



Operations & Finance Committee Meeting Agenda

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

Thursday, May 18, 2017

The Operations & Finance Committee will begin at 1:30 p.m.

Operations & Finance Committee

Walter Searcy,
Chair
Hannah Paramore
Breen

1. Call to Order
 2. Discussion Items
 - a. Monthly Financial Report Compared to Reforecast – Ed Oliphant, Chief Financial Officer OF-D-17-015
 - b. Monthly Operating Statistics – India Birdsong, Chief Operating Officer OF-D-17-016
 3. Action Items
 - a. AccessRide No Show Policy – Marilyn Yokley, AccessRide Manager OF-A-17-003
 - b. AccessRide Secondary Mobility Device Policy – Marilyn Yokley, AccessRide Manager OF-A-17-004
 4. Other Business
 5. Adjourn
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NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-015

Meeting Date: 05/18/17

Item Title: MONTHLY FINANCIAL REPORT COMPARED TO REFORECAST

BACKGROUND

Attached is a statement of operations for the month of March compared to the reforecast and a balance sheet as of March 31, 2017.

CURRENT STATUS

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

Approved:

Edward W. Oliphant
Chief Financial Officer

May 12, 2017
Date

Metropolitan Transit Authority
Statement of Operations Compared to 2/28/17 Reforecast
 For the Period Ending March 31, 2017
 UNAUDITED

	Actual Month	Month Reforecast	Month End Variance	F/ U	Prior Year Y-T-D	Actual Y-T-D	Reforecast Y-T-D	Y-T-D Variance	F/ U	Annual Reforecast
Revenue form Operations:										
Passenger Fares	\$727,446	\$728,440	(\$994)	U	\$7,502,176	\$7,197,826	\$7,198,820	(\$994)	U	\$9,412,130
Access Ride	70,460	69,700	760	F	695,090	634,929	634,169	760	F	847,129
Contract Revenues	219,780	213,120	6,660	F	1,862,787	1,871,035	1,864,375	6,660	F	2,480,649
Advertising	74,319	76,240	(1,921)	U	792,358	763,868	765,789	(1,921)	U	979,609
Other Non-Trans Revenue	89,185	89,350	(165)	U	857,136	868,628	868,793	(165)	U	1,156,494
Total Operating Revenue	1,181,190	1,176,850	4,340	F	11,709,547	11,336,286	11,331,946	4,340	F	14,876,011
Federal/State/Local Income:										
Local Assistance	4,000,000	4,000,000	0	F	40,013,600	41,250,000	41,250,000	0	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	161,642	164,560	(2,918)	U	1,426,749	1,432,498	1,435,416	(2,918)	U	1,920,136
Federal Assistance - JARC/New Free	32,142	31,170	972	F	508,398	297,883	296,911	972	F	557,591
Total Assistance Income	4,193,784	4,195,730	(1,946)	U	46,533,747	47,634,081	47,636,027	(1,946)	U	49,145,027
Capital Revenue:										
Capital Operating Reimbursement	0	0	0	F	0	0	0	0	F	9,607,940
Capital ADA Reimbursement	0	0	0	F	0	0	0	0	F	2,500,000
Total Capital Income	0	0	0	F	0	0	0	0	F	12,107,940
Total Revenue	\$5,374,974	\$5,372,580	\$2,394	F	\$58,243,294	\$58,970,367	\$58,967,973	\$2,394	F	\$76,128,978
Expenses from Operations:										
Labor and Fringes	\$4,889,408	\$4,835,717	(\$53,691)	U	\$37,665,468	\$41,120,737	\$41,067,046	(\$53,691)	U	\$55,370,502
Services	766,228	720,195	(46,033)	U	6,564,836	5,657,005	5,610,972	(46,033)	U	7,664,065
Fuel	301,846	302,026	180	F	3,704,267	2,632,225	2,632,405	180	F	3,534,982
Parts, Materials and Supplies	641,549	471,049	(170,500)	U	4,289,308	4,172,211	4,001,711	(170,500)	U	5,436,332
Utilities	104,576	118,755	14,179	F	856,854	955,466	969,645	14,179	F	1,291,041
Casualty and Liability	188,242	188,670	428	F	1,389,794	1,670,154	1,670,582	428	F	2,240,319
Other	18,581	54,708	36,127	F	459,876	390,807	426,934	36,127	F	591,737
Total Operating Expenses	6,910,430	6,691,120	(219,310)	U	54,930,403	56,598,605	56,379,295	(219,310)	U	76,128,978
Surplus / (Deficit) before GASB 33	(\$1,535,456)	(\$1,318,540)	(\$216,916)	U	\$3,312,891	\$2,371,762	\$2,588,678	(\$216,916)	U	\$0
Capital Grant Revenue	322,648	322,648	0	F	4,045,661	3,190,696	3,190,696	0	F	0
Rental income - MCC Amortization	49,167	49,167	0	F	442,503	442,503	442,503	0	F	0
Depreciation	(1,294,230)	(1,294,230)	0	U	(11,798,840)	(12,159,249)	(12,159,249)	0	U	0
Surplus / (Deficit)	(\$2,457,871)	(\$1,318,540)	(\$1,139,331)	U	(\$3,997,785)	(\$6,154,288)	\$2,588,678	(\$8,742,966)	U	\$0

Metropolitan Transit Authority

Comparative Balance Sheets

	Month Ended March 31, 2017	Month Ended June 30, 2016
	(unaudited)	(audited)
CURRENT ASSETS		
Cash and cash equivalents	\$4,794,716	\$5,059,804
Receivables from federal, state and local government	1,850,278	4,543,177
Accounts receivable	1,553,143	1,304,145
Materials and supplies	1,823,175	2,557,325
Prepaid expense and other	666,762	734,269
Pension Deferred Outflow	6,255,597	6,255,597
Total Current Assets	16,943,671	20,454,317
PROPERTY AND EQUIPMENT		
Land	15,155,267	15,155,267
Building, shelter and benches	98,270,106	98,162,187
Revenue equipment and parts	120,847,650	119,985,539
Office furniture and equipment	3,980,068	3,805,885
Other	5,942,598	4,003,974
	244,195,689	241,112,852
Less: Accumulated Depreciation	(116,322,503)	(104,211,653)
Total Property and equipment, net	127,873,186	136,901,199
OTHER ASSETS		
Cash and investments for self-insurance and other	6,309,773	4,772,596
TOTAL ASSETS	\$151,126,630	\$162,128,112
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	\$1,453,600	\$2,881,475
Accrued expenses	6,812,585	5,517,064
Deferred revenue	46,696	44,296
Note Payable	0	4,500,000
Total Current Liabilities	8,312,881	12,942,835
NON-CURRENT LIABILITIES		
Deferred Revenue	9,294,966	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
NET ASSETS		
Invested in capital assets	118,578,220	124,676,314
Reserve for capital purchases	716,798	737,747
Unrestricted	(39,020,571)	(32,422,980)
Current Year Surplus / (deficit)	(6,154,288)	(11,449,712)
Total Net Assets	74,120,159	81,541,369
TOTAL LIABILITIES AND NET ASSETS	\$151,126,630	\$162,128,112
Current Ratio	2.04	1.58
Quick Ratio	0.99	0.84
Working Capital	8,630,790	7,511,482

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE DISCUSSION ITEM

Item Number: OF-D-17-016

Meeting Date: 05/18/17

Item Title: MONTHLY OPERATING STATISTICS

BACKGROUND

Attached are monthly operating statistics through March 2017.

CURRENT STATUS

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

Approved:



Chief Operating Officer

May 12, 2017

Date

MTA Operations Dashboard Report

	March 2017	March 2016	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	751,617	793,836	-5.3%	
AccessRide (MTA)	26,066	25,105	3.8%	
AccessRide (Overflow/Taxi)	14,371	14,673	-2.1%	
AccessRide Total	40,437	39,778	1.7%	
Total	792,054	833,614	-5.0%	850,000
Passengers per Revenue Hour				
Bus	17.17	19.24	-10.8%	20
AccessRide	2.02	2.11	-4.3%	2.15
Total Scheduled Revenue Hours	56,721	53,164	6.7%	
Total Cost Per Scheduled Revenue Hour of Service	\$115.22	\$106.87	7.8%	
Safety				
Miles Between Total Accidents	37,187	31,794	17.0%	40,000
Miles Between Preventable Accidents	427,655	206,662	106.9%	325,000
Preventable Accidents	2	4	-50.0%	
Non-Preventable Accidents	21	22	-4.5%	
Internal Accidents	0	0	N/A	
External Accidents	23	26	-11.5%	
Service Quality				
Bus Trip Completion Percentage	99.64%	99.66%	0.0%	99.9%
AccessRide Trip Denials	0	0	N/A	0.0%
Miles Between Road Calls	8,069	5,821	38.6%	7,000
On-Time Performance				
Bus	86.48%	84.92%	1.8%	90.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	8,260	8,820	-6.3%	8,000
AccessRide	1,011	710	42.4%	950
Total Calls Received	26,663	27,243	-2.1%	
Percent of Calls Answered	96.60%	95.20%	1.5%	95.0%

MTA Operations Dashboard Report

	FY 2017	FY 2016	Pct. Change	Average Monthly Goals
Ridership				
Total Passengers				
Bus	6,993,054	7,178,974	-2.6%	
AccessRide (MTA)	224,506	220,673	1.7%	
AccessRide (Overflow/Taxi)	117,667	109,076	7.9%	
AccessRide Total	342,173	329,749	3.8%	
Total	7,335,227	7,508,723	-2.3%	7,650,000
Passengers per Revenue Hour				
Bus	18.64	20.42	-8.7%	20
AccessRide	2.04	2.12	-3.8%	2.15
Total Scheduled Revenue Hours	485,461	455,777	6.5%	
Total Cost Per Scheduled Revenue Hour of Service	\$109.62	\$113.89	-3.7%	
Safety				
Miles Between Total Accidents	42,138	44,095	-4.4%	40,000
Miles Between Preventable Accidents	357,166	303,156	17.8%	325,000
Preventable Accidents	21	24	-12.5%	
Non-Preventable Accidents	157	141	11.3%	
Internal Accidents	7	16	-56.3%	
External Accidents	161	149	8.1%	
Service Quality				
Bus Trip Completion Percentage	99.68%	99.04%	0.6%	99.9%
AccessRide Trip Denials	0	0	N/A	0.0%
Miles Between Road Calls	6,685	4,640	44.1%	7,000
On-Time Performance				
Bus	84.90%	84.23%	0.7%	90.0%
Customer Care				
Passengers Carried Per Complaint				
Bus	7,487	7,597	-1.4%	8,000
AccessRide	873	800	9.1%	950
Total Calls Received	236,579	241,247	-1.9%	
Percent of Calls Answered	96.50%	95.40%	1.2%	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	Definitions
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	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.
On-Time Performance	
Bus	Percentage of total scheduled fixed route timepoint departures occurring between 59 seconds early and 5 minutes 59 seconds late.
Customer Care	
Passengers Carried Per Complaint	
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.
Total Calls Received	
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.

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE ACTION ITEM

Item Number: OF-A-17-003

Meeting Date: 05/18/17

Item Title: ACCESSRIDE NO-SHOW POLICY

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.

STAFF RECOMMENDATION

Staff requests the Operations and Finance Committee recommend to the Board the adoption of the attached revised AccessRide No-Show Policy, drafted in accordance with the Federal Transit Administration (FTA) and ADA regulations and updates as outlined above.

Approved:



Chief Operating Officer

May 12, 2017

Date



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	Warning Letter
↓ Second monthly occurrence	Five-day Suspension
↓ Third monthly occurrence	10-day Suspension
↓ Fourth and beyond monthly occurrence	15-day Suspension and Eligibility review

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 or call (615) 880-3970.

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE ACTION ITEM

Item Number: OF-A-17-004

Meeting Date: 05/18/17

Item Title: ACCESSRIDE SECONDARY MOBILITY DEVICE POLICY

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.

STAFF RECOMMENDATION

Staff requests that the Operations and Finance Committee recommend to the Board the adoption of the attached AccessRide Secondary Mobility Device policy, drafted in accordance with the Federal Transit Administration (FTA) recommendation as outlined above.

Approved:



Chief Operating Officer

May 12, 2017

Date



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

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.



New Initiatives & Community Engagement Committee Meeting Agenda

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

Thursday, May 18, 2017

Committees begin meeting at 1:30 p.m.

The NICE Committee will immediately follow the Operations & Finance Committee.

NICE

Committee

Janet Miller, Chair
Lewis Lavine

1. Call to Order
 2. Discussion Items
 - a. FY2018 MTA Proposed Operating Budget Review – Ed Oliphant, Chief Financial Officer NICE-D-17-004
 - b. Capital Budget Strategy Discussion – Julie Navarrete, Chief Development Officer NICE-D-17-005
 3. Action Items
 - a. Public Engagement for Proposed System and Fare Changes – Julie Navarrete, Chief Development Officer NICE-A-17-005
 4. Other Business
 5. Adjourn
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NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE DISCUSSION ITEM

Item Number: NICE-D-17-004

Meeting Date: 05/18/17

Item Title: FY2018 MTA PROPOSED OPERATING BUDGET REVIEW

BACKGROUND

In January, we discussed with the Committee our proposed baseline operating budget for FY2018 and developed, with input from the Board, a tiered approach for other initiatives that culminated into a proposed budget that includes a \$7 million increase in Metro's subsidy from \$42 million to \$49 million. Since the Mayor's recommended budget is presented in a more summarized format, we thought we would review the budget submission that Nashville Mayor Megan Barry presented to Council and answer any questions the Committee may have. Our presentation to Metro Council will follow next week's Board meeting at 5:15 p.m. at the Metro Courthouse Council chambers.

CURRENT STATUS

Chief Financial Officer Ed Oliphant and Chief Executive Officer Steve Bland will discuss the Mayor's proposed budget with the Committee and Board as a final review prior to Metro Council's budget hearing.

Approved:

Edward W. Oliphant

Chief Financial Officer

May 12, 2017

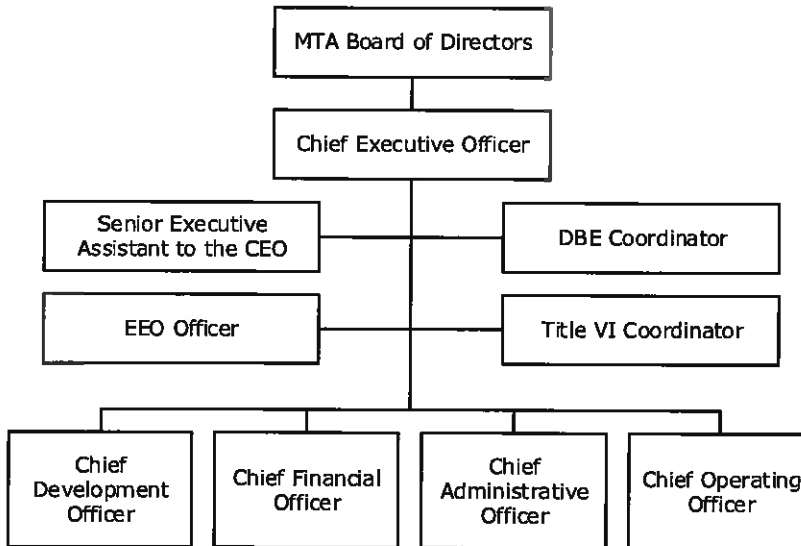
Date

78 Metro Transit Authority-At a Glance

Mission	The mission of the MTA is to provide public transportation to our community and its visitors so they can achieve greater mobility and experience a cleaner, healthier environment with less traffic congestion.		
Budget Summary			
	<u>2015-16</u>	<u>2016-17</u>	<u>2017-18</u>
Expenditures and Transfers:			
MTA Component Unit Fund	\$ 73,556,900	\$ 76,666,100	\$ 81,888,600
Total Expenditures and Transfers	<u>\$ 73,556,900</u>	<u>\$ 76,666,100</u>	<u>\$ 81,888,600</u>
Revenues and Transfers:			
Program Revenue			
Charges, Commissions, and Fees	\$ 16,758,900	\$ 15,910,100	\$ 12,798,200
Other Governments and Agencies	12,199,400	14,088,700	15,423,100
Other Program Revenue	4,585,000	4,653,700	4,653,700
Total Program Revenue	<u>\$ 33,543,300</u>	<u>\$ 34,652,500</u>	<u>\$ 32,875,000</u>
Non-program Revenue	0	0	0
Transfers From Other Funds and Units	40,013,600	42,013,600	49,013,600
Total Revenues	<u>\$ 73,556,900</u>	<u>\$ 76,666,100</u>	<u>\$ 81,888,600</u>
Expenditures Per Capita	\$ 109.94	\$ 112.93	\$ 119.65
Positions	Total Budgeted Positions	1	1
Contacts	Chief Executive Officer: Stephen Bland Chief Financial Officer: Ed Oliphant Controller: Shelly McElhaney 430 Myatt Dr. 37115	email: steve.bland@nashville.gov email: ed.oliphant@nashville.gov email: shelly.mcelhaney@nashville.gov Phone: 615-862-6129	

78 Metro Transit Authority-At a Glance

Organizational Structure



Programs

Administrative

Non-allocated Financial Transactions

Asset Management

Business Protection
Financial and Asset Management
Sales

Customer Care

Access To All
Getting Around in Nashville
Logistics
Passenger Amenities
Passenger Safety
Vehicle Preparation and Readiness

Service Improvement

Board of Directors Information
Convenient Alternative Transportation
Service Improvement

Support Services

Employment Services
Human Resources
Internal Support

78 Metro Transit Authority-At a Glance

Budget Changes and Impact Highlights

Recommendation			Impact
Department Wide			
Increase in Health Expenses	SPF**	\$614,300	An increase in health care coverage is anticipated due to increased medical claim costs, administrative costs and actuarial results.
Increase in Wages & Fringes	SPF	1,101,300	The increase is due to contractually scheduled step increases in our labor union contract as well as an annual 2.5% increase in Union and Admin. wages.
Decrease in Pension Expense	SPF	(939,900)	Decreased Pension costs are a result of the annual actuarial evaluation that reduced the company's required contribution percentage significantly.
Other Fringe Benefits, FICA and Workers' Comp	SPF	151,200	As a percentage of labor, the FICA and Other Fringes increase is based primarily on increased labor costs as well as an upswing of recent trends to MTA's self-funded Worker's Comp claims activity.
Other Services	SPF	1,007,900	This change is primarily due to an increase in our Taxi Overflow services (which supplement MTA's paratransit services) as well as bringing online MTA's Automated Vehicle Location system (AVL), adding contract maintenance to our annual operating costs. Finally, Security at MCC was increased.
Fuel Costs	SPF	743,500	Increases are due to incremental increases in the annually negotiated fuel hedging contracts. Approximately 66% of our diesel and 62% of our gasoline consumption is hedged. Our Diesel contract prices are increasing \$0.41 per gallon and our Unleaded contract is increasing \$0.29 per gallon.
Parts, Materials & Supplies	SPF	258,400	The increase in parts maintenance is due to both our growing bus and paratransit fleet as well as implementation of new preventive maintenance practices.
Other Expenses	SPF	84,300	This increase includes increases in liability insurance, utilities and employee training related to maintenance.
Decrease in Passenger and Contract Revenues	SPF	783,000	The decrease in fare revenues is a result of ridership declines in FY2017. Lower fuel prices and other affordable transportation options like Uber and Lyft factor into this decline. Ridership has begun to level out and expected FY2018 revenue should reflect a slight increase by the end of the year.
Increase in Other Non-Transportation Revenue	SPF	(421,200)	This increase is due to increased advertising and parking revenues through third-party agreements.

78 Metro Transit Authority-At a Glance

Budget Changes and Impact Highlights

Recommendation			Impact
Increase in Federal Grant Revenues	SPF	(1,334,400)	This is an increase in the utilization of federal capital grants converted to operating revenue for eligible preventive maintenance cost and a slight increase in JARC funding.
Decrease in Passenger Fare due to elimination of Payment Penalty for Transfers	SPF	2,750,000	This decrease in expected fare collections is a result of implementing free transfers between buses as well as reducing fare prices on multiple-trip tickets to improve incentives for purchasing fare media in advance.
Extension of Music City Circuit to TSU	SPF	542,700	This is an expansion of the Music City Circuit services in conjunction with the future development of TSU's transit center in North Nashville, providing enhanced connectivity to the historic Jefferson Street corridor.
Mobility on Demand	SPF	1,610,300	This is an expansion of our AccessRide (paratransit) services as well as utilization of other, third-party providers in response to increasing demand in order to improve service reliability. Enhanced dispatching using real-time data and a client call-ahead feature will improve the effectiveness and efficiency of paratransit services.
Travel Demand Management	SPF	90,200	This project will support the expansion of the EasyRide program, and provide local matching funds for a CMAQ grant acquired by Metro Planning for travel demand management activities.
LOCAP and Internal Service Fees Adjustment		(41,600)	No impact on performance
Special Purpose Funds Total		\$7,000,000	
TOTAL		\$7,000,000	

**SPF - Special Purpose Funds

78 Metro Transit Authority-Financial

MTA Component Unit Fund						
	FY2016 Budget	FY2016 Actuals	FY2017 Budget	FY2018 Budget	FY17-FY18 Difference	FY17-FY18 % Change
OPERATING EXPENSES:						
PERSONAL SERVICES	48,497,300	47,469,500	51,336,900	54,459,500	3,122,600	6.08%
OTHER SERVICES:						
Utilities	1,346,300	1,137,600	1,386,000	1,430,900	44,900	3.24%
Professional & Purchased Services	1,627,300	2,155,100	1,439,300	1,992,600	553,300	38.44%
Travel, Tuition, and Dues	306,700	278,800	357,500	420,800	63,300	17.71%
Communications	45,400	37,400	46,800	51,200	4,400	9.40%
Repairs & Maintenance Services	4,645,000	4,987,500	5,167,300	5,549,200	381,900	7.39%
Internal Service Fees	325,700	303,900	351,500	309,900	(41,600)	-11.83%
Other Expenses	16,763,200	15,802,700	16,580,800	17,674,500	1,093,700	6.60%
TOTAL OTHER SERVICES	25,059,600	24,703,000	25,329,200	27,429,100	2,099,900	8.29%
TOTAL OPERATING EXPENSES	73,556,900	72,172,500	76,666,100	81,888,600	5,222,500	6.81%
TRANSFERS TO OTHER FUNDS/UNITS	0	0	0	0	0	0.00%
TOTAL EXPENSES & TRANSFERS	73,556,900	72,172,500	76,666,100	81,888,600	5,222,500	6.81%
PROGRAM REVENUE:						
Charges, Commissions, & Fees	16,758,900	15,357,300	15,910,100	12,798,200	(3,111,900)	-19.56%
Federal (Direct & Pass Through)	12,199,400	13,770,000	14,088,700	15,423,100	1,334,400	9.47%
State Direct	4,585,000	4,585,000	4,653,700	4,653,700	0	0.00%
Other Government Agencies	0	0	0	0	0	0.00%
Other Program Revenue	0	0	0	0	0	0.00%
TOTAL PROGRAM REVENUE	33,543,300	33,712,300	34,652,500	32,875,000	(1,777,500)	-5.13%
NON-PROGRAM REVENUE:						
Property Taxes	0	0	0	0	0	0.00%
Local Option Sales Tax	0	0	0	0	0	0.00%
Other Tax, Licenses, & Permits	0	0	0	0	0	0.00%
Fines, Forfeits, & Penalties	0	0	0	0	0	0.00%
Compensation From Property	0	0	0	0	0	0.00%
TOTAL NON-PROGRAM REVENUE	0	0	0	0	0	0.00%
TRANSFERS FROM OTHER FUNDS/UNITS	40,013,600	40,013,600	42,013,600	49,013,600	7,000,000	16.66%
TOTAL REVENUE & TRANSFERS	73,556,900	73,725,900	76,666,100	81,888,600	5,222,500	6.81%
Expenditures Per Capita	109.94	110.19	112.93	119.65	6.72	5.95%

78 Metro Transit Authority-Financial

<u>Title</u>	<u>Grade</u>	<u>Job Class</u>	<u>FY2016 Budgeted</u>		<u>FY2017 Budgeted</u>		<u>FY2018 Budgeted</u>		<u>FY17 - FY18 Variance</u>	
			<u>Pos.</u>	<u>FTE</u>	<u>Pos.</u>	<u>FTE</u>	<u>Pos.</u>	<u>FTE</u>	<u>Pos.</u>	<u>FTE</u>
MTA-Component Unit 60002										
Chief Executive Officer- MTA	NS	10323	1	1.00	1	1.00	1	1.00	0	0.00
Total Positions & FTE			1	1.00	1	1.00	1	1.00	0	0.00
Department Totals			1	1.00	1	1.00	1	1.00	0	0.00

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE DISCUSSION ITEM

Item Number: NICE-D-17-005

Meeting Date: 05/18/17

Item Title: CAPITAL BUDGET STRATEGY DISCUSSION

BACKGROUND

The Nashville Metropolitan Transit Authority (Nashville MTA) has limited funding and significant capital needs to ensure we meet safety and compliance requirements, manage our assets in a State of Good Repair, provide meaningful customer service and amenities, enhance service efficiencies and improvements, and expand service to meet growing local and regional transit priorities.

Nashville MTA senior management will present a summary of projected capital funding sources and program needs for an in-depth discussion during the New Initiatives and Community Engagement (NICE) Committee meeting.

We expect this to be a starting point for discussing capital funding priorities in much the same way as we evolved our tiered operating request to Metro.

CURRENT STATUS

We have drafted initial recommendations for a five-year capital budget for discussion with the NICE Committee for overall strategy and direction. Comments and direction received by the Committee will be used to develop a final recommendation for Board approval and adoption at the June 2017 Board Meeting.

Approved:



Chief Development Officer

May 18, 2017

Date

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE ACTION ITEM

Item Number: NICE-A-17-005

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 & 51st 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.

STAFF RECOMMENDATION

Staff requests the Committee recommend to the Board approval to advance the proposed fare and service changes for public consideration.



Approved:



Chief Development Officer

May 18, 2017

Date