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# Operations & Finance Committee Meeting Agenda

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Nashville MTA Committee Meetings  
Music City Central Meeting Room  
400 Charlotte Ave., Nashville, TN 37219

Thursday, April 27, 2017

*The Operations & Finance Committee will begin at **1:45 p.m.***

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## Operations & Finance Committee

Walter Searcy,  
Chair  
Hannah  
Paramore Breen

1. Call to Order
  2. Discussion Items
    - a. Monthly Financial Report Compared to Budget – Ed Oliphant, Chief Financial Officer OF-D-17-009
    - b. Financial Reforecast FY 2017 – Ed Oliphant, Chief Financial Officer OF-D-17-010
    - c. Debt Obligation Notification – Ed Oliphant, Chief Financial Officer OF-D-17-011
    - d. Monthly Operating Statistics – India Birdsong, Chief Operating Officer OF-D-17-012
    - e. Quarterly Route Performance Indicator Report – Dan Freudberg, Director of Service Quality OF-D-17-013
    - f. AccessRide Improvement Update – Marilyn Yokley, AccessRide OF-D-17-014
  3. Other Business
  4. Adjourn
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# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-009

Meeting Date: 04/27/17

Item Title: MONTHLY FINANCIAL REPORT COMPARED TO BUDGET

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### BACKGROUND

Attached is a statement of operations for the month of February compared to budget and a balance sheet as of February 28, 2017.

### CURRENT STATUS

Chief Financial Officer Ed Oliphant will review the statements at the committee meeting.

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Approved:

*Edward W. Oliphant*

*Chief Financial Officer*

*April 21, 2017*

*Date*

# Metropolitan Transit Authority

## Statement of Operations Compared to Budget

For the Period Ending February 28, 2017

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
<b>Revenue form Operations:</b>										
Passenger Fares	\$661,319	\$865,950	(\$204,631)	U	\$6,577,402	\$6,470,128	\$7,075,375	(\$605,247)	U	\$10,736,615
Access Ride	59,401	78,400	(18,999)	U	593,754	564,469	612,860	(48,391)	U	940,950
Contract Revenues	199,846	199,830	16	F	1,649,415	1,651,254	1,651,790	(536)	U	2,491,185
Advertising	76,620	57,000	19,620	F	672,198	689,549	465,000	224,549	F	700,000
Other Non-Trans Revenue	87,455	82,850	4,605	F	756,658	779,444	677,750	101,694	F	1,041,300
<b>Total Operating Revenue</b>	<b>1,084,641</b>	<b>1,284,030</b>	<b>(199,389)</b>	<b>U</b>	<b>10,249,427</b>	<b>10,154,844</b>	<b>10,482,775</b>	<b>(327,931)</b>	<b>U</b>	<b>15,910,050</b>
<b>Federal/State/Local Income:</b>										
Local Assistance	3,500,000	4,750,000	(1,250,000)	U	33,000,000	37,250,000	37,013,600	236,400	F	42,013,600
State Assistance	0	0	0	F	4,585,000	4,653,700	4,653,700	0	F	4,653,700
Federal Assistance - CMAQ	157,841	149,600	8,241	F	1,265,957	1,270,856	1,250,720	20,136	F	1,900,000
Federal Assistance - JARC/New Free	30,722	89,340	(58,618)	U	441,828	265,741	647,950	(382,209)	U	994,800
<b>Total Assistance Income</b>	<b>3,688,563</b>	<b>4,988,940</b>	<b>(1,300,377)</b>	<b>U</b>	<b>39,292,785</b>	<b>43,440,297</b>	<b>43,565,970</b>	<b>(125,673)</b>	<b>U</b>	<b>49,562,100</b>
<b>Capital Revenue:</b>										
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	8,693,940
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	2,500,000
<b>Total Capital Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>F</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>F</b>	<b>11,193,940</b>
<b>Total Revenue</b>	<b>\$4,773,204</b>	<b>\$6,272,970</b>	<b>(\$1,499,766)</b>	<b>U</b>	<b>\$49,542,212</b>	<b>\$53,595,141</b>	<b>\$54,048,745</b>	<b>(\$453,604)</b>	<b>U</b>	<b>\$76,666,090</b>
<b>Expenses from Operations:</b>										
Labor and Fringes	\$4,406,129	\$4,410,829	\$4,700	F	\$33,532,295	\$36,231,587	\$36,612,159	\$380,572	F	\$55,330,740
Services	595,190	581,535	(13,655)	U	5,749,549	4,890,777	4,565,407	(325,370)	U	6,861,150
Fuel	263,685	329,825	66,140	F	3,325,808	2,330,378	2,818,666	488,288	F	4,246,005
Parts, Materials and Supplies	485,580	495,401	9,821	F	3,854,373	3,530,662	3,964,314	433,652	F	5,946,500
Utilities	122,508	119,315	(3,193)	U	755,726	850,891	927,950	77,059	F	1,386,000
Casualty and Liability	188,242	171,665	(16,577)	U	1,221,180	1,485,639	1,373,330	(112,309)	U	2,060,000
Other	45,635	58,313	12,678	F	400,714	372,470	602,464	229,994	F	835,695
<b>Total Operating Expenses</b>	<b>6,106,969</b>	<b>6,166,883</b>	<b>59,914</b>	<b>F</b>	<b>48,839,645</b>	<b>49,692,404</b>	<b>50,864,290</b>	<b>1,171,886</b>	<b>F</b>	<b>76,666,090</b>
<b>Surplus / (Deficit) before GASB 33</b>	<b>(\$1,333,765)</b>	<b>\$106,087</b>	<b>(\$1,439,852)</b>	<b>U</b>	<b>\$702,567</b>	<b>\$3,902,737</b>	<b>\$3,184,455</b>	<b>\$718,282</b>	<b>F</b>	<b>\$0</b>
Capital Grant Revenue	925,561		925,561	F	3,750,914	2,868,048		2,868,048	F	0
Rental income - MCC Amortization	49,167		49,167	F	393,336	393,336		393,336	F	0
Depreciation	(1,508,381)		(1,508,381)	U	(10,475,212)	(10,865,019)		(10,865,019)	U	0
<b>Surplus / (Deficit)</b>	<b>(\$1,867,418)</b>	<b>\$106,087</b>	<b>(\$1,973,505)</b>	<b>U</b>	<b>(\$5,628,395)</b>	<b>(\$3,700,898)</b>	<b>\$3,184,455</b>	<b>(\$6,885,353)</b>	<b>U</b>	<b>\$0</b>

# Metropolitan Transit Authority

## Comparative Balance Sheets

	Month Ended February 28, 2017	Month Ended June 30, 2016
	(unaudited)	(audited)
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$4,496,986	\$5,059,804
Receivables from federal, state and local government	3,798,296	4,543,177
Accounts receivable	1,622,192	1,304,145
Materials and supplies	2,785,222	2,557,325
Prepaid expense and other	767,588	734,269
Pension Deferred Outflow	6,255,597	6,255,597
Total Current Assets	19,725,881	20,454,317
<b>PROPERTY AND EQUIPMENT</b>		
Land	15,155,267	15,155,267
Building, shelter and benches	98,273,267	98,162,187
Revenue equipment and parts	120,756,052	119,985,539
Office furniture and equipment	3,950,978	3,805,885
Other	5,876,996	4,003,974
	244,012,560	241,112,852
Less: Accumulated Depreciation	(115,006,914)	(104,211,653)
Total Property and equipment, net	129,005,646	136,901,199
<b>OTHER ASSETS</b>		
Cash and investments for self-insurance and other	6,309,658	4,772,596
<b>TOTAL ASSETS</b>	<b>\$155,041,185</b>	<b>\$162,128,112</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$2,502,573	\$2,881,475
Accrued expenses	6,272,099	5,517,064
Deferred revenue	45,784	44,296
Note Payable	0	4,500,000
Total Current Liabilities	8,820,456	12,942,835
<b>NON-CURRENT LIABILITIES</b>		
Deferred Revenue	9,344,133	9,737,469
Refundable Grants	5,242,416	3,750,231
Net Pension Liability	14,496,565	14,496,565
Pension Deferred Inflow	2,485,237	2,485,237
Net other postemployment benefits obligations	37,174,406	37,174,406
<b>NET ASSETS</b>		
Invested in capital assets	119,661,513	124,676,314
Reserve for capital purchases	716,798	737,747
Unrestricted	(39,199,441)	(32,422,980)
Current Year Surplus / (deficit)	(3,700,898)	(11,449,712)
Total Net Assets	77,477,972	81,541,369
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$155,041,185</b>	<b>\$162,128,112</b>
Current Ratio	2.24	1.58
Quick Ratio	1.12	0.84
Working Capital	10,905,425	7,511,482

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-010

Meeting Date: 04/27/17

Item Title: FINANCIAL REFORECAST FY 2017

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### BACKGROUND

Attached is a reforecast of the Statement of Operations for the remainder of FY 2017 through June 30, 2017 including actual financial results through February 28, 2017.

We have incorporated a decrease in passenger fares based upon the trends we have seen through February. We have also reduced student fares related to the StrIDe program due to a lack of funding and Metro Schools having a budget ceiling of \$750,000 annually.

Total increases in operating expenses exceeding original budget amounts were primarily due to increased taxi overflow expenses related to our paratransit services and additional reserves in health benefits claims and third party accident liability claims. These increases were offset by actual and anticipated improvements we are forecasting in our pension expense, fuel expense, utilities and other expenses.

As in prior years, capital grant revenue for preventive maintenance expense that are eligible to convert to operating revenue over and above the budgeted revenues could be approved by the Board to be used to cover expense overruns, if necessary. At this point, we have estimated \$914,000, or a little more than 1% of the budget, that may need to be converted to operating revenue. We will have a better idea of how much additional revenue could be needed and available as we progress through the remainder of the fiscal year.

Converting these capital grant dollars to operating revenue for either expenses or reserves would require the approval of the MTA Board which would be presented as an action item to the Finance Committee later in the fiscal year, if necessary. Utilizing the identified additional revenues combined with any expense reductions should allow us to end the year with a balanced budget.

### CURRENT STATUS

Chief Financial Officer Ed Oliphant will review and discuss the reforecast at the committee meeting.

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Approved:

*Edward W. Oliphant*

Chief Financial Officer

*April 21, 2017*

Date

Nashville MTA  
 Reforecast of FY2017 Budget

	Actual Feb YTD	Reforecast March	Reforecast April	Reforecast May	Reforecast June	Total Reforecast	Original Budget	Variance
<b>Revenue from Operations:</b>								
Passenger Fares	6,470,128	728,440	743,020	739,300	731,242	\$9,412,130	\$10,736,615	(\$1,324,485)
Access Ride	564,469	69,700	70,400	71,100	71,460	847,129	\$940,950	(93,821)
Contract Revenues	1,651,254	213,130	208,120	199,830	208,325	2,480,649	2,491,185	(10,536)
Advertising	689,549	76,240	73,950	71,730	68,140	979,609	700,000	279,609
Other Non-Trans Revenue	779,444	89,350	102,000	93,850	91,850	1,156,494	1,041,300	115,194
<b>Total Operating Revenue</b>	<b>10,154,844</b>	<b>1,176,850</b>	<b>1,197,490</b>	<b>1,175,810</b>	<b>1,171,017</b>	<b>14,876,011</b>	<b>15,910,050</b>	<b>(1,034,039)</b>
<b>Federal/State/Local Income:</b>								
Local Assistance	37,250,000	4,000,000	763,600	0	0	42,013,600	42,013,600	0
State Assistance	4,653,700	0	0	0	0	4,653,700	4,653,700	0
CMAQ Operating Revenues	1,270,856	164,560	164,560	155,600	164,560	1,920,136	1,900,000	20,136
JARC/EMSID Revenues	265,741	31,170	86,170	88,340	86,170	557,591	994,900	(437,209)
<b>Total Assistance Income</b>	<b>43,440,297</b>	<b>4,195,730</b>	<b>1,014,330</b>	<b>243,940</b>	<b>250,730</b>	<b>49,145,027</b>	<b>49,562,100</b>	<b>(417,073)</b>
<b>Capital Revenue:</b>								
Capital Operating Reimbursement	0	0	0	7,693,940	1,914,000	9,607,940	8,693,940	914,000
Capital ADA Reimbursement	0	0	0	2,500,000	0	2,500,000	2,500,000	0
<b>Total Capital Income</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,193,940</b>	<b>1,914,000</b>	<b>12,107,940</b>	<b>11,193,940</b>	<b>914,000</b>
<b>Total Revenue</b>	<b>53,595,141</b>	<b>5,372,580</b>	<b>2,211,820</b>	<b>11,613,690</b>	<b>3,335,747</b>	<b>76,128,978</b>	<b>76,666,090</b>	<b>(537,112)</b>
<b>Expenses from Operations:</b>								
Labor and Fringes	36,231,587	4,835,717	4,734,671	4,827,893	4,740,634	55,370,502	55,330,740	39,762
Services	4,890,777	720,195	729,628	654,890	668,575	7,664,065	6,861,150	802,915
Fuel	2,330,378	302,026	300,527	302,026	300,025	3,534,982	4,246,005	(711,023)
Parts, Materials and Supplies	3,530,662	471,049	474,541	480,041	480,039	5,436,332	5,946,500	(510,168)
Utilities	850,891	118,755	109,720	105,855	105,820	1,291,041	1,386,000	(94,959)
Casualty and Liability	1,485,639	188,670	188,670	188,670	188,670	2,240,319	2,060,000	180,319
Other	372,470	54,708	55,183	54,706	54,670	591,737	835,695	(243,958)
<b>Total Operating Expenses</b>	<b>49,592,404</b>	<b>6,691,120</b>	<b>6,592,940</b>	<b>6,614,081</b>	<b>6,538,433</b>	<b>76,128,978</b>	<b>76,666,090</b>	<b>(537,112)</b>
<b>Operating Surplus / (Deficit)</b>	<b>\$3,902,737</b>	<b>(\$1,318,540)</b>	<b>(\$4,381,120)</b>	<b>\$4,999,609</b>	<b>(\$3,202,686)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-011

Meeting Date: 04/27/17

Item Title: DEBT OBLIGATION NOTIFICATION

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### BACKGROUND

In February 2017, the Nashville Metropolitan Transit Authority (Nashville MTA) Board authorized Nashville MTA to enter into a temporary loan for \$11.2 million with Fifth Third Bank. The loan was needed due to delays in receiving the FY 2017 Section 5307 formula capital grant funding. Nashville MTA uses a portion of this grant funding to pay preventive maintenance and paratransit operating costs. This is similar to what happened last year when Nashville MTA was authorized and temporarily borrowed \$11.1 million. The State of Tennessee Comptroller's Office also requires any public entity to submit a report of debt obligations to be filed within 45 days of entering into any debt agreement. It must also be presented to the governing body of the public entity and be included in a public meeting. A copy of the submission, which is included for your reference, was filed with the Comptroller's Office on April 5, 2017.

### CURRENT STATUS

On April 1, 2017, we signed a Revolving Credit Promissory Note with Fifth Third Bank increasing our borrowing capacity from \$11.1 million to \$11.2 million with an expiration of the note on April 1, 2018. This note is needed to cover our cash flow needs through the remainder of the fiscal year ending June 30, 2017. The terms of the loan are as follows:

Term	1 year
Maturity Date	April 1, 2018
Interest Rate	Variable – LIBOR Rate plus 1.75%
Non-Use Fee	20 basis points on the daily unused principal amount of the note, charged quarterly. Maximum fee will not exceed \$22,400.

We are in the process of submitting our grant application to the Federal Transit Administration (FTA) in order to gain access to this funding as it relates to our preventive maintenance and ADA paratransit services. The grant application process typically takes anywhere from 60 to 90 days. As soon as we receive these grant funds, the loan will be paid down to minimize our interest expense.

Approved:



Chief Financial Officer

April 21, 2017

Date

**REPORT ON DEBT OBLIGATION**  
(Pursuant to Tennessee Code Annotated Section 9-21-151)

**1. Public Entity:**  
 Name: THE METROPOLITAN TRANSIT AUTHORITY  
 Address: 430 MYATT DRIVE  
MADISON, TN 37115  
 Debt Issue Name: THE METROPOLITAN TRANSIT AUTHORITY  
 If disclosing initially for a program, attach the form specified for updates, indicating the frequency required.

**2. Face Amount:** \$ 11,200,000.00  
 Premium/Discount: \$ \_\_\_\_\_

**3. Interest Cost:** \_\_\_\_\_ %  Tax-exempt  Taxable  
 TIC  NIC  
 Variable: Index \_\_\_\_\_ plus \_\_\_\_\_ basis points; or  
 Variable: Remarketing Agent \_\_\_\_\_  
 Other: LIBOR + 1.75% AND NON-USE FEE OF 20 BASIS PTS, PAID QRTLTY

**4. Debt Obligation:**  
 TRAN  RAN  CON  
 BAN  CRAN  GAN  
 Bond  Loan Agreement  Capital Lease  
 If any of the notes listed above are issued pursuant to Title 9, Chapter 21, enclose a copy of the executed note with the filing with the Office of State and Local Finance ("OSLF").

**5. Ratings:**  
 Unrated  
 Moody's \_\_\_\_\_ Standard & Poor's \_\_\_\_\_ Fitch \_\_\_\_\_

**6. Purpose:**

	PERCENTAGE	BRIEF DESCRIPTION
<input type="checkbox"/> General Government	_____ %	_____
<input type="checkbox"/> Education	_____ %	_____
<input type="checkbox"/> Utilities	_____ %	_____
<input checked="" type="checkbox"/> Other	<u>100.00</u> %	<u>PUBLIC TRANSPORTATION / CASH FLOW</u>
<input type="checkbox"/> Refunding/Renewal	_____ %	_____

**7. Security:**  
 General Obligation  General Obligation + Revenue/Tax  
 Revenue  Tax Increment Financing (TIF)  
 Annual Appropriation (Capital Lease Only)  Other (Describe): \_\_\_\_\_

**8. Type of Sale:**  
 Competitive Public Sale  Interfund Loan  
 Negotiated Sale  Loan Program LINE OF CREDIT  
 Informal Bid

**9. Date:**  
 Dated Date: 04/05/2017 Issue/Closing Date: 04/01/2017



**REPORT ON DEBT OBLIGATION**  
(Pursuant to Tennessee Code Annotated Section 9-21-151)

**12. Recurring Costs:**

No Recurring Costs

	AMOUNT (In thousands)	FIRM NAME (If different from #11)
Remarketing Agent		
Paying Agent / Registrar		
Trustee		
Liquidity / Credit Enhancement		
Escrow Agent		
Sponsorship / Program / Admin		
Other <u>NON-USE FEE</u>	<u>20</u>	<u>PD QRTLY</u>

**13. Disclosure Document / Official Statement:**

None Prepared

EMMA link \_\_\_\_\_ or

Copy attached

**14. Continuing Disclosure Obligations:**

Is there an existing continuing disclosure obligation related to the security for this debt?  Yes  No

Is there a continuing disclosure obligation agreement related to this debt?  Yes  No

If yes to either question, date that disclosure is due \_\_\_\_\_

Name and title of person responsible for compliance \_\_\_\_\_

**15. Written Debt Management Policy:**

Governing Body's approval date of the current version of the written debt management policy 12/15/2011

Is the debt obligation in compliance with and clearly authorized under the policy?  Yes  No

**16. Written Derivative Management Policy:**

No derivative

Governing Body's approval date of the current version of the written derivative management policy \_\_\_\_\_

Date of Letter of Compliance for derivative \_\_\_\_\_

Is the derivative in compliance with and clearly authorized under the policy?  Yes  No

**17. Submission of Report:**

To the Governing Body: on 04/27/2017 and presented at public meeting held on 04/27/2017

Copy to Director to OSLF: on 04/05/2017 either by:

Mail to: \_\_\_\_\_ OR  Email to: StateAndLocalFinance.PublicDebtForm@cot.tn.gov

505 Deaderick Street, Suite 1600  
James K. Polk State Office Building  
Nashville, TN 37243-1402

**18. Signatures:**

	AUTHORIZED REPRESENTATIVE	PREPARED
Name	<u>SHELLY MCELHANEY</u>	<u>JANET KALLAM</u>
Title	<u>CONTROLLER</u>	<u>ACCOUNTING MANAGER</u>
Firm	<u>THE METROPOLITAN TRANSIT AUTHORITY</u>	<u>THE METROPOLITAN TRANSIT AUTHORITY</u>
Email	<u>shelly.mcelhaney@nashville.gov</u>	<u>janet.kallam@nashville.gov</u>
Date	<u>04/04/2017</u>	<u>04/03/2017</u>

**REPORT ON DEBT OBLIGATION**  
(Pursuant to Tennessee Code Annotated Section 9-21-151)

**10. Maturity Dates, Amounts and Interest Rates \*:**

Year	Amount	Interest Rate	Year	Amount	Interest Rate
2017	\$ 11,200,000.00	LIBOR		\$	%
	\$	+ 175%		\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%
	\$			\$	%

If more space is needed, attach an additional sheet.

If (1) the debt has a final maturity of 31 or more years from the date of issuance, (2) principal repayment is delayed for two or more years, or (3) debt service payments are not level throughout the retirement period, then a cumulative repayment schedule (grouped in 5 year increments out to 30 years) including this and all other entity debt secured by the same source **MUST BE PREPARED AND ATTACHED**. For purposes of this form, debt secured by an ad valorem tax pledge and debt secured by a dual ad valorem tax and revenue pledge are secured by the same source. Also, debt secured by the same revenue stream, no matter what lien level, is considered secured by the same source.

\* This section is not applicable to the Initial Report for a Borrowing Program.

**11. Cost of Issuance and Professionals:**

No costs or professionals

	AMOUNT <small>(Round to nearest \$)</small>	FIRM NAME
Financial Advisor Fees	\$ 0	
Legal Fees	\$ 0	
Bond Counsel	\$ 0	
Issuer's Counsel	\$ 0	
Trustee's Counsel	\$ 0	
Bank Counsel	\$ 0	
Disclosure Counsel	\$ 0	
Paying Agent Fees	\$ 0	
Registrar Fees	\$ 0	
Trustee Fees	\$ 0	
Remarketing Agent Fees	\$ 0	
Liquidity Fees	\$ 0	
Rating Agency Fees	\$ 0	
Credit Enhancement Fees	\$ 0	
Bank Closing Costs	\$ 0	
Underwriter's Discount _____ %		
Take Down	\$ 0	
Management Fee	\$ 0	
Risk Premium	\$ 0	
Underwriter's Counsel	\$ 0	
Other expenses	\$ 0	
Printing and Advertising Fees	\$ 0	
Issuer/Administrator Program Fees	\$ 0	
Real Estate Fees	\$ 0	
Sponsorship/Referral Fee	\$ 0	
Other Costs <u>UCC SEARCH</u>	\$ 40	FIFTH THIRD BANK
<b>TOTAL COSTS</b>	\$ <u>40</u>	

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-012

Meeting Date: 04/27/17

Item Title: MONTHLY OPERATING STATISTICS

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### BACKGROUND

Attached are monthly operating statistics through February 2017.

### CURRENT STATUS

Chief Operating Officer India Birdsong will review the statistics at the committee meeting.

Approved:

  
\_\_\_\_\_  
Chief Operating Officer

\_\_\_\_\_  
April 21, 2017

Date

# MTA Operations Dashboard Report

	February 2017	February 2016	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	742,157	746,400	-0.6%	
AccessRide (MTA)	23,949	22,979	4.2%	
AccessRide (Overflow/Taxi)	13,211	12,643	4.5%	
AccessRide Total	37,160	35,622	4.3%	
<b>Total</b>	<b>779,317</b>	<b>782,022</b>	<b>-0.3%</b>	<b>850,000</b>
<b>Passengers per Revenue Hour</b>				
Bus	19.05	19.77	-3.6%	20
AccessRide	2.08	2.11	-1.4%	2.15
Total Scheduled Revenue Hours	50,476	48,652	3.7%	
Total Cost Per Scheduled Revenue Hour of Service	\$113.06	\$119.00	-5.0%	
<b>Safety</b>				
Miles Between Total Accidents	42,263	38,961	8.5%	40,000
Miles Between Preventable Accidents	200,751	779,224	-74.2%	325,000
Preventable Accidents	4	1	300.0%	
Non-Preventable Accidents	15	19	-21.1%	
Internal Accidents	2	0	N/A	
External Accidents	17	20	-15.0%	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.64%	99.59%	0.1%	99.9%
AccessRide Trip Denials	0	0	0.0%	0.0%
Miles Between Road Calls	7,435	3,746	98.5%	7,000
<b>On-Time Performance</b>				
Bus	86.79%	85.59%	1.2%	90.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	6,872	8,387	-18.1%	8,000
AccessRide	1,062	1,272	-16.5%	950
Total Calls Received	26,663	25,943	2.8%	
Percent of Calls Answered	96.60%	96.80%	-0.2%	95.0%

# MTA Operations Dashboard Report

	FY 2017	FY 2016	Pct. Change	Average Monthly Goals
<b>Ridership</b>				
<b>Total Passengers</b>				
Bus	6,241,437	6,385,138	-2.3%	
AccessRide (MTA)	198,440	195,568	1.5%	
AccessRide (Overflow/Taxi)	103,296	94,403	9.4%	
AccessRide Total	301,736	289,971	4.1%	
<b>Total</b>	<b>6,543,173</b>	<b>6,675,109</b>	<b>-2.0%</b>	<b>6,800,000</b>
<b>Passengers per Revenue Hour</b>				
Bus	18.83	20.58	-8.5%	20
AccessRide	2.04	2.12	-3.8%	2.15
Total Scheduled Revenue Hours	428,741	402,613	6.5%	
Total Cost Per Scheduled Revenue Hour of Service	\$108.88	\$114.82	-5.2%	
<b>Safety</b>				
Miles Between Total Accidents	42,872	46,396	-7.6%	40,000
Miles Between Preventable Accidents	349,746	322,455	8.5%	325,000
Preventable Accidents	19	20	-5.0%	
Non-Preventable Accidents	136	119	14.3%	
Internal Accidents	7	16	-56.3%	
External Accidents	138	128	7.8%	
<b>Service Quality</b>				
Bus Trip Completion Percentage	99.73%	98.96%	0.8%	99.9%
AccessRide Trip Denials	0	0	0.0%	0.0%
Miles Between Road Calls	6,541	4,523	44.6%	7,000
<b>On-Time Performance</b>				
Bus	84.69%	84.11%	0.6%	90.0%
<b>Customer Care</b>				
<b>Passengers Carried Per Complaint</b>				
Bus	7,404	7,468	-0.9%	8,000
AccessRide	857	815	5.2%	950
Total Calls Received	209,916	214,004	-1.9%	
Percent of Calls Answered	96.50%	95.70%	0.8%	95.0%

# MTA Operations Dashboard Glossary

## Metric

## Definitions

### Ridership

#### Total Passengers

Bus

AccessRide (MTA)

AccessRide (Overflow/Taxi)

AccessRide Total

Total fixed route passenger boardings on all MTA operated services

Total paratransit passenger boardings on MTA vans

Total paratransit passenger boardings on 3rd party service providers

Total paratransit boardings (MTA vans and 3rd party service providers)

#### Passengers per Revenue Hour

Bus

AccessRide

Total Scheduled Revenue Hours

Total Cost Per Scheduled Revenue Hour of Service

Total fixed route passenger boardings divided by total scheduled fixed route revenue vehicle hours.

Total paratransit boardings on MTA vans divided by total scheduled paratransit revenue vehicle hours.

Total fixed route and paratransit scheduled revenue vehicle hours. Note: Revenue vehicle hours are total vehicle in-service hours excluding vehicle travel from the garage to the first timepoint (or pickup for paratransit) and from the last timepoint (or pickup) to the garage.

Total fully allocated cost to deliver service divided by the total scheduled revenue hours.

### Safety

Miles Between Total Accidents

Miles Between Preventable Accidents

Preventable Accidents

Non-Preventable Accidents

Internal Accidents

External Accidents

Total number of miles travelled by all MTA revenue vehicles (fixed route and paratransit) divided by the total number of accidents.

Total number of miles travelled by all MTA revenue vehicles (fixed route and paratransit) divided by the total number of preventable accidents.

A motor vehicle collision, in which the Operator did not do everything reasonable to avoid a collision, committed an error or failed to react to the errors of others.

A motor vehicle collision in which the Operator committed no driving error and reacted reasonably to the errors of others.

A motor vehicle collision that occurs on Nestor or Myatt yard.

A motor vehicle collision that occurs outside of Nestor or Myatt yard.

### Service Quality

Bus Trip Completion Percentage

Percentage of one-way fixed route revenue trips completed versus scheduled.

# MTA Operations Dashboard Glossary

Metric	Definitons
AccessRide Trip Denials	Total number of paratransit trips that cannot be scheduled within one hour before or after the customer's requested pick-up time.
Miles Between Road Calls	Total number of miles travelled by all MTA revenue vehicles (fixed route and paratransit) divided by the total number of Road Calls. A Road Call is defined as any mechanical failure that is not resolved with a Bus Change Out (vehicle replacement that occurs at an MTA facility). <b>*Future Definition*: Any delay in service of six minutes or greater that is the result of a mechanical failure, excludes farebox, flat tires and accidents. Bus and AccessRide metrics will be reported separately.</b>
<b>On-Time Performance</b>	
Bus	Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late.
<b>Customer Care</b>	
<b>Passengers Carried Per Complaint</b>	
Bus	Total fixed route passengers divided by total fixed route customer complaints.
AccessRide	Total paratransit (MTA and 3rd Party service providers) passengers divided by total paratransit customer complaints.
<b>Total Calls Received</b>	
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.

Highlighted items represent identified goals  
 \*Glossary definitions to begin with March 2017 data reporting

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-013

Meeting Date: 04/27/17

Item Title: QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT

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### BACKGROUND

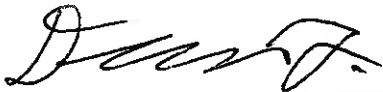
Attached is the Quarterly Route Performance Indicator Report for January through March 2017.

### CURRENT STATUS

Director of Service Quality Dan Freudberg will review the statistics at the committee meeting.

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Approved:



\_\_\_\_\_  
Director of Service Quality

\_\_\_\_\_  
April 21, 2017

\_\_\_\_\_  
Date





QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - JANUARY THROUGH MARCH 2017

FY17- Quarter 3

Rt. No.	Route Name	Ridership			Revenue Hours			Productivity			Yr over Yr Pax/Trip Change	Performance Flags	On-Time Performance	Yr over Yr OTP Change
		Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	Yr over Yr Pax/Hour Change	Pax Per Hour	Yr over Yr Pax/Trip Change	Pax Per Trip						
<b>Corridor Service</b>														
	Gallatin Pike Corridor	274,569	-7.4%	10,894	1.6%	25.2	-8.8%	22.2	-6.6%	89.81%		89.81%	7.13%	
	West End Corridor	190,701	0.5%	9,959	-0.7%	19.1	1.1%	15.9	1.3%	86.02%		86.02%	0.46%	
	Murfreesboro Pike Corridor	240,047	0.9%	11,840	0.2%	20.3	0.7%	19.4	0.7%	79.15%		79.15%	-2.37%	
	Charlotte Pike Corridor	139,607	3.0%	9,773	-0.6%	14.3	3.7%	11.5	3.4%	91.58%		91.58%	5.42%	
	R.T.A. Southeast Corridor	26,835	-4.7%	2,865	0.0%	9.4	-4.7%	14.7	-4.7%	63.59%		63.59%	-2.68%	
	<b>Corridor Service Totals</b>	<b>871,758</b>	<b>-1.8%</b>	<b>45,332</b>	<b>0.2%</b>	<b>19.2</b>	<b>-2.0%</b>	<b>17.2</b>	<b>-1.4%</b>	<b>86.02%</b>		<b>86.02%</b>	<b>2.67%</b>	
<b>MOST FREQUENT SERVICE ROUTES</b>														
3	West End - White Bridge Road	84,754	-0.4%	4,274	-0.7%	19.8	0.3%	13.9	0.4%	85.69%		85.69%	-2.21%	
4	Shelby	82,274	-5.3%	4,393	0.4%	18.7	-5.6%	11.6	-5.4%	86.05%		86.05%	-3.69%	
5	West End - Bellevue	82,154	0.3%	5,325	-0.8%	15.4	1.1%	15.2	1.1%	86.81%		86.81%	1.86%	
7	Hillsboro	100,772	0.8%	4,591	0.2%	22.0	0.6%	14.1	0.6%	89.03%		89.03%	0.73%	
10	Charlotte	47,568	-9.3%	3,899	0.2%	12.2	-9.5%	11.1	-9.8%	89.01%	I	89.01%	2.24%	
15	Murfreesboro Pike	90,460	3.6%	4,393	1.6%	20.6	2.0%	20.9	1.6%	82.11%		82.11%	-0.96%	
17	12th Avenue South	56,052	0.7%	2,712	-0.9%	20.7	1.6%	10.6	1.6%	90.87%		90.87%	-2.58%	
19	Herman	72,411	-3.5%	2,821	1.7%	25.7	-5.2%	13.1	-5.0%	93.02%		93.02%	0.67%	
22	Bordeaux	113,729	2.6%	3,660	0.4%	31.1	2.3%	16.8	2.5%	84.47%		84.47%	-3.13%	
23	Dickerson Pike	129,781	6.9%	4,510	4.9%	28.8	1.9%	20.6	2.7%	89.25%		89.25%	2.00%	
26	Gallatin Pike Local Service	95,668	-7.2%	4,137	-0.1%	23.1	-7.1%	22.1	-7.1%	90.07%		90.07%	3.05%	
28	Meridian	29,664	-3.5%	1,911	-0.9%	15.5	-2.6%	6.6	-2.6%	89.87%		89.87%	-1.86%	
29	Jefferson	47,830	-4.1%	2,633	-0.6%	18.2	-3.6%	8.8	-3.5%	91.98%		91.98%	8.91%	
50	Charlotte Pike Bus Rapid Transit	92,038	10.8%	5,875	-1.2%	15.7	12.2%	11.7	11.7%	93.44%		93.44%	7.63%	
52	Nolensville Pike Bus Rapid Transit	166,853	N/A	12,040	N/A	13.9	N/A	13.3	N/A	89.95%		89.95%	7.83%	
55	Murfreesboro Pike Bus Rapid Transit	149,586	-0.6%	7,447	-0.6%	20.1	-0.1%	18.7	0.2%	77.55%		77.55%	-3.35%	
56	Gallatin Pike Bus Rapid Transit	178,901	-7.4%	6,757	2.7%	26.5	-9.9%	22.3	-6.4%	89.71%		89.71%	9.18%	
	<b>Most Frequent Service Route Totals</b>	<b>1,620,499</b>	<b>0.7%</b>	<b>81,376</b>	<b>7.6%</b>	<b>19.9</b>	<b>-6.4%</b>	<b>14.9</b>	<b>-4.4%</b>	<b>87.99%</b>		<b>87.99%</b>	<b>1.79%</b>	



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - JANUARY THROUGH MARCH 2017

FY17- Quarter 3

Rt. No.	Route Name	Ridership				Revenue Hours				Productivity				Yr over Yr Change	OTP Performance
		Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	Yr over Yr Revenue Hours Change	Pax Per Hour	Yr over Yr Pax/Hour Change	Pax Per Trip	Yr over Yr Pax/Trip Change	Performance Flags	On-Time Performance				
												From Last Year	From Last Year		
<b>FREQUENT SERVICE ROUTES</b>															
1	100 Oaks	5,949	6.7%	452	-0.4%	13.2	7.2%	6.3	6.7%		83.75%	-3.62%			
2	Belmont	11,756	5.1%	889	-1.6%	13.2	6.8%	9.3	15.0%		77.31%	-6.84%			
6	Lebanon Road	52,197	5.9%	3,478	9.7%	15.0	-3.5%	15.1	-3.2%		84.97%	1.02%			
8	8th Avenue South	39,764	-3.4%	2,069	-0.6%	19.2	-2.8%	11.8	-2.7%		81.23%	-8.35%			
9	Metrocenter	31,733	-4.3%	1,410	0.9%	22.5	-5.1%	9.0	-4.3%		85.36%	-4.45%			
14	Whites Creek	39,854	-11.0%	1,814	-1.7%	22.0	-9.4%	11.6	-7.1%		88.06%	0.22%			
18	Airport Express - Downtown Hotels	25,662	13.6%	1,864	-0.5%	13.8	14.2%	7.5	14.8%		84.47%	-3.61%			
20	Scott	18,010	-4.4%	1,751	-0.9%	10.3	-3.5%	6.1	-3.3%	!	84.57%	-10.47%			
21	University Connector	20,522	2.0%	3,217	-0.9%	6.4	3.0%	6.3	3.0%	!	94.32%	4.52%			
25	Midtown Connector	34,867	0.3%	3,298	-2.3%	10.6	2.6%	10.4	1.1%	!	82.46%	0.03%			
30	McFerrin	19,796	-7.4%	1,529	-0.9%	12.9	-6.6%	6.3	-6.5%		92.19%	0.17%			
34	Opry Mills - Music Valley	23,232	-10.3%	1,563	5.5%	15.0	-14.9%	11.3	-12.7%		85.21%	2.23%			
42	St. Cecilia - Cumberland	40,264	8.2%	1,567	-0.8%	25.7	9.1%	11.5	9.1%		95.02%	-0.51%			
43	Hickory Hills	14,921	-3.6%	1,161	-0.8%	12.9	-2.8%	12.5	-3.6%		88.69%	-0.22%			
Frequent Service Route Totals		378,527	-0.8%	26,052	0.7%	14.5	-1.4%	9.7	-0.4%		86.66%	-1.91%			
<b>COMMUTER ROUTES</b>															
24	Bellevue Express	16,442	10.3%	603	-0.3%	27.3	10.6%	16.3	10.3%		84.87%	1.05%			
27	Old Hickory	5,103	6.5%	677	3.0%	7.5	3.4%	10.1	6.5%	!	76.29%	9.93%			
33	Hickory Hollow-Lennox Village Express	10,778	-7.0%	548	7.6%	19.7	-13.6%	21.4	-7.0%		65.48%	13.76%			
35	Rivergate Express	12,688	-7.2%	501	0.0%	25.3	-7.2%	25.2	-7.2%		72.86%	1.25%			
36	Madison Express	6,501	23.4%	778	0.7%	8.4	22.5%	6.1	23.4%	!	71.99%	4.01%			
37	Tusculum Express	4,196	-14.7%	337	4.0%	12.4	-18.0%	16.7	-14.7%		60.38%	9.50%			
38	Antioch Express	13,242	11.6%	729	-0.3%	18.2	11.9%	23.8	10.4%		57.47%	0.71%			
41	Golden Valley	7,970	24.4%	313	-1.1%	25.5	25.8%	12.7	24.4%		84.21%	5.50%			
Commuter Route Totals		76,920	4.8%	4,486	1.6%	17.1	3.1%	15.3	4.6%		71.88%	5.15%			



QUARTERLY ROUTE PERFORMANCE INDICATOR REPORT - JANUARY THROUGH MARCH 2017

FY17- Quarter 3

Rt. No.	Route Name	Ridership			Revenue Hours			Productivity			Yr over Yr OTP Change	
		Quarterly Ridership	Yr over Yr Ridership Change	Quarterly Revenue Hours	Change From Last Year	Pax Per Hour	Yr over Yr Pax/Change	Pax Per Trip	Yr over Yr Pax/Trip Change	Performance Flags		On-Time Performance
<b>OTHER ROUTES</b>												
44	M.T.A. Shuttle	820	9.9%	239	-18.7%	3.4	35.3%	0.9	31.5%		<b>74.60%</b>	-0.11%
60	Bicentennial Mall - Blue Circuit	39,926	8.9%	2,665	-1.1%	15.0	10.1%	4.9	10.0%		<b>82.30%</b>	<b>-7.28%</b>
61	Gulch - Green Circuit	37,082	9.3%	2,585	-0.9%	14.3	10.2%	4.7	10.3%		<b>81.01%</b>	<b>-8.40%</b>
72	Edmondson - Harding Place Connector	7,841	N/A	2,082	N/A	3.8	N/A	1.9	N/A		<b>94.28%</b>	<b>3.01%</b>
76	Madison Connector	26,652	8.0%	1,241	16.9%	21.5	-7.7%	10.4	-7.3%		<b>88.49%</b>	<b>-1.56%</b>
84	R.T.A. Murfreesboro TN Express	9,777	-5.5%	585	0.0%	16.7	-5.5%	25.9	-5.5%		<b>55.72%</b>	<b>-1.61%</b>
86	R.T.A. Smyrna/LaVergne Express	6,860	-10.2%	447	0.0%	15.3	-10.2%	18.1	-10.2%		<b>52.66%</b>	<b>-4.70%</b>
93	Music City Star West End Shuttle	23,792	4.6%	360	1.9%	66.1	2.7%	47.2	4.6%		<b>79.33%</b>	<b>15.82%</b>
96	R.T.A. Relax and Ride	10,198	0.1%	1,833	0.0%	5.6	0.1%	9.5	0.1%		<b>66.96%</b>	<b>-2.75%</b>
Other Route Totals		<b>162,948</b>	<b>7.1%</b>	<b>12,037</b>	<b>13.8%</b>	<b>13.5</b>	<b>-5.9%</b>	<b>6.3</b>	<b>-4.2%</b>		<b>81.95%</b>	<b>-1.99%</b>
<b>SYSTEM TOTALS</b>		<b>2,238,895</b>	<b>1.0%</b>	<b>123,951</b>	<b>6.4%</b>	<b>18.1</b>	<b>-5.1%</b>	<b>18.1</b>	<b>-5.1%</b>		<b>86.74%</b>	<b>0.83%</b>

**P** Route Approaching Performance Minimum - Passengers Per Hour  
**I** Route Below Performance Minimum - Passengers Per Hour

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-014

Meeting Date: 04/27/17

Item Title: ACCESSRIDE IMPROVEMENT UPDATE

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### BACKGROUND

The Americans with Disabilities Act (ADA) requires each public entity operating a fixed-route system to provide complementary paratransit service within a width of three-fourths of a mile radius on each side of each fixed route, excluding commuter and express services. The service is to be available throughout the same hours and days as the entity's fixed-route service.

The Nashville Metropolitan Transit Authority (Nashville MTA) operates ADA paratransit service throughout Davidson County, with service provided by both Nashville MTA-operated vehicles and taxi-contracted services (Allied Cab). Demand for this service continues to grow, with ridership increasing more than 40% since 2008.

The AccessRide Policy Advisory Committee (APAC) serves in an advisory capacity to the Nashville MTA. APAC provides Nashville MTA with recommendations on compliance with the Americans with Disabilities Act (ADA), facilitates a dialogue between the Nashville MTA and those with disabilities in the community, and promotes the use of all Nashville MTA services by persons with disabilities.

The Nashville MTA, in partnership with Allied Cab, has been focusing on certain areas prioritized by APAC, including:

- After-hours coverage for customer calls;
- Accessible pick-up locations for large venues;
- Customer comment/complaint process; and
- On-time performance and overall service reliability.
  - Process for cancelled trips
  - Excessive passenger trip duration
  - Feedback process for driver input into schedules

### CURRENT STATUS

AccessRide Manager Marilyn Yokley will provide a review of ongoing initiatives and the dashboard Key Performance Indicator (KPI) report at the committee meeting.

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Approved:

  
\_\_\_\_\_  
Chief Operating Officer

\_\_\_\_\_  
April 21, 2017

Date

		February 2017			FY to date		
Indicator	MTA	Taxi	Overall	MTA	Taxi	Overall	Goal
<b>Service Quality</b>							
On-Time % (Pick ups)	86.5	88.1	87.1	85.6	86.3	85.9	90
On-Time % (Drop offs MTA Services)	82.3	N/A	82.3	81.7	N/A	81.7	90
Avg. Passenger Onboard Time (minutes)	28.86	22.77	25.81	29.44	22.94	26.18	N/A
Passengers Carried Per Complaint	1,262	826	1,063	1,066	626	860	950
% Calls Answered after 6:30 p.m.	N/A	N/A	85.6	N/A	N/A	81.3	95
<b>Productivity</b>							
Total Passengers	23,979	13,211	37,190	198,440	103,296	301,736	N/A
Passengers Per Hour (MTA Services)	2.08	N/A	2.08	2.04	N/A	2.04	2.15
Late Cancellation & No-Show %	9.0	6.2	7.6	10.20	7.59	8.90	5
<b>Indicator</b>							
<b>Definition</b>							
On-Time % (Pick ups)	Performed no later than 59 seconds beyond the scheduled pick-up window						
On-Time % (Drop offs MTA Services)	Arrived no later than 59 seconds beyond the requested arrival time						
Avg. Passenger Onboard Time (minutes)	Average trip duration from origin to destination						
Passengers Carried Per Complaint	Total passengers/Total complaints						
Total Passengers	Total passenger boardings, including PCAs and Escorts						
Passengers Per Hour (MTA Services)	Total passengers/Total revenue hours						
Late Cancellation & No-Show %	Trip cancelled with less than two hours' notice OR passenger could not be located when vehicle arrived at origin						

**Glossary:**

- PCA:** Personal Care Attendant can ride AccessRide at no charge; must accompany a registered customer.
- Escort:** Additional person travelling with the AccessRide customer and PCA; is required to pay fare.
- Pick-up Window:** Nashville MTA has a 30-minute pick-up window for all AccessRide trips.