



Minutes

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

BOARD OF DIRECTORS MEETING

May 17, 2018

- 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 Department West Precinct, 5500 Charlotte Pike, Nashville, Tennessee 37209 on May 17, 2018. Present were: Gail Carr Williams, Chair; Janet Miller, Vice Chair; Hannah Paramore Breen, Member; Glenn Farnar, Member; Secretary Margaret Behm; and Chief Executive Officer Stephen G. Bland. A quorum was established, and Chair Williams called the meeting to order at 3:21 p.m.

Chair Williams acknowledged the recent passing of former Nashville MTA Board member Lewis Lavine, stating that Nashville MTA had lost a dear friend, a colleague, and a mentor to many. She added that Nashville MTA meant a lot to him. He gave a lot to the organization, and he made the Board better and made Nashville MTA better. She asked all present to take a moment of silence in honor of Mr. Lavine.

- II. APPROVAL OF MINUTES:** Proper motion was made and seconded to approve the minutes of the April 26, 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:

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

- Mr. O'Connor stated that those who come to the board meeting to make comments are inconvenienced when the Board's meeting begins late due to the committee meetings running long prior to the start of the Board meeting. He asked that something be done so that the meeting could start on time.

Chair Williams responded that it was not the Board's intention to run over; but when the Board comes into very important conversations, to make certain that this organization was given the time, and issues were given the attention that they need and deserve, they would go over. She suggested that Mr. O'Connor send her a note when he cannot stay, and she would take time out of a committee meeting to call on him to give him the opportunity to speak before he has to leave. She further emphasized that it was very hard for the

Board to depart from an issue or to even anticipate that they were going to go over. Chair Williams offered her apologies if they take him off of schedule, but again noted that she would provide the opportunity for him to speak during a committee meeting in order to accommodate his schedule.

- Mr. O'Connor stated that customer service hours needed to be extended from the time the first bus leaves Music City Central (MCC) in the morning until the last bus completes its run at night.
- He added that service hours needed to be extended, especially on weekends, because there were a lot of people who needed that service, especially those who work at night.
- He stated that the #52A end of the line needed to be moved behind the Walgreens.
- Mr. O'Connor stated that he was still experiencing drivers who do not drive smoothly, and the stop/go motion continues to make him sick.

John Bull, a frequent rider, Nashville, TN:

- Mr. Bull noted his appreciation of the presentation on the facility upgrade. He had no idea it was that detailed. Before the presentation, he had thought it would only take a couple of weeks rather than several months to complete.
- He noted that during the interim he had not noticed any provision for baby changing stations.
- Mr. Bull was delighted that the onboard video system was being addressed.
- Concerning mobility-on-demand, he was sorry that funding was lacking. Mr. Bull noted that the \$6 base plus \$3.50 more before a passenger even starts riding was a load for some people. He is hoping when the funding comes around that the fare could be adjusted down.
- Mr. Bull noted that ridership was up on route #8 by close to 18%. He thought it was worth noting that part of that might be due to homeless people being provided bus passes.

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:

- Ms. Douglas reported that she had been getting feedback that for the kids who attend Two Rivers Middle School. Route #34 arrived around 3:50 p.m., and there was not another bus until 6:50 p.m. for those children. She added that if they happened to miss the earlier bus, then the children and the teachers who wait with them would have a very long time to wait for their parents to come pick them up. She found this very inconvenient and suggested that since Nashville MTA was considering increasing frequency on some routes, she asked that Nashville MTA take a look at more options for the #34 route.
- She asked the Board if they would consider giving bus passes to her for the Music City Riders United to pass out to the members for transport to their meetings.
- Ms. Douglas stated that in talking with the public at the Earth Day Festival, she found there was a lot of interest in neighborhood connectors. In particular, there were a lot of people that ride the #56 or the #26. She suggested that a neighborhood connector could possibly connect Hart Lane,

right off of Gallatin Road, to Broadmoor. She stated the #76 Madison Connector had been a success, and lots of people use that route. It saves a lot of people time; it is safer; and they can take that route to connect either to the #26 or the #56. She would like for the Board to consider this in the future.

- Ms. Douglas stated that she hoped the temporary port-a-potties placed downtown for use while MCC was being renovated would be maintained more than once a day in the summer months.
- She asked for a timeline as to how long the public would be inconvenienced with having to use port-a-potties while the renovation was in process.
- Ms. Douglas suggested that the on-site police officers were not needed at MCC. She noted that she never sees them doing anything and suggested that if Nashville MTA had to make some cutbacks, that there be cutbacks with the security at MCC.

James Thomas, a frequent rider, Nashville, TN:

- Mr. Thomas cited bus numbers, dates, and times when he had observed buses leaving MCC late; buses failing to show; and buses arriving late at stops.
- Mr. Thomas noted that some type of hand sanitizer dispensers were needed at the port-a-johns at MCC.

There were no other public comments at this time.

IV. OPERATIONS & FINANCE COMMITTEE REPORT: Member Breen reported on the following:

- a. Onboard Vehicle Video Surveillance Support and System (A-18-003):** In an effort to bolster system security and safety, Nashville MTA Safety and Security departments have taken several steps to ensure that our customers, our most valued assets, and service equipment and stations are sufficiently monitored. Having well-maintained, reliable equipment is imperative to our success as an agency and would help ensure a safe, secure environment in which all members of the transit community can travel. In addition, we found that camera footage may also be used as a support mechanism for police investigations, in response to incidents in progress, customer service issues, and other employee-related issues.

As such, the Nashville MTA's Security and Safety departments conducted two studies of the state of good repair for all surveillance cameras within the facilities, stations, and onboard bus and van fleet. In both evaluations, the need for enhanced camera replacement and managed repair services were evident. Challenges included limited data storage, unreliable recording capability, and delayed technical support. Opportunities of improved video surveillance, local technical support, centralization of system and safeguarding of company assets and property were the goal.

On February 1, 2018, the Nashville MTA issued a solicitation for information for managed services of all onboard cameras within the Nashville MTA/RTA fleet. Two proposals were received as responsive and responsible from Apollo and March Networks. With the information received and the deliberating team's assessment, the primary stakeholders from the Nashville MTA Safety, Operations,

and Technology departments recommended continuing the partnership with March Networks as a sole procurement. March's proposed system was inclusive of monitoring and management of existing assets to ensure 100% operational, on-site mobile repair services, replacement parts, labor and installations as well as provisioning of new equipment for new vehicles.

The Operations & Finance Committee recommended the Board provide the Chief Executive Officer authority to enter into a contract with March Networks for the management and repair of all vehicle onboard cameras. The proposed contract was a three-year, sole source mobile managed services contract with one two-year option for renewal. The proposed contract included a not-to-exceed amount of \$1,781,620 and a contingency amount of 10% (\$157,546). Upon execution, this project would be task based in accordance with project scope. Funding would be assigned and made available through the annual capital and operating budgets. There was no discussion, and the recommendation carried unanimously.

V. NEW INITIATIVES AND COMMUNITY ENGAGEMENT COMMITTEE REPORT:

Committee Chair Miller reported that the Committee had a good meeting and did not have any action items to bring before the Board this month. The Committee had four primary discussion topics with the most robust being about the upcoming budget and \$1 million dollar shortfall. The Committee discussed the philosophy of how the Board wanted to handle that. The Board unanimously agreed that fare increases, cuts to service, and cuts to hours were off the table and not something that they wanted to do.

Chair Miller stated that instead the Board was looking at two line items. One being advertising, and there was a whole discussion going on about advertising and brand, the appropriateness of the advertising, and the safety of the advertising. The Board would like to move to an advertising policy that was more supportive of the brand and that didn't obscure vision in the buses because it was a safety issue.

In response to this budget shortfall, she stated that the Board's two choices were on the advertising side; and then, having to do with preventative maintenance on the existing fleet, being able to pull from a capital budget allocation. The direction of the Board was to lean on the capital budget line item rather than a dramatic change in the advertising policy. They have asked staff to come back with a revised advertising strategy and policy related to the rebranded bus. The Board is hoping that this budget shortfall was a one-year blip, but they would not know that until the Metro Capital budget came out, which was usually in September.

Continuing, Ms. Miller reported that the committee had heard from Dan Freudberg, Director of Service Quality, on the next generation fare collection system and its implementation. This is a technology project. It is complex, and it takes time. The Board was confident with the vendors and the direction of the project. 2020 would be the year of the final implementation.

Ms. Miller further reported that Trey Walker, Director of Engineering & Construction, reported to the committee on the MCC Construction Schedule and Service Impacts. This is a considerable renovation project. She commended the staff

for a great job in looking at contingencies. They have assured the Board that the last thing they needed was to have this go anything but flawlessly, and they would be prepared to flex and move if they ran into any issues. They don't want to inconvenience any of Nashville MTA's customers.

In closing, Chair Miller reported that Mr. Freudberg updated the Committee on the Mobility on Demand Pilot for AccessRide customers. This pilot would continue until October. The Board was getting great reviews. They just needed to be sure that it was going to be revenue neutral, or cost neutral, with the budgeting constraints this year.

- VI. CHAIR'S REPORT:** Chair Williams offered her condolences to the family of Lewis Lavine. Continuing, she stated that the business of the transit referendum was over at this time. They had learned a lot about Nashville, about Nashville MTA, and they learned a lot about how to go forward in the work that Nashville MTA does. Ms. Williams recognized CEO Bland for all of the hard work and long hours he put into the effort. She also acknowledged the work of the rest of the staff. She recognized that a lot of effort and a lot of hours were put into this, and that the transit referendum work became the priority. Now, she added, staff can get back to doing what they do and hopefully not feel as stretched. Chair Williams stated that she did appreciate the work, and she wanted to publicly acknowledge the work that was done by staff for this city and for transit.

Continuing, Chair Williams noted that today they had good discussions about what the authority will be engaged in going forward. As always with Nashville MTA, there was a lot going on, and again the Board was there to support the staff as they move forward through all of these major transformational projects. She added that she was excited to see what MCC would look like when the renovation was completed, and she was also excited to see what 2020 would look like when the Genfare Systems was completed and we could swipe our card to ride.

Chair Williams closed with sincere thanks to all of the staff for all of the hard work they had done and were doing. "Let's continue to push forward and do excellent work!"

- VII. CEO'S REPORT:** CEO Bland reported the following to the Board:
- CEO Bland joined in conveying Chair William's thoughts and his personal and staff's sense of loss with Lewis Lavine's passing. He added that Lewis had more fingerprints, handprints, and footprints on this organization along with many others in the community. He noted that Lewis served on the Nashville MTA Board for many years, and he played an instrumental leadership role in the nMotion process, along with many other initiatives. Not surprisingly, several hundred people attended his memorial service on May 6.

Continuing on a personal note, Mr. Bland state that Mr. Lavine was a mentor to dozens if not hundreds of people in this community, and he counted himself as one of those. He added that when you are new to the city and are trying to navigate the civic infrastructure without a tour guide you can get lost at best,

and Lewis was very much that tour guide for him. Beyond the loss to the Nashville MTA, he definitely felt the loss of a personal friend in his passing.

- Mr. Bland stated that obviously, the 800-pound gorilla in the room was the defeat of the *Let's Move Nashville* ballot initiative. He wanted to publicly acknowledge the leadership of (Nashville) Mayor (David) Briley on this effort, who came into a very difficult situation, and continues to show enthusiasm for improved mass transit in Nashville, despite this loss. He noted that as he had been telling staff, just because we won't be getting much bigger doesn't mean we can't get much better, and some of the reports that the Board heard today demonstrated the fact that they were not standing still.
- At Mayor Briley's State of Metro Address, Mr. Bland reported that the Mayor acknowledged the defeat of the referendum, and spoke eloquently about rebuilding bridges in the community in order to advance future efforts.
- That evening, the Nashville MTA will have their annual budget hearing with Metro Council.
- With respect to the Murfreesboro Road Project, Mr. Bland reported that the project was about one-third complete overall, and they were on schedule for completion in mid-2019 and were tracking well for budget. Contractors are working on both pedestrian improvements and upgraded signal technology at this time.
- The Joint Maintenance Training Committee that we formed with Amalgamated Transit Union Local 1235 continues to be active, with the group reviewing best training practices from several other transit systems and surveying maintenance personnel about training needs.
- RTA Items:
 - Progress continued on construction of the Hamilton Springs Train Station. Opening is scheduled for August.
 - The Federal Railroad Administration approved our limited service exception that will provide us relief from implementing Positive Train Control requirements on the Music City Star. We will need to eliminate the existing Friday night service to achieve compliance with this approval.
 - Along with the Nashville Area Metropolitan Planning Organization and the Mayors and other leadership in the corridor, we kicked off the South Corridor Study yesterday. This effort will examine a variety of transit and mobility alternatives in the corridor roughly paralleling I-65 South between Downtown Nashville, Williamson, and Maury Counties.

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

IX. ADJOURNMENT: The meeting was adjourned at 3:51 p.m.