

# FY2019-20 Budget Status and Proposed Service and Fare Adjustments

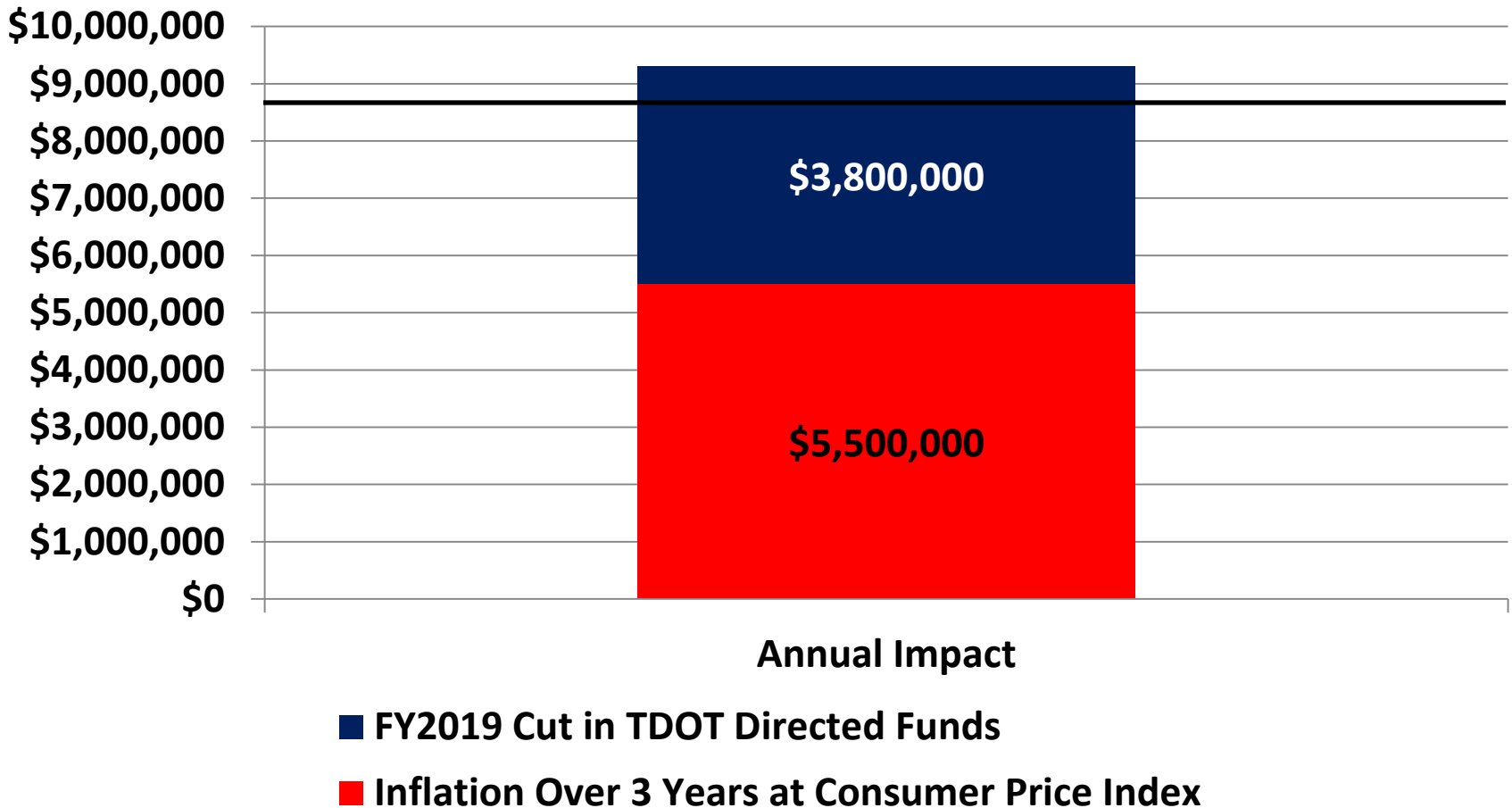
May 23, 2019



# Overview

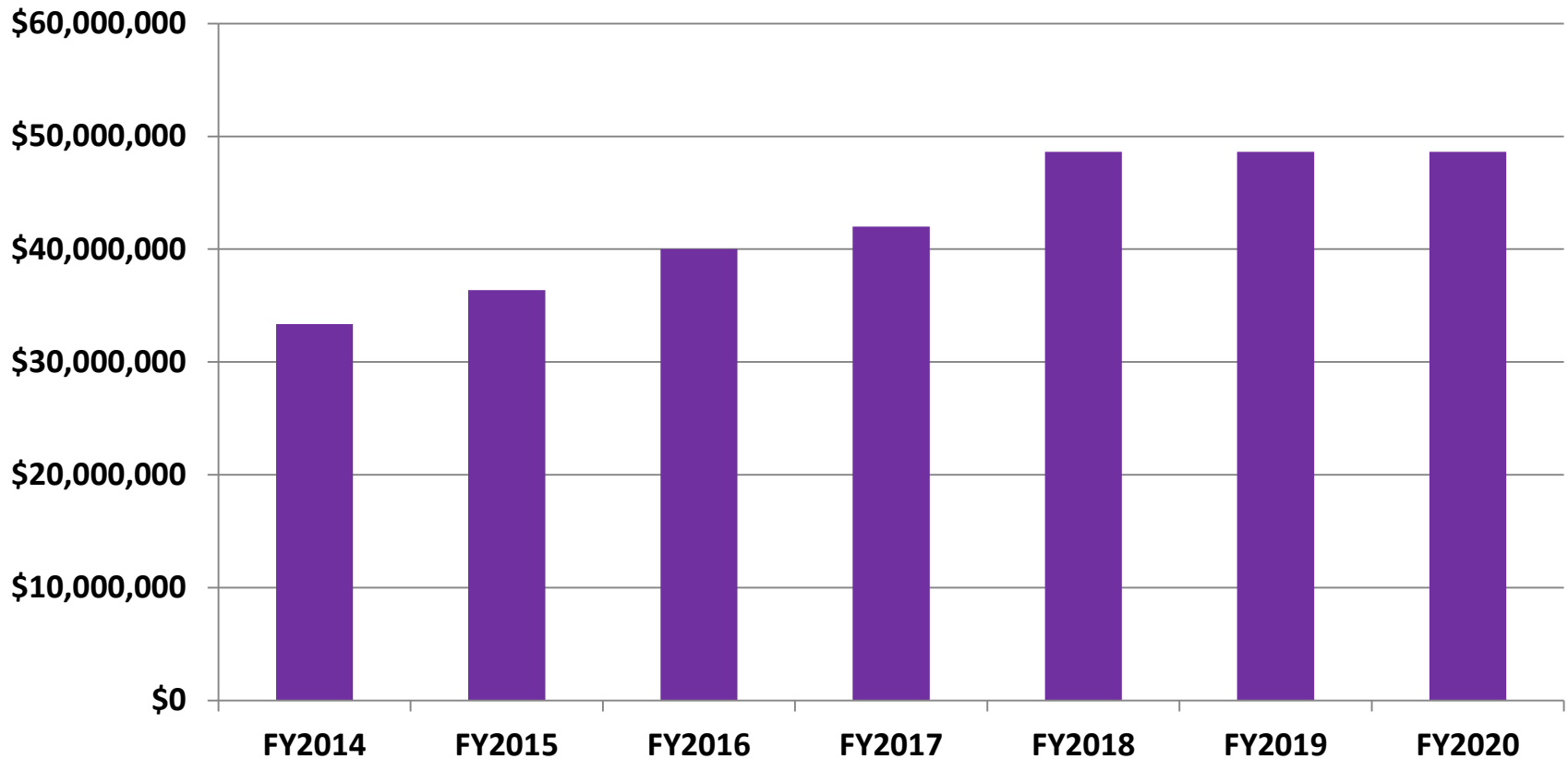
- **Core Reasons for Deficit**
- **Funding Trends**
- **Service Growth/Cost Control**
- **Areas of Recent Expenditure Growth**
- **Proposed Service and Fare Changes**
- **Timeline**

# Inflation and Funding Cut > Deficit

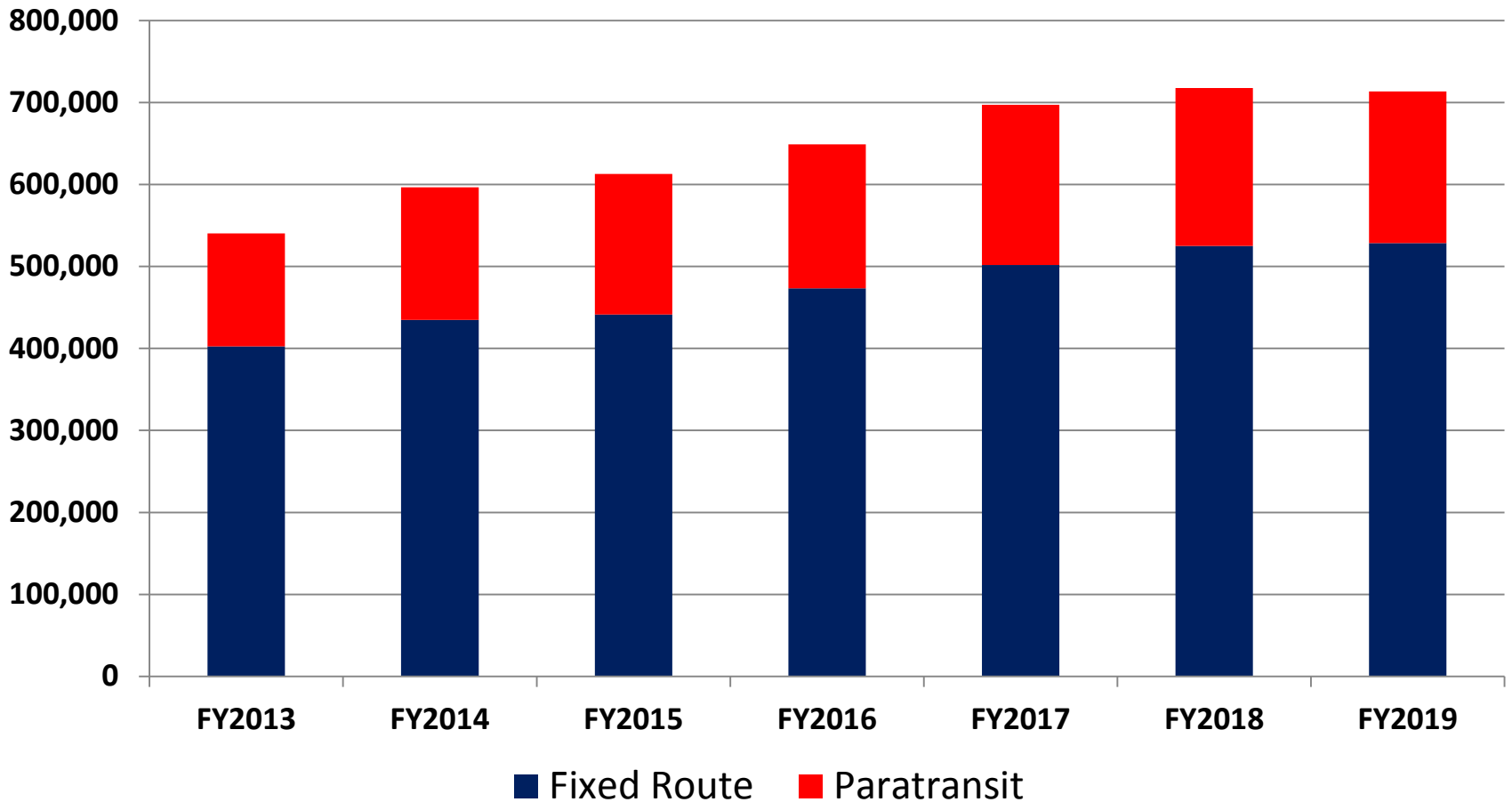


# Trends in Metro Funding

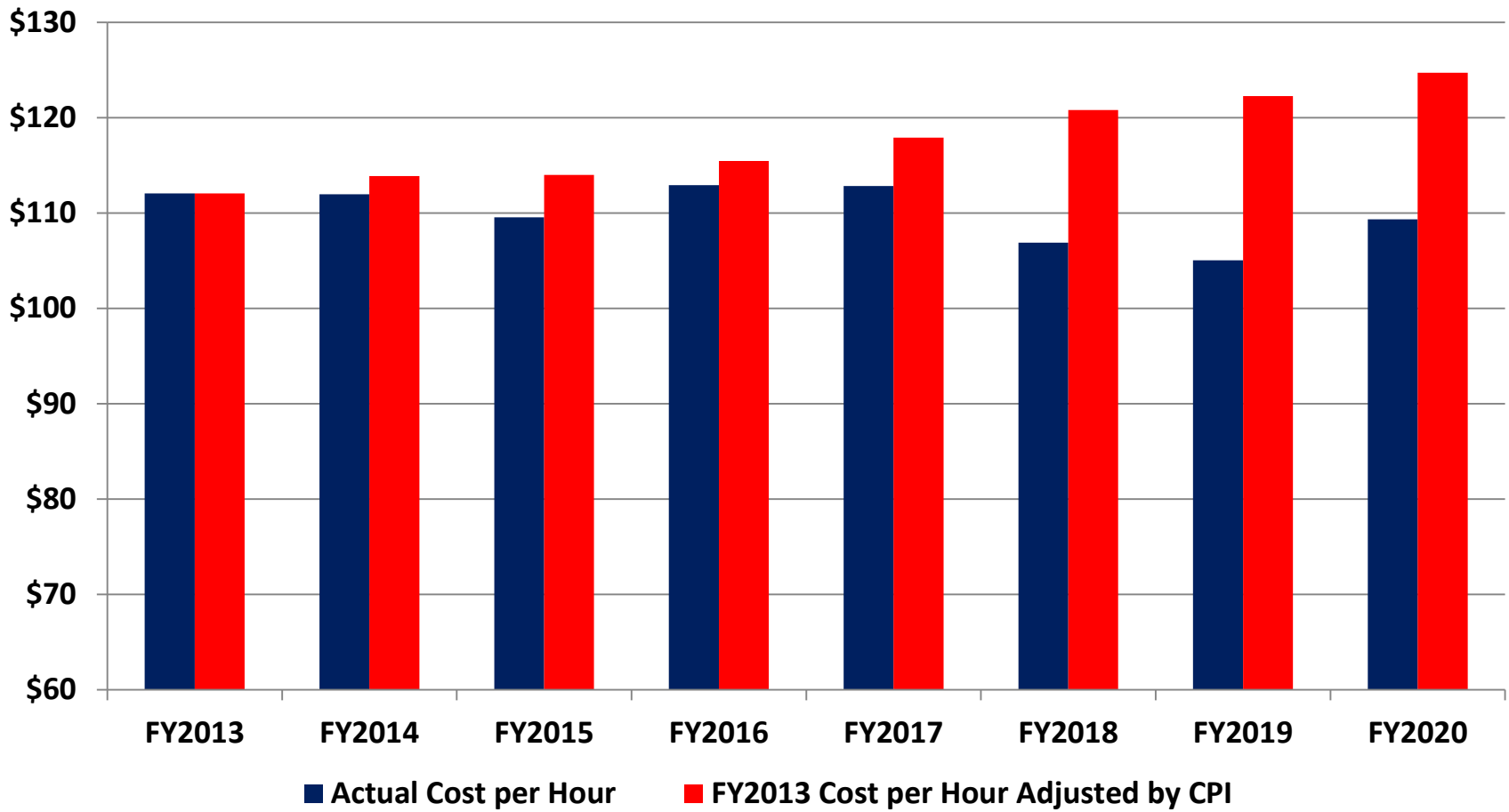
## Metro General Fund Operating Assistance



# Trends in WeGo Service Hours



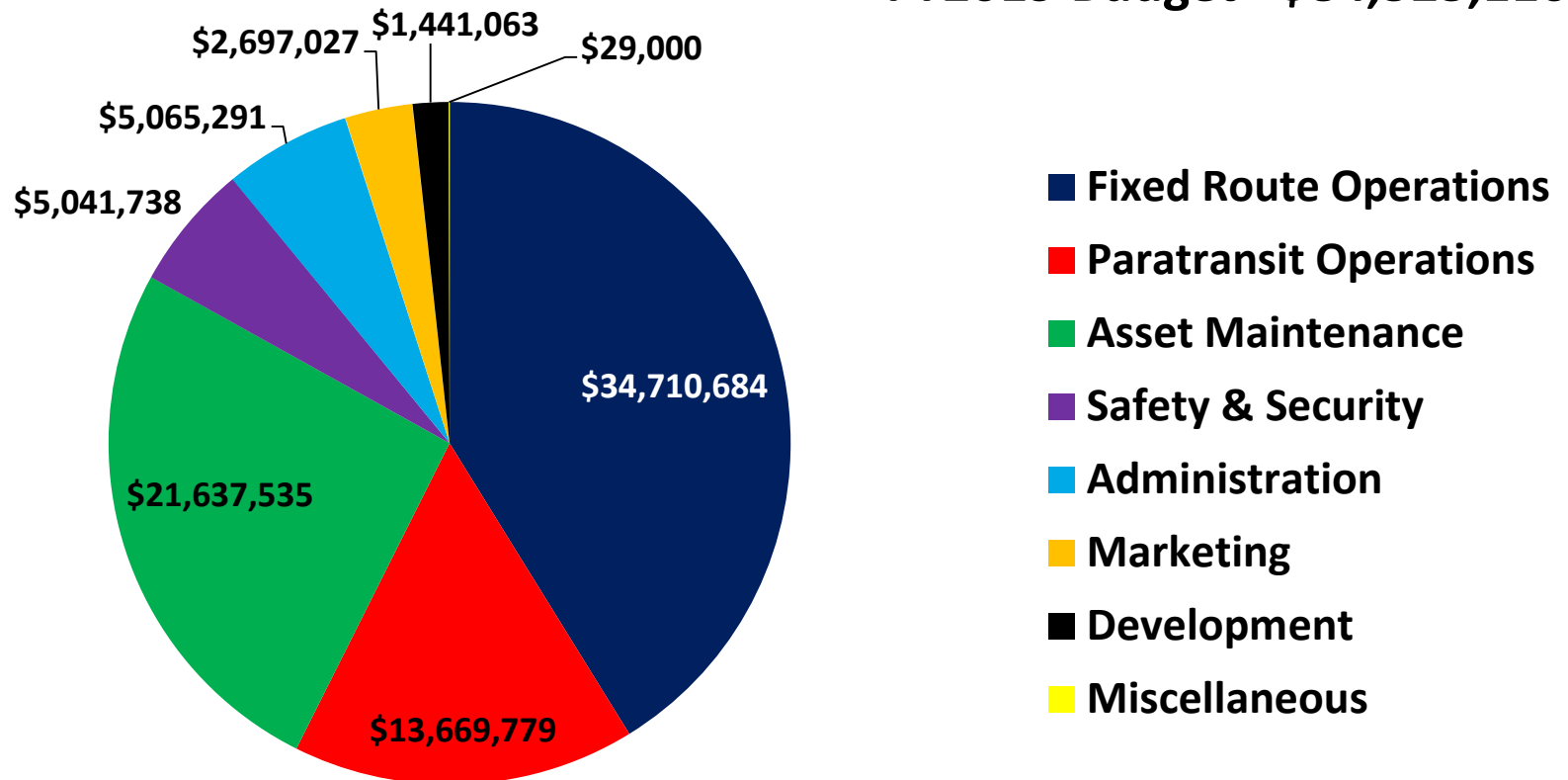
# WeGo Operating Cost per Hour History



# Where the Money Goes

## Employee Benefits Assigned to Positions

FY2019 Budget - \$84,323,116



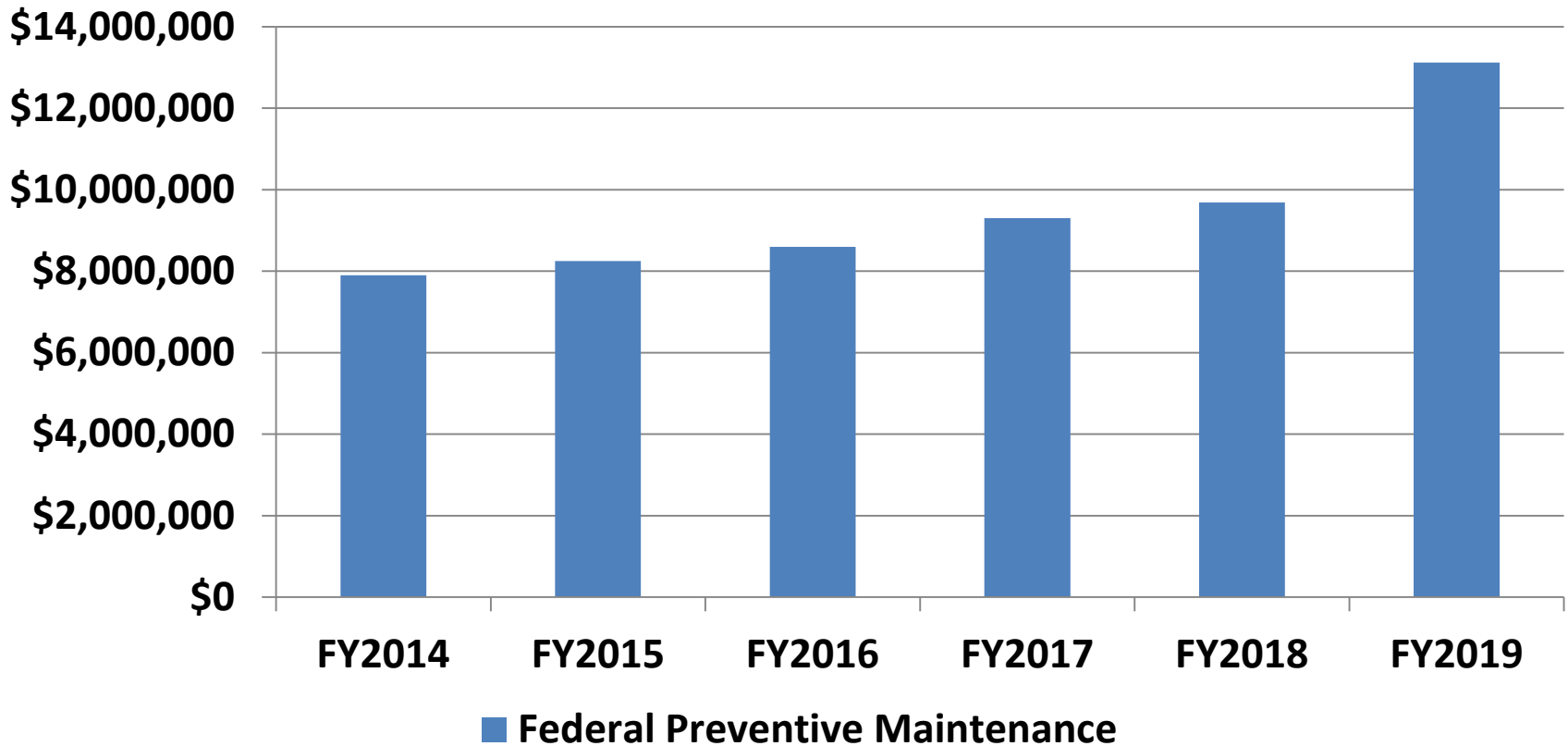
# Capital v. Operating Grants

- **Operating**
  - Metro General Fund Assistance
  - Tennessee State UROP Program
- **Capital Grants**
  - All Federal Funds
  - Metro Bond Funds
  - State Improve Act and Capital Matching Funds
- **Preventive Maintenance**
  - Federal Funds (Maximum of 80% of Eligible Expenses)



# Trends in Preventive Maintenance

## Federal Preventive Maintenance



# Direction for Proposed Changes

- Continue to identify savings in non-service areas
- Advance simplicity, equity and yield goals in fare structure and levels
- Preserve service quality on routes that carry the majority of our customers
- Reduce or eliminate redundant services
- Eliminate extremely underperforming services
- Apply reductions in a geographically equitable manner
- Assure social equity in any fare or service change
- Match service level to appropriate standard for ridership

# And...

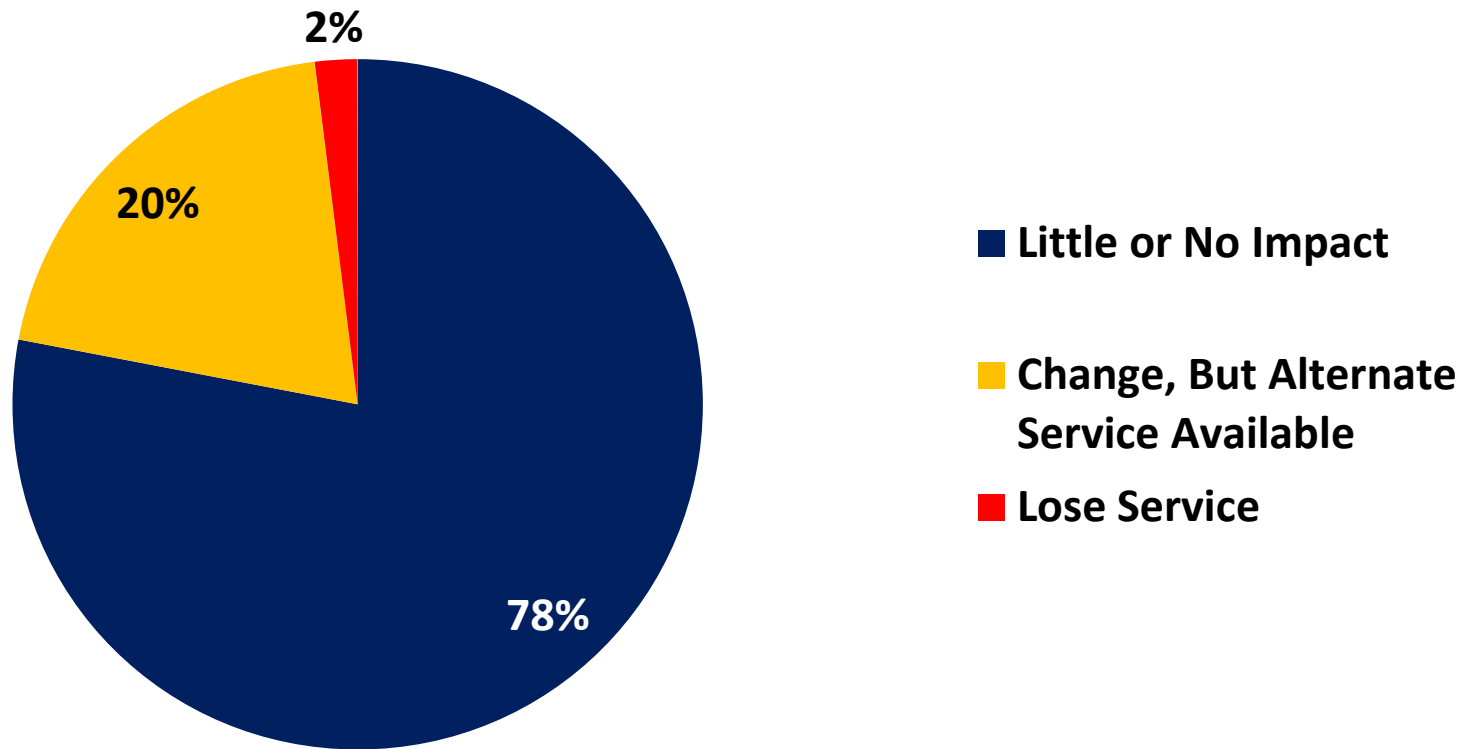
- **Reductions in force achieved through leaving open positions unfilled, and natural attrition.**
- **Where there are compelling reasons to completely eliminate service from an area, make every effort to assist individuals in who have no alternative transportation in identifying options.**

# Service and Fare Proposals

- **Fixed Route Service Changes**
  - Route Eliminations
  - Route Reductions
  - Service Restructurings, Including Realignment and Consolidation
- **WeGo Access and Access-on-Demand**
  - Sustain County-Wide Service Model
  - Make Access-on-Demand Permanent
- **August 1 Fare Changes**
- **Long-Term Fare Structure Changes**

# Impacts on Current Riders

Percent of Current Passenger Boardings



# Detailed Information Available

- Transition Guide available 5/24
- Detailed Fare changes
- Detailed Route changes
- Re-routing information
- Map overlays
- Alternative services

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10 Charlotte/50 Charlotte Pike BRT lite .....	7
15 Murfreesboro Pike/55 Murfreesboro Pike BRT lite ---	8
26 Gallatin Pike/56 Gallatin Pike BRT lite .....	9
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7 Hillsboro .....	11
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17 12th Avenue South .....	13
18 Airport/Downtown .....	14
21 University Connector .....	15
25 Midtown .....	16
33X Hickory Hollow/Lenox Express .....	17
60 Music City Blue Circuit .....	18
76 Madison Connector .....	19
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# Route Eliminations

## Eliminated

- 1 100 Oaks
- 2 Belmont
- 20 Scott
- 27 Old Hickory
- 36 Madison Express
- 37 Tusculum/McMurray
- 44 WeGo Shuttle
- Green Circuit

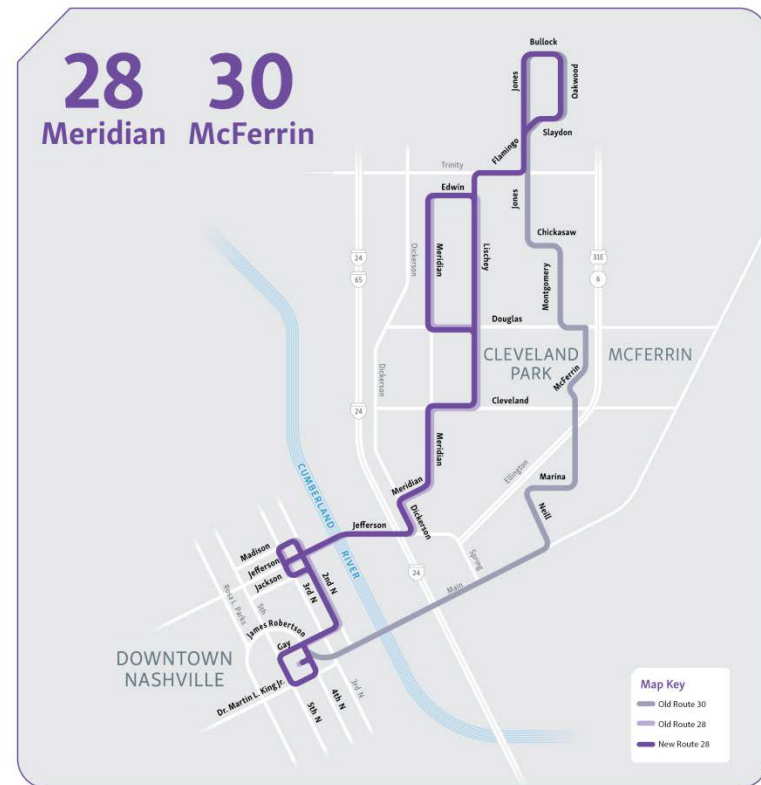
## Alternatives

- Redesigned Route 21
- 7 Hillsboro
- 4 Shelby
- No alternative
- 56 Gallatin Rapid
- No alternative
- 6 Lebanon
- 17 12<sup>th</sup> Avenue South

# Combined Routes

- 26 & 56 Gallatin Pike
- 10 & 50 Charlotte Avenue
- 15 & 55 Murfreesboro Pike
- 28 Meridian & 30 McFerrin

Combined Routes



- Combine routes 28 Meridian and 30 McFerrin
- 81 percent of current boardings will be along combined route or have access to alternate service within ¼ mile
- Redundant service on portions of route (Route 56 Gallatin Pike BRT lite)
- Low productivity (13.5 passengers per hour Meridian/12.4 McFerrin) and low ridership (combined both carry 2 percent of current riders)



# Schedule Adjustments

Route	Rationale	Adjustment
38X – Antioch Express	<ul style="list-style-type: none"><li>• Low Ridership</li><li>• Low Productivity</li><li>• Inconsistent with Other Express Buses</li></ul>	<ul style="list-style-type: none"><li>• Eliminate midday trip</li></ul>
72 – Edmondson/ Grassmere Connector	<ul style="list-style-type: none"><li>• Low Ridership</li><li>• Low Productivity</li></ul>	<ul style="list-style-type: none"><li>• Reduce Peak Frequency</li><li>• Eliminate Sunday Service</li></ul>
77 – Thompson Connector	<ul style="list-style-type: none"><li>• Low Ridership</li><li>• Low Productivity</li></ul>	<ul style="list-style-type: none"><li>• Eliminate Mid-Day Service</li></ul>

# Route Adjustments

## Route Adjustments



- Eliminate downtown segment; retain North Nashville/Jefferson Street portion; rename 29 Jefferson
- Reinstate fares
- All current boardings served by other routes or n reinstated 29 Jefferson
- Constant street closures render service unreliable downtown
- Numerous other routes available downtown
- Generates no income and costs \$4.5 million annually to operate (combined with Green Circuit)

- 4 Shelby
- 7 Hillsboro
- 8 8<sup>th</sup> Avenue South
- 17 12<sup>th</sup> Avenue South
- 18 Airport/Downtown
- 21 University Connector
- 25 Midtown
- 33X Hickory Hollow
- 60 Blue Circuit
- 76 Madison Connector

# WeGo Access

Route	Rationale
WeGo Access – No Changes in Current Service Design, Hours of Service Or Coverage	County-Wide Service  Serves an Extremely Vulnerable Population  Will Offer an Alternative to Some People Displaced by Fixed Route Cuts
Access-on-Demand – Make this Pilot Program Permanent, Reduce Trip Mileage Covered by Base Fare from 16 Miles to 14 Miles	Subsidy Per Rider Consistent with WeGo Access  Very Popular with Riders  Will Offer an Alternative to Some People Displaced by Fixed Route Cuts

# August 1, 2019 Fare Increases

Fare Product	Current	\$1.85 Base
1-RIDE ADULT	\$1.70	\$1.85
1-RIDE YOUTH	\$1.00	\$1.00
1-RIDE DISCOUNT (DISABILITIES/SENIORS)	\$0.85	\$0.90
1-RIDE ACCESS	\$3.40	\$3.70
1-RIDE ACCESS-ON-DEMAND <sup>1</sup>	\$6.00	\$6.50
ALL-DAY PASS	\$3.25	\$3.50
ALL-DAY YOUTH PASS	\$2.25	\$2.25
ALL-DAY DISCOUNT PASS	\$2.00	\$2.25
7-DAY PASS	\$16.00	\$17.50
7-DAY YOUTH PASS	\$10.00	\$10.00
20-RIDE	\$32.00	\$35.00
20-RIDE DISCOUNTED	\$17.00	\$18.50
31-DAY PASS	\$55.00	\$60.00
31-DAY YOUTH PASS	\$38.00	\$38.00
31-DAY DISCOUNTED PASS	\$29.00	\$32.00
Annual Revenue Increase	N/A	\$ 270,000.00

Transfers Remain Free, and Fares Reinstated on Route 29 – Jefferson Street

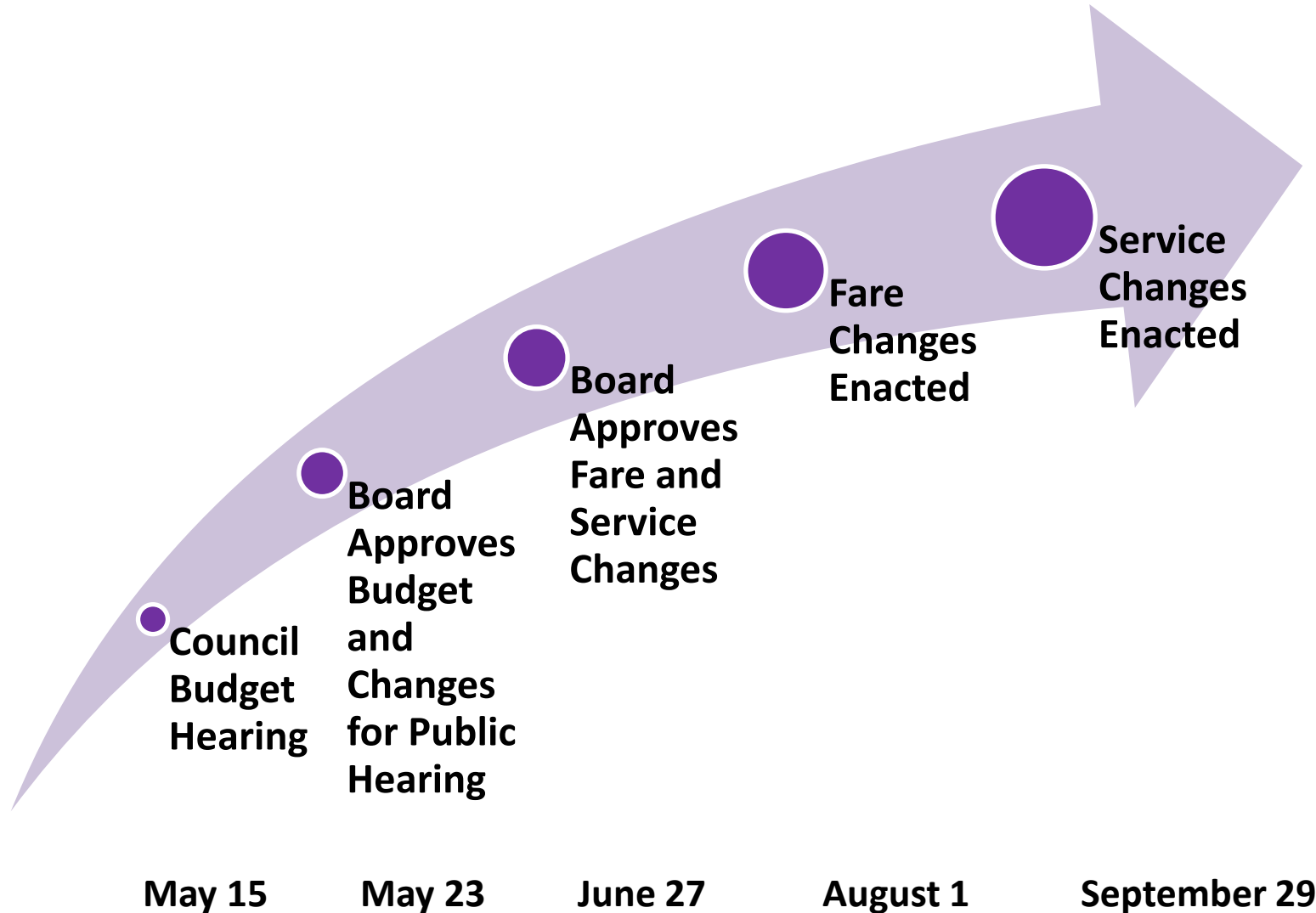
# August 1, 2019 Additional Changes

Change	Rationale
Discontinue Issuance of Change Cards	<p>Nashville remains one of very few transit issues issuing change for cash fares</p> <p>Generates an estimated \$100,000 annually</p> <p>Will speed up boarding and reduce equipment malfunctions</p>
Discontinue Allowance of Pennies	<p>Will Speed Up Boarding</p> <p>Reduces Cash Box Capacity Issues on High Volume Routes</p> <p>No Fare or Fare Product is Sold in Multiples Requiring Pennies</p>

# Future Changes w/New System

Change	Rationale
<p><b><u>Discontinue Issuance of Magnetic Fare Media on Board Buses</u></b></p> <p>Replace onboard paper/magnetic transfer tickets with automated transfers on smart media. One-ride fare good for 2 hours of unlimited use on any route.</p> <p>Discontinue onboard sale of passes.</p>	<p>Magnetic card issuing technology is prone to failure and expensive</p> <p>Addition of new magnetic ticket issuing equipment would add significant cost to the fare collection project</p> <p>Speed up boardings times to improve service reliability</p>
<p><b><u>Continue All Existing Products</u></b></p>	<p>Support the continued sale of all existing fare products</p>
<p><b><u>Stored Value</u></b></p>	<p>Introduce stored value, where customers can load cash onto their account in any amount toward any product</p>
<p><b><u>Reduced Fare Media</u></b></p>	<p>Set up all reduced fare accounts at Central</p>

# Timeline for Discussion



# Public Meetings

- Open house format
- Display boards and materials
- Public comment recorded
- One-on-one opportunity to learn about options

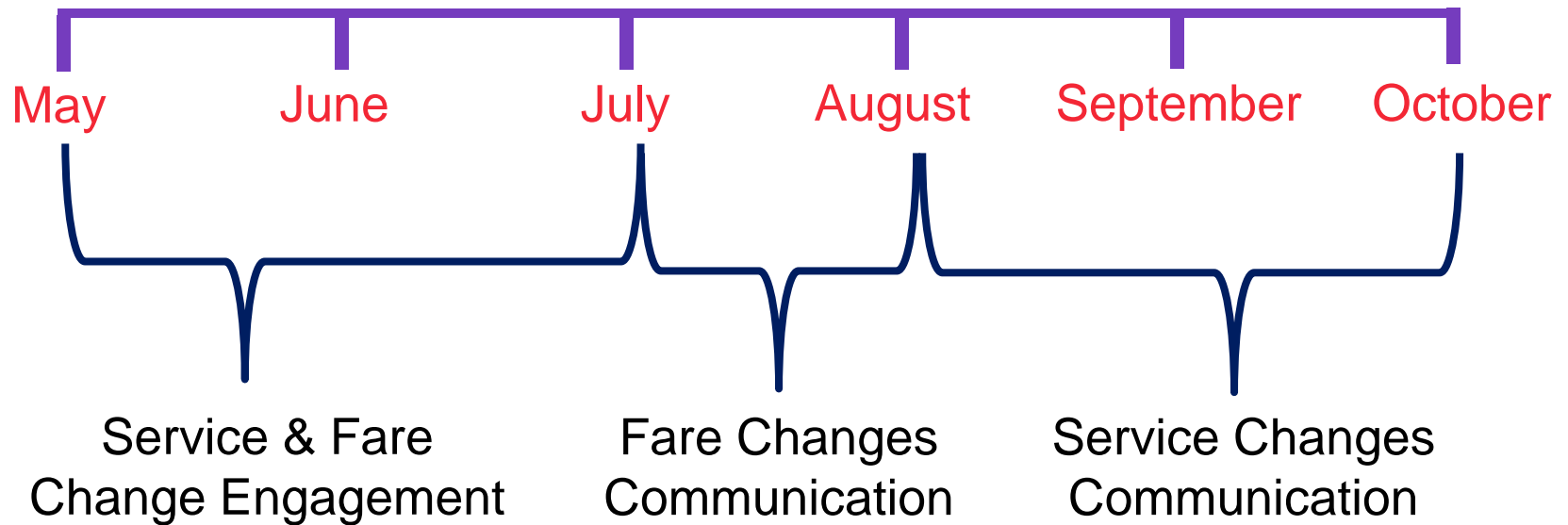
Location	Address	Date
Madison Library	610 Gallatin Pike S	May 30
Southeast Community Center	5260 Hickory Hollow Pkwy	June 4
East Park Community Center	700 Woodland St	June 5
Hadley Park Regional Center	1037 28th Ave N	June 6
Central	400 Dr. Martin L. King, Jr. Blvd.	June 10, 12
Lentz Public Health Center	2500 Charlotte Ave	June 11



# Engagement Tactics

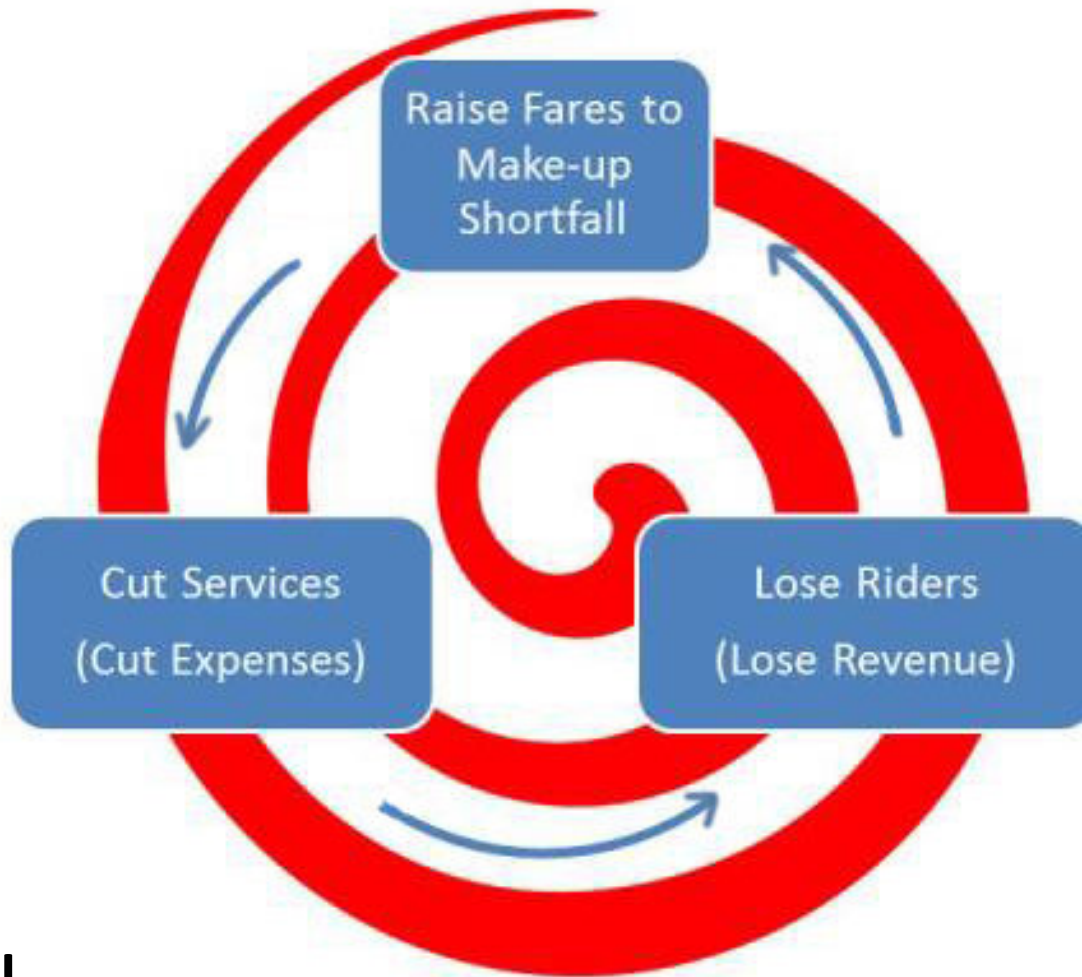
- Public meetings (7)
- Web page
- Transition guide
- Display boards
- Video
- Facebook Live (3)
- Social media
- Press releases
- Newsletters
- IVR hold message
- Ride-alongs
- Customer Care distribution
- Bay signage
- Direct mail
- White/concept papers
- Public notices
- Outreach through Council Members

# Engagement Timeline



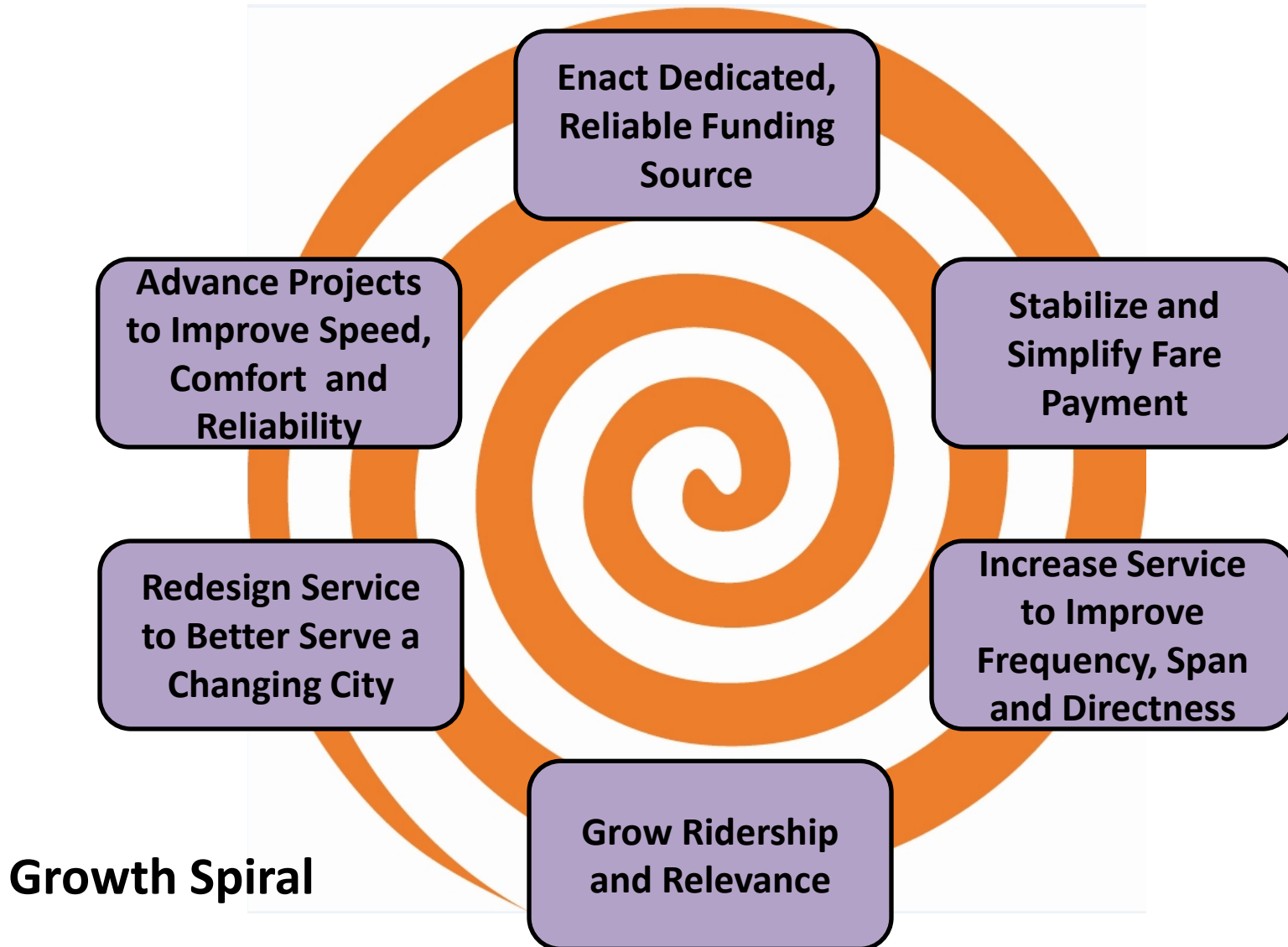
Future service changes and fare structure/policy changes will be communicated at a later date.

# Two Alternate Futures



**Death Spiral**

# Two Alternate Futures



# We Choose the Second...

- **Continue Better Bus Project and Deliver Service Improvement Options to the Board and Community by 1<sup>st</sup> Quarter 2020**
  - Extended Service Hours
  - Greater Frequency
  - More Crosstown and Neighborhood Circulator Routes
  - Expanded WeGo Access and Mobility-on-Demand

# We Choose the Second...

- **Engage Advocates and Community Leadership Around Dedicated Funding for Smaller Scale Mobility Improvements**
  - Transit Service Improvements
  - Sidewalk and Pedestrian Improvements
  - Safety, Aesthetic and Traffic Flow Improvements on Major Arterials
  - Traffic Signals, Intelligent Transportation Systems and Spot Roadway Improvements

# We Choose the Second...

- **Advance Projects in Concert with TDOT and Metro Nashville to Improve Transit Speed and Reliability**
  - Timely Fleet Replacement Annually
  - More and Better Shelters
  - Neighborhood Transit Centers
  - Murfreesboro Road TSP and Queue Jumps in 2019
  - Nolensville Road Stop Improvements to Begin in 2019
  - Downtown Circulation Study with Metro Nashville
  - Dickerson Pike Corridor Plan with TDOT and Metro Nashville
  - SR386 Transit Priority with TDOT

# We Choose the Second...

- **Stabilize and Simplify Fare Payment**
  - Beta Test Electronic and Mobile Fare Payment by End of 2019
  - Full Implementation and Expansive Retail Distribution by Fall 2020
  - Revamped and Expanded Easy Ride Program
  - Routine Fare Increases to Keep Pace with Inflation



# Discussion

