CALL TO ORDER: The regular meeting of the Nashville Metropolitan Transit Authority Board of Directors was held in the Music City Central Meeting Room, 400 Charlotte Avenue, on November 19, 2015. Present were: Marian Ott, Chair; Lewis Lavine, Vice-Chair; Janet Miller, Member; Walter Searcy, III, Member; Gail Carr Williams, Member; Secretary Margaret Behm, and CEO Stephen G. Bland. A quorum was established and Chair Ott called the meeting to order at 1:30 p.m.

APPROVAL OF MINUTES: Proper motion was made to approve the minutes of the September 24, 2015 Board of Directors meeting. There were no additions or corrections, and the vote of approval was unanimous.

PUBLIC COMMENTS: Chair Ott reminded us that public comments are kept to three minutes. She then recognized the following members of the public:

Gloria B. Gillespie of Nashville:
Ms. Gillespie had these comments:
• She feels that passenger safety is compromised by some bus drivers when they get engaged in conversation with other passengers while operating the bus.
• She finds some bus drivers to be rude.
• Concerning comments given to Customer Care she had two notes:
  o She would like for employees to receive the positive feedback given about them
  o She does not feel that her complaints are always addressed
• The behavior of young adults on the bus need to be addressed.

John Bull of Nashville:
Mr. Bull stated that he thinks the Nashville MTA’s 2% budget increase (two cents on the dollar) from Metro/Davidson County is “off the chart low.” He contacted the Mayor’s office, Erin Williamson, and she stated that this definitely has their attention.

James Thomas of Nashville:
Mr. Thomas noted a number of scheduling issues with Route 12 Nolensville Pike and the Route 72 Edmonson Pike with buses arriving late on both the Wallace and Grassmere loops.

Debra Sylvie
Ms. Sylvie stated that she opposes the Sunday service cut to the Route 20 Scott bus. She and her husband, who is in a wheelchair, are dependent upon that service to get
around town. They cannot walk to Gallatin Road. She added that there are a lot of older and disabled people on this run who are dependent upon this service.

Ms. Sylvie also noted that she has had issues with some of the bus operators allowing her service dog to ride with her. She stated that the operators ask to see her dog’s papers; and, that by law, they can’t do that as long as her dog is wearing its vest.

**Maggie Harris of Nashville:**
Ms. Harris stated that her issues are with the AccessRide service. She stated that some drivers smoke outside of the van while they are loading or unloading and this affects her asthma. She also asked that the seats that are metal in the vans have a covering placed on them because they sometimes bump into them.

**Wilford Taylor of Nashville:**
Mr. Taylor had the following comments:
- He has turned in a petition many pages long with signatures of people asking that the Route 20 Scott bus be put back into service on Sundays. He added that there are a lot of disabled, elderly, and young people who depend upon this service.
- He rides the bus seven days a week and observes a lot of fighting at the MCC, and on the bus, and asks if there is anything the Board can do to stop this.
- He has observed regularly at Charlotte and 46th that fights break out with the kids getting off/on the bus, and that the fights many times spill over into the street.
- He suggests that drivers call the police instead of calling dispatch when there is a fight.
- He has seen passengers drinking on the bus, and people in the MCC building smoking.

**Peter O’Connor of Nashville:**
Mr. O’Connor had the following comments:
- Last month he encountered a supervisor with wrong information about the regular Board meeting dates and times.
- Supervisor #34 at the corner of Union and 5th tried to get out of MCC while the pedestrian light was on, and Mr. O’Connor and friends were walking across the walkway.
- He asks for an alternative route to circumvent the train tracks on Route 12 Nolensville Pike.
- He asks that Customer Care be open from the time the first bus leaves MCC to the time the last bus hits the end of its run.

There were no other public comments.

Chair Ott noted her appreciation to the public for taking the time to bring their comments to the Board. While some of the comments are not things the Board likes to hear, she noted that all of them help to improve the system.

**IV. TRANSPORTATION COMMITTEE:** Committee Chair Janet Miller reported that COO India Birdsong presented the year-to-date and month-to-month numbers on a new Dashboard Report. This is a work in progress with adaptations continuing to be made and this month is the inclusion of goals.
Concerning the data, she stated that the fare box issue has resulted in some gaps in reporting on ridership. Staff has been on top of that for several months and it will be resolved before the end of November. There has been some internal tracking and some of the ridership numbers contain estimates that are as close as possible. The data on the dashboard for year-to-date does include some minor adjustments based on that.

Continuing, Chair Miller stated that they have noticed two trends. There is a year-to-date decline of about 2.1% on the ridership. The loss of a couple of leases on park-and-ride lots may have contributed to that, and staff is working to secure lots for the long-term future. Another possible contributing factor to the decline in ridership is the growing use of rideshare programs like Uber and Lyft. Staff is looking at how we can partner with these private sector companies rather than treat them as competition. We feel that they could be a great partner for AccessRide among other possibilities.

The other trend they noted that has brought a lot of discussion is AccessRide. Demand for that service continues to increase. We have seen a 6.1% increase this year and a 36% increase in the overflow service.

In closing, Chair Miller had two notes. One, that on the Dashboard Report the on-time-performance data year-to-date is empty because we will have the Automated Vehicle Locator real-time data starting in November. The other, that she is very happy to have Mr. Walter Searcy, III, join the Board.

V. **FINANCE COMMITTEE:** Chair Gail Carr Williams reported that CFO Ed Oliphant reviewed the monthly financial statements and while our revenues are down, she believes it directly correlates to what was just discussed by the Transportation Chair concerning ridership trends. Chair Williams added that they will not make any moves at this point to change or reforecast, but will just keep watching and monitoring the trends.

Chair Williams noted that the Committee had the opportunity to hear from our auditors, Crosslin and Associates, and that Dan Miller presented to the Finance Committee the Comprehensive Annual Financial Report for the FY that ended June 30, 2015. Chair Williams introduced Mr. Miller and asked that he share his report with the Board.

a. **FISCAL YEAR 2015 ANNUAL AUDIT REPORT (A-15-019):** Mr. Miller reported that they provided a complete report on the results of their audit at the Finance Committee last week, and he will present a summary of those results today. They have issued their unmodified opinion on the Financial Statements which state that those statements are fairly presented in all material respects in accordance with US Generally Accepted Accounting Principles.

Chair Williams noted that they are pleased to once again have a clean opinion issued for the annual audit, and that it is the recommendation of the Finance Committee that the Board approve the acceptance of the Comprehensive Annual Financial Report for the fiscal year that ended June 30, 2015. The vote of approval was unanimous and the committee recommendation was approved unanimously.
VI. **Planning and Marketing Committee Report:** Chair Lewis Lavine reported on the progress of our real-time tracking system for our buses which will now be called Music City Transit Tracker. Data testing is wrapping up in the next couple of weeks, and we will have a soft opening for the remainder of this calendar year with an official kick-off in January.

Concluding, Chair Lavine noted that Steve Bland made a presentation to the Board that he had given earlier to the Nashville Chamber. It presents a way of looking at options on our planning side for both downtown issues and corridor issues. It stimulated good discussion for the Committee. At Chair Lavine’s request, this presentation is included at the end of these minutes.

VII. **Chair’s Report:** Chair Ott stated that in this season of Thanksgiving she extends the Board’s appreciation to all of our frontline staff – the bus operators and our bus maintenance staff. They get and keep our buses on the road. Additionally, Chair Ott extended the Board’s appreciation to the team that they see each month, the Executive Staff. She noted that this last year has been one of transition and challenges. Nashville MTA has a good system for a small city, and we are trying to get to be a much better system for a much bigger city. We have to be doing things differently than we did before, because as the system gets bigger, the old ways just won’t be adequate for us to manage going forward. In closing, Chair Ott stated that she wishes to convey to everyone that the Board knows that it is a challenge, and that they appreciate the efforts staff is going through, and thanks them for that. She hopes that everyone has a very lovely gratitude-filled season.

VIII. **CEO’s Report:** CEO Steve Bland reported the following:

- nMotion for RTA is very active right now. We are doing a series of regional transit conversations in each of the surrounding counties.
- We are in the process of selecting a developer for the City of Mt. Juliet to do transit-oriented joint development around the Mt. Juliet rail station.
- We lost a senior staff member last month, Mark Sturtevant, who has moved on to the Mayor’s Office. We are actively in the process of recruiting for his replacement.
- In the last week, we did a briefing for a joint meeting of the Traffic, Parking, and Transportation Committee, and the Planning, Zoning, and Historical Committee in Metro Council and it was very well attended.
- We have kicked off an External Assessment of our Maintenance Department.
- Additionally, we have worked with these other groups:
  - Moving Forward (Nashville Chamber)
  - Walk/Bike Nashville’s Annual Meeting
  - Hillsboro/West End Neighborhood Association
  - Germantown – Kitchen Cabinet Policy Group
  - Twitter Chats – David Plazas from *The Tennessean* which had good participation

IX. **Other Business:** There was no other business to come before the Board.

X. **Adjournment:** The meeting was adjourned at 2:12 p.m.
Tougher Issues for Transit Improvements: Downtown and Corridor Treatments

Steve Bland
CEO
Nashville Metropolitan Transit Authority
Regional Transportation Authority of Middle Tennessee
November 9, 2015

moving forward
NASHVILLE

Routes, Networks, and Modes Task Force
nMotion Planning Process

1A. Identify Values: What is Most Important?

1B. Conduct Transit Market Analysis

2A. Develop Vision: What should it be?

2B. Assess Existing System: What needs to improve?

3. Develop Strategies: How could they be implemented?

4. Develop Improvement Scenarios: Which elements are best?

5. Evaluate Scenarios & Yet: Which is best overall?

6. Conduct Financial Analysis: Which funding strategies would you support?

7. Recommended Plan: Long-Term, Short-Term, Implementation Strategies

Stakeholder Input Designed to Develop Plan that Reflects Community Desires
Examples of “Low Hanging Fruit”

- Simplified fare structure/payment
- Unified branding for the region
- Longer hours on key routes
- More frequent service on key routes
- Integrated travel options between transit and alternative providers
- More and better bus shelters/park & ride lots
Translating Preference to Reality

- Convenience
- Simplicity
- Frequency
- Travel Speed
- Directness (“Straight Lines”)
- Dependability
- On-Time Performance
- Predictability
- Safety
- Access to/from Transit
- Perception of Personal Security at Stop
Why Downtown Nashville?

- A large majority of current passenger origins or destinations take place here.
- Even accounting for transfers (20% of boardings), Downtown Nashville is (by far) the dominant trip destination.
Why Downtown Nashville?

It is at the center of the region's transportation network – rail, road, and transit.
Why Downtown Nashville?

- The Nashville Area MPO projects that by 2040, while other significant trip attractors will gain, Downtown Nashville will remain the single largest trip generator in the region.
Why Downtown Nashville?

- It is projected to remain the dominant regional center of demand for transit ridership over the next 25+ years.
Downtown Challenges

- Confusing route structure.
- All routes "forced" to MCC.
- General congestion
- Frequent disruptions to route patterns.
- Increasing "24/7" activity levels.
Potential Downtown Approaches

- Intersecting Trunk Routes

St. Paul, MN
Potential Downtown Approaches

- Intersecting Trunk Routes
- Perimeter Concentration

Denver, Co.
Potential Downtown Approaches

- Intersecting Trunk Routes
- Perimeter Concentration
- Transit Priority Corridors
- "Superstops"
- Dedicated Lanes
Potential Downtown Approaches

- Intersecting Trunk Routes
- Perimeter Concentration
- Transit Priority Corridors

Minneapolis, MN
Denver, CO
San Francisco, CA
Potential Downtown Approaches

- Intersecting Trunk Routes
- Perimeter Concentration
- Transit Priority Corridors
- Multiple Hubs
Nashville Corridors

- Within Nashville, over 2/3 of current MTA ridership on 46 routes ride in 9 corridors

  Gallatin
  Dickerson
  Clarksville
  Charlotte
  West End
  Broadway/Hillsboro
  8th Ave./Franklin
  Nolensville
  Murfreesboro
  Lebanon
In the Region, the MPO Transit Vision focuses in 9 Regional Corridors to Nashville:

- Murfreesboro
- Lebanon
- Gallatin/Hendersonville
- Portland/White House
- Springfield
- Clarksville
- Dickson
- Columbia/Spring Hill
- Franklin/Cool Springs
The Corridors: Commuter Rail

- "Push/pull" or self-propelled
- Stations spaced 3 - 5 miles apart
- Distances typically 20 - 50 miles
- Heavy reliance on park-and-ride
- Commuter-focused/fewer trips than light rail, BRT, etc.
- Dedicated right of way, but shared with freight in many cases (alignment, temporal, etc.)
The Corridors: Commuter Rail

- Regional Freight Rail Corridors dominated by CSX right of way.
- Current and projected rail freight volumes are extremely high and growing.
- CSX has indicated that its right of way cannot accommodate commuter rail.
- Generally, commuter rail in shared corridors is less reliable.
Regional Corridors: Freeway Transit

Orders of Magnitude of Transit

Quality:
- Commuter bus/mixed traffic/“available” park-and-ride (“current condition”)
- Commuter bus/mixed traffic/“purpose-bad” park-and-ride
- Existing HOV Lane Enforcement
- Bus-Shoulder Enhancements
- New Capacity: HOV/HOT/Transit Lanes
- New Capacity: Full Freeway Bus Rapid Transit (BRT)
- New Capacity: Rail (Expanded Right of Way or Grade Separated)
## Nashville Corridors: Light Rail

- Generally exclusive right of way
- Mid-distance (8 – 20 miles)
- Stations spaced ½ to 1 mile
- Requires high density/better pedestrian access
- Can operate at grade or grade separated
- Significant stations
- Can accommodate close to 500 people
| Nashville Corridors: Streetcar | “Modern” or “Heritage” | Generally in mixed traffic, but with other priority measures | Stops every 2 – 3 blocks | Shorter distances (<5 mi.) | Generally single car | Slower speeds | Smaller stations than light rail |
Nashville Corridors: Bus Rapid Transit (BRT)

- Scalable to demands of corridor
- Vehicle can be used “off-corridor” to feed main line (no “forced transfer”)
- Generally, less expensive to build and operate than rail options
- Ridership impacts related to how many premium service elements are met
- “By any other name, a bus is still a bus!”
Visit our Web site: nashvillemta.org
RTARelaxandRide.com

Strategic Plan: Website: nMotion 2015.org

Discussion