



Minutes

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

BOARD OF DIRECTORS MEETING

October 20, 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 October 20, 2016. Present were: Gail Carr Williams, Chair; 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 2:32 p.m.
- II. APPROVAL OF MINUTES:** Proper motion was made to approve the minutes of the September 22, 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. The following members of the public had these comments:
- Steve Reiter of Nashville, TN:
- Improving service incrementally is a good approach and will help to build ridership.
- Aubrey Henley of Madison, TN:
- Bus Shelters for Route 76 Madison Connector
 - MTA services for this route in his area are difficult to use because there are no shelters.
 - Shelters for this route were authorized in the group of 100 shelters last year, but have not been installed.
 - His apartment building has 167 senior citizens who need these shelters.
 - Standing Passengers
 - Passengers frequently stand at the yellow line to engage the driver on the buses he rides.
 - These passengers are obstructions for other passengers loading and unloading and also restrict the vision of passengers looking for their stops.
 - Some of these passengers ride around continuously with the driver.
 - Route 15 Murfreesboro Pike
 - The lite bus rapid service has destroyed the local routes and created inconveniences for the local riders.

- Routes much less convenient must now be taken get to some destinations, creating waits as long as 71 minutes in between bus runs of the Route 15. At the same time, three or four Route 55 buses go by and are seldom full.
- Metro Southeast is an important destination for the public and frequently used and he requests that Route 55 please make that stop.
- Route 76 Madison Connector
 - There seems to be no coordination between the Gallatin Road schedules and that of Route 56 and Route 76, creating extra-long waits.
 - Keeping experienced drivers on Route 76 seems to be a problem.

Michelle Estes, Music City Riders United:

- The NES stop needs to be reinstated to accommodate the elderly and disabled who need this stop for their business with NES.

Jack Wiley, Music City Riders United:

- How is the money that is being received for the sale of the Landport going to be used to improve bus service?
- The NES stop needs to be reinstated so that people can pay their bills, or if not, then make it possible to pay their bills here at the MCC location.

Kutonia Smith of Music City Riders United:

- There are some stall doors (three out of eight) that have the plates on their handles missing and these create peep holes that make her uncomfortable.
- The changing table for the children is broken.
- The security personnel are not responsive to some of the complaints they are receiving from women.
- The NES stop needs to be reinstated.

John Bull of Nashville:

- Customer Service hours need to be extended beyond 6:30 p.m. and optimally expanded to approximate regular operating hours.

Peter O'Connor of Nashville:

- Asked for MTA's support to get Public Works to put a traffic light and crosswalk at the intersection of Tanglewood Court and Harding Place.
- One of the bay overhead signs is not operating properly.
- Extended hours for Customer Service are greatly needed.

James Thomas of Nashville:

- Reported a bus that was tailgating cars coming down Nolensville Road.
- Reported on-time-performance issues.
- Noted that a crosswalk is needed at Harding Place and Tampa Drive.
- The old bus stop sign is still up at Harding Place and Tampa Drive.

Margo Chambers of Nashville:

- Requested that MTA work with the Greater Nashville Regional Council for some AccessRide funding.

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

IV. **PERFORMANCE & OVERSIGHT COMMITTEE REPORT:** Committee Chair Walter Searcy reported on the following items:

a. **FARE COLLECTION CONTRACT (A-16-026):** The Committee recommends the Board approve the award of a three-year contract to Genfare at the cost outlined within the action item. Funding will be provided through 80 percent federal funds and 10 percent state and local matching funds. There was no discussion and the motion of the committee passed unanimously.

b. **TAXI USA COMPLIMENTARY OVERFLOW PARATRANSIT SERVICES (A-16-027):** In order to maintain our levels of paratransit service, we are seeking to exercise our first one-year renewal option, starting November 1, 2016 and ending on October 31, 2017.

The Committee recommends the Board approve the one-year option with Taxi USA for overflow paratransit services at a cost not to exceed \$2.5 million. Funding for this contract is provided through existing funds in our FY2017 operating budget. There was no discussion and the motion of the committee passed unanimously.

c. **PROCUREMENT POLICY & PROCEDURE MANUAL UPDATE (A-16-028):** The Committee recommends the Board adopt the procurement policy and procedure manual updates in accordance with the Triennial Review auditor's recommendations and additional updates as outlined within this action item. There was no discussion and the motion of the committee passed unanimously.

d. **ROSA PARKS CHARGING STATION CONSTRUCTION & INSTALLATION (A-16-029):** This item was withdrawn and not presented at this time.

e. **TRANSIT BUS ENGINE COOLING SYSTEM (A-16-029):** The Committee recommends the Board authorize the Chief Executive Officer to enter into contract with Coach Crafter's Inc. to purchase 25 engine cooling systems which includes installation, and a five-year extended warranty at the recommended cost not to exceed \$550,450. The funding sources will include \$440,360 in federal funds, \$55,045 in state funds, and \$55,045 in Metro capital matching funds. There was no discussion and the motion of the committee passed unanimously.

V. **PLANNING COMMITTEE:** The Planning Committee did not meet this month.

VI. **STAKEHOLDER RELATIONS COMMITTEE:** Chair Miller reported that the committee had no action items for the month and one information item. Chief Administrative Officer Rita Roberts-Turner and Benefits Administrator Ellen Johnson reviewed the Equal Employment Opportunities policies and efforts which were recently submitted to the Federal Transit Administration (FTA). This statute is reviewed every three years.

Areas of underutilization of females and minorities continue in the Professional, Craft (skilled), and Operatives (semi-skilled) positions. However the percentage of minorities in executive and managerial positions increased from 49.2% in 2013 to 54.4% in 2016. Member Searcy asked for the public's assistance in getting the word out that there is a need for skilled craftsman and that these are some of the better paying positions. He wants to encourage those who would not want to seek the traditional four-year degree to consider this alternative.

Human Resources (HR) is and will continue to actively evaluate recruitment initiatives that might impact some of our underutilization numbers. Specifically, the HR Department is working with the Communications and Marketing Department to develop targeted recruitment campaigns throughout the year. Other initiatives include utilizing minority and female targeted publications to advertise job openings and expanding opportunities with the Metropolitan Government's Office of Minority and Women Business Assistance, the Black Chamber of Commerce, the Nashville Hispanic Chamber of Commerce, and the Tennessee Department of Transportation's Small Business Development Program.

VII. CHAIR'S REPORT: Chair Williams reiterated her thanks to everyone for all the work they did over the extended period of time that we were in the planning process for nMotion. What is really exciting is to start to work on those things within the nMotion report and to look at how we will start progressing forward. This is a very exciting time for Nashville MTA and the city of Nashville.

Continuing, Chair Williams commended staff for their responsiveness to the public's comments, as well as their own observations, about the situation in our restrooms at MCC. Staff did an amazing job to take it and handle it so well that we can we can sit here today and hear public comments of gratitude for the work that was done.

Over the years, we have talked about AccessRide, how we grapple with it, and how we could improve it. Today, our Director of Service Quality Dan Freudberg reviewed initiatives developed to address certain areas prioritized by Nashville MTA and the AccessRide Policy Advisory Committee (APAC), and the development of a comprehensive set of Key Performance Indicators. These will help us track ongoing performance and trends over time that will help us be better and will improve our ridership's experience.

Chair Williams thanked everyone for the work that they do every day, every month, for Nashville MTA. This concluded the Chair's report.

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

- Clement Landport – Earlier this week the Metro Council approved the last step for the Clement Landport transfer. We are waiting for final approval from the FTA, which we expect to be forthcoming shortly. The request for use of sales proceeds was to apply those proceeds toward improvements of this facility (Music City Central) and the Nestor Street facility.
- End of Year Audit – CFO Ed Oliphant and his team are working on our year end audits. Those are moving along smoothly.
- Posting Nashville MTA Board Materials on Our Web Page – We have had a request a couple of times from the general public over the last few months that we post our board materials on our web page when they are ready to publish. That will be happening as of the November meetings.
- Nashville MTA Annual Rodeo – Our winners of the local rodeo from last month will be in Memphis next week to participate against the best in the state.
- Metro Employees Consolidated Charities Campaign (MECCC) – Thanks to all of our employees who are involved again this year in the MECCC. Nashville MTA always puts up a great showing in terms of our donation representation, and we expect that to be the same this year.

- NES Bus-Stop Update – We have put out a formal request and have followed up with some phone dialogue with NES to try and establish MCC and our Customer Care Center as a payment for the NES utility bills.
- nMotion – One of the things going on now with nMotion is sequencing a program of projects that can happen in shorter term and have meaningful improvement for our ridership. The holidays are soon upon us and soon past us, and then Metro budget time will begin again; so having those dialogues about what short-term improvements we can start as early as this upcoming year will be helpful.

IX. Other Business: There was no other business to come before the Board today.

X. Adjournment: The meeting was adjourned at 3:10 p.m.