

# Board Meeting Agenda

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

2:30 p.m., Thursday, May 18, 2017

Gail Carr Williams, Chair  
Lewis Lavine, Vice Chair

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1. Call to Order
  2. Approval of April 27, 2017 Minutes
  3. Public Comments\*
  4. Committee Reports
    - a. Operations & Finance Committee – Walter Searcy, Chair
      - i. AccessRide No Show Policy A-17-007
      - ii. AccessRide Secondary Mobility Device Policy A-17-008
    - b. New Initiatives and Community Engagement Committee – Janet Miller, Chair
      - i. Public Engagement for Proposed System and Fare Changes A-17-009
  5. Chair's Report
  6. Chief Executive Officer's Report
  7. Adjourn
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**Notes:**

\* Please keep all public comments to the Board within three minutes. Thank you.



## Minutes

### NASHVILLE METROPOLITAN TRANSIT AUTHORITY

#### BOARD OF DIRECTORS MEETING

April 27, 2017

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- I. **CALL TO ORDER:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held in the Music City Central Meeting Room, 400 Charlotte Avenue, Nashville, Tennessee on April 27, 2017. Present were: Gail Carr Williams, Chair; Lewis Lavine, Vice Chair; Hannah Paramore Breen, 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 2:43 p.m.
- II. **APPROVAL OF MINUTES:** Proper motion was made to approve the minutes of the March 23, 2017 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:
- Kutonia Smith-Bond, Member Music City Riders United:
- She would like to have a date for when the kiosk will be installed at MCC.
- Angelique Johnson
- She would like to know why the Bordeaux bus is the most neglected.
  - She would like to know why the buses don't run on time.
- John Bull, Nashville frequent rider:
- He has contacted the senior senator's office on the Transportation Committee concerning the delays in the federal funding that creates our need for a revolving credit promissory note. He understands our need for the note and wishes that were not the case.
- James Thomas, Nashville frequent rider:
- On the 2<sup>nd</sup> of April, the bus that arrived at his stop was really, really late.
  - On the 7<sup>th</sup> of April, the 3:00 p.m. bus that leaves from Downtown, as it swung down Harding Place to make a turn on Tampa Drive, it really didn't come to a stop and almost hit a car.
  - On the 10<sup>th</sup> of April, every time the driver would brake or accelerate, it caused him to lunge backward or forward.
  - He asked if there was any way the bus stop that was moved back up on the hill from the corner of Harding and Tampa could be put back to where it had been and where there is a traffic light. He believes it would be safer for passengers.
  - The Walmart bus stop still has drunks that harass the riders.

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

IV. **OPERATIONS & FINANCE COMMITTEE REPORT:** Chair Searcy reported that the committee received the Debt Obligation Notification from Chief Financial Officer Ed Oliphant and staff, and it is now a matter of record. There was no other business of the committee to report at this time.

V. **CHAIR'S REPORT:** Chair Williams noted that everywhere she goes transit is the topic. She is excited at what they are going to do to help improve services for so many different people – our choice riders as well as our need riders. The comments made yesterday in the Mayor's State of Metro Address were excellent and were consistent with what the Nashville MTA Board and staff have discussed and consistent with the mission of Nashville MTA.

Chair Williams also noted her appreciation of the discussion on AccessRide and her appreciation for the staff that spends a lot of time making certain that everyone in Nashville has an opportunity to get to and from they want to be.

VI. **CEO'S REPORT:** CEO Bland reported the following:

- **Budget Preparation** – With the information on the Mayor's Proposed Budget allocations for MTA for FY2017, we are putting a lot more work into our budget preparations. At next month's New Incentives and Community Engagement (NICE) Committee meeting, we will be spending a considerable amount of time on both capital and operating conversation before final approval of the Board in June.
- **Comprehensive Operations Analysis** – Work is being conducted by Transportation Management and Design, Inc. They are currently collecting baseline data.
- **Fare Collection System** – The scope of work is being finalized and we will be meeting with the consultant in mid-May to review and work toward finalizing and scheduling.
- **Staff Positions** – We are currently interviewing candidates for three key staff positions. They are Director of Marketing, Community Outreach Coordinator, and the Director of Operations.
- **Hamilton Springs Train Station** – The groundbreaking for this Transit Oriented Development in Wilson County is May 10, and you are all invited. It has been a while coming, but we feel it will be very well worth the wait.
- **The Improve Act** – From a transit perspective, most important for the long-term growth of mass transit in the region is the enabling of local option initiatives in a variety of communities.

The Local Option applies to Tennessee's four largest cities (Nashville, Memphis, Chattanooga and Knoxville); as well as counties over a population of 112,000 (Blount, Davidson, Hamilton, Knox, Montgomery, Rutherford, Shelby, Sullivan, Sumner, Washington, Williamson, and Wilson).

It indicates what sources of funding are allowed and caps what a referendum can do to raise those sources.

It talks about the process of a ballot initiative. It will have to be very specific, and will have to go through a very specific process to make its way to a ballot,

including having certified professional accountants (CPA's) review the financial feasibility of any plan that comes out. The State Comptroller's Office plays a role in approving that. Ultimately before it can appear on a ballot, the legislative body in any given jurisdiction, in our case the Metro Council, will have to approve of that.

It also clarifies that bond proceeds are for capital projects.

- Mayor's State of Metro Address & Budget Proposal – With respect to mass transit, the budget highlights include:
  - \$7M increase in the operating subsidy, the largest single-year increase ever, to fund:
    - Eliminating transfer fees to transit riders
    - AccessRide and mobility on demand pilots to include cross-town connections and after-hours service
    - Extension of the Music City Circuit to Tennessee State University along the Jefferson Street corridor
  - More than \$35M in capital funds to:
    - Purchase 31 new hybrid-electric buses to replace aging diesel fleet
    - Upgrading the fare collection system
    - Planning money to implement the *nMotion* strategic plan – including the light-rail vision that the Mayor laid out yesterday

**VII. OTHER BUSINESS:** There was no other business to come before the Board.

**VIII. ADJOURNMENT:** The meeting was adjourned at 3:06 p.m.

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## BOARD ACTION ITEM

Item Number: A-17-007

Meeting Date: 05/18/17

Item Title: ACCESSRIDE NO-SHOW POLICY

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### BACKGROUND

The current AccessRide No-Show Policy was adopted by the MTA Board in January 2011 and revised in January 2014.

FTA circular 4710.1 section 9.12.2 dated November 5, 2015 states penalties can be imposed for a “pattern or practice” of No-Shows, where “pattern or practice” means both substantial number and above average frequency. Upon review, the current AccessRide No-Show policy did not meet this criterion with regards to penalties. Specifically, the percentage of No-Shows in comparison to the total number of trips was not considered under the old policy. The new policy adds percentage thresholds so that customers who take multiple trips are permitted a proportionate number of No-Shows before being assessed a penalty.

The revised No-Show policy has been reviewed by the AccessRide Policy Advisory Committee (APAC), which recommended it be submitted to the full Nashville MTA board for adoption. Upon adoption, the revised policy will take effect July 1, 2017.

### COMMITTEE RECOMMENDATION

The Operations and Finance Committee recommends the Board approve the AccessRide No-Show Policy.

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*Approved:*

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*Secretary*

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*May 18, 2017*

*Date*



[www.nashvillemta.org](http://www.nashvillemta.org)

## Nashville Metropolitan Transit Authority **AccessRide No-Show Policy**

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulation allows transit agencies to suspend, for a reasonable period of time, the provision of paratransit service to customers who establish a pattern or practice of missing scheduled trips, also known as no-shows. The DOT ADA regulation acknowledges that paratransit customers who repeatedly fail to appear for their prearranged rides can have a detrimental effect on operational efficiency, cost, and the quality of the service for other customers. However, the ADA does not allow transit agencies to base a suspension of service on any trips missed by a customer for reasons beyond his or her control, including trips missed due to transit agency error or delay. These trips are not a basis for determining a pattern or practice of missing scheduled trips or no-shows.

Under the Nashville MTA's AccessRide No-Show Policy, a no-show will be logged on the customer's record for the following reasons, with the exception of reasons not allowed under ADA regulations:

- ✚ Ride cancelled with less than two hours before the beginning of the pick-up window
- ✚ Ride cancelled at the pick-up time (at the door) or not cancelled at all
- ✚ Customer not ready to depart within five minutes after the vehicle arrives for pick-up
- ✚ Customer cannot be located at the scheduled pick-up location

Below are some circumstances Nashville MTA will consider beyond the customer's control:

- ✚ Scheduled ride arrived outside the scheduled pick-up window
- ✚ Illness that precluded the rider from calling to cancel
- ✚ Personal attendant or another party who didn't arrive on time to assist the customer
- ✚ Customer was inside calling to check the ride status and was on hold for extended time
- ✚ Customer's appointment ran long and did not provide opportunity to cancel in a timely way
- ✚ Another party cancelled rider's appointment
- ✚ Customer's mobility aid failed
- ✚ Sudden turn for the worse in someone with a variable condition
- ✚ Adverse weather impacted customer's travel plans, precluding the customer from cancelling in a timely way

The Nashville MTA keeps customers apprised of recorded no-shows such as door hangers left by the operator, or the customer may receive a phone call, etc. from AccessRide staff alerting them of no-shows. If a customer's record forms a pattern or practice of excessive no-shows considered to be within the customer's control, a suspension could be imposed. No-shows are tracked on a monthly basis according to the criteria below, with each month of excessive no-shows counting as an occurrence:

- **Five or more no-shows in one calendar month AND**
- **15% or more of all scheduled trips are no-shows**

For example, a customer with five no-shows in the month out of 25 scheduled trips would receive an excessive no-show occurrence because he or she meets both criteria (five no-shows, 20% of scheduled trips). However, a customer with five no-shows out of 50 trips would not, because he or she was a no-show on only 10% of his or her scheduled trips. No customer with fewer than five no-shows per calendar month will receive an excessive no-show occurrence.

No-show penalties are calculated on a 12-month rolling period (by monthly occurrence):

✚ First monthly occurrence	<b>Warning Letter</b>
✚ Second monthly occurrence	<b>Five-day Suspension</b>
✚ Third monthly occurrence	<b>10-day Suspension</b>
✚ Fourth and beyond monthly occurrence	<b>15-day Suspension and Eligibility review</b>

Prior to suspension, each no-show will be verified and the customer will receive a phone call warning of the excessive no-shows. The warning call will allow the customer to dispute the no-shows if the customer notifies the AccessRide staff in writing within a reasonable period of time. If a suspension is imposed, the individual will receive a letter of the suspension and will have the right to appeal within 60 days of the suspension letter.

## **Appeal**

Customers receiving a suspension penalty under the No-Show Policy have the right to appeal. A customer's suspension letter will include information on the appeal process. Once the request for an appeal is received, a five-member Appeal Panel will convene. The Appeal Panel consists of two MTA staff members, two AccessRide stakeholders and an individual with the Metro ADA Office.

Customers who appeal a suspension for no-shows will be permitted to continue to use Nashville MTA AccessRide service pending the outcome of the appeal hearing. All AccessRide policies and procedures still apply. Customers will be notified by letter of the outcome.

Requests for an appeal must be sent in writing to the MTA ADA Coordinator at the following address:

**ADA Coordinator  
Nashville MTA  
430 Myatt Drive  
Nashville, TN 37115**

Customers needing this information in an alternative format should call the AccessRide Eligibility Office at (615) 880-3596.

### ***AccessRide Contacts***

AccessRide Reservation	(615) 880-3970
Customer Care and ADA Coordinator	(615) 862-5950

**For more information, please visit [NashvilleMTA.org](http://NashvilleMTA.org) or call (615) 880-3970.**



# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## BOARD ACTION ITEM

Item Number: A-17-008

Meeting Date: 05/18/17

Item Title: ACCESSRIDE SECONDARY MOBILITY DEVICE POLICY

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### BACKGROUND

Secondary Mobility Aids are limited to portable devices, such as walkers, crutches, canes etc., and cannot exceed 10 pounds total. The device must be secured either next to the rider, without overhanging the aisle, or in the rear of the vehicle. Operators shall assist in the loading and unloading of the device. Nashville MTA is not responsible should any damages occur to the secondary mobility device.

### COMMITTEE RECOMMENDATION

The Operations and Finance Committee recommends the Board approve the AccessRide Secondary Mobility Device Policy.

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*Approved:*

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*Secretary*

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*May 18, 2017*

*Date*



Nashville Metropolitan Transit Authority  
**AccessRide Secondary  
Mobility Device Policy**

[www.nashvillemta.org](http://www.nashvillemta.org)

Secondary Mobility Aids are limited to portable devices, such as walkers, crutches, canes etc., and cannot exceed 10 pounds total. The device must be secured either next to the rider, without overhanging the aisle, or in the rear of the vehicle. Operators may assist in the loading and unloading of the device. Nashville MTA is not responsible should any damages occur to the secondary mobility device.

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

## BOARD ACTION ITEM

Item Number: A-17-009

Meeting Date: 05/18/17

Item Title: PUBLIC ENGAGEMENT FOR PROPOSED SYSTEM AND FARE CHANGES

### BACKGROUND

The Federal Transit Administration (FTA) requires a transparent process for Fare and Major Service Changes. This must include meaningful public involvement and demonstrate that the Nashville Metropolitan Transit Authority (Nashville MTA) Board showed consideration, awareness, and approval of the public comments and equity analysis.

The following proposed fare change to eliminate the requirement for a single-ride fare to transfer and major service changes are proposed for implementation in August and October 2017, respectively.

#### Proposed Fare Change

Nashville MTA has been advised that the Metro Budget will include an operation subsidy to allow Nashville MTA to eliminate the need for riders to pay for a second ride to complete their trips. The subsidy would also support reductions to other pass types to maintain consistent and effective per-ride prices throughout the fare structure, as well as to maintain operational efficiency in boarding times. The fare change is proposed to take effect August 2017.

#### Proposed Major Service Changes

The Nashville MTA is proposing several service changes for October 2017.

- **Music City Circuit:** Extension to Tennessee State University, replacing Route 29 Jefferson, and associated schedule and routing changes
- **Route 19 Herman:** Route extension past current end of the line at Tennessee & 51<sup>st</sup> into the Nations, with possible connection to Charlotte Pike service; routing adjustments associated with extension of the Music City Circuit to TSU
- **Route 22 Bordeaux:** Frequency improvements (15 minute weekday service; 30 minutes nights and weekends)
- **Route 18 Airport/Downtown Hotels:** Addition of off-peak, mid-morning local service to address critical on-time performance issues

The Nashville MTA is also proposing minor adjustments and service changes in the fall including adjustments to routes 23 Dickerson Road and 35X Rivergate Express, and other schedule adjustments based on review of recent automatic vehicle location (AVL) data.

All proposed changes include expansion of existing service or addition of new service and are expected to be a benefit to our existing riders and to future riders.

#### Proposed Public Involvement

MTA staff plans to hold two public meetings in mid-June at Music City Central (MCC) prior to the June

Board Meeting. Staff will present the proposed service and fare changes to the public at these meetings, answer questions, and receive comments for the record. The public will have further opportunity to comment on the proposed changes directly to the Board during the formal comment period of the June Board Meeting.

All meetings will be advertised in local newspapers and on the Nashville MTA website and Facebook page. A copy of the PowerPoint presentation will be posted on the Nashville MTA and Regional Transportation Authority of Middle Tennessee (RTA) websites. Nashville MTA staff will engage with riders at MCC and on affected routes prior to the public meetings to provide notice of meetings and to receive comments in person. The public will also be encouraged to email, call, fax or mail their comments to the Nashville MTA.

It is anticipated that final recommendations and public comments will be presented for final review and approval of the proposed fare and service changes at the July 2017 MTA Board Meeting.

### **COMMITTEE RECOMMENDATION**

The New Initiatives and Community Engagement Committee recommend to the Board approval to advance the proposed fare and service changes for public consideration.



*Approved:*

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*Secretary*

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*May 18, 2017*

*Date*