

From the CEO

A new year is upon us, and we've had an incredible 2016. As we reflect on the year, we should be extremely proud of all of our achievements, but especially proud of one important milestone – nMotion 2016. Thank each of you for your assistance.

The Nashville MTA and RTA Boards of Directors adopted a bold new strategic transportation plan for Nashville and Middle Tennessee – nMotion 2016 – that provides a road map for improving public transit within the next 25 years.

With complementary investments in sidewalks and bikeways and encouragement of transit-oriented development, this plan has the potential to transform the way people move around the region.

As we prepare to implement the innovative transit solutions listed in the



CEO Steve Bland speaks at nMotion event
 nMotion 2016 plan to improve mobility options for the region, the spirit of partnership among city, county, state, and private sector entities is vital to our success as we navigate this period of exciting growth and development.

Here is what we are working on in 2017:

Comprehensive Operation Analysis – The upcoming Comprehensive Operation Analysis (COA) is a review that will take place in 2017 to take a

closer look at our routes system-wide and the local network of transit options in order to improve route operation, efficiency, and simplify the system for current and prospective riders.

High-Capacity Transit Study – Currently being conducted, the High-Capacity Transit Study (HCT) – in partnership with the Mayor's Office and Metro Public Works – is intended to identify four light rail lines and Bus Rapid Transit (BRT) routes to conceptualize how these modes of transportation could look along existing corridors and evaluate the levels of investment necessary to begin the process of introducing HCT to those areas of Nashville.

Fare Study – A Fare Study is being conducted to examine how to bring more technology into MTA/RTA's payment systems, such as improved fare

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Nashville MTA Youth Action Team promotes transit

Since last November, the MTA Youth Action Team (YAT) at Oasis has played a leading role in three major youth and transit events and three creative projects with community partners. Through these experiences, the Oasis team has engaged more than 450 young people in transit-related activities. A summary of each experience is listed below.

April 2016

Nolensville Pop-Up Bus Shelter – Casa Azafrán and Transportation for America recruited the MTA YAT to design a temporary and interactive art installation at the bus stop on Nolensville Road near Glencliff High School. MTA YAT partnered with the



Nolensville Pike Pop-Up Bus Shelter

Oasis International Teen Outreach Program at Glencliff to design a pop-up bus shelter that reflected many of the cultures found in that area and that provided the public an opportunity to leave feedback about accessing the bus

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Real-time information available for MTA riders

Nashville MTA customers can see where their bus is at all times – in real time – via computer, smartphone, cell phone or landline, giving them better access to their trips and their time. With MTA's real-time system, they can spend less time waiting and more time going, which means more convenience.

MTA's Music City Transit Tracker app and third-party applications such as T-Hub (developed in partnership with Vanderbilt University students) and Transit app are available for download. Other apps using our real-time data include Roadify, Moovit, and Google maps.

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boxes, and mobile/electronic ticketing options.

Onboard System-wide Survey – This Onboard System-wide Survey also will be conducted. The purpose of the survey is to gather information about travel behaviors and patterns for both MTA and RTA riders. In addition, information about obstacles to mobility, first and last mile access concerns, transfer habits, and demographics will be obtained.

Neighborhood Transit Mini-Hubs – MTA is currently in talks with officials at Tennessee State University in North Nashville, Hillsboro High School in Green Hills, and a possible location along Nolensville Pike to create neighborhood transit mini-hubs to provide increased service as well as more transfer options to provide each community with more transit options throughout the city.



New bus shelter

Music City Star Transit-Oriented Development – In addition to Hamilton Springs, transit-oriented developments (TOD) located between the Martha and Lebanon stops on the Music City Star route and the Mt. Juliet and Donelson communities are currently in talks with developers, Chambers of Commerce, and their local communities to encourage more residential and economic TOD around each

town's respective Music City Star train stations.

Murfreesboro Pike Transit Signal Priority – In 2013, MTA was awarded a federal grant to begin transit signal priority improvements, including pedestrian upgrades such as sidewalks, crosswalks, and upgraded bus shelters along the Murfreesboro Pike corridor. As part of the nMotion 2016 plan, these improvements will help begin the process of making multi-modal transportation options more convenient, safe, and time-efficient for commuters. Work on this project will begin in summer 2017.

Metro Shelter Project – As part of former Nashville Mayor Karl Dean and current Nashville Mayor Megan Barry's commitment to improving amenities for transit riders, the Metro Shelters project is continuing. To date, 57 shelters have been installed in and

around Nashville and Davidson County to provide riders with shelter and safety while using MTA services.

New Proterra Charger Installation – A second Proterra charger for the electric buses that operate on downtown's Music City Circuit will be installed at Rosa Parks Boulevard and Harrison Street. This will help MTA maintain its commitment to increasing green initiatives and lowering emissions Downtown.

MTA Youth Action Team

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in the neighborhood. That feedback was documented and used in the Envision Nolensville project.

Youth Peace Rally – Following a shooting involving young people at the downtown bus station, Oasis staff and the MTA YAT quickly organized a Youth Peace Rally event the following day. The event engaged about 75 young people and included performances by the Youth Poet Laureate, spoken word poets from Southern Word, and youth dancers.

June 2016

Scavenger Hunt – The MTA YAT used a creative photo scavenger hunt activity with the Gateway for Growth Fellows from the Office of the Mayor to teach them how to use public transit and navigate the Nashville MTA system. The day began at Oasis with the youth

catching a Route 10 bus to Centennial Park. After finding their clues in the park, they took a Route 3 bus Downtown and explored the features and services at the downtown station. From downtown, the group took to the Music City Circuit to the Farmers' Market for more exploring and some lunch.

October 2016

Peabody College – Each year, the MTA YAT visits the Human Geography class of Professor Andy Hostetler at Vanderbilt's Peabody College to work alongside graduate students aspiring to teach in classrooms one day. The October visit involved assisting with a mapping activity of the role of public transit in the Civil Rights Movement.

Youth 4 Transit – On October 27, the



MTA Youth Action Team Scavenger Hunt

MTA YAT hosted an event for teens in the plaza near Music City Central to promote public transit and engage more youth in the nMotion public comment process. The event involved youth performances, including spoken word poets from Southern Word and talented teen musicians and singers. More than 175 people attended the event, which was funded by Transportation for America.

Nashville MTA Employee Profile

Name: Don McEwen **Age:** 64 **City of residence:** Nashville
Length of employment: 30 Years **Position:** Bus Operator

In 1986, Don McEwen had a choice – join the Davidson Transit Organization (DTO) as a bus operator or work at the post office. He observed there were not a lot of seasoned postmen, but he did see a lot more veteran bus operators. Based on this observation, he decided to take the DTO job thinking it would be a great place to work for a long period of time. Thirty years later, McEwen is still with the company and still loving his job.

What kinds of hobbies and interests do you have outside of work? I like to take my boat out on the lake and ride my motorcycle. I also enjoy photography.

What is something people would be surprised to know about you? I have photography for purchase in Walgreens, Walmart, and the Music City Hall of Fame, and my photography is available on postcards, magnets, and other Nashville souvenirs.

What are three words that best describe you? Punctual, funny, positive

What is an ability you wish you had? Flying; traffic is bumper to bumper every day, and it seems to be getting more and more congested.

What is the first concert you attended? James Brown or the Temptations

Tell us a little bit about your family. I have been married to Barbara for 38 wonderful years. We have two boys (35 and 33) and

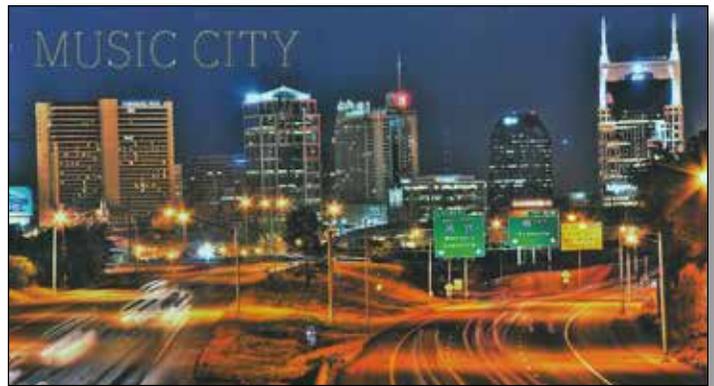
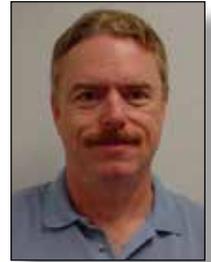
two grandkids that I adore. I also have one Great Dane that is almost a horse.

What's one thing on your bucket list? I would like to take a trip around the U.S. and visit all the national parks.

What is the best vacation you've taken? Went to Hawaii and stayed on Waikiki beach

What television show/movie is your favorite? The news *Don McEwen*

What do you like most about your job at MTA? I enjoy the customers and getting to meet new people. The people on AccessRide are so kind.



Music City postcard featuring Don's photography

News & Notes

nMotion receives award

The nMotion planning process received the Excellence in Community Development Award at the Annual Meeting of the Nashville Area Metropolitan Planning Organization in December. Cortnye Stone and Felix Castrodad each received individual recognition for their role in the process.

The nMotion plan is the culmination of more than a year of an aggressive community outreach campaign that generated almost 20,000 survey responses and comments from Middle Tennesseans at community meetings, online surveys, and neighborhood events. MTA and the RTA released more than 35 technical documents and studies during the strategic planning efforts.



Felix Castrodad, Steve Bland, and Cortnye Stone – Excellence in Community Development Award Recipients

Call Center Winter Hours

Effective January 3, 2017 and continuing through Friday, March 31, 2017, the Customer Care Call Center will be open extended hours on weekdays.

For these three winter months, the call center will be open from 6:30 a.m. to 8 p.m. Monday through Friday. Regular Saturday (8 a.m. to 5 p.m.) and Sunday (10:30 a.m. to 2:30 p.m.) hours will remain in effect during this time.

Adopt-A-Stop update

Since 2013, more than 100 Nashville MTA bus stops have been adopted by groups and individuals. Through November, 125 stops have been adopted. Nearly 75 stops have been adopted in the last 18 months.

The Adopt-A-Bus Stop program is a partnership between MTA, Metro Nashville Public Works Beautification and Environment Commission and is funded through a grant from the Tennessee Department of Transportation promoting cleanliness at MTA stops.





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If you have suggestions for future articles, please submit them to the MTA communications office.



Bus operators, mechanics win big at state roadeo

Four Nashville Metropolitan Transit Authority (MTA) bus operators and four mechanics received honors for their performance in the state championship roadeo competition held during the Tennessee Public Transportation Association (TPTA) Annual Conference in Memphis in late October.

In the bus roadeo, Joyce Banks won her first Big Wheel with a first-place finish in the cutaway van division. Jerome Horton finished second in the 40-foot bus division, and Eric Liggett was third. In the 35-foot bus division, Adrell Stringer was third.

In the maintenance roadeo, Troy Willis brought home the Big Wrench once again for his victory in the bus maintenance division. Ryan Risner finished third in his second state bus maintenance competition. In the van maintenance division, James Kerce, won the Big Wrench, and Kyle Kruk finished in third.

In addition, Kerce and Risner took home bragging rights medals for starting the engine

the fastest in the van and bus.

Based on their top performances at TPTA, Horton, Willis, Kerce and Risner will compete in the maintenance team competition at the American Public Transportation Association's (APTA) 42nd International Bus Roadeo in Reno, Nevada in May.

The International Bus Roadeo includes bus operators and mechanics from public transit systems across North America participating in separate competitions to showcase their skills in safe driving and vehicle maintenance.



TPTA Annual Roadeo — Memphis 2016

Real-time info *continued from page 1*

This technology is just one part of MTA's large system upgrade that includes Computer Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) technology. The new system not only improves the experience for current riders, it ensures that the transit system will stay relevant and resilient as Nashville grows.

"Not only do we believe this new technology is an exciting new addition for our current riders; we hope it will open the door to prospective riders utilizing our system due to the easily accessible information and less stressful commute it can provide," Nashville MTA CEO Steve Bland said.

CAD/AVL is the basis on which third parties build apps to show where buses are moving along a route on their phones or computers. AVL schedule information also is available on digital readouts at Music City Central, and eventually at BRT lite stations on Gallatin Pike, Murfreesboro Pike and Charlotte Pike.

Customers who do not have access to a computer or a Smartphone can still find out where their buses are in real time by calling a customer care representative and selecting an option to find out the status of their bus.

However, customers will still be able to talk to a representative if needed.

In the short term, customers will get notices such as route detours or service additions and cancellations on their mobile devices, and there also will be a link to that information on MTA's website.

For AccessRide customers, the system generates automatic calls to users to remind them of their pick-up times, dates and locations. The data provided should improve processes and procedures and is expected to not only refine on-time arrival-and-departures but eventually identify overcrowding issues.

Real-time information also is available via MTA's traditional and mobile websites, using Google Maps and the automated Interactive Voice Recording (IVR) phone feature.

