: Furniture, Furnishings, and Case Goods Procurement

- **Brief Description:** Contract for office furniture, associated goods, and installation services
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** \$ \$800,000

Project Name: Nester Backflow Redesign/Construction Project

- **Brief Description:** This procurement will redesign and repair the existing backflow system that is in disrepair.
- **Anticipated Publish Date:** TBD
- **Estimated Project Value:** TBD

Project Name: Access and Demand Responsive Services Subcontracted Providers

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

Project Name: MTA & DTO Legal Services (RFP)

- **Brief Description:** Legal Services for MTA and DTO, including services of the Board Secretary
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** \$300,000

Project Name: Industrial Parts Washer and Services Procurement

- **Brief Description:** Contract for vehicle waste disposal services and parts washer equipment
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** TBD

Project Name: MTA & DTO Third Party Administrator

- **Brief Description:** Third-party administrator (TPA) services to manage all claims incurred through workers' comp for employees and third-party accident and liability claims.
- **Anticipated Publish Date:** May 2023
- **Estimated Project Value:** \$300,000

Project Name: Transit Advertising Sales

- **Brief Description:** Contract for transit advertising services for rental space on buses, bus benches, bus shelter panels, and the Regional Transportation Authority's WeGo Star commuter rail cars (interior and vestibule only) and station benches.
- **Anticipated Publish Date:** August 2023
- **Estimated Project Value:** Revenue Producing

Project Name: Life Insurance

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

Project Name: Parking Garage Management Services

- **Brief Description:** Parking garage management services for The Elizabeth Duff Transit Center at WeGo Central
- **Anticipated Publish Date:** October 2023
- **Estimated Project Value:** Revenue Producing

Project Name: Pre & Post Vehicle Inspection Services

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

CURRENT STATUS:

Pursuant to earlier Board discussions, staff will provide a rolling list of upcoming procurements to the Board monthly. In addition, 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. Therefore, this material is provided for information only.

APPROVED:

Denise Richardson

Director of Procurement & Business Diversity

5/25/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-010	Meeting Date:	5/25/2023
Item Title:	State WeGo Ride Contract Renewal		

BACKGROUND:

In 2006, the Nashville Metropolitan Transit Authority (Nashville MTA) and the State of Tennessee began a program for State employees in which the State would pay the work commute transportation cost for all their employees who utilize public transportation. While we have seen some decline in ridership over the last several years in general due to a downsizing of the State's Downtown Nashville workforce and more recently due to the pandemic, the Tennessee Department of Transportation (TDOT) would like to renew the contract as the program continues to work well in helping the State with its employee parking issues and supplying WeGo Public Transit (WeGo) and the Regional Transportation Authority of Middle Tennessee (RTA) with additional ridership. The current \$1.75 million contract managed by TDOT is scheduled to expire on June 30, 2023.

We have successfully negotiated with the State to continue the contract for FY2024 at the same rate per ride of \$2.50 based on all regional transportation services, including WeGo and RTA. WeGo Access trips will be billed at \$3.70 per ride. WeGo van pool services through RTA's third-party contractor, The TMA Group, which manages all of RTA's vanpooling services, is set at \$65 per month per rider, which will be a pass-through to RTA. The contract will be between the Nashville MTA and TDOT, with the RTA receiving its proportional share for rides provided under the program as defined in a separate sub-agreement between the Nashville MTA and RTA. The total contract amount will remain \$1.75 million. The contract term is 12 months, beginning July 1, 2023, with an expiration date of June 30, 2024.

RECOMMENDATION:

We are asking the Board for their approval for the Nashville MTA to enter into a contract with TDOT for the WeGo Ride program at \$2.50 per ride, \$3.70 for WeGo Access per ride, and \$65 per month per rider on the vanpool services with a contract amount of \$1.75 million and a contract term of July 1, 2023, through June 30, 2024.

APPROVED:

Board Secretary

5/25/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion

Item Number:	OF-D-23-003	Meeting Date:	5/25/2023
Item Title:	Quarterly Route Performance Report		

BACKGROUND:

The Quarterly Route Performance Report for the months of January, February, and March is provided on the following pages.

Ridership this quarter remained level compared to the preceding two quarters, at around eighty-nine percent of pre-pandemic ridership. The frequent network continues to have the highest ridership relative to pre-pandemic, carrying over three-quarters of our total ridership. Among our twenty-nine (29) fixed routes, four (4) exceed pre-pandemic ridership levels – the 23 – Dickerson Pike, 52 – Nolensville Pike, 55 – Murfreesboro Pike, and 8 – 8th Avenue South. Four (4) additional routes exceed 90%.

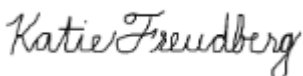
On-time performance system-wide continues to suffer due to congestion and travel time variation, with some of the busiest corridors (Routes 52 Nolensville Pike and 55 Murfreesboro Pike) dropping under eighty percent on time. At times when buses on these corridors are operating every ten minutes, bus spacing is more important than on-time performance relative to the schedule – from a customer’s perspective, as long as buses come at regular intervals, the service is performing well. Unfortunately, we commonly see bus bunching and gapping – irregular intervals between buses – on these corridors as well. We continue to investigate and pursue headway management techniques and infrastructure-based solutions to help address this issue.

From a productivity standpoint, the 8 – 8th Avenue South is second in the system, with only 55 – Murfreesboro Pike showing higher ridership productivity. We plan to add additional service on this route in the upcoming year to improve frequency.

CURRENT STATUS:

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

APPROVED:



Scheduling & Service Planning Manager

5/25/2023

Date



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - January 2023 Through March 2023

FY2023 - 3rd Quarter

Rt. No.	Route Name	Ridership			Revenue Hours Change		Productivity				On-Time Performance	
		Quarterly Ridership	Yr over Yr Ridership Change	Percentage of Pre-Pandemic Ridership	Quarterly Revenue Hours	From Last Year	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	On-Time Performance	Yr over Yr OTP Change
Better Bus Targeted Frequent Service Network												
3/5	West End	142,089	34.5%	82.8%	10,606	9.1%	13.4	23.3%	11.3	28.1%	83.92%	-0.47%
4	*** Shelby	48,972	25.1%	62.1%	3,915	1.8%	12.5	22.9%	6.7	24.5%	87.26%	-4.91%
7	*** Hillsboro	98,664	32.4%	85.0%	5,901	13.2%	16.7	17.0%	11.1	18.4%	83.68%	-3.11%
22	Bordeaux	89,537	14.7%	65.0%	5,911	2.8%	15.1	11.6%	7.9	11.6%	89.21%	0.19%
23	*** Dickerson Pike	154,522	21.5%	111.8%	8,885	3.8%	17.4	17.0%	12.1	19.6%	89.74%	-2.81%
50	Charlotte Pike	141,428	26.5%	91.2%	8,116	4.5%	17.4	21.1%	13.0	16.5%	87.13%	1.10%
52	Nolensville Pike	208,615	38.9%	102.6%	12,506	5.1%	16.7	32.1%	15.9	35.9%	79.50%	-7.76%
55	Murfreesboro Pike	337,963	32.8%	122.1%	15,194	7.4%	22.2	23.6%	21.9	24.8%	77.46%	-7.18%
56	Gallatin Pike	265,021	26.2%	90.7%	13,721	4.4%	19.3	20.9%	17.8	23.2%	84.84%	-3.58%
Frequent Service Route Totals		1,486,811	29.2%	94.7%	84,754	5.9%	17.5	22.0%	13.9	23.7%	83.94%	-3.56%
Better Bus Local Network												
6	Lebanon Road	46,720	67.1%	98.3%	4,074	31.2%	11.5	27.4%	11.2	26.2%	80.32%	-2.28%
8	8th Avenue South	65,372	30.1%	104.3%	3,079	3.2%	21.2	26.1%	13.2	22.1%	83.19%	-3.54%
9	Metrocenter	19,362	29.1%	57.4%	1,453	6.8%	13.3	20.9%	5.2	18.3%	95.06%	1.92%
14	Whites Creek	19,717	0.9%	56.5%	2,064	26.4%	9.6	-20.1%	5.0	-17.0%	87.10%	-5.51%
17	12th Avenue South	36,097	46.3%	79.8%	3,659	36.0%	9.9	7.6%	6.0	19.9%	89.23%	0.20%
18	Airport/Elm Hill	30,015	38.9%	95.2%	2,444	-1.1%	12.3	40.5%	7.9	38.7%	84.14%	-2.30%
19	Herman	51,603	28.3%	67.6%	4,293	36.9%	12.0	-6.3%	8.0	-1.4%	90.36%	-3.02%
28	Meridian	17,374	49.6%	60.9%	1,856	7.4%	9.4	39.3%	4.4	23.0%	89.53%	-6.85%
29	Jefferson	38,915	48.1%	81.8%	3,242	14.8%	12.0	28.9%	5.4	26.9%	91.56%	4.56%
34	Opry Mills - Music Valley	20,791	52.1%	78.0%	1,505	-17.3%	13.8	84.1%	6.8	52.2%	87.84%	0.13%
41	Golden Valley	3,269	-1.4%	63.2%	327	1.0%	10.0	-2.4%	5.1	-3.0%	83.72%	-2.49%
42	St. Cecilia - Cumberland	20,476	38.4%	68.1%	1,718	-1.8%	11.9	41.0%	5.6	13.5%	93.04%	-0.18%
Local Route Totals		369,711	37.5%	76.5%	29,715	15.0%	12.4	19.5%	7.2	18.0%	87.71%	-1.63%
Better Bus Connector Network												
75	New Midtown	6,093	-9.2%	44.5%	1,438	0.0%	4.2	-9.2%	3.0	-9.2%	81.66%	2.85%
76	Madison	19,641	7.7%	82.1%	1,578	-14.6%	12.4	26.1%	7.5	18.0%	88.74%	-1.97%
77	Thompson - Wedgewood	14,968	37.8%	N/A	2,776	1.0%	5.4	36.4%	5.4	36.4%	81.48%	-7.96%
79	Skyline	11,066	N/A	N/A	1,845	N/A	6.0	N/A	2.8	N/A	84.29%	N/A
	WeGo Link	759	1050.0%	N/A	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Connector Route Totals		52,527	46.4%	82.2%	7,638	26.6%	6.9	15.6%	4.9	21.0%	83.77%	-3.39%
SYSTEM TOTALS		1,908,290	31.1%	89.0%	122,107	9.1%	15.6	20.1%	11.3	20.5%	84.89%	-3.02%

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Board Action Item

Item Number:	M-A-23-011	Meeting Date:	5/25/2023
Item Title:	Contract to Rebuild Up to Fifteen (15) Small Buses		

BACKGROUND:

As part of the ongoing program to sustain our small bus fleet in the face of global supply chain challenges, the staff proposes rebuilding up to fifteen (15) of our existing buses. Although these buses are well beyond their useful life, that life could be extended to some degree by remanufacturing major body and mechanical components. The intent of this approach is to "buy time" until new vehicles can be acquired.

On February 13, 2023, the Agency issued a Request for Proposals (RFP) advertised on the Transit Talent and B2G website. The outreach process involved directly contacting nineteen known suppliers by phone. From among those contacted, nine showed interest in submitting a proposal. However, after reviewing the request for proposals, only two could accomplish the schedule and remanufacturing requirements. In addition, one business attended the pre-proposal conference, and two firms participated in the vehicle inspections. As a result, the Agency received two proposals by the March 8, 2023, deadline from Southern Bus & Mobility and Carpenter Bus.

Considering the varying conditions of each vehicle, the solicitation provided a comprehensive list of segments to be replaced in the remanufacturing, such as the engine, transmission, differential, exhaust, HVAC, brakes, suspension, wheelchair lift, and any additional recommendations. This also included the warranty period for each segment. To manage remanufacturing costs, the pricing segmentation allowed for adjustments based on each individual vehicle's actual replacement requirements. The Agency opted for a fixed-price contract to maintain cost control and ensure proper oversight of the remanufacture. This contract specified eight primary task replacements: engine, transmission/differential, exhaust, HVAC, brake, suspension, steering, and wheelchair lift, with clearly defined requirements and final costs for each task.

Southern Bus and Mobility offered all OEM Ford parts, comprehensive recommendations for replacement parts, and a longer and more comprehensive warranty on parts and labor ranging from 2-3 years.

The budget for this project is \$1.1M, with a projected cost of \$100,000 per vehicle, based on the complete replacement of the powertrain and previously mentioned additional components for functionality and comfort. The Best and Final Offer (BAFO) provides a ceiling price of \$95,167.50, allowing for the remanufacture of 11 buses, and a floor price of \$77,149.19, which could remanufacture 14 buses, both dependent on part condition. The vendor anticipates remanufacturing 10 vehicles in the contract's first year, with the remaining vehicles rebuilt in the second year.

Using our available directories of disadvantaged businesses in related industries, we identified four (4) potential DBE firms to participate. All four were contacted, but all four indicated they could not participate due to the specialized nature of the work. As such, this contract will have no DBE content.

The remanufacturing of the Glaval vehicles is expected to extend their useful life by a minimum of two years (the minimum duration of the warranty period), with an anticipated lifespan of at least five years, improving overall fleet reliability. The intent would be to remove them from service as sufficient new equipment is delivered.

The two submitted proposals were evaluated by a staff committee weighing the evaluation based on technical factors associated with the remanufacture, proposed schedule, warranty provisions, and cost. Based on this evaluation, the committee found the proposal Southern Bus and Mobility submitted to offer the best value.

RECOMMENDATION:

The staff requests that the Board authorize the Chief Executive Officer to enter a contract with Southern Bus & Mobility for remanufacturing up to fourteen (14) Glaval shuttle buses at a maximum total value of \$1,100,000 (including contingency amount if applicable). The contract shall be for a term of four (4) years with an additional one (1) year extension to incorporate necessary warranty provisions.

APPROVED:

5/25/2023

Board Secretary

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	NICE-D-23-004	Meeting Date:	5/25/2023
Item Title:	Advertising Program Update		

BACKGROUND:

The current Nashville Metropolitan Transit Authority (Nashville MTA) Advertising contract was approved in 2013 as a five-year agreement with a one-time option to extend for another five years. The extension was approved in 2018, and the agreement officially expires in September of this year.

In 2018, the Board participated in a discussion to evaluate how we balance revenue and brand equity with our advertising efforts on assets. Some of the discussion centered around restricting advertising types, capping asset availability, revising policy, or investigating additional opportunities to advertise. In addition, the allowable coverage of windows was restricted over safety concerns. Over the years, while the program has generated revenue, it has also generated controversy as various groups attempting to advertise “social positions” have been turned down due to restrictions on that type of advertising in our policy. Finally, while the program does generate revenue, it only represents approximately 0.5% of our total operating budget, and this is not “net” revenue as we incur expenses to manage the program, including overall administration as well as the installation and removal of most signage types.

Beyond the advertising program itself, our 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.

This presentation will provide an overview of the current structure and contract – what is allowed and not allowed, advertising contract terms and available advertising opportunities, and current revenue goals and types of advertisers. This review is intended to help guide the ongoing evolution of the program as we approach the expiration of the existing advertising sales contract. The presentation offers considerations for the Board to discuss for advertising moving forward as we:

- Option 1 – Continue advertising as is
- Option 2 – Discontinue outside advertising sales altogether and place greater emphasis on community partnerships
- Option 3 – Redefining a future advertising sales agreement requiring WeGo and Contractor to address our image and community engagement goals more comprehensively.

The objective is to start a conversation with the Board with a formal set of considerations for inclusion as the program evolves.

CURRENT STATUS:

Director of Marketing and Sales Rick Rodriguez will present the Advertising Overview and Considerations for Board discussion.

APPROVED:

Renuka Christoph

Chief Communications Officer

5/25/2023

Date

Nashville Metropolitan Transit Authority

of Nashville & Davidson County, Tennessee

Information Item Committee Discussion Item Committee Action Item Board Discussion Item

Item Number:	NICE-D-23-005	Meeting Date:	5/25/2023
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 WeGo Public Transit, the Tennessee Department of Transportation (TDOT), and the Nashville Downtown Partnership.

The study will identify and examine options for improvements in 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 are a primary area of emphasis of the study, 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 be able to provide fast and consistent access to more places around Nashville.

During the past months, the project team has worked on developing recommendations focused on high-impact solutions that include transit priority corridors, mobility lanes, priority loading areas, and traffic operations and congestion management strategies. The concepts have been shared with the public and stakeholder groups in recent weeks to gather feedback on how the specific improvements fit best into the downtown landscape. In addition, an online [Priority Solutions](#) survey is available to help participants share their thoughts about these potential solutions. Future next steps include developing and refining recommendations along with potential costs.

CURRENT STATUS:

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

5/25/2023

Date