



## Minutes

# NASHVILLE METROPOLITAN TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

February 22, 2018

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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 (MCC) Meeting Room, 400 Charlotte Avenue, Nashville, Tennessee on January 25, 2018. Present were: Gail Carr Williams, Chair; Glenn Farner, Member; Walter Searcy, Member; Secretary Margaret Behm; and Chief Executive Officer Stephen G. Bland. A quorum was established, and Chair Williams called the public comments part of the meeting to order at 2:10 p.m. and stated that she would call the business meeting to order at 2:30 p.m. She noted that should anyone come in during this public comment time of the meeting they would be given the opportunity to address the Board should they so desire.
- II. PUBLIC COMMENTS:** Chair Williams opened the floor for public comments. The public was reminded that comments were limited to three minutes. The following members of the public addressed the Board with these comments:

Angelique Johnson with Music City Riders United:

- With the expanded service on the #22 Bordeaux route, sometimes the buses double up with one behind the other, and the second bus will skip a stop because the first bus is at that stop. Sometimes there are riders waiting for that second bus who get missed when that happens.
- Ms. Johnson tried to get to a meeting recently and waited two hours to get a transfer from the #52 Nolensville Pike BRT lite to the #72 Grassmere/Edmondson Connector. When she finally was able to catch the #72, the bus stopped in the middle of the street. The operator did not pull the bus into the stop, and he expected her to walk across traffic to board.
- Someone needs to go over the bus schedules and get them accurate. She noted that the transit app tells them one thing while the schedules tell them something else.
- The escalator going up at MCC has been out of order.
- Last week, there was something going on with the fare system because she rode two or three buses for free because their fare box wasn't working.

Tamika Douglas, member of Music City Riders United, member of People's Alliance for Transit Housing and Employment (PATHE), and a resident of Madison who has been riding public transit for three to four years:

- While she has witnessed moderate improvements, major improvements are still needed in the bus system like more service routes and extended service time to accommodate those who work second and third shifts.
- She understood that there is a plan to improve the bus system but asked how long the riders will have to wait for those improvements and are they tied to the successful passing of the transit plan.
- She stated that the #14 Whites Creek needs to be made into a BRT route because there are lots of riders and it needs to run more than just two times in the evenings.
- She asked how often the Nashville MTA conducts ridership surveys. That feedback would be good just to know if the size of the bus for the route should be larger or smaller. She gave the example of the #27 Old Hickory and the #14 and suggested that the buses for those two routes be swapped based on her observations of their ridership.
- She asked if it would be possible to reduce AccessRide fares. She stated that \$3.40 was too much for those riders to have to pay for a ride.

John Bull, a frequent rider, Nashville, TN:

- Mr. Bull hopes that Nashville MTA gets the funding for Mobility on Demand. That is an exciting concept.
- He is impressed that Nashville MTA is tracking maintenance, technical, and mechanics to make sure that staffing levels are up to speed.
- Mr. Bull stated that he noted that 93% of cameras are operational and that is a bit of concern to him. To him, the safe place is a bus where there are three to nine cameras that are doing incredible video deeds and some incredible audio uptakes before they even kick in the software. He is glad Nashville MTA is paying attention to that.
- About the renovations for the MCC, he notes that there is talk of a single stall family restroom which would have a baby changing station in there. He thinks consideration should also be given to having baby changing stations in the regular restrooms as well.

Shelia Hansen, Nashville MTA rider since 1984:

- She has noticed lately that the crosswalks at MCC are being blocked by buses that pull in and stop across the crosswalk leaving pedestrians nowhere to walk except in front of the bus. She asked if there might be a solution for this.

Patrick Green, President Local #1235 Amalgamated Transit Union (ATU):

- They had what they believe was a successful Black History month celebration honoring the first female African-American driver in this system. They were honored that she was still living and able to receive her rewards. Nashville MTA was outstanding in their support and the award that they actually gave.
- ATU asked the Board to consider on May 1<sup>st</sup> allowing free bus rides in order for people to be able to get out and vote. They asked for this not only on May 1<sup>st</sup> but also for the General Election later in the year. They hope that this would be something that could become a tradition and that the Board will take it into consideration.
- He noted once again that they have lost another member and that they were privileged to know him and that he was their friend.

Peter O'Connor, a frequent rider, Nashville, TN:

- Customer hours need to be extended from the time the first bus leaves MCC until the last bus completes its run.
- Bus operational hours need to be extended, especially on the weekends.
- He reported that he continues to have problems with some drivers who drive in the stop and go pattern, stepping on the gas pedal and letting off, that makes some passengers sick.
- The #52A Nolensville Pike BRT lite end of line should be behind the Walgreens on Hickory Plaza Drive and Ocala because people get off the bus where the end of the line is currently. People want to get up to the next stop which is in front of Kroger at Hickory Plaza, and it is difficult in foul weather. It would help greatly if the end of the line could go around to the back side of Walgreens in order to be closer to that next stop.

James Thomas, a frequent rider, Nashville, TN:

- He reported a number of issues of buses running late in the last month.
- The lower level television at MCC is not working and hasn't been for the last couple of months.

There were no other public comments at this time.

Now that it was past 2:30 p.m., Chair Williams called the Board meeting to order to start the official business of the Board.

**III. APPROVAL OF MINUTES:** Proper motion was made and seconded to approve the minutes of the January 25, 2018 Board of Directors meeting. There were no additions or corrections, and the vote of approval was unanimous.

**IV. OPERATIONS & FINANCE COMMITTEE REPORT:** Committee Chair Walter Searcy reported that the Committee had nothing to recommend during this reporting period.

**V. NEW INITIATIVES AND COMMUNITY ENGAGEMENT COMMITTEE REPORT:**  
Board Chair Williams presented the following item:

- a. Next Generation Fare Collection System (A-18-001):** Board Chair Williams reported that last month the Committee had extensive conversation and received a presentation from Genfare. As a result, the committee recommendation to the Board the award of the design, provision, and implementation of a Next Generation Fare Collection System to:
- Genfare, division of SPX Corporation: \$6,410,064.30
  - INIT Innovations in Transportation, Inc.: \$8,124,254.01
  - Total: \$14,534,318.31

Chair Williams noted that there were extensive conversations about why they needed both and what the two would do. INIT was for the software, and Genfare was the actual equipment to be used and the two talk to each other.

In addition, given the technical nature of the work and required integration with other systems, a 20% contingency of \$2,906,863.66 was recommended for a total value of \$17,441,181.97.

Through a combination of Federal and Local sources, \$12,388,685.00 in funding is available and allocated in the FY2018 approved capital budget, \$708,225.02 of which was utilized during project evaluation, planning, and procurement. An additional \$5,760,720.99 is planned via Federal and Local funding sources to cover the full cost of the system but remains to be allocated through the FY2019 budget planning and approval process. It is important to note that the above contract ceilings appear significantly higher than planned expenditures due to the inclusion of several ongoing operational elements in the contract ceiling (i.e. long-term service agreements, fare payment media, training, etc.).

Other capital and operational costs will be required to implement and support the project outside of the contracts with Genfare and INIT. Below is a high-level overview of anticipated current and future funding needs. This table was for informational purposes, with the exception of the first line item which was the subject of today's Committee Action Item. We did not currently request Board action on the figures included below:

<b>Project Budget Overview</b>				
Item	Vendor(s)	Capital	Operating (years 1-5)	Total
INIT and Genfare Next Generation Fare System* <b>(*today's action item)</b>	INIT & Genfare	\$10,134,960.05	\$4,399,358.26	\$14,534,318.31
Computer server hardware and equipment	Multiple, TBD pending system design	\$700,000.00	\$200,000.00	\$900,000.00
Total		\$10,834,960.05	\$4,599,358.26	\$15,434,318.31
20% Contingency		\$2,166,992.01	\$919,871.65	\$3,086,863.66
<b>Total with 20% Contingency</b>		<b>\$ 13,001,952.06</b>	<b>\$5,519,229.91</b>	<b>\$18,521,181.97</b>

Chair Williams concluded stating that this is a recommendation of the Committee and that recommendation came from last month when the Board deferred because Member Farner and Member Miller were not present and the Board wanted to give opportunity for CEO Steve Bland to sit down with them and walk through the material. Neither member had reservations about moving forward with this item.

There was no further discussion, and the vote of approval was unanimous.

Chair Williams called upon committee member Farner to present the remaining two items that came before the committee earlier today.

- b. **MUSIC CITY CENTRAL RENOVATION (A-18-002)**: Mr. Farner reported that the Committee received a presentation earlier today from Director of Engineering & Project Management Trey Walker. The renovation design package will include demolition and reconstruction of the public restroom facilities; renovation of the current customer care area and adjacent office space; and an extensive waterproofing program throughout the structure.

Solicitation of the bid package yielded one qualified bidder, Batten and Shaw Construction, with a base bid amount of \$4,823,000.

The Committee recommended the Board provide the Chief Executive Officer the authority to enter into a construction contract with Batten and Shaw Construction for a base amount of \$4,823,000. Due to the nature of the project, specifically the waterproofing scope, the Committee also recommended the Board authorize a project contingency of 30%, resulting in an authorized not-to-exceed project total of \$6,269,900.

There was no further discussion, and the vote of approval was unanimous.

- c. **MOBILITY ON DEMAND, ACCESSRIDE SAME-Day Premium Service Pilot (A-18-003)**: Mr. Farner reported that in June of 2017, the Nashville MTA Board approved contracts with DemandTrans and TransLoc to develop and implement mobility-on-demand pilot projects. In addition to developing demand-responsive, first/last mile connections to fixed-route services, one of the focuses of DemandTrans has been enhancing services for AccessRide-eligible customers through the use of third-party service providers, including the implementation of a same-day, premium service option.

DemandTrans has been successful in working with Nashville MTA staff to develop a service model with multiple transportation partners to provide this service. However, the actual provisioning of these services was not included in the base contract value. Because the Nashville MTA contract is with DemandTrans and not these third-party providers (subcontractors to DemandTrans), funding is needed on the DemandTrans contract to support these services for a full six-month pilot period. The source of these funds represent a reallocation of existing AccessRide operating funds, as trips taken on this service will largely be offset by trips not taken on traditional AccessRide paratransit.

The current contract value for DemandTrans is \$575,000, which does not include the actual provision of transportation services. In order to provide these services, the Committee recommended the Board approve an increase of \$500,000 to the contract value for a total contract value of \$1.075 million. The source of these funds are existing AccessRide operating funds in the Nashville MTA operating budget.

- VI. **CHAIR'S REPORT**: Chair Williams reported that tomorrow Vanderbilt would be holding a transit forum at noon at the Student Life Center. Some of the Vanderbilt

faculty members will be talking about some of the engineering that is going on and some of the things that are in the transit plan and some of the things that are not. It would be a good opportunity to learn from scholars about transit and things in transit. They planned to hold another one on March 13 that will focus more on cityscapes and things like that. She thanked CEO Bland and Board Member Searcy for participating in the first forum that was held at Vanderbilt. They had a great discussion and described to their faculty, staff, and students and other great community members about what this transit plan really is and what it means; what is this referendum that is coming up on May 1<sup>st</sup>; and how it all interplays. These discussions are really important and are a great way to help people feel informed about transit and can become more a part of what we talk about and what we do and see how transit is a part of everyday life for so many of our citizens.

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

- As you all know, Metro Council approved an ordinance to put the *Let's Move Nashville* initiative on the May 1 ballot. He thanked Board members Williams, Paramore Breen, and Searcy for their attendance at that meeting.
- A number of staff continued to participate in broad outreach efforts for the *Let's Move Nashville* initiative, participating in neighborhood meetings, university events and community panels.
- Staff continued to work with Bohan Advertising on a potential rebranding initiative for the Nashville MTA. He thanked all the Board members for their participation in this process to date. He expected to come back to them with findings and recommendations in the upcoming months.
- Unfortunately, we had another employee death to report this month. Gleason Rogers passed away from natural causes this past week. Gleason had been a DTO employee for four-and-a-half years, starting as a part-time AccessRide Operator and moving over to Maintenance as a General Helper and A Repairman. He was well liked and respected by his co-workers, and was an extremely hard worker, also working part-time for the Postal Service. He will be missed and our hearts go out to his family and his memory and those who worked with him.
- Following up earlier discussion on our FY2018-2019 operating budget, we submitted our request to Metro Finance last week with respect to our baseline services.
- We had our quarterly meeting with Federal Transit Administration Region 4 staff. During their visit, we had the opportunity to take them on a tour of ongoing construction on the Murfreesboro Road project. The project is progressing well.
- Our taxi contractor for AccessRide, Taxi USA, recently transitioned to a new dispatching system, and the process has been far from smooth. We are working with them. It does call out the need for resilience in having multiple operators. He extended a special note of thanks to Marilyn Yokley and her staff who on a person to person basis have tried to work through those issues. We hope for a relatively quick resolution. The contractor is aware of our concerns and is working on them
- A special thanks to Chair Williams as well as Member Searcy and his wife Joyce for joining us at the Urban League's 50<sup>th</sup> anniversary celebration yesterday.

- RTA Items:
  - RTA Board approved a governance restructuring designed to address several recommendations by the Office of State Comptroller.
  - The City Council for the City of Columbia has voted to join the RTA.
  - We reached a development agreement with Pennrose Development to advance a transit oriented joint development project at Donelson Station in concert with the City of Nashville and MDHA.
  - We continue to work with the Federal Railroad Administration to advance a limited service exception that would allow us relief from implementing Positive Train Control requirements on the Music City Star.
  - We worked with Cumberland Region Tomorrow and the Transit Alliance of Middle Tennessee to hold outreach events in Cheatham and Robertson Counties.

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

**IX. ADJOURNMENT:** The meeting was adjourned at 2:54 p.m.