

**NASHVILLE METROPOLITAN TRANSIT AUTHORITY**  
**Board of Directors Meeting**

**January 23, 2020**

- I. **Call to Order:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held at WeGo Central, located at 400 Dr. Martin L. King Jr. Blvd., Nashville, TN 37219 on Thursday, January 23, 2020

**Present:** Janet Miller, Vice Chair; Hannah Paramore Breen, Member; Walter Searcy, Member, Secretary Margaret Behm; and (CEO) Chief Executive Officer Stephen G. Bland.

**Absent:** Gail Carr Williams, Chair; Glenn Farner, Member

A quorum was established, and Vice Chair Miller called the meeting to order at 2:55 p.m.

- II. **Approval of Minutes:** Minutes of the December 19, 2019 board meeting were approved.
- III. **Public Comments:** Vice Chair Janet Miller began the meeting by acknowledging the Mayor's Office's Senior Advisor for Transportation and Infrastructure Faye DiMassimo. She gave way for Ms. DiMassimo to address the Nashville MTA Board members, staff, and attendees.

Faye DiMassimo said that she was very glad to attend this board meeting and to be working with this group. She mentioned the listening sessions the Mayor's office is conducting and said that one of the Mayor's strong commitments is to move the transportation plan for Metro forward within a year. She said that they aren't going about this plan by telling the community what the plan is, but rather they are using a creative method to see what the community would like to see happen. One of the listening session exercises asks participants to take \$20 in play money and decide how they would like to spend it between nine different project types. They have received some good feedback from the listening sessions. Thus far, transportation has been right at the top of this list, along with sidewalk/traffic management, and working with the state to make sure that our system will nest with what the region and the state is doing. We must make sure that our transportation and infrastructure is supporting how we grow and where we want to be.

Faye DiMassimo concluded her remarks by saying that CEO Steve Bland has been an exceptional colleague to work with.

Janet Miller then opened the floor for public comments. The public was reminded that comments were limited to three minutes.

**Peter O'Connor**

Mr. O'Connor reported the following:

- He wished everyone a Happy New Year.
- He's still noticing people smoking at WeGo Central premises and nobody is doing anything about.
- He is still propositioning WeGo about 72 Grassmere/Edmondson.
- He said the end of the line on 52A Nolensville Pike needs to be moved behind Walgreens.
- He would like for there to be extended bus and customer service hours.
- Drivers need to be better at customer relations.

### **John Bull**

Mr. Bull reported the following:

- He appreciated the extended hours on New Year's Eve/New Year's Day.
- He was happy to see the ridership numbers moving in the right direction.
- He was delighted to see the Nolensville Transit Stop Improvement Act happening.
- He rides the 52 Nolensville Pike to and from the board meetings and ....
- He is glad and in favor of the Better Bus proposal.

### **Darius Knight**

Mr. Knight reported the following:

- He's glad that things are moving in a better direction.
- He hopes that his concerns about the budget will change in the upcoming months.
- He appreciates the public meetings, but he wants to make sure that staff are listening to the concerns from the public.
- Please push council members because a lot of the council members don't get transit because they don't use the service...they are more concerned about a number.
- He's excited to see changes within the maintenance department and wants maintenance team to feel appreciated.

### **James Thomas**

Mr. Thomas reported the following:

- Drivers need to do a better job pulling up to the curb, especially for passengers who are disabled.
- He shows his appreciation for bus drivers by occasionally giving them restaurant coupons.

There were no other public comments to come before the Board.

## **IV. Operations & Finance Committee Report:** Committee Chair Searcy reported the following:

- Nolensville Transit Stop Improvement Project (M-A-20-001):** Nolensville Pike is WeGo Public Transit's third busiest corridor with an average monthly ridership of 58,000 riders. This heavily used transportation corridor accommodates multi-modal amenities for vehicles, transit buses, bicycles, and pedestrians. The goal of our project is to improve transit service amenities and safety on this important corridor.

WeGo staff, with the assistance of consultants from CDM Smith, completed the design and construction plans for key transit stops. This effort includes coordination with Tennessee Department of Transportation (TDOT) Region 3, TDOT Headquarters, Metro Public Works, and Metro Planning. The plans consist of design concepts from the National Association of City Transportation Officials (NACTO) Transit Street Design Guide. The designs mirror the Transit Design Guidelines discussed at the January 2019 New Initiatives & Community Engagement Committee meeting. They exemplify WeGo's high-quality expectations and comply with the Americans with Disabilities Act (ADA) requirements. The new transit stop designs update amenities, improve safety, facilitate service operation, and enhance access to transit.

Solicitation of the bid package occurred from September to December 2019 and yielded three qualified bidders. Following the bid opening, the lowest bidder, CD Steger Construction, withdrew his bid with concerns that he may have missed key elements, underbid, and consequently, may be unable to complete the project. The

next apparent bid winner is SBW Construction. WeGo engaged with SBW Construction to review the bid scope based on bid price. SBW Construction's base bid for the project was \$1,292,200 to cover sixteen stops excluding the Walmart locations outlined above. Additionally, SBW Construction bid \$869,165 for construction of the two extended platform sites at the Walmart inbound and Walmart outbound locations. In total, SBW Construction bid \$2,161,365 for the construction of the 18 transit sites as part of this project. SBW's bid is approximately 15% under the Engineer's cost estimate for the total project.

Funds for construction are from Tennessee Department of Transportation IMPROVE Act, 5307 Federal formula funds, and local matching funds.

The Operations & Finance Committee recommended the Board provide the Chief Executive Officer the authority to enter into a construction contract with SBW Construction for a base amount of \$2,161,365. Due to the nature of the project, specifically the unknowns associated with working within the right-of-way, we also request the Committee recommend to the Board to authorize a project contingency of 25%, resulting in an authorized not-to-exceed project total of \$2,702,000.

There was no further discussion. The vote of approval was unanimous.

- b. Award of Website Redesign Contract (M-A-20-002):** Staff currently manages three websites, two for the Nashville MTA and one for the Regional Transportation Authority of Middle Tennessee (RTA), at an average annual cost of \$80,000 for maintenance, hosting, and support with an additional \$15,000 in administrative management. Considering a steady rate of increase in costs over the next five years, we can expect to spend another \$500,000 on a website developed in 1999 with limited content management, no functionality for non-English speaking visitors and those with disabilities, and non-responsive to mobile platforms. A new, single website aligned with nMotion's principle of a seamless experience will not only help to reduce costs but will also allow us to offer multilingual translation, improve Americans with Disabilities (ADA) accessibility, lessen administrative management and costs, and truly make our website mobile responsive. A Request for Proposals (RFP) was advertised for a vendor to develop a single point of entry website to all WeGo services and products for current and prospective customers and broader business functions.

WeGo Public Transit received responsive and responsible bids from nine vendors, which included ACS Group, American Eagle, Horton Group, Infojini, Inc., Nagarro, Efelle Creative, Pavlov, Planeteria Media, and Younger Associates. An evaluation committee reviewed and scored the qualifications of each team on July 10, 2019. As a result of the review, four vendors were invited to present to the evaluation committee. Following the presentations, the evaluation committee reviewed and scored each team with American Eagle receiving the highest score. Through the submitted qualifications and in-person presentations, American Eagle demonstrated their understanding of the scope, their ability to support WeGo with all the required core functions, and their passion for advancing transit service within Middle Tennessee. The strengths noted by the evaluation committee included focus on improving accessibility, multi-lingual support, and advanced customer features such as push notifications. In addition, the vendor has a well-developed content management system with pre-existing modules for public sector clients, specifically transit agencies.

The New Initiatives & Community Engagement Committee recommended the Board to provide the Chief Executive Officer the authority to negotiate and enter into a contract with American Eagle in the amount of \$201,200 for a one-year base term for development, implementation, and hosting of a new website with four optional

one-year extensions in the amount of \$31,200 for ongoing maintenance and support with a not-to-exceed total of \$350,000. Funding for the development of the website is identified through federal funding sources during the development of the FY2018 Capital Plan.

There was no further discussion. The vote of approval was unanimous.

**V. New Initiatives and Community Engagement Committee Report:** Committee Chair Miller reported that there were no items to come before the board this month, but we had two good presentations regarding the five-year proposal plan for the Better Bus project and the budget process. The staff have worked very hard to present this budget to the Mayor and Council as a two-tiered approach.

**VI. Chair's Report:** Vice Chair Janet Miller gave her condolences in the passing of Ed Oliphant's mom.

She mentioned that we haven't had a board workshop in a while, so there have been discussions about a half day board workshop this spring. With all that we have going on, we thought this would be a great time to have this workshop. Vice Chair Miller said that Monica will be scheduling this and will send out some suggested dates. Typically, what we do in those sessions is look at strategic initiatives and forward-looking efforts, so we'll keep you posted on those dates and times.

**VII. CEO's Report:** CEO Bland reported the following to the Board:

1. CEO Bland and WeGo staff have provided support to the Mayor's new Senior Advisor for Transportation and Infrastructure, including putting together significant volumes of background information and helping to staff the Mayor's Listening Sessions. Faye DiMassimo has expressed an interest in meeting with our Nashville MTA Board members, and I will have Monica work to coordinate these meetings.
2. Thanks to Board Member Walter Searcy for attending yesterday's Access Passenger Advisory Committee (APAC) meeting. Discussion at APAC centered on the Better Bus project with Access Improvements, New Fare Collection System-related issues, and concerns over ease of access to the bus stop and Access Pickup point at Nashville International Airport.
3. As part of the overall City budget process, we have been attending informational sessions with Metro Finance relative to new budget submission requirements and performance reporting requirements.
4. We met with Councilman Russ Pulley, and representatives of the Green Hills Neighborhood and the Metro Nashville Public Schools to discuss public engagement approaches to the design of the Hillsboro Transit Center. We hope to complete public engagement by late March to maintain our design and construction schedule in coordination with the School's overall construction progress.
5. CEO Bland attended a Transit Now Nashville Mixer to provide overall updates on WeGo services and projects. The session was very well attended, with about 40 or 50 folks in attendance.
6. CEO Bland expressed his thanks to Justin Cole and all the staff who have been working on the Better Bus plan for quite some time now. Justin's presentation to the Better Bus Advisory Committee was very well received, and we are anxious to receive their feedback.

7. Earlier this month, CEO Bland was elected Secretary-Treasurer of the Tennessee Public Transportation Association (TPTA).
8. We will be participating as members of Mayor Cooper's Sustainability Advisory Board. The Board's first meeting was held this past month.
9. Rita, Margaret and our attorneys with Bradley continued to advance development of lease agreements for the land on which we intend to construct the North Nashville Transit Center. We hope to bring this before you next month.
10. RTA Items
  - a. We have been meeting with Gray Line to address a number of recent service reliability challenges arising from their operator shortage.
  - b. We met with TDOT staff to discuss the steps necessary to use excess TDOT property in the vicinity of the I-24 and Sam Ridley Parkway interchange in Smyrna for a Park & Ride lot.
  - c. I attended a meeting hosted by State Representative Darren Jernigan with various state officials and Metro Council Persons to review options for making upgrades to the WeGo Star Rail Line. We delivered the same information to the RTA Board at their monthly meeting this month.
  - d. With respect to the eight new, used railcars that the RTA is acquiring from a railroad in Michigan to replace current equipment, identified defects have been corrected and signed off by our on-site inspectors, and the cars are in process of awaiting scheduling by CSX for delivery to Nashville where they will be prepped and tested before entering service later this year.
  - e. The RTA Board awarded a construction contract to expand the Mt. Juliet Park & Ride lot by 99 spaces. Construction should commence in the next three months and will occur in three phases over one year.

**VIII. Other Business:** There was no other business at this time.

**IX. Adjournment:** The meeting was adjourned at 3:35 p.m.

**Attested:**

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**Gail Carr Williams**  
**Chair**

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**Margaret L. Behm**  
**Secretary**