



Board Meeting Agenda

Nashville MTA Board Meeting
Music City Central Meeting Room
400 Charlotte Ave., Nashville, TN 37219

2:30 p.m., Thursday, February 22, 2018

Gail Carr Williams, Chair
Janet Miller, Vice Chair

1. Call to Order
 2. Approval of January 25, 2017 Minutes
 3. Public Comments*
 4. Operations & Finance Committee – Walter Searcy, Chair
 5. New Initiatives & Community Engagement Committee – Janet Miller, Chair
 - a. Next Generation Fare Collection System A-18-001
 - b. Music City Central Renovation A-18-002
 - c. Mobility on Demand, AccessRide Same-Day Premium Service Pilot A-18-003
 7. Chair's Report
 8. Chief Executive Officer's Report
 9. Other Business
 10. Adjourn
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**Please keep all public comments to the Board within three minutes. Thank you*



Minutes

NASHVILLE METROPOLITAN TRANSIT AUTHORITY BOARD OF DIRECTORS MEETING

January 25, 2018

- I. **CALL TO ORDER:** The regular meeting of the Nashville Metropolitan Transit Authority (Nashville MTA) Board of Directors was held in the Music City Central (MCC) Meeting Room, 400 Charlotte Avenue, Nashville, Tennessee on January 25, 2018. Present were: Gail Carr Williams, Chair; Hannah Paramore Breen, Member; Walter Searcy, Member; Secretary Margaret Behm; and Chief Executive Officer Stephen G. Bland. A quorum was established, and Chair Williams called the meeting to order at 3:10 p.m.
- II. **APPROVAL OF MINUTES:** Proper motion was made and seconded to approve the minutes of the December 14, 2017 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 are limited to three minutes. The following members of the public addressed the Board:

Shelia Hansen, Nashville MTA rider since 1984:

- Ms. Hansen stated her gratitude for the Nolensville crosswalk at the Walmart and McDonalds.
- Ms. Hansen asked if Nashville MTA had any control over the safety issues that sometimes arise at the bus stops. She stated that she was present at the Walmart stop recently when a fight almost broke out.
- Ms. Hansen asked if Nashville MTA would consider putting chairs beside the phone chargers in the waiting rooms at MCC. She noted that recently she had an almost 40-minute wait for a bus and was told she could not sit on the floor next to the charging station while her phone was charging.
- Ms. Hansen asked why the new bus shelters do not have benches. She stated that some passengers need to sit down while waiting for their bus.
- Ms. Hansen noted her appreciation that some of the buses ran after midnight on New Year's Eve. However, she pointed out that not all of the buses ran on schedule; and because of this, she had to wait an additional hour to get a bus home.

Darius Knight, Madison, TN had these comments:

- Mr. Knight stated that there were a number of buses with destination signs that were not working.

- Mr. Knight did not think that Nashville MTA needed to buy more Genfare fare boxes because of the issues with the current Genfare fare boxes.
- Mr. Knight stated that the bus wrap advertisements were a nuisance because they made it harder for passengers to see out of the windows. He suggested that Nashville MTA find a way to scale those wraps down so that they would not cover the entire bus.

Patrick Green, President Local #1235 Amalgamated Transit Union (ATU):

- Mr. Green asked for a moment of silence to honor three operators who died within the last month. They were retiree James Escue, active driver Charles Battle, and active driver Louise Kent. A moment of silence was observed.

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

- Mr. O'Connor reported that recently there were a number of riders who were almost stranded or were stranded in downtown Nashville due to the cancellation of some routes caused by the inclement weather conditions. He stated that without mobile devices and apps, riders were not able to receive the notifications. He stated that he should be reimbursed the \$27.49 he paid for an Uber ride home.
- Mr. O'Connor reported that needed bus repairs were not getting done.
- Mr. O'Connor complained that some operators continued to drive with a creep-stop pattern that caused him to have motion sickness.
- Mr. O'Connor stated that the service hours for buses and customer service needed to be extended.
- Mr. O'Connor complained that regular riders were tired of the continued out-of-operation issues with the escalator at MCC.
- Mr. O'Connor recommended that a policy be established that all buses kneel automatically at every stop.
- Mr. O'Connor complained that some riders played loud music on the bus and the operators did not address the issue.

James Thomas, a frequent rider, Nashville, TN:

- Mr. Thomas reported two incidents this month when his bus was eight minutes late.
- Mr. Thomas reported an incident when he rode the bus, and a man on the bus played his music extremely loud. The bus operator asked him to turn the music down, but the man ignored him. Consequently, Mr. Thomas had to get off the bus and wait for another bus.
- Mr. Thomas reported an incident when he rode the bus and another passenger left her child in the stroller while the bus was in motion. He stated that this was a safety hazard for the child.
- Mr. Thomas reported another incident when loud music was played on the bus, and the operator ignored it.
- Mr. Thomas reported that he waited one morning for his bus and it was a no-show. He waited 24 minutes more for the next bus. He also reported another incident of a no-show bus in the afternoon of the following day.
- Mr. Thomas stated that operators needed to be more courteous to pedestrians at crosswalk lights. He reported standing at a crosswalk at 5th Avenue and Charlotte Avenue with two friends. They had the crosswalk light to proceed, and the Charlotte bus turned in front of them into the crosswalk.

There were no other public comments at this time.

IV. **OPERATIONS & FINANCE COMMITTEE REPORT:** Committee Member Paramore Breen reported that the Committee heard the monthly finance and operating reports and those reports stand as is. The Committee had no action items this month.

V. **NEW INITIATIVES AND COMMUNITY ENGAGEMENT COMMITTEE REPORT:** Board Chair Williams reported that the Committee had a robust discussion on the FY2019 baseline budget led by Chief Financial Officer Ed Oliphant and CEO Bland. Attention was given to both pension and healthcare and how they will budget for those. Attention was also given to taxi overflow and the challenges there. There was conversation about what Nashville MTA needs to ask of Metro in terms of budget dollars and what were the Board's thoughts on this. The Board's direction was to ask for dollars. Currently, the Nashville MTA budget projection has a \$2.9 million shortfall.

Continuing, Board Chair Williams reported that the Committee also heard from Director of Marketing Jason Minser about the Nashville MTA advertising policy. The current policy will expire in September 2018. There was discussion about the present policy that was crafted a number of years ago and what that might look like going into the future. They discussed what the contract should look like when they put out the Request for Proposal (RFP). There will be further conversations about this in light of the branding and rebranding efforts.

a. **NEXT GENERATION FARE COLLECTION SYSTEM (A-18-001):** Board Chair Williams asked the Board members present if they had any objection to deferring this action item to next month, and there was none. This item was deferred.

VI. **CHAIR'S REPORT:** Chair Williams commended the Nashville MTA staff for all of the work that they had been doing. She noted that there had been a lot of conversation going on in Nashville about transportation, and the staff had always been a part of that conversation providing expert thought and processes to those who needed it.

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

- **Let's Move Nashville plan** – A number of Nashville MTA staff have been involved in an extensive amount of outreach activity this past month.
- **Metro Council** – Metro Council moved the Transit Improvement Program through on second reading on January 23 by a 25-6 vote. Staff also supported a Committee of the Whole session where a number of staff had an opportunity to present on the plan and take questions from council members.
- **Transit Demand Management Program (TDMP)** – At the request of the Tennessee Department of Transportation Commissioner John Schroer, Mr. Bland met with the Commissioner and Nashville Mayor Megan Barry and discussed the kickoff of this program. It would be housed in Metro Planning and Nashville MTA would support. The Mayor and Commissioner will be directly reaching out to corporate CEO's focusing initially on downtown Nashville to actively engage them in the TDMP. This would include the promotion of the EasyRide program and other approaches such as flex time and work from home arrangements.

- Program of Projects Under the Let's Move Nashville Plan – There have been a number of Nashville MTA staff who worked with a number of Metro staff to plan for possible implementation of the free fare program for low-income individuals that could result if the initiative is passed.
- Community Outreach & the New Bus Seats – A community outreach was led by Community Outreach and Engagement Specialist Miriam Leibowitz with several hundred of Nashville MTA customers who participated in the selection of bus seats. The customers actually selected the next seats for Nashville MTA's order of 31 buses that are scheduled for delivery. Ms. Leibowitz did a professional job, and the customers appreciated being asked for their input.
- Rebranding Nashville MTA – Nashville MTA has been working with Bohan on a rebranding effort for the Nashville MTA and the Regional Transportation Authority of Middle Tennessee (RTA). Mr. Bland thanked the Board members who spent considerable time with Bohan and provided up front impressions. Bohan is in the process of developing strategy recommendations to be provided to the Board in the upcoming months.
- Murfreesboro Road Project – This project is under construction and approaching 20% completion.
- Maintenance Training Committee – Nashville MTA formed a joint maintenance training committee with the ATU Local #1235. Chief Administrative Officer Rita Roberts-Turner will lead the management effort on this. Mr. Bland thanked Patrick Green, President Local #1235 ATU, for his participation with this. He also thanked Nashville MTA Board Members Glenn Farner and Walter Searcy who, because of their backgrounds and workforce development, have agreed to help support this program in any way they can.
- RTA –
 - Columbia, TN – Mr. Bland made a presentation on RTA services to the Columbia City Council. Columbia is moving through the process of joining the RTA as a member city. They have incorporated advancing public transportation into their city's masterplan and staff looks forward to working with them.
 - Transit-Oriented Development Zone – Nashville MTA has been partnering with the Metropolitan Development and Housing Agency on their advancing the first Transit-Oriented Development Zone that was enabled in state legislation passed last year surrounding Donelson Station. RTA has finalized an exclusive negotiation period with Pennrose Development to examine joint and transit-oriented development opportunities, including a significant affordable housing development on that site.
 - City of Mt. Juliet – Chief Development Officer Julie Navarrete and her team will be working with the City of Mt. Juliet to advance improvements and expansion of the Park & Ride lot at that station.

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

IX. ADJOURNMENT: The meeting was adjourned at 3:38 p.m.

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

BOARD ACTION ITEM

Item Number: A-18-001

Meeting Date: 02/22/18

Item Title: NEXT GENERATION FARE COLLECTION SYSTEM

BACKGROUND

In July 2017, the Nashville Metropolitan Transit Authority (Nashville MTA) and the Regional Transportation Authority of Middle Tennessee (RTA) issued a Request for Proposals (RFP) for Next Generation Fare System Solutions. Proposals were received from the following firms:

- Genfare, division of SPX Corporation
- INIT Innovations in Transportation, Inc.
- Scheidt and Bachmann GmbH

An evaluation committee completed a two-step evaluation process including in-person presentations, interviews, and live demonstrations from each vendor. Factors considered during the evaluation process included cost, technical approach, features/functionality, professional references, and relevant experience successfully completing similar projects. After scoring and careful consideration, the evaluation committee determined that a joint award to two firms would result in the most comprehensive solution for the agency. The firms selected by the evaluation committee are:

- Genfare, division of SPX Corporation
- INIT Innovations in Transportation, Inc.

Pending Board approval, Genfare will provide new fare boxes on Nashville MTA vehicles. INIT will provide all other aspects of the system, including smart media validators on Nashville MTA vehicles, new ticket vending machines (TVMs), smart cards, and the software solutions to power the new system. This system will allow for customers to pay via reloadable smart cards as well as smartphones. Customers will be able to purchase and reload smart cards at a variety of locations through a third-party retail distribution network, as well as new TVMs, and the Music City Central ticket window. The system will be account-based, which allows customers to go online and register their card, reload value, and view transaction history.

On-board electronic transactions will be processed in real-time and reconciled with the online account, allowing for the Nashville MTA and RTA to adopt new fare structures that make the fare payment experience simple and seamless for customers while speeding up the boarding process. The system will also be open-architecture, allowing for third-party service providers to integrate with the system if they are willing and able to do so.

Director of Service Quality Dan Freudberg and technology services consultant nMomentum provided an overview and project update at the January 2018 committee meeting. The presentation highlighted important upcoming policy decisions that are prerequisites for the implementation of a next generation fare collection system.

COMMITTEE RECOMMENDATION

The Committee recommends to the Board the award of the design, provision, and implementation of a Next Generation Fare Collection System to:

- Genfare, division of SPX Corporation: \$6,410,064.30
- INIT Innovations in Transportation, Inc.: \$8,124,254.01
- Total: \$14,534,318.31

In addition, given the technical nature of the work and required integration with other systems, a 20% contingency of \$2,906,863.66 is recommended for a total value of \$17,441,181.97.

Through a combination of Federal and Local sources, \$12,388,685.00 in funding is available and allocated in the FY2018 approved capital budget, \$708,225.02 of which was utilized during project evaluation, planning, and procurement. An additional \$5,760,720.99 is planned via Federal and Local funding sources to cover the full cost of the system but remains to be allocated through the FY2019 budget planning and approval process. It is important to note that the above contract ceilings appear significantly higher than planned expenditures due to the inclusion of several ongoing operational elements in the contract ceiling (i.e. long-term service agreements, fare payment media, training, etc.).

Other capital and operational costs will be required to implement and support the project outside of the contracts with Genfare and INIT. Below is a high-level overview of anticipated current and future funding needs. This table is for informational purposes, with the exception of the first line item which is the subject of today's Committee Action Item. We are not currently requesting Board action on the figures included below:

Project Budget Overview				
Item	Vendor(s)	Capital	Operating (years 1-5)	Total
INIT and Genfare Next Generation Fare System* (*today's action item)	INIT & Genfare	\$10,134,960.05	\$4,399,358.26	\$14,534,318.31
Computer server hardware and equipment	Multiple, TBD pending system design	\$700,000.00	\$200,000.00	\$ 900,000.00
Total		\$ 10,834,960.05	\$4,599,358.26	\$15,434,318.31
20% Contingency		\$ 2,166,992.01	\$919,871.65	\$3,086,863.66
Total with 20% Contingency		\$ 13,001,952.06	\$5,519,229.91	\$18,521,181.97

Approved:

Secretary

February 22, 2018

Date

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

BOARD ACTION ITEM

Item Number: A-18-002

Meeting Date: 02/22/18

Item Title: MUSIC CITY CENTRAL RENOVATION

BACKGROUND

Music City Central, the operations terminal for the Nashville Metropolitan Transit Authority (Nashville MTA), opened in October 2008. Approaching the 10-year anniversary of the building, Nashville MTA compiled a bid package for the first major renovation to the facility. The renovation design package includes:

- Demolition and reconstruction of the public restroom facilities. In addition to the current restrooms, the renovated spaces will incorporate a single-stall family restroom which was suggested by the Board during the October 2017 meeting. The new restrooms incorporate vandal-resistant fixtures such as sinks, toilets, trashcans, and paper-towel dispensers to limit potential damage.
- Renovation of the current customer care area and adjacent office space. The new customer care window will incorporate four transaction windows, lost and found storage, safe storage, and lockers for employees. Upon completion, the renovated space will allow for up to 10 work stations beyond the ticketing area.
- An extensive waterproofing program throughout the structure. The waterproofing program includes resealing and reconstructing expansion joints, concrete crack repair, resurfacing of bus bays on both levels, resealing and landscaping of exterior planters, and sealing overhead concrete decks on each level.

The renovation was designed by Gresham, Smith, and Partners, MTA's on-call engineering and architecture firm. As part of the design scope, Gresham, Smith and Partners provided an opinion of probable cost for the project totaling \$4,601,412 excluding contingency. Bid package solicitation was originally scheduled for approximately five weeks, but was extended four weeks according to bidders' request for more time. Solicitation of the bid package yielded one qualified bidder, Batten and Shaw Construction, with a base bid amount of \$4,823,000. The base bid received from Batten and Shaw is within 5% of the engineer's cost estimate. The solicitation likely yielded one bid due to market circumstances in the region along with the logistical complexities of the project. While construction activity is peaking in Nashville and the surrounding areas, this project offers a modest top-line value while incorporating the difficulties of construction in a fully operational facility.

Funding Source: Funding for the renovations would primarily be from the proceeds from the sale of the Clement Landport, supplemented with Section 5339 and 5307 funds that have a state and local match.

COMMITTEE RECOMMENDATION

The Committee recommends the Board provide the Chief Executive Officer the authority to enter into a construction contract with Batten and Shaw Construction for a base amount of \$4,823,000. Due to the nature of the project, specifically the waterproofing scope, the committee also recommends the Board authorize a project contingency of 30%, resulting in an authorized not-to-exceed project total of \$6,269,900.



Approved:

Secretary

February 22, 2018
Date

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

COMMITTEE ACTION ITEM

Item Number: A-18-003

Meeting Date: 02/22/18

Item Title: MOBILITY ON DEMAND, ACCESSRIDE SAME-DAY PREMIUM SERVICE

BACKGROUND

In June of 2017, the Nashville Metropolitan Transit Authority (Nashville MTA) Board approved contracts with DemandTrans and TransLoc 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 AccessRide-eligible customers through the use of third-party service providers, including the implementation of a same-day, premium service option.

DemandTrans has been successful in working with Nashville MTA staff to develop a service model with multiple transportation partners to provide this service. However, the actual provisioning of these services was not included in the base contract value. Because the Nashville MTA contract is with DemandTrans and not these third-party providers (subcontractors to DemandTrans), funding is needed on the DemandTrans contract to support these services for a full six-month pilot period. The source of these funds represent a reallocation of existing AccessRide operating funds, as trips taken on this service will largely be offset by trips not taken on traditional AccessRide paratransit.

Director of Service Quality Dan Freudberg will provide a status update on the Access-on-Demand premium service pilot for AccessRide-eligible customers.

COMMITTEE RECOMMENDATION

The current contract value for DemandTrans is \$575,000, which does not include the actual provision of transportation services. In order to provide these services, the Committee recommends to the Board approval for an increase of \$500,000 to the contract value for a total contract value of \$1.075 million. The source of these funds are existing AccessRide operating funds in the Nashville MTA operating budget.

Approved:

Secretary

February 22, 2018

Date