



## Minutes

### NASHVILLE METROPOLITAN TRANSIT AUTHORITY

#### BOARD OF DIRECTORS MEETING

October 25, 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 at the Metro Nashville Police Precinct, located at 5500 Charlotte Pike, Nashville, TN 37228 on Thursday, October 25, 2018. Present were: Gail Carr Williams, Chair, Janet Miller, Vice Chair; Walter Searcy, Member; Hannah Paramore Breen, Member; Glenn Farner, Member; Secretary Margaret Behm; and Chief Executive Officer Stephen G. Bland. A quorum was established, and Chair Williams called the meeting to order at 2:54 p.m.

**II. APPROVAL OF MINUTES:** Proper motion was made and seconded to approve the minutes of the September 27, 2018 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 were limited to three minutes. The following members of the public addressed the Board with these comments:

**James Thomas, a frequent rider, Nashville, TN:**

- Mr. Thomas stated that he had issues on bus 52B with having to hold his cart and not being able to place his cart in the handicap area.
- Mr. Thomas is still noticing buses not properly stopping and pulling across the crosswalk lines.

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

- Mr. O'Connor stated that he's still noticing that bus drivers are not wearing their seatbelts and that management needs to do their job in enforcing the seatbelt law.
- Mr. O'Connor noticed that the overhead signs at Music City Central don't have information on the screens.

**Darius T. Knight, Madison, TN:**

- Mr. Knight stated that he's frustrated and feels that it's a waste of time to have to keep coming to report the same issues every month and nothing is being done about it.
- Mr. Knight stated that the online complaint system doesn't work, and he's noticing that when he calls in to customer service that they are reporting that

the online system doesn't work either and that they are having the same issues.

- Mr. Knight stated that someone needs to get with everyone in the maintenance department and make sure that the same reported items are being addressed. If this continues to happen, council is not going to continue to give money to Nashville MTA. He stated that his council member had already told him that his vote is going to be a no if we don't address these issues. Mr. Knight strongly urged Nashville MTA to do something about these issues.

**Glen Alan Graham, Nashville, TN:**

- Mr. Thomas stated that he rode the city bus for the first time since early June this past Thursday due to his car being in the shop for repair.
- Mr. Thomas stated that he was pleased that the MCC's unnecessary makeover was complete and that all buses are back in their assigned bays, but he questioned why the renovations were done to a facility that was constructed less than a decade ago.
- He also commented about other changes such as doing away with the outside ads, seeing Bart Durham ads all over the place.
- He liked the new WeGo colors which are the school colors of his alma mater.
- He doesn't like the sideways seats and stated he gets seasick sitting sideways.
- He liked that we've done away with the huge ads on the lower level walls at MCC and replaced them with much more attractive ads. That's a good change.
- He mentioned that the new WeGo name change reminds him of a child's classic toy that is popular worldwide. He hopes that name change signals that the company is serious about continuing to improve its bus service to Nashville.

**John Bull, a frequent rider:**

- Mr. Bull made a suggestion to offer a Sunday service on Route 77.
- Mr. Bull stated that Route 25 seems to be pretty regular now.
- Mr. Bull stated that he likes the mini bus stations.
- Mr. Bull stated that it's getting cold outside and more homeless people will be riding the bus.

There were no other public comments at this time.

**IV. OPERATIONS & FINANCE COMMITTEE REPORT:** Chair Searcy stated that there were no action items to report from the Operations & Finance Committee.

**V. NEW INITIATIVES AND COMMUNITY ENGAGEMENT COMMITTEE REPORT:** Chair Miller reported on the following:

- a. DemandTrans Support Services for Transition to Multiple Transit Providers (A-18-032):** In June 2017, the Nashville MTA Board approved a contract with DemandTrans for \$575,000 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 on enhancing services for Access-eligible customers through the use of third-party

service providers, including the implementation of a same-day, premium service option.

In February 2018, the Nashville MTA Board approved a change order for an additional \$500,000 to support the initial deployment of the Access-on-Demand premium service pilot, bringing the not-to-exceed total to \$1.075 million for the contract. This increase in the contract cap was to support the provision of services by third-party service providers under subcontract with DemandTrans and represented a reallocation of existing Access operational funds. These services have since been transitioned to the direct contracts between Nashville MTA and the four service providers awarded contracts for Supplemental ADA Capacity and Access-on-Demand services. Approximately \$200,000 of the not-to-exceed \$500,000 in the DemandTrans change order remains following this transition.

After a brief review during the August committee and board meetings, it was noted that the transition from one to four third-party suppliers of paratransit services is a complex process that is not without risk. To ensure as smooth a transition as possible while also reviewing our own internal operational practices, Nashville MTA staff recommends utilizing the professional consulting services of DemandTrans during this process. This work is within the scope of the DemandTrans contract and would require \$150,000 in operating funds. A task order can be executed within the existing not-to-exceed amount of \$1.075 million given the remaining value from the change order. However, given that this represents a substantive change in the original request to the Board for how the funds would be utilized, this reallocation is being brought to the Board for review and approval.

The New Initiatives and Community Engagement Committee recommended that the Board approve the reallocation of \$150,000 in the existing contract with DemandTrans from Access-on-Demand service provision costs to professional support services for the transition to multiple paratransit service providers. Funding is available in the FY2019 operations budget for WeGo Access services.

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

- VI. CHAIR'S REPORT:** Chair Williams stated that we are looking at WeGo from so many different perspectives in terms of our planning. While the Transit Asset Management (TAM) Plan report looks overwhelming, it also serves as a great road map that has language that's fitting for us to be poised to do what we need to do on a state and federal level. The fact that we have this new conflict of interest between RTA and Nashville MTA, it lets us tell our story better between the two and is not as confusing to so many people who believe that it's confusing. The deep dive that we took in the quarterly report regarding our ridership helps us to do better and serve our customers in the future. Chair Williams expressed her excitement on how all these pieces tie into one another, but she realized that it takes a whole lot of effort coming from a lot of different tentacles under one roof.

Chair Williams concluded her remarks by expressing appreciation to CEO Steve Bland, the WeGo staff, especially the Procurement team for the invitation to the Procurement Open House Wednesday, October 24<sup>th</sup> at the Myatt location. Chair Williams stated that she was blown away with the participation and the excitement in the room from the local vendors and their interaction with the staff. She was excited that we came together as a team and allowed the community to see the way we work and support each other.

A job well done even with the challenges that come your way!

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

- The staff is working to advance a transit design guidelines document along with Public Works, Walk Bike Nashville, and other interested partners. The intent is to provide a tool for local government, developers, and traffic engineers on how to best integrate public transportation into their developments and rights of way. An initial draft has been developed, and we are meeting with stakeholders to incorporate changes. We hope to finalize.
- Yesterday, we hosted a small and minority business open house at our Myatt facility to acquaint disadvantaged businesses with WeGo to introduce them to a variety of our staff who procure goods and services and to orient them to our contracting processes and disadvantaged business certification process. Seventy-six people representing 58 businesses attended, and 10 met with our staff to learn more about the Disadvantaged Business Enterprise (DBE) certification process. He thanked Chief Administrative Officer Rita Roberts-Turner, and Greta Beard, Kim Hereford, Suzanne Adams, Rachel Johnson and Monica Howse of our Procurement Department for all the work they put into making the event a tremendous success, and to Gail for her attendance and remarks.
- Last week, Metro Council approved the FY2018-2019 Capital Spending Plan. The plan provides \$2.5 million to WeGo to match Federal and State Grants. This will allow us to undertake our planned bus replacement projects, but provides no new funding for expansion projects such as neighborhood transit centers.
- Work on the MCC renovations continues on schedule. All bus operations have returned to the building and we remain on target for a November project completion and a return of our Board meetings to Central. Our separate wayfinding project will continue into the first quarter of next year.
- On the other hand, we have hit a snag on our Nestor renovation project, as flood control restrictions are limiting our ability to undertake work as part of the permitting process. Engineering is looking at options now, and we expect to report back to you next month on progress.
- We have started placing our 19 AccessRide vans, into service, so you can expect to begin seeing more and more purple buses in the coming weeks.
- We kicked off our Second Leadership Academy Class.
- We are partnering with the city's new travel demand management program, the Nashville Connector on "the Commuter Challenge" this week. For this week, companies are being encouraged to enter a competition to see how many employees would be willing to try alternate means of commuting besides a single occupant automobile. As of the starting date, 36 companies are participating.
- RTA Items:

- Work continues with the Nashville Area Metropolitan Planning Organization (MPO) on the South Corridor Study, examining transit options in the Maury/Williamson/Davidson County corridor.
- We are in design for an expansion of the parking facility at Mt. Juliet Station, including pedestrian connectivity elements to the surrounding neighborhood and to a planned multi-use development on the other side of the tracks from the station. We expect this project to be out to bid for construction next spring.
- The RTA Board awarded a contract last week for the rehabilitation of the 4 locomotives on the Music City Star. This is a significant state of good repair project.
- Finally, he thanked Janet Miller for inviting him to sit at her table for the Public Schools Hall of Fame Luncheon benefitting the Nashville Public Education Foundation. It was particularly poignant as Lewis Lavine was awarded the Nelson C. Andrews Distinguished Service Award for his lifetime of service to education. The amazing descriptions of Lewis' contributions to education could just have easily been applied to his service to public transportation and Nashville MTA riders, and it was an honor to be there along with Janet and Hannah.

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

**IX. ADJOURNMENT:** The meeting was adjourned at 3:25 p.m.