



Minutes

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

BOARD OF DIRECTORS MEETING

August 25, 2016

- I. CALL TO ORDER:** The regular meeting of the Nashville Metropolitan Transit Authority Board of Directors was held in the Music City Central (MCC) Meeting Room, 400 Charlotte Avenue, Nashville, Tennessee on August 25, 2016. Present were: Gail Carr Williams, Chair; Lewis Lavine, Vice Chair; Colleen Hoy, Member; Janet Miller, Member; Walter Searcy, Member; Secretary Margaret Behm, and CEO Stephen G. Bland. A quorum was established and Chair Williams called the meeting to order at 2:30 p.m.
- II. APPROVAL OF MINUTES:** Proper motion was made to approve the minutes of the June 23, 2016 Board of Directors meeting with the corrected spelling of GASB and the vote of approval was unanimous. Proper motion was made to approve the minutes of the July 28, 2016 Board of Directors meeting. There were no additions or corrections, and the vote of approval was unanimous.
- III. PUBLIC COMMENTS:** Chair Williams opened the floor for public comments. The public was reminded that comments are limited to three minutes.

Michelle Estes of Nashville had these comments:

- She would like to see the bathrooms at Music City Center (MCC) made better by October 1st. She addressed the fact that the trash cans are falling off the wall, there is trash on the floors, the sinks are dirty, and it is unpleasantly odorous.

Ann Pope of Nashville had these comments:

- The AccessRide pick-up schedule is not working for her. She is continuously late for her appointments because of the late-running pick-ups with AccessRide.

Margo Chambers of Nashville had these comments:

- Thank you for fixing the bus stops at Charlotte and 46th Avenue.
- She requests that titles be put on the two maps that were included in the Title VI item that was passed at the last board meeting. One had the bus routes and the data for that and the other one had the same information and also included MPO data. She would like the two maps to be clearly labeled. These will probably play into the expanded urban service district and things that are going on in council right now. It would be helpful to have these accurately labeled.
- She would be in support of trying to help MTA seek \$8 million to update the bus depot.
- As a full disclosure request, she asked if Vice Chair Lewis Lavine had gone to work for the state lobbyist group, Ingram.

Steve Reiter of Nashville had these comments:

- He would like to see the public restrooms at MCC improved.
- The Clement Landport transaction troubles him. He would like for Nashville MTA to be more specific about the projects to which the money from that sale will be applied. He also believes that the building of the pedestrian bridge is a big waste of money that could be better applied elsewhere in the city of Nashville.

Jack Willey

- He would like to see walls installed for the stalls in the men's restroom. He showed photographs of the restrooms in their current state.
- He would like to see the bus stop restored in front of NES on Charlotte where the bus route #10 Charlotte used to stop. He has a friend, an older lady, who takes that route every month to go to NES. Removing the NES stop from the Charlotte #10 bus has affected her. It is not safe. She has to walk a lot further and at her age, it is difficult for her to get there.

Peter O'Connor

- He would like to see the issues with the restrooms at MCC resolved.
- He would like customer service to be open from the time the first bus leaves MCC to the time the last bus completes its run.
- He would like for MTA to push for a solution for transit access while the sidewalk project on Harding Place is continuing. The situation is making it difficult for people to be dropped off at Whispering Oaks.
- He states that many riders with ear phones play their music so loud, the other riders can hear their music through the ear phones and it is very distracting.

James Thomas of Nashville had these comments:

- He suggests self-cleaning port-a-johns like they use at Five Points in Atlanta as a solution for the problems with the restrooms at MCC.
- He complained that sometimes operators will pull into a bay at MCC as much as ten minutes before their departure time and will leave the bus to go inside the driver's breakroom at MCC and not return until time of departure. At this point, they begin to load the bus which results in a departure delay of 2-5 minutes leaving the bay.

John Bull of Nashville had these comments:

- He asks that the agendas for the meetings be put on the web before the meetings and that suggests that they be more broadly distributed as on Facebook, Twitter, and Nextdoor.

Gloria B. Gillespie of Nashville had these comments:

- She thanked India Birdsong, Eric Beyer, Zeda Riggs, and all of the Customer Care staff both on the phone and at MCC who have always been very nice and kind to her even when she has been rude; and for her rudeness, she apologized.
- She has issues with the unsafe driving, the accidents, and the rudeness of the operators. They blatantly disobey rules. She has concerns when passengers stand and talk with the operator creating a distraction.

Kutonia Smith of Nashville had these comments:

- She would like to see the NES stop restored. There are a number of riders, many who are disabled and elderly, who used the NES stop on the Charlotte # 10 Route. Because of the change, they now have to now walk much further to get to NES and this is unsafe and presents a hardship for them.
- Her father is a disabled veteran and the standards of the public restroom facility at MCC made him not want to ride the bus.

Alexa Malishchak

- She believes the bus system can do a lot more to meet the needs of working people. People who work downtown and in the hospitality sector can't get home because they work the second shift and the buses have stopped running by the time they get off at 11:00 p.m. or midnight.
- She summarized what she and the group of riders today are asking for today. They want the NES bus stop to be reinstated and the restroom conditions at MCC to be improved. They want these changes to happen just as soon as possible so that the bus system really works for everyone here in Nashville.

There were no other public comments and the time for public comments closed.

IV. PERFORMANCE & OVERSIGHT COMMITTEE REPORT: Committee Chair Walter Searcy presented the following action items:

- a. CLEMENT LANDPORT (A-16-021):** The Performance and Oversight Committee recommends to the Board the approval of the sale of the Clement Landport to the Metropolitan Government for \$8,400,000 contingent upon approval by the Federal Transit Administration and the Nashville Metropolitan Council.

The committee recommendation stood as a motion which was properly seconded. There was no discussion and the vote of approval was unanimous.

- b. TECHNOLOGY CONSULTANT SERVICES CONTRACT (A-16-022):** The Performance and Oversight Committee recommends the Board authorize the CEO to enter into a contract with nMomentum for technology consulting services. nMomentum will be required to enter into a written agreement for three years for an amount not to exceed \$4 million with an additional two one-year renewal options. Funding is available for technology projects through the Metropolitan Government's fiscal year 2017 capital budget. However, future additional projects under this contract will likely utilize other available funding sources.

Chair Williams added that we have had some good relations and have heard some great things about nMomentum. They have worked with transit before in Atlanta.

The committee recommendation stood as a motion which was properly seconded. There was no further discussion and the vote of approval was unanimous.

V. PLANNING COMMITTEE: Committee Chair Lavine stated that we are back to public hearings for the next few weeks, and we will meet again in September to hopefully approve the final plan.

VI. STAKEHOLDER RELATIONS COMMITTEE: Committee Chair Miller reported that Mayor Barry is very supportive of cross-departmental collaboration within Metro and her committee is happy to report of a project that was a great collaboration between the Nashville MTA and Metro ITS. MTA needed Wi-Fi at MCC to serve our customers. Our great staff here at MTA collaborated with Keith Durbin's office at Metro IT. We are happy to report that the installation is now complete, and we have Wi-Fi here at MCC. A Metro ITS departmental grant covered the cost of the installation. This was a nice

infrastructural leap forward and a good collaboration across departments. We congratulate our staff for this successful collaborative effort.

VII. CHAIR'S REPORT: Chair Gail Carr Williams thanked her fellow board members for electing her last month as MTA Board Chair. She looks forward to working very closely with CEO Steve Bland. She thanked the MTA staff for all of their efforts that brought us to last week's joint MTA/RTA board meeting. She knows that staff has probably gone out to more community centers than they even knew existed. She knows that they have talked, they have worked, and they have listened, which is the most important thing. Staff has listened to the community and the community has talked back, which I think makes this reciprocity, and makes this process so much richer. Chair Williams thanked everyone for their hard work and stated that she could not be more proud of them. She added that she thinks Steve has talked to everybody on the planet earth about this plan. It is a good day for Nashville MTA.

Continuing, Chair Williams stated that selling the Clement Landport provides us great opportunities to look to the future about how we operate our services and those improvements that can be made on our other facilities.

In closing, Chair Williams added that in CFO Ed Oliphant's report he talked about the note payable being paid, and former Nashville MTA Board member Marian Ott would be extremely ecstatic. Ms. Ott was all about being debt free and always being cognizant. In that vein, Chair Williams noted that she had in front of her a resolution that she would like for the MTA Board to pass. It is a resolution that celebrates the 17 years of Marian Ott's service on this Board.

Proper motion was made and the resolution passed unanimously.

(Resolution included at the end of these minutes.)

VIII. CEO'S REPORT: CEO Steve Bland reported the following:

- nMotion Comment Period – The comment period is open now. There are a number of scheduled public meetings and comments can also be registered online. This process is going to be long-term. Some things can be done very quickly and some things will take much longer.
- Collaboration within Metro – A lot of the issues we face aren't specifically transit issues, they are really infrastructure issues like sidewalks, crosswalks, and right-of-way maintenance. Nearly everybody in Metro has been very open minded about how do we make a better transportation system.
- TPTA Planning Workshop – The Tennessee Public Transportation Association (TPTA) held a three-day workshop with the TPTA board of directors. They are all from Memphis to Johnson City, keenly aware of the attention on mass transit in Middle Tennessee and Nashville. We are hoping to advance a state-wide agenda for the upcoming legislative session. In last session, we saw a couple of nice pieces of legislation pass relative to transit, and we are hoping to keep that momentum up, particularly as Governor Haslam potentially takes up the issue of transportation funding in the next session.
- MNPS Partnership – The StrIDe program continues in its third year. It had a relatively smooth start. There were some issues with software systems that have

been resolved and as we usually do, we are adjusting additional service on the routes that are experiencing some overcrowding issues. We are anxious to continue that relationship. We want to sit down with their new director, Dr. Joseph, and have a discussion about what we do and how we can even improve those relationships further.

- IX. Other Business:** Member Walter Searcy added a footnote to the stakeholder meeting. He stated that there are a number of stakeholders who have attended the meeting today. Some have spoken and some not. He encouraged all of them to help us and work with us in getting the word out about nMotion and about the 25-year plan. We know that they support it; we know that we need them to physically, emotionally, and spiritually do the same as they engage their respective constituents.
- X. Adjournment:** The meeting was adjourned at 3:17 p.m.

RESOLUTION

WHEREAS, Marian T Ott has served as a dedicated board member for the Nashville Metropolitan Transit Authority for 17 years having been appointed in 1999; and reappointed 2001, 2006, and 2011;

WHEREAS, Marian T. Ott is an outstanding community volunteer, frequent bus rider, fierce transit supporter, and strong transit advocate;

WHEREAS, Marian T. Ott served as the first executive director of the Regional Transportation Authority from 1991 until 1998;

WHEREAS, the Nashville MTA Board of Directors wishes to recognize Marian T. Ott for her exceptional dedication and achievements during her many years of service, including several terms as chair and vice chair; and

WHEREAS, the Board commends Marian T Ott for her significant contributions, including:

- Actively provided leadership and assistance, by supporting and participating in the agency's executive search for its first Chief Executive Officer position in 2001;
- Advocated for the betterment of the Nashville MTA on local, regional, and state levels through community and business relationships, networking, and conferences;
- Strongly supported the 2003 initial purchase of 100 new 40-ft Gillig buses that replaced an aging fleet, which went from one of the oldest fleets in the state to one of the youngest;
- Paved the way for the constructing and grand opening in 2008 of the system's Music City Central Station in the heart of Nashville's central business district;
- Worked with the management team to grow Nashville MTA's ridership from less than 6 million in 1999 to more than 10 million in 2015;
- Provided more access for people with disabilities to public transit. The AccessRide program is now the largest in Tennessee providing approximately 440,000 annual trips to Nashvillians with disabilities;
- Helped initiate four Bus Rapid Transit lines and the system's first commuter benefits program (Easy Ride);
- Provided leadership, support, and assistance to the Nashville MTA CEO, the DTO management team, drivers, and other operations and maintenance personnel, during and after the 2010 Historic flood, which allowed services to resume in record time;

NOW, THEREFORE BE IT RESOLVED by the Nashville MTA Board that appreciation and gratitude are offered to Marian T. Ott for her exceptional contributions and dedication as a member of the Nashville MTA Board of Directors for the past 17 years; and

FURTHER RESOLVED, that Marian's abilities and knowledge was an asset to Nashville MTA and will be greatly missed; and

FINALLY RESOLVED, that Marian's talent and skills will be well used in her future endeavors.

This resolution is made the 25th day of August 2016.

Margaret L. Behm
Nashville MTA Secretary

Gail Carr-Williams
Nashville MTA Board Chair