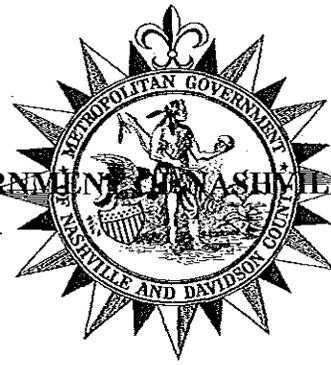


KARL F. DEAN
MAYOR

METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



HUMAN RESOURCES DEPARTMENT
Civil Service - Employee Benefits
404 James Robertson Parkway, Suite 1000
Nashville, TN 37219

TO: The Honorable Mayor Karl F. Dean
Members of the Metro Council

FROM: Veronica T. Frazier, Director of Human Resources

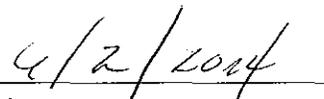
DATE: June 2, 2014

SUBJECT: Title VI Compliance Report

The Human Resources Department has compiled the attached cumulative Title VI Compliance Report of findings and recommendations from each of the Departments, Boards and Commissions subject to Title VI in accordance with Ordinance BL2004-352. Additional EEO Utilization reports are available upon request.

We appreciate the opportunity to complete this important review.


Veronica T. Frazier
Director of Human Resources


Date



Title VI

Compliance Implementation Report

Karl F. Dean, Mayor

2014

Department of Human Resources

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Appendix A - Title VI Coordinators

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Complete MTA Title VI Report with appendices

**Detailed EEO reports for General Government are available upon request.

INTRODUCTION

Title VI is a federal law which requires the non-discriminatory delivery of services which are supported by federal financial assistance. It prohibits discrimination on the basis of race, color, or national origin. Other civil rights laws prohibit discrimination on the basis of gender, age, and disability.

THE OFFICE OF THE MAYOR

Karl F. Dean is the sixth mayor of the Metropolitan Government of Nashville and Davidson County, elected on September 11, 2007. Dean's priorities as mayor are improving schools, making neighborhoods safer and bringing more and better jobs to Nashville.

The Office of the Mayor has several divisions: the Office of Economic and Community Development, the Office of Children and Youth, and the Office of Neighborhoods.

Economic and Community Development

The Mayor's Office of Economic and Community Development (OECD) exists to ensure a positive local government climate for private sector investment, which is crucial for future expansion of the tax base, growth in the number of quality jobs, and the creation of wealth in the community.

OECD works to:

- Coordinate the activities and uses of the government's resources in a strategic manner to enhance Nashville's economic future.
- Increase the job base by working with other economic development agencies to create new job opportunities through new business recruitment and existing business job base expansion.
- Increase the tax revenue base as a result of new job growth and new capital investment.
- Improve government's responsiveness to requests for assistance from the business community.

Office of Children and Youth

The Mayor's Office of Children and Youth (MOCY) works in partnership with public and private entities to ensure that all of Nashville's children are healthy, safe, successful in school, and connected to caring adults, allowing them the opportunity to contribute to the progress of our city.

The creation of the Mayor's Office of Children and Youth was a key recommendation of the Madeline Initiative, a 75-member community task force composed of city leaders, program administrators, service providers, and advocates. After two years of work funded by a grant from Danforth Foundation, the Steering Committee of the Madeline Initiative presented their report to then Mayor Bill Purcell in December 2001. With a proposed Mayor's Office of Children and Youth recommended by Mayor Bill Purcell and adopted by the Metro Council, the new Office was officially created on July 18, 2002.

Office of Neighborhoods

The mission of the Mayor's Office of Neighborhoods is to improve the quality of life in Nashville's neighborhoods through a more informed, active and involved citizenry and enhanced governmental response to community needs.

Since its inception in September 1999, the Office of Neighborhoods has worked to bring citizens and government together through various initiatives:

- Mayor's Night Out/In - meetings that provide citizens the opportunity to address their concerns directly with the Mayor and other government officials
- Neighborhood Response Team - a coalition of various sectors of local government that coordinate responses to neighborhood needs
- Neighborhood Training Institute - workshops to build capacity and assist in the establishment and development of neighborhood associations
- Neighborhood Liaison – staff who are available to meet with your neighborhood groups and associations concerning ongoing issues in your area
- Neighborhood Conference - Through conferences held in 2002 through 2005, Metro departments and neighborhood leaders came together to learn about and share ideas on improving the quality of life in the city. Another conference is scheduled for October 2006
- Community Enhancement Grants - funds provided to community organizations and groups to improve their neighborhoods.

THE METROPOLITAN COUNCIL

The Metropolitan Council is the legislative body of Nashville and Davidson County. Members are elected to serve a term of four years. There is one Vice-Mayor, five council members-at-large, and thirty-five district council

representatives. Specific information on the Metropolitan Council can be found in Article 3 of the Metropolitan Charter.

The Metropolitan Council meets regularly on the first and third Tuesdays of each month at 6:30 p.m. Meetings are open to the public and are held in the Historic Courthouse at One Public Square, Suite 204.

Meetings on the first Tuesday of odd-numbered months are reserved for public hearings on bills on zoning matters. The Vice-Mayor presides over these meetings. Agendas of the Council meetings and Minutes of prior meetings are prepared by the Metropolitan Clerk's Office. Appendix C provides a listing of Metropolitan Council members for the 2011-2015 term.

THE DEPARTMENTS OF THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY AND FUNCTIONS

Metro delivers services and performs operations through the activities and functions of its departments, boards, commissions, and other elected offices. The following provides detail with regard to Metro's Executive Departments, semi-autonomous agencies, boards and commissions, and other elected officials which comprise the Metropolitan Government of Nashville and Davidson County. See Appendix D for an organizational chart of the structure of the Operating Departments.

Codes Administration

The Codes Department provides direction and coordination of departmental policy and support for the operating programs. This includes the licensing of Electrical, Plumbing, and Mechanical/Gas contractors, and serving as secretary to six administrative boards.

Criminal Justice Planning Unit

The goal of the Criminal Justice Planning Unit is to assist policy makers in better planning for the expected population of correctional facilities, intermediate sanctions, and other criminal justice services and programs. The CJPU's main focus is to forecast inmate populations under correctional supervision by the use of computer modeling. The CJPU currently presents a semiannual report which predicts and assesses the ten-year correctional inmate population for Davidson County. Starting with the 2004 semiannual report, the CJPU will provide five-year correctional population projections. Additionally, the unit is available to provide accurate data and credible analysis to policy makers when making decisions for the Davidson County Justice System.

Emergency Communications

The Operations Division of the Emergency Communications Center consists of the dispatchers who are the voice on the other end of the phone calls made to 9-1-1, 862-8600, and a number of other public safety emergency numbers within Metro. They are also the voice on the other end of the radio for Metro's Police and Fire field personnel. MNPD and NFD field personnel receive calls for service from ECC telecommunicators, who provides the informational support work needed to complete those calls.

The mission of the Emergency Communications Center is to enhance the quality of life for all citizens in our community by processing all 9-1-1 calls and by the dispatching of appropriate emergency responders in an expeditious, courteous, and professional manner; thereby saving lives, protecting property, curbing crime, and preventing major fire losses.

Finance

The Finance Department is charged with administering the financial affairs of the Metropolitan Government in accordance with applicable provisions of the Charter, applicable ordinances, and principles and practices of sound municipal fiscal administration.

The mission of the Department of Finance is to provide financial management, information, and business products to policy makers, departments, agencies, investors, and the Nashville community so they can have confidence in Metro Government, make informed decisions, and achieve their results.

Fire

The Fire Department is charged with providing class 6 to 9 level of fire protection services and a strong first responder emergency medical service to all residents of the General Services District outside the Urban Services District; to provide class 3 level of fire coverage and first responder emergency medical service to residents of the USD through the following programs: suppression, rescue, communications, training, safety, maintenance and repair, and prevention and required administrative activities; and to provide the highest possible level and quality of emergency medical care and rescue services to the residents of Metropolitan Nashville/Davidson County.

General Services

The General Services Department serves all of the other departments in Metro Nashville Davidson County Government through a system of support services including building maintenance and operation, radio

communications, motor pool services, security services, postal services, photographic services and printing services.

The mission of the General Services Department is to provide radio communications, facilities maintenance and operations, photographic, postal, printing, and security products to Metropolitan Government Departments so they can provide the highest level of service to their customers and citizens.

Human Resources

The Department of Human Resources provides information and support in the areas of training, compensation, benefits, and compliance with all local, state and Federal laws, rules and regulations for active and retired Metropolitan Government employees. Our goal is to provide opportunities that promote the professional development of employees in a diverse municipal workforce.

The mission of the Human Resources Department is to provide human resources business and benefits products to employees and agencies so they can provide quality government services and to retirees so they can receive the benefits to which they are entitled. Both the Metropolitan Employees Benefit Board and the Civil Service Commission are housed in the Department of Human Resources.

Information Technology Services

The mission of the Information Technology Services Department is to provide information, communication and business solutions to the departments and agencies of the Metropolitan Government so that they can achieve their business objectives and exceed the expectations of the citizens we all serve.

Law

The Legal Department provides complete legal advice and representation to all levels of the administrative, legislative and operational divisions of The Metropolitan Government of Nashville and Davidson County. The Department provides legal counsel to all Metro departments, agencies, and commissions; handles all litigation involving the Metropolitan Government; provides legal counsel to the Mayor, Council, and other Metropolitan officials; acts as a liaison with other governmental agencies on legal issues; administers insurance and safety program to identify, analyze, evaluate and make recommendations for treatment of loss risks; and provides loss prevention services.

Police

The Police Department is charged with enforcing the law and to protect the general public in accordance with the provisions of the Metropolitan Charter and ordinances.

The mission of the Police Department is to provide community based police services through crime prevention strategies and partnerships, to ensure a safe and peaceful Nashville. In carrying out its mission, the members of the Police Department will continue to value:

- organizational excellence and professionalism
- the impartial enforcement of the law
- the people we serve and each other
- problem-solving partnerships
- open communication
- ethics and integrity

Public Works

Public Works is charged with providing for the engineering, maintenance, construction, and repair of streets, roads, bridges, guardrails, sidewalks, traffic signs and signals, operate parking facilities, to provide for the refuse collection, street and sidewalk cleaning, and street light operation within the Urban Service District; and to provide for activities directly related to solid waste and disposal and the curbside collection and processing of recyclable materials in selected areas of Davidson County including both USD and GSD areas.

Soil and Water Conservation

The Davidson County Soil Conservation District Board is responsible for providing technical assistance on natural resource concerns to individuals and agencies of the government, and for offering educational activities in the area of soil and water conservation for schools. The district cooperates with other governmental agencies in activities relating to soil and water conservation. The district assists land users with the development and revision of soil and water conservation plans to meet the provisions of the 1995 Farm Bill and the 1990 Food Agricultural Conservation and Trade Act. The farm bill requires individuals receiving United States Department of Agriculture (USDA) benefits to follow an approved conservation plan on their farmland.

The mission of the Soil and Water Conservation Department is to study, plan, and provide technical and educational assistance on soil, water and environment related problems to individuals, groups, and units of government in Davidson County.

Water Services

Water Services works to provide quality water services at an economical price, including construction, operation and maintenance of all water and sanitary sewerage facilities of the Metropolitan Government and for the collection of all charges for the services of such utilities.

SEMI-AUTONOMOUS AGENCIES, BOARDS, AND COMMISSIONS

Metro delivers services and performs operations through the activities and functions of its agencies, boards, commissions, and other elected offices. The following provides detail with regard to Metro's Semi-autonomous agencies, boards, and commissions. Only those entities supported by the Metro Budget are listed below.

Agricultural Extension

The Smith-Lever Act of 1914 established the Agricultural Extension Service (AES). It is the off-campus educational unit of two land grant universities (The University of Tennessee and Tennessee State University). Agricultural Extension Service provides informal educational programs in agriculture, horticulture, family and consumer sciences, and supports and organizes 4-H programs.

The mission of the Agricultural Extension Service is to help people improve their lives through education, using research-based information focused on issues and needs.

Arts Commission

Administrative staff serves as the liaison with the Commission, the Office of the Mayor, and Metro Council. The staff is responsible for budget preparation; seeking outside funding from regional, state, and national sources; overseeing public information programs; planning and managing the department's finances; coordinating Commission and committee work; and engaging in cultural planning and research pertaining to public policy issues.

The mission of the Metropolitan Nashville Arts Commission is to provide leadership that stimulates and advances the arts to enrich the human experience for the community. In order to create a vibrant, vigorous, healthy community where all the arts flourish and grow, the Arts

Commission's goals are to promote organizational stability and growth, foster excellence, generate awareness, increase accessibility, respond to diverse community needs, and facilitate cooperation and partnerships.

Auditorium Commission

The Nashville Municipal Auditorium is a public-service oriented entertainment facility that seeks to attract a broad spectrum of events for the Nashville community and the Middle Tennessee area.

Beer Permit Board

The Beer Board regulates the transportation, storage, sale, distribution, and possession of alcoholic beverages that have less than five percent alcohol by weight. The board is additionally responsible for the issuance of permits for permission to operate dance halls. The board consists of seven members appointed by the Mayor and approved by the Metropolitan Council. Members serve a four year term. Six board staff members are responsible for issuing permits and monitoring and inspecting permitted establishments for compliance with the beer and public dance laws. The board and staff work in conjunction with the Police, Health, Zoning, and Fire Marshall's offices.

Convention Center Commission

The mission of the Nashville Convention Center is to generate economic impact in Nashville and Middle Tennessee through the presentation of well-serviced events. Since the Center's opening in January of 1987, the Nashville Convention Center has brought in excess of 900 million dollars to the Nashville economy. The Convention Center's primary clients are trade shows, conventions, corporate meetings, consumer shows, and food and beverage functions.

Election Commission

The Election Commission was created to maintain voter registration files and conduct all elections for Davidson County (Federal, State, and Metro) and the six incorporated satellite cities within Davidson County. The Commission is governed by five commissioners appointed by the State Election Commission for two year terms. The commissioners are charged with ensuring compliance with state election laws and operating within Metro's purchasing and budgetary laws.

Farmer's Market Board

Through a collaboration of government and local owner-operators, the Farmer's Market provides a diverse collection of the freshest, highest-quality foods available; service to customers that is second to none, and products that provide a good value for the dollar in an atmosphere that provides a unique shopping experience with an emphasis on Tennessee.

Historical Commission

The Historical Commission seeks to preserve, protect, and document the history, historic places, buildings, and neighborhoods of Davidson County through education, technical assistance, and advocacy. The Historic Zoning Program provides technical/design assistance to property owners within historic zoning areas and works with neighborhoods seeking stabilization and revitalization. They are also responsible for issuing preservation permits and regulatory historic zoning properties.

Human Relations

The mission of the Human Relations Commission is to protect and promote the personal dignity of all people by protecting and promoting their safety, health, security, peace, and general welfare. Human Relations Commissioners are appointed by the Mayor and confirmed by the Metro Council to represent the conscience of the Nashville and Davidson County community. Commissioners are responsible for the oversight, resolution, and addressing of community concern issues and complaints of discrimination (real and perceived).

The Executive Director manages the day-to-day operations of the Human Relations Commission. The Director is responsible for all fiscal, administrative, and program areas of the Commission.

Justice Integration Systems Policy Committee

The mission of the Justice Integration Services Department is to provide comprehensive, integrated justice information management products to Metro Justice and Public Safety agencies, Metro departments, other jurisdictions and the general public so they can benefit from shared justice information and make informed decisions and recommendations that impact the safety and well-being of their communities.

Library Board

The Library Board seeks to collect and make accessible to the public, printed, electronic, audiovisual, non-print, and broadcast information materials to facilitate the informal self-education of all persons, including the disabled; to enrich and further develop the knowledge of persons undertaking formal education; to encourage recreational reading and constructive use of leisure time; to support the cause of literacy; and to meet the day-to-day informational needs of all persons in the community.

Twenty branch libraries throughout Davidson County provide a full range of library service in local or regional settings. Functions include reference service, children's service, reader's advisory assistance and public programming. Each branch maintains a book collection offering a full range of nonfiction, popular reading, and study materials for all ages. Many provide books-on-tape as well as popular videos. Most branches also furnish copy machines, tax forms, and limited access to the Volunteer Income Tax Assistance Program (VITA) during tax season, Free Application for Federal Student Aid (FAFSA) forms, and magnet school applications. Online catalog terminals and public PCs, available at every location, provide access to the system wide collection and the Internet.

Metro Action Commission

The mission of the Metropolitan Action Commission (MAC) is to administer Head Start, Community Services Block Grant (CSBG), Low Income Home Energy Assistance Program (LIHEAP), USDA Summer Food and other social service programs for Metropolitan Government.

Nashville Career Advancement Center

The mission of the Nashville Career Advancement Center (NCAC) is to provide job readiness, career resource and employment connection products to individuals, employers and organizations so they can make a broader contribution to the economic well-being of the community.

Parks and Recreation

Parks and Recreation works to provide and maintain sufficient acreage, facilities, and programming to effectively offer the most diversified recreational services possible, ensuring that all citizens, regardless of income level, have equal opportunity and choice of participation. In addition, Parks maintains and increases the usability of the region's physical structures for the enjoyment of the citizens of Davidson County and their guests.

Planning Commission

The Planning Commission acts as the official planning agency for the Metropolitan Government and assumes the responsibilities granted to municipal, regional, or metropolitan planning agencies by state law including general planning, zoning, and subdivision regulations.

The mission of the Planning Department is to promote livability and quality growth in Metropolitan Nashville-Davidson County that enhances the built environment, conserves the natural environment, and preserves cultural and historical resources. With this purpose, the Planning Department will:

- Ensure meaningful citizen participation,
- Promote responsible growth and development,
- Encourage development that accommodates a variety of lifestyles, housing, transportation alternatives, and employment opportunities,
- Promote regional cooperation in planning throughout Middle Tennessee, and
- Serve as an accessible resource for information and technical assistance for residents, neighborhoods, and the business community.

Public Health Board

The Public Health Board is responsible for protecting and promoting the health of the residents of the county and the thousands of others who work, shop, and play in the city everyday. The department's 555 employees are committed to providing high quality services.

Social Services

The Metropolitan Social Services Department's primary purpose is to respond to persons in need of assistance, opportunities and information when challenged by economic, social or behavioral problems.

In delivering these services, Metropolitan Social Services will respect the dignity of people in need and support their unique ability to grow, change and succeed through personal choices.

Metropolitan Social Services staff works in conjunction with other agencies to develop professional, comprehensive and effective responses to individual and community challenges and to build understanding and support by the public.

Metropolitan Social Services will provide research and analysis of social problems within the county to other branches and departments of Metropolitan Government as needed.

OTHER ELECTED OFFICIALS

Metro delivers services and performs operations through the activities and functions of its departments boards, commissions, and other elected offices. The following provides detail with regard to Metro's other elected officials.

Assessor of Property

The mission of the Assessor of Property is to appraise real property at its market value, and business tangible personal property under schedules provided by law; to classify property correctly under the law; to apply property assessment in accordance with each parcel's proper classification; to maintain accurate public records; to reappraise every real parcel at least every four years and to reappraise all business tangible personal property annually; to provide property owners easy access to appeal rights; to generate annually an assessment roll for the purpose of property taxation by the Metropolitan Council.

Board of Education

The purpose of the Metro Board of Education is to do whatever it takes for all students to acquire the knowledge and skills to become productive, responsible citizens. The vision is to be the top-performing school district in the nation.

Circuit Court Clerk

The Circuit Court Clerk's mission is to serve the eight Circuit Courts, the Civil Division of the General Sessions Court, the Metropolitan Traffic Courts, and the public as a record keeping office; to file and maintain all records associated with Civil Court cases; to collect, disburse and report on funds according to state statutes and court orders.

County Clerk

The County Clerk serves to collect certain state privilege license fees as well as other state and local revenues, fees, commissions, and taxes as provided by law.

Criminal Court Clerk

The Criminal Court Clerk's mission is to serve the courts having criminal jurisdiction, to be responsible for all records generated from arrest through

disposal of charges on state warrants or indictments, and as an elective office, to serve the legal, financial, and public communities by rendering service in an efficient manner.

District Attorney General

By authority granted in TCA § 8-7-10, the District Attorney General serves to investigate and prosecute all criminal offenses that occur within Davidson County where there is sufficient evidence to warrant conviction. All prosecutions are designed to punish offenders, incapacitate violent and repeat criminals, and generally to deter future criminal activity. Additionally, the office is committed to treating victims and witnesses with dignity.

General Sessions Court Judges

Metropolitan General Sessions Court is committed to excellence in administering justice and is a contributing partner working toward a safe and vital community in Nashville-Davidson County.

The Court Judges of the Metropolitan General Sessions Court of Nashville-Davidson County is a high volume, limited jurisdiction Court that was first established in 1937. It has grown to an eleven division Court that handles civil cases with monetary limits not greater than \$15,000. The criminal case jurisdiction covers preliminary hearings in felony cases and misdemeanor trials in which the defendant waives the right to a jury. Since it is not a “court of record,” its decisions are subject to appeal. Since 1971, this Court has been authorized under the Metropolitan Charter to handle Metropolitan ordinance violations involving traffic, environmental, and other county ordinance violations. General Sessions judges are elected to an eight-year term.

In addition to the eleven judges, a part-time referee conducts the initial hearings for environmental cases and the non-traffic Metro ordinance violations, and five law trained judicial commissioners preside over Night Court 24 hours per day, 365 days per year.

The General Sessions Courts have dockets that adjudicate the following types of cases: criminal bond, traffic, civil, driver’s license, jail review, orders of protection, domestic violence, environmental, emergency committals, special committals, state traffic and felony drug, probation, and Mental Health Court.

Juvenile Court Clerk

The Juvenile Court Clerk is responsible for keeping all records of the Court. The Clerk’s Office maintains separate minutes, dockets and records for all

matters pertaining to Juvenile Court proceedings. In addition, this office collects payments, fines and restitutions and maintains accounts in excess of \$1.7 million for child victim criminal injuries. The Clerk's staff files litigation and paternity petitions, sets Court costs and dates and files all motions. The Juvenile Court Clerk is an elected official and maintains a separate budget from the Juvenile Court.

Public Defender

The Metropolitan Public Defender's Office operates under the authority of the Metropolitan Charter, Title II, Section 2-16-010, which states as follows: The public defender shall render legal aid and defend only those indigent defendants who are in jail, charged with the commission of a crime and are unable to make bond, or such other defendants as a court with criminal jurisdiction shall determine to be indigent. In addition, the public defender shall provide guardian *ad litem* services when such services are deemed required by the Davidson County juvenile court for children who are the subject of proceedings in such court and the Metropolitan Government would be required by law to pay reasonable compensation for such services if not provided by the public defender. The Public Defender's Office is staffed with 42 licensed attorneys who represent indigent clients on charges ranging from public drunkenness to first degree murder.

Register of Deeds

The Register of Deeds Office records deeds, mortgages, plats, leases, liens, limited partnership agreements, charters, and service discharges. All documents are imaged and indexed.

The mission of the Register of Deeds is to record all documents pertaining to real estate and documents relative to the Uniform Commercial Code. We also strive to maintain the integrity of all official records and to offer courteous, friendly, and expeditious service to all who use the Register's Office.

Sheriff

With a commitment to excellence, the mission of the Sheriff's Department is to strive to be the leader in the field of corrections, service to civil process, and innovative community based programs, emphasizing: accountability, diversity, integrity, and professionalism.

Since 1963, DCSO has devoted 100% of its efforts and resources to two major areas of critical concern, corrections and civil process. In the mid-1990s, the DCSO Correctional Work Center was awarded national accreditation by the American Correctional Association. The Training Academy followed in 1999, becoming the first local Sheriff's Office Training

Academy in America to achieve national ACA accreditation. In January, 2001, DCSO became the first County correctional administration in the United States to be accredited by the ACA. The Criminal Justice Center and the Hill Detention Center were accredited in 2002.

State Trial Courts

State Trial Courts, under Circuit, Criminal and Chancery Judges, consist of the following two divisions.

The **Clerk and Master** serves the four elected chancellors, performs judicial duties pursuant to state law and the Metro Charter, conducts hearings as judicial officer, writes reports of findings to the chancellors upon referred cases, and oversees a staff of 19 clerks.

The Clerk and Master administers the caseload for the four chancellors, including maintenance of books, records and case files; collecting and reporting substantial revenue from delinquent taxes and court costs; issuing process and investing funds held as trustee as an arm of the Chancery Court; and providing public records and information to citizens.

The **Juvenile Court** provides a judicial and non-judicial service delivery system that is fair, accessible, efficient and responsive that will meet the immediate and long term needs of the citizens of Greater Nashville and Davidson County Tennessee in a manner consistent with public safety.

Trustee

The Trustee is responsible for collecting Davidson County's Real Property Tax, Public Utility Tax, Personal Property Tax, and Central Business Improvement District Tax, Vegetation Liens and Demolition Liens each year; and administering the Tax Relief Program for the State of Tennessee and Metro Government. The Office of the Trustee accepts the Certified Real Property and Personal Tax Roll from the Assessor of Property in September each year. The Trustee's office then mails printed tax statements by October 1. The Tennessee Regulatory Authority sends the Utility Tax Roll to the Trustee in December each year, and tax statements are printed and mailed in January. This office also collects and processes the Central Business Improvement District tax receivables.

PROGRAM COVERAGE

Title VI applies to both Metro functions, facilities, operations programs and projects that receive federal funding as well as to services provided by sub-recipients that receive federal financial assistance through contracts from

Metro. It is the city's goal that all services be administered in a nondiscriminatory manner.

Federal Funding in Metro

Currently, there are several Metro Departments which benefit from outside funding as a viable programming resource. A variety of mechanisms exist to manage grants in Metro. The Division of Grants Coordination was established to better enable Metro to manage its current grants and to seek additional outside funding.

The Division of Grants Coordination assists Metro departments with identifying funding opportunities, fostering collaborations and developing sound grant proposals; serving as a "gatekeeper" and monitor of grants as they move through the Metro approval process; developing and implementing policies and procedures for grants to Metro; providing technical assistance and grants-related training to departments, maintaining a database of Metro's grants, acting as a liaison between user departments and the Finance Department on grants-related matters and managing Title VI activities.

In that Metro, through the Division of Grants Coordination, is able to comprehensively identify and track all of its federal grants, information regarding those grants is readily available. A list of current Metro grants from Federal sources (including pass thru grants) is found in Appendix E.

Contracted Program Overview

Contracted programs are vital to Metro's success in a number of areas and account for a significant portion of Metro's resources. To view a list of Metro Government expenditures by Department for the period July 1, 2012 - May 1, 2013, see Appendix F. This data includes the business ownership characteristics of the suppliers.

RESOURCES COMMITTED TO TITLE VI COMPLIANCE

Metro has committed significant resources to program areas with a direct impact on Title VI implementation planning and compliance review efforts. The Metro Title VI coordination function has been assigned to staff in the Human Relations Commission; however, each department has an assigned Title VI coordinator with departmental responsibility lying ultimately with the Department Head and overall responsibility for the Metro's compliance lying with the Mayor. Each department is responsible for implementation, compliance and data collection in their respective areas.

Additionally, the Office of Financial Accountability (OFA) in the Office of Management and Budget is responsible for the monitoring of Metro's state and federal grants contracts. This Office also monitors Metro's direct appropriation grant contracts to non-profits organizations. As a part of the grant monitoring reviews, civil rights program issues are reviewed for compliance. See Appendix G for an example of the Monitoring Guide used to monitor review items, and for the online information, including the Complaint Form, for Metro's Title VI resources.

TITLE VI PROCEDURES

The responsibility for coordinating Title VI compliance within the Metropolitan Government of Nashville and Davidson County is assigned to and divided among respective departments. Each department head has appointed a Title VI Departmental Coordinator (See Appendix A). The Departmental Coordinator works closely with the Metro Title VI Coordinator and is responsible for administering the compliance procedures and Title VI complaint processing for the respective departments.

COMMUNICATION

Metro will take appropriate steps to communicate its Title VI policy and program to all Metro employees, sub-recipients and the general public. Sub-recipient notification of Title VI is imperative, and all will be made aware of the importance of Title VI compliance. It is equally important that protected beneficiaries are encouraged to participate in departmental programs and are informed of Metro policies, especially regarding filing complaints. Metro will employ the following methods to disburse information regarding Title VI.

METROPOLITAN ARTS COMMISSION

Authority

Leigh Patton, community arts manager, is the Title VI coordinator for Metro Arts and will respond as appropriate to all Title VI responsibilities.

Phone: 615-862-6744

Email: leigh.patton@nashville.gov

Organizational Environment

Mission

The Metro Nashville Arts Commission exists to provide leadership that stimulates and advances the arts to enrich the human experience for the community.

Vision

Creativity is central to the life experience of every Nashvillian.

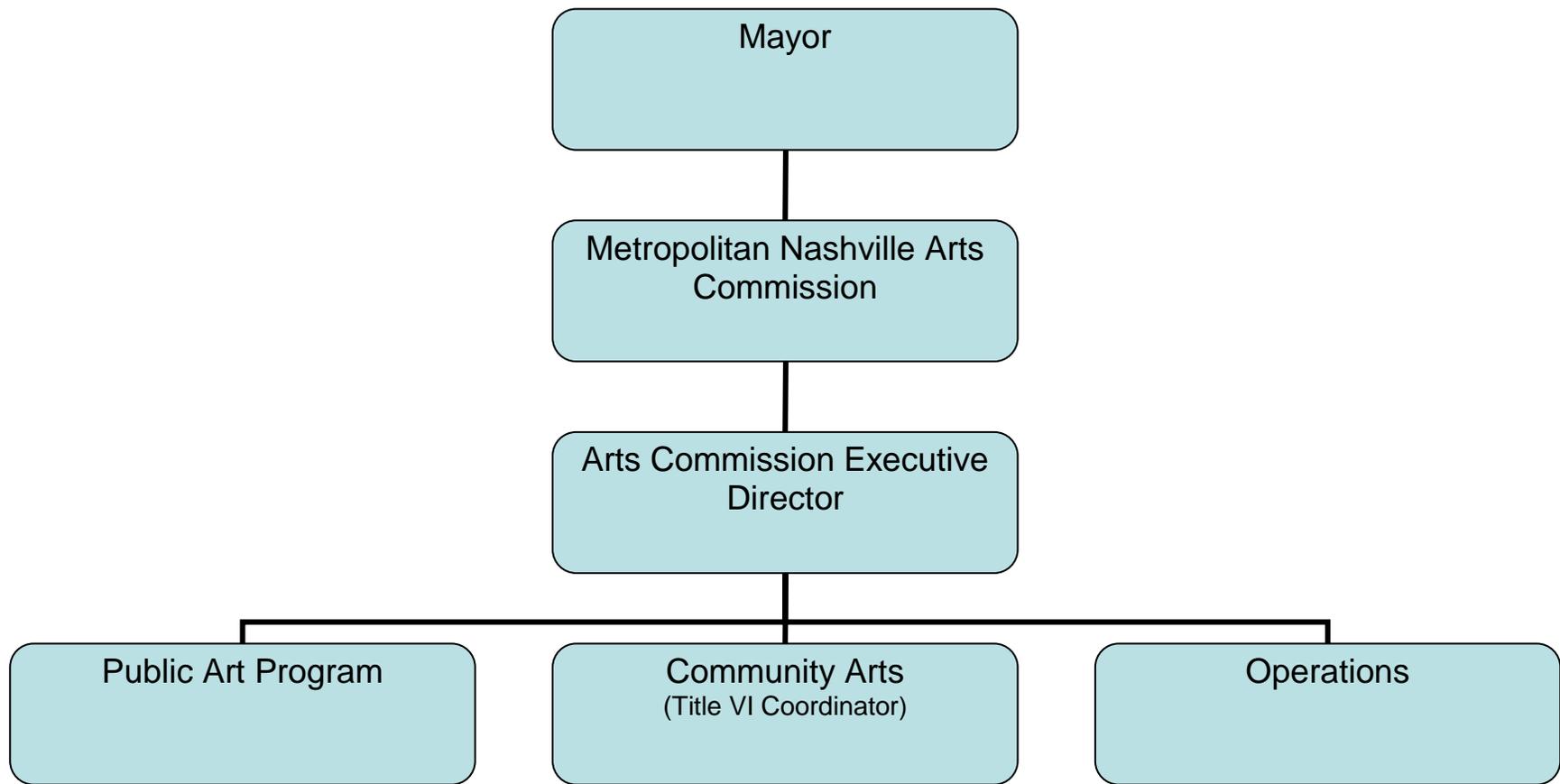
Goals

The Arts Commission's strategic goals are to:

- Increase the Availability of Creative Activities
- Enhance Creative Quality and Innovation
- Expand & Improve the Creative Workforce

We work toward these goals through our Public Art, Community Art, and Grants program areas and through partnerships, research and artist development. We highlight the civic and economic power of the arts and artists in Nashville through the following methods:

- Expand Public Art Collection
- Improve Community Arts Access
- Expand City Creative Brand
- Enhance Creative & Cultural Infrastructure



Federal Funding in the Metropolitan Arts Commission

Federal financial assistance may be used to augment our departmental budget in achieving departmental goals and initiatives.

Contracted Program Overview

MNAC uses contracts to engage those with specific experience, knowledge and skills that are needed on a short-term basis.

Number of Complaints Received Last Year 0

METROPOLITAN BEER PERMIT BOARD

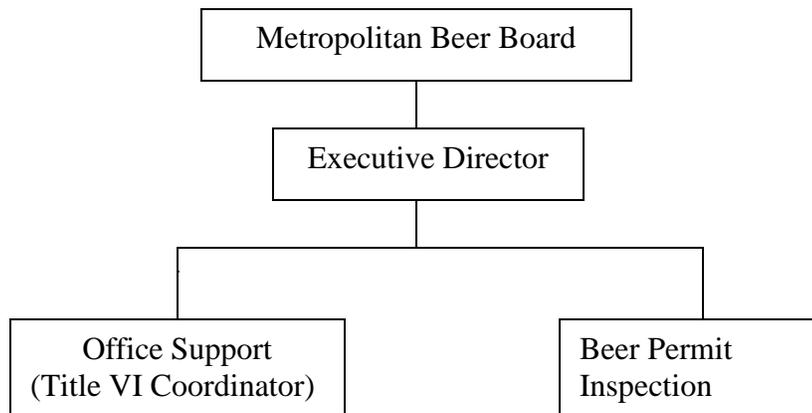
Authority

Julie Hudson – Office Support Specialist I

Accept complaints by citizens, records name, date, phone numbers, and complaint and submit to Executive Director.

Organizational Environment

Mission Statement of the Beer Board is to license, regulate and control the transportation, storage, sale, distribution, possession, receipt and/or manufacture of beer with an alcoholic content of not more than five percent by weight. To issue and regulate public dance permits.



Federal Funding in the Metropolitan Beer Permit Board Department
N/A

Contracted Program Overview
N/A

Minority Participation on the Board/Commission: 3

Number of Complaints Received Last Year: 0

Statement of Non-Discrimination:

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion or disability in admission to, access to, or operations its programs, services, or activities. The Beer Permit Board does not discriminate in its hiring or employment practices.

Metropolitan Department of Codes & Building Safety

TITLE VI POLICY

Authority:

Title IV Coordinator for the Department of Codes & Building Safety, in coordination with the City of Nashville's Title VI Coordinator, is charged with the responsibility for implementing, monitoring, and ensuring the department's compliance with Title VI regulations. This responsibility would include:

1. Avoiding, minimizing, and/or mitigating disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority populations and low-income populations.
2. Ensuring the full and fair participation by all potentially affected communities in the decision-making process.
3. Preventing the denial of, reduction in, or significant delay in the receipts of benefits by minority populations and low-income populations.

The Department of Codes & Building Safety's Title VI coordinator is Roy L. Jones, Assistant Director, 800 Second Avenue, South, Nashville, Tennessee 37210 (#615-862-6541). Mr. Jones reports directly to the Director of the Department of Codes & Building Safety, Mr. Terry Cobb.

Organizational Environment:

Mission statement: The mission of the Department of Codes & Building Safety is to provide permit, inspection, enforcement, and information products to the Nashville community so they can experience safe buildings and improved quality of life.

Strategic goals:

By the year 2015, Codes customers will experience improved ability to communicate and access information through improved technology within Codes, as evidenced by:

- 10% reduction of customers accessing information online
- 75% of customers who report satisfaction with communications with the department

By the year 2015, citizens of Davidson County will experience cleaner, safer neighborhoods, as evidenced by:

- 10% reduction in substandard housing
- 10% reduction in number of abandoned and/or inoperable/unlicensed vehicles
- 10% reduction of visual clutter (signs, debris, trash, graffiti)

By the year 2015, Codes customers will experience improved response times to their inspections requests, as evidenced by:

75% of customers who received a response within 48 hours including communication of action on service requests

By the year 2015, citizens of and visitors to Davidson County will experience increased Code compliance in new buildings as evidenced by:

10% increase in building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

Organizational chart attached

Federal Funding in the Metropolitan Codes & Building Safety:

Number of departmental Federal and state grants:

None

Federal Financial Assistance is used to achieve departmental goals and initiatives by:

- Providing that all department programs will be conducted and/or operated with all requirements imposed by, or pursuant to, the Title VI of the Civil Rights Act of 1964.
- Providing that the department notifies, through the City's Title VI Coordinator, that all minority business enterprises will be afforded full opportunity to submit bids in response to any bid invitation and will not be discriminated against on the grounds of race, color, sex, or national origin in consideration of an award.

Contracted Program Overview:

Department of Codes & Building Safety – list of contracts:

1. *Real Estate Loan Services of Tennessee, Inc.* – Contractor shall provide title search services for the department and will be the primary provider of title search services. The Metropolitan Government of Nashville is charged with the responsibility of collecting through litigation proceeding delinquent property taxes and demolition liens. The lawsuits initiated by these actions require serving notice on all delinquent property tax owners, obtaining default judgments, and preparing the properties for public sale. The preparation for sale includes conducting a title search to insure that Metro has notified all interested parties as required by statute.
2. *Abernathy Truck Salvage, Inc.* – The Department of Codes Administration may have abandoned vehicles towed and destroyed by a demolisher. The contractor shall, upon notification from Codes, take possession of the identified vehicle within 48 hours after notification, and shall have the responsibility for towing and demolishing the vehicle in accordance with all applicable environmental, federal, state and local laws.
3. *RICOH Inc.* – All copier and printing products are purchased through this contract that has been established between the contractor and the Metropolitan Government.

All contracts, including those listed above, shall be performed in accordance to individual contract provisions and under all rules and regulations as provided by the Division of Purchasing, Department of Finance, Metropolitan Government of Nashville and Davidson County, Tennessee.

Minority Participation on the Various Boards/Commissions:

The Department of Codes & Building Safety has no particular Title VI board or commission established within the department and would refer all questions concerning same to the Legal Department, Metropolitan Government of Nashville and Davidson County, Tennessee.

Number of Complaints Received Last Year:

None

Department's Non-Discrimination Statement:

Harassment of any person in the form of verbal or physical conduct based on a person's race, gender, color, religion, national origin, or disability will not be condoned when such conduct:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance;
- or,
- Otherwise adversely affects an individual's opportunities associated with employment.

TERRENCE L. COBB
DIRECTOR
 DP-02

Roy L. Jones
 Assistant Director
 SR-15

Vacant Position
 Assistant Director
 SR-15

Wade Hill
 Assistant Director
 SR-15

Bill Herbert
 Zoning Administrator
 SR-15

Bill Penn
 Assistant Director
 SR-15

Administrative and Clerical Support For Building Plumbing, Electrical, Gas Mechanical, Plans Examination and Property Standards

- Karene West - SR-12
Admin Services Officer IV
- Lisa Stromatt - SR-8
Office Support Specialist II
- Barbara Sloss - SR-12
Admin Services Officer IV
- Theresa Hayes - SR-6
Office Support Rep II
- Carmina Howell - SR-6
Office Support Rep III
- Wilma Sullivan - SR-6
Office Support Rep III
- Annette Martin - SR-6
Office Support Rep III
- Donna Liles - SR-6
Office Support Rep III
- Jennifer Williams - SR-6
Office Support Rep III
- Brady Rich - SR-12
Admin. Services Officer IV
- Vacant Position - SR-10
Customer Service Supervisor

Building Inspections
 Building Inspection Chief
 Byron Hall
 SR-12

- Sid Hinkle - SR-10
Building Inspector II
- Allen Hubbell - SR-9
Building Inspector I
- Jim Guschke - SR-11
Combination Inspector
- Charles Fortner - SR-10
Building Inspector II
- Edwards Simpkins - SR-9
Building Inspector I
- Tim Rowland - SR-11
Combination Inspector
- Steve Regen - SR-10
Building Inspector II
- Greg Story - SR-10
Building Inspector II
- Robert Ramsey - SR-10
Building Inspector II
- Eddie Puckett - SR-10
Building Inspector II
- Joe Bone - SR-10
Building Inspector II
- Vacant Position - SR-9
Building Inspector 1

Electrical Inspections
 Electrical Inspection Chief
 Jeff Barnes
 SR-12

- Michael Morgan - RS-9
Electrical Inspector I
- Jerry Ham - SR-9
Electrical Inspector I
- Freddy Morgan - SR-9
Combination Inspector I
- Jeremy Barber - SR-10
Electrical Inspector II
- Tim Vandegejuchte - SR-9
Electrical Inspector I
- Bill Talley - SR-9
Electrical Inspector I
- Kenneth Wilee - SR-10
Electrical Inspector II
- Larry Haley - SR-9
Electrical Inspector I

Plumbing Inspections
 Plumbing Inspection Chief
 Terry Selby
 SR-12

- Ken Faircloth - SR-9
Plumbing Inspector I
- Gary Hall - SR-10
Plumbing Inspector II
- James Hodge - SR-9
Plumbing Inspector I
- Norman Faircloth - SR-9
Plumbing Inspector I
- Vacant Position - SR-9
Plumbing Inspector I

Gas/Mech Inspections
 Gas/Mechanical Inspection Chief
 Jim Hudgins - SR-12

- Doug Gleaves - SR-10
G/M Inspector II
- Charles Roberts - SR-9
G/M Inspector I
- Jerry Horton - SR-9
G/M Inspector I
- Joey Hicks - SR-9
G/M Inspector I
- Shannon Roberts - SR-10
G/M Inspector I
- Vacant Position - SR-9
G/M Inspector I

Plans Review and Examination

- John Dawkins - SR-12
Plans Examiner II
- John Tyler - SR-12
Plans Examiner II
- Wayne Stephens - SR-12
Plans Examiner II
- Rick Harris - SR-12
Plans Examiner II
- Ronya Sykes - SR-7
Application Technician I
- Vacant Position - SR-12
Plans Examiner II

Zoning Examination
 Zoning Examination Chief
 Joey Hargis
 SR-12

- Walter Morgan - SR-11
Zoning Examiner
- Richard Thomopoulos - SR-11 - Zoning Examiner
- Pierre Howell - SR-11
Zoning Examiner
- Mike Kyle - SR-11
Zoning Examiner

Urban Forestry
 Urban Forester
 Stephan Kivett
 SR-11

Sexually Oriented Business Licensing
 Christine Gibson - SR-10
 Compliance Inspector III

Administrative and Clerical Support For Zoning Examination, Zoning Review/Permit Issuance and Document Imaging

- Carla Langley - SR-12
Admin Services Officer IV
- Adrienne Brown - SR-7
Office Support Specialist
- Algie Robinson - SR-6
Office Support Rep III
- Margo otter - SR-6
Office Support Rep III
- Debbie Lifsey - SR-6
Office Support Rep III
- Linda Huey - SR-10
Admin. Services Officer III

Property Standards
 Chiefs and Inspectors

- Jeff Castleberry - SR-12
Property Standards Chief
- Ronnie Mitchell - SR-12
Property Standards Chief
- Wayne Denton - SR-12
Admin. Services Officer IV
- Monica Reyes - SR-9
P. S. Inspector I
- Mike Morgan - SR-9
P. S. Inspector I
- Mark Smith - SR-9
P. S. Inspector I
- Chuck Rice - SR-9
P. S. Inspector I
- Michael Lyons - SR-9
P. S. Inspector I
- Bill Earles - SR-10
P. S. Inspector II
- Jay Summers - SR-9
P. S. Inspector I
- Mattie Jones - SR-9
P. S. Inspector I
- Greg Stiles - SR-9
P. S. Inspector I
- Sandra Custode - SR-10
P.S. Inspector I
- Rodney Carter - SR-9
P. S. Inspector I
- Jawon Lauderdale - SR-9
P. S. Inspector I
- Kristi Worrell - SR-9
P. S. Inspector I
- Vacant Position - SR-9
P. S. Inspector I
- Vacant Position - SR-9
PS Inspector I
- Vacant Position - SR-9
Compliance Inspector II

VACANT POSITIONS

- 1 Assistant Director - SR-15
- 1 Zoning Examiner - SR-11
- 1 Gas/Mechanical Inspector I - SR-9
- 1 Building Inspector - SR-9
- 1 Plumbing Inspector - SR-9
- 1 Compliance Inspector II - SR-9
- 1 Customer Service Supervisor - SR-10
- 2 Property Standards Inspectors - SR-9
- 1 Plans Examiner - SR-12

DEPARTMENT OF CODES AND BUILDING SAFETY ORGANIZATIONAL CHART
 February 4, 2014

Community Education Commission 2014 TITLE VI PLAN

1. AUTHORITY

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance” The Metro Human Relations Commission is committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents of Nashville and Davidson County.

Title VI Coordinating responsibility falls under the CEC Executive Director. The Executive Director accepts complaints by citizens, records name, date, phone numbers, and complaint and submits to the CEC chairperson.

For information contact:

Lovette Curry
Nashville Community Education
4805 Park Ave. Suite 123
Nashville, TN 37209
Telephone: (615) 298-8050 | Facsimile: (615) 298-8455
Email: Lovette.Curry@nashville.gov

2. ORGANIZATIONAL MISSION & ENVIRONMENT

The mission of Nashville Community Education Commission is to provide high quality personal and professional enrichment classes to the greater Nashville community.

3. TITLE VI INFORMATION AND DISSEMINATION

Title VI information posters will be publicly displayed in the NCE office.

4. SUBCONTRACTORS AND VENDORS

All subcontractors and vendors who receive payment from NCE where funding originates from any federal assistance, are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended.

5. RECORD KEEPING

The Title VI Coordinator will maintain records in compliance with Metro and federal records retention policies.

6. FEDERAL FUNDING

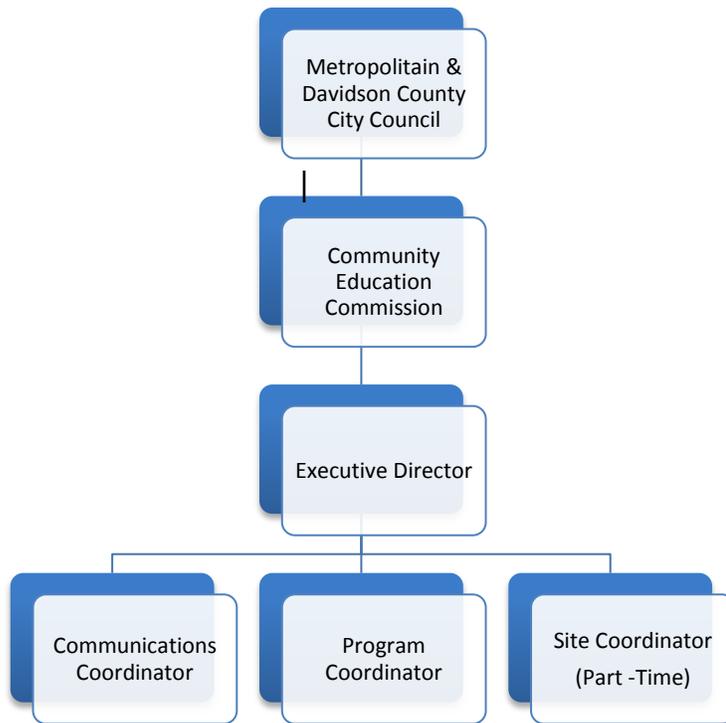
Currently, the CEC receives no direct federal financial assistance from grants or other sources to achieve its goals and initiatives.

7. CONTRACTED PROGRAMS

The department currently holds no contracts with outside agencies in the delivery of its programs or services.

8. MINORITY PARTICIPATION ON THE BOARD OF COMMISSIONERS

The Community Education Commission is comprised of seven (7) members, (2) of whom meet the criteria for racial/ethnic minority status.



9. TITLE VI COMPLAINTS RECEIVED LAST YEAR: 0

10. DEPARTMENTAL NON-DISCRIMINATION STATEMENT: The Community Education Commission does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.

CRIMINAL COURT CLERK

Authority

Dana Effler is the Title VI contact person for the Office of the Criminal Court Clerk (862-5663; danaeffler@jjs.nashville.org). Mrs. Effler is the Administrative Assistant/HR Manager to Tommy Bradley and Howard C. Gentry, the elected Davidson County Criminal Court Clerk.

Organizational Environment

General Mission Statement\Strategic Goals – The Criminal Court Clerk of Nashville, Davidson County, Tennessee is responsible to perform the clerical duties for the operation of the criminal courts, both General Sessions Court and State Trial Court. The Clerk is responsible for record management, both hard copy and electronic, and prepares the minutes (official record) for the Criminal Trial Court.

Federal Funding in the Metropolitan Criminal Court Clerk

The Criminal Court Clerk's Office receives no Federal Financial Assistance – not applicable.

Contracted Program Overview

The Criminal Court Clerk's Office does not enter into contracts other than the vendors approved by the Metropolitan Finance Department – not applicable.

Minority Participation on the _____0_____ Board/Commission

There are no Boards/Commissions within the Criminal Court Clerk's Office.

Number of Complaints Received Last Year _____0_____.

Please include your department's non-discrimination statement

The Criminal Court Clerk's Office is an equal opportunity employer.

Criminal Court Clerk's
Organizational Chart

Criminal Court Clerk

Executive Assistant

Chief Administrative
Officer

Administrative
Assistant/Human Resources

Courts Division

Finance Division

IT Division

EMERGENCY COMMUNICATIONS CENTER

Authority

The Title VI Coordinator for the Metro Nashville Emergency Communications Center (MNECC) is Lisa Fulton. She may be reached at (615) 401-6277.

Organizational Environment

The Mission of the Metro Nashville Emergency Communications Center is to provide initial emergency and non-emergency first responder products to the Public and our First Responder Partners so they can experience the benefits of a healthier, more secure community.

Goals

- **Citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications while MNECC continues to strive to meet increasing and changing demand for service, through 2015, as measured by:**

90% 911 calls answered in less than 6 seconds
90% 911 calls dispatched for Fire-Suppression in less than 90 seconds
95% 911 calls dispatched for Fire-Emergency Medical Services in less than 90

seconds

90% 911 calls dispatched for Police in less than 90 seconds

- **Through 2015, citizens and visitors to Davidson County will continue to receive Best in Class Emergency Response Communications as a result of highly qualified and supported workforce as measured by:**

90% Citizen Survey Responses are satisfied with service
90% 1st Responder Partner Survey Responses are satisfied with service
90% Emergency Medical Dispatch Quality Assurance Reviews above 90%
90% Emergency Fire Dispatch Quality Assurance Reviews above 90%

- **Through 2015, ECC will continue to improve procedures that will address how not to allow changing technology to have a negative impact on overtime and productivity.**

Federal Funding in the Emergency Communications Department

At the present time the Emergency Communications Center does not receive any Federal Financial Assistance in providing our emergency or non-emergency products.

Contracted Program Overview

The Emergency Communications Center does not have contracted programs.

Minority Participation on the Board/Commission: N/A

Number of Complaints Received Last Year: 0

METROPOLITAN DEPARTMENT OF FINANCE

Authority

The Title VI Coordinator for the Finance Department handles questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The Coordinator provides public notification of rights under Title VI, maintains a Title VI complaint log, and ensures that all complaints are investigated thoroughly. The following person has been designated as this department's Title VI Coordinator:

Kimberly Northern, Administrative Services Officer 3
Office of Management and Budget
700 2nd Ave South, Ste 201
Nashville, TN 37210
Phone: 615-880-1710
Fax: 615-880-2800

Organizational Environment

Mission

The mission of the Department of Finance is to provide financial management, information, and business products to policy makers, departments, agencies, investors, and the Nashville Community so they can have confidence in Metro government, make informed decisions, and achieve their results.

Federal Funding in the Metropolitan Finance Department

The Department of Finance manages a Public Assistance grant awarded by the Federal Emergency Management Agency (FEMA) due to the Presidential Disaster Declaration from the severe storms and flooding of May 2010. The purpose of the grant is to assist Metro Nashville & Davidson County in their emergency response and recovery efforts. This program provides funding for debris removal, emergency protective measures, and permanent restoration of infrastructure.

Contracted Program Overview

The department of Finance uses a variety of contracts to provide financial management, building construction and renovation and business products to policy makers, departments, agencies, investors, and the Nashville Community. See expenditures for the Department of Finance in the Procurement report in Appendix.

Minority Participation on Departmentally Supported Board/Commission—No such board exists.

Number of Complaints Received Last Year 0 .

METROPOLITAN FIRE DEPARTMENT

Authority

Departmental Coordinator responsibilities include and may not be limited to the following:

- Ensuring that all new and current employees within their respective departments receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights violation under Title VI;
- Prominently displaying all Title VI resources, to include the investigation procedures manual, Title VI legal manual and posters and brochures in locations managed by their departments that are frequented by the public.
- Employing necessary monitoring techniques to ensure departmental compliance;
- Providing the Metro Title VI Coordinator with departmental information to be include in annual Title VI plan in a timely manner;
- Other duties as necessary to ensure Title VI compliance;

The Title VI coordinator for the Nashville Fire Department is Jamie Summers and can be contacted at 862-5242.

Organizational Environment

Mission statement and strategic goals are listed below.

Org chart sent separately.

DEPARTMENT MISSION

The mission of the Nashville Fire Department is to provide high quality fire, medical, and rescue emergency responses and community support services to the citizens and visitors within Nashville and Davidson County, so they can work and reside in a community where an all hazards response minimizes harm to life property and environment.

Strategic Goals

- Beginning September 1, 2009 through September 1, 2014, the Nashville Fire Department will continue to meet and/or exceed the Standards of Coverage for “Response Time Standards for Advanced Life Support Units and “Response Times Standards for all Emergency Related Fire Calls” as set by the Commission on Fire Accreditation International.

- By July 1, 2015, the department will provide a safer working environment for emergency field personnel as evidenced by:
 - The purchase and replacement of existing Self Contained Breathing Apparatus (SCBA's) with new SCBA's that comply with current NFPA regulations
 - The purchase of new cardiac monitors for all Advanced Life Support (ALS) engine companies and ALS Medic Units

- By July 1, 2015, the Nashville community will experience a 2 percent reduction in response times for our emergency field personnel as evidenced by:
 - Replacement of current radio based fire alerting system with an Internet Protocol (IP)/radio based fire alerting system

- By June 1, 2015, the Nashville community will experience a fire department with improved effectiveness during emergency field operations and its on-operational workforce as evidenced by:
 - Emergency response vehicles will be outfitted with Mobile Data Terminals
 - The introduction of new information technology software and hardware considered essential to access emergency field ground information

- By June 1, 2015, the Nashville Fire Department will increase yearly inspections by 5 percent augment its Fire Inspection Program as evidenced by:
 - The introduction of Mobile Data Terminals for fire inspectors

Federal Funding in the Metropolitan Fire Department

The department uses funding from the Department of Homeland Security Federal Emergency Management Agency (FEMA) Assistance to Firefighters grant for equipment and training for Firefighter Safety and Hazard Material teams. We were awarded the SAFER grant from FEMA which is being used to staff the department with an additional 35 firefighters.

Contracted Program Overview

The Nashville Fire Department is in contract with EMS Management and Consultants for the purpose of billing and collections for our ambulance services.

Minority Participation on the Board/Commission: N/A

Number of Complaints Received Last Year 0 .



**DIRECTOR/CHIEF
NASHVILLE FIRE DEPARTMENT**

Medical Director

Admin ASO 4

OEM/Outreach
‡ Fire Commander

Public Affairs

Finance/HR

Public Education (2)

Honor Guard
Function

CISM
(1)

NFD Special Ceremonies
Function

Chaplain Services
Function

**Deputy Director
Temporary Assignment**

**‡ OPERATIONS
Assigned Position**

**‡ SERVICES
Assigned Position**

**‡ ADMINISTRATIVE
Assigned Position**

Suppression
‡ Fire Commander
(30)

EMS
‡ Fire Commander
(20)

Special Operations
Function

Arson Investigation (4)

Quality Improvement (4)

Planning/Staffing (7)

FMO Development/Special Events (7)

Risk Management (1)

Training Academy/Safety (10)

Health/Fitness (1)

Exposure Control (2)

Logistics (2)

Fleet 5-YR/O-YR Development/Oversight (1)

Expendable Supplies (2)

Air Services (2)

✓ FMO Inspectors (2)

Accreditation (1)

Capital Projects 5-YR/O-YR Development/Oversight Function

Facility Maintenance (4)

Durable Supplies (2)

ISO Compliance

Budget Control Function

Payroll (3)

IT Information Mgmt (4)

Hiring & Promotions Function

Internal Affairs (Arson Investigators) Function

Labor Relations Function

Ambulance Billing (4)

Medicare/Medicaid Function

Private Contract Oversight Function

Contract Renewal Recommendation Function

Grants Function

Parenthetical numbers denote approximate number of employees assigned.
"Function" denotes activity for persons from various divisions to perform duties when necessary.

‡ Indicates an ASSIGNMENT
* Indicates an assignment to Special Ops. Works under authority of Fire Marshal
• Responsible for Code Development, Interpretation and Training
✓ Day to day functional oversight of Administrative Deputy

NASHVILLE GENERAL HOSPITAL AT MEHARRY

(May 2014)

Authority

Lee Holmes, Compliance Officer
Title VI Coordinator
Reports directly to CEO, and Board of Directors

Organizational Environment

Mission Statement:

Nashville General Hospital at Meharry is a publicly supported, academically affiliated community-based hospital. We are committed to providing excellent healthcare regardless of age, race, creed, gender, sexual preference, gender identity or ability to pay. With the alliance of Meharry Medical College and Vanderbilt University, the Medical staff and our employees will provide an educational and research environment based on the provision of comprehensive, compassionate, acute care services to those in need. Our employees, physicians, and vendors will be given the same respect, concern and caring attitude that they are expected to share with our customers. We will work together to be financially viable while continuously improving our skills and resources through excellence in education and research. Our goal is the achievement of 100% access to healthcare and zero disparity between populations.

This Mission Statement is in the Code of Conduct that every employee, physician and vendor receives and agrees to follow.

Strategic Goals for NGH for FY 2014:

Goal 1: Financial – Achieve budgeted consolidated operating margin before non-operating expense

Goal 2: Efficiency & Effectiveness – Re-engineer clinical and business processes to create an acute and ambulatory care center environment where physicians, patients and families choose NGH as their preferred provider, through process improvement and leveraging information technology.

Goal 3: Quality – Patient Satisfaction – Achieve or exceed the national norm for overall patient satisfaction

Goal 4: Learning Organization – Leverage Information Technology to achieve the missions, goals and objectives of the Hospital Authority and Nashville General Hospital

Goal 5: Compliance – Assure organizational compliance in monitoring, assessing, reporting and implementing standards in accordance with federal, state, and local agencies.

Federal Funding in the Metropolitan Nashville General Hospital

We received in FY14 (July/13 thru May/14) the following monies in cash collections (federal and state):

* State/federal TennCare \$ 10,237,495

* Federal Medicare \$ \$9,524,074

Contracted Program Overview

Every contract that NGH enters into with other parties has the following paragraph:

Nondiscrimination Provisions: Both parties certify that they comply with Civil Rights laws, state and federal, including Sections 503 and 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967 and the Americans with Disabilities Act of 1990. In providing services hereunder, neither party will discriminate in violation of law based on race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, or military service in its administration of its policies, including admissions policies, hiring and employment, programs or activities. Neither party will resort to subcontracting as a means of circumventing this provision, and will post in conspicuous places that are open to all employees, applicants and members of the general public, notices of its nondiscrimination policies and practices.

Minority Participation on the Board/Commission is: 1/7 African American male, 1/7 African American female, 3/7 white female, 3/7 white male = 57% minority

Number of Discrimination Complaints Received Last Year:

Employee complaints = 3 (1 racial, 1 sexual harassment, 1 age)

Patient complaints = 1 (racial)

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of the Metropolitan Hospital Authority that all persons shall have equal employment opportunities regardless of race, color, national origin, sex, age, religion or disability. Discrimination against any person in recruitment, examination, appointment, training, promoting, retention, discipline or any other employment practices because of non-merit factors shall be prohibited. Harassment of employees in any form and for any reason is prohibited.

The Civil Service Rules and Personnel operations shall be administered in such a manner as to comply fully with the Civil Rights Acts of 1964 as amended.

Any employee or applicant who feels that he or she has not been afforded equal opportunity for any employment action may file a complaint in accordance with the discrimination complaint procedures with an assurance of protection from harassment and retaliation.

METROPOLITAN GENERAL SERVICES DEPARTMENT

Authority

The Title VI position within the Department of General Services is organizationally housed in the Division of Building Operations and Support Services. The Title VI Coordinator for the Department of General Services is Jerry Hall, ADA Manager & Safety Coordinator, 862-8960.

Organizational Environment

General Services Mission Statement:

The mission of the Department of General Services is to provide facility and fleet operations, radio communications, employee security and customer assistance products to government agencies, Metro employees, and the Nashville community so they can meet their goals.

Strategic Goals:

By July 2015, General Services' employees will experience improved job satisfaction and performance as evidenced by:

- 90% employee satisfaction

By July 2015, the customer will experience improved customer satisfaction as evidenced by:

- 90% customer satisfaction

By the year 2015, the Nashville community will experience improved environmental sustainability as evidenced by:

- Percent increase in fleet miles per gallon by vehicle class
- Percent of design and construction projects incorporating green building practices
- Percent annual building operations expenditures specifically for energy savings upgrades
- Percent increase in fleet acquisition of alternative fuel capable vehicles/equipment

Federal Funding in the Metropolitan General Services Department

The Department of General Services received \$6.2 million in federal funding for fiscal year 2013. No federal funding was received for fiscal year 2014.

Contracted Program Overview

The Department of General Services uses several contracts to fulfill its day-to-day operational requirements associated with achieving the departmental mission. Through these contractual agreements, the department acquires the needed supplies, materials, and services to provide facility and fleet operations, radio communications, employee security, and customer assistance products to government agencies, Metro employees, and the Nashville community so they can meet their goals.

Minority Participation on the Board/Commission:

The Department of General Services does not have any active Boards or Commissions.

Number of Complaints Received Last Year:

Department of General Services did not receive any Title VI complaints last year.

Statement of Non-Discrimination

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Human Resources Department does not discriminate in its hiring or employment practices.

The following department has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act. In addition, inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

Department of Human Resources
222 3rd Avenue North, Suite 200
Nashville, TN 37201
Phone: (615) 862-6640 / FAX: (615) 862-6654

The following person has been designated as the Metro Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

Neal Darby
Human Relations Commission
800 Second Avenue South, 4th Floor
Nashville, TN 37210
615-880-3391v) 615-880-3373 (f)
Email: neal.darby@nashville.gov

Title VI Compliance Plan
Metro Public Health Department

Submitted by:

Director of Health

William Paul, M.D.

Title VI Coordinator

Michelle Westbrook Birdsong, PHR

May 16, 2014

Table of Contents

Overview of the Metro Public Health Department

Mission Statement/Vision/Goals

Board Composition

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Mission:

The mission of the Metro Public Health Department is to protect and improve the health and well-being of all people in Metropolitan Nashville.

Our Vision:

“People creating healthy conditions everywhere!”

Our Goals

- Prevent, detect, and alleviate outbreaks of infectious disease and other public health threats and emergencies.
 - Improve the health and well-being of children.
- Prevent death and promote well-being by reducing tobacco use and increasing physical activity and healthy eating in Nashville.
 - Ensure cleaner air and a safer environment.
- Improve access for everyone to needed preventive, medical, and mental health services.

Our Core Values:

Professionalism
Respect
Integrity
Dedication
Equality

Our Governance:

A six member Board of Health appointed by the Mayor and confirmed by vote of the Metro Council governs the Department.

Current members are:

<p>William Hance, JD Chair <i>Assistant Vice Chancellor for Medical Center News and Communications (retired), Vanderbilt Medical Center</i> (White/Male)</p>	<p>Ruth Stewart, MD Vice-Chair Clinical Faculty Family Medicine Physician Meharry Medical College (White/Female)</p>
<p>Carol Etherington, MSN, RN, FANN <i>Director of Global Health Studies, Vanderbilt University School of Medicine</i> <i>Assistant Director, Community Health Initiatives, Vanderbilt Institute for Global Health</i> (White/Female)</p>	<p>Alicia Batson, MD <i>Psychiatrist</i> (White/Female)</p>
<p>Samuel Felker, JD Attorney in private practice (White/Male)</p>	<p>Henry Foster, MD <i>Chairman, Board of Pathfinder International, Boston, Mass.</i> <i>Chairman, National Advisory Committee for the Robert Wood Johnson Foundation Program Common Ground: Transforming Public Health Informatics Systems</i> (Black/Male)</p>

Funding Sources (2013 – 2014)

Grant Name	Terms	Awarded Amounts	Funded Through
Air Pollution 103 Grant - Near Roadside Agreement	070112 - 123113	\$200,000	Federal
Air Pollution - 103 Grant Amendment 8	040108 - 033114	Adds \$68,799 totaling \$807,007	Federal
Air Pollution - 103 Grant Amendment 7	040108 - 033114	Increase of \$61,201 total of \$807,007	Federal
Air Pollution - 103 Grant PM2.5 Air Filter Testing- Amendment 6	070111 - 063014	Increase of \$160,000 total of \$675,000	Federal
Air Pollution - 103 Grant PM2.5 Air Filter Testing	070111 - 063014	\$24.00 per test	State
Air Pollution - 105 Grant Amendment 10	100109 - 093014	Adds \$265,925 totaling \$3,429,062	Federal
Air Pollution - 105 Grant Amendment 8 & 9	100109 - 093014	\$106,999 & \$147,975 totaling \$3,429,062	Federal
Air Pollution - 105 Grant Amendment 7	100109 - 093013	\$321,000 Totaling	Federal
Bioterrorism - National Bioterrorism Hospital Preparedness and Public Health Emergency Preparedness	070113 - 063014	\$848,800	Federal
Certificate Issuance from Birth Record Data Base	070112 - 063017	\$3.50 search & \$2.00 additional copies	State
Chronic Disease Management & School Health Promotion Services	010114 - 063018	\$353,000	Federal
CSFP Commodity Supplemental Food Program	100113 - 093014	\$237,000	Federal
CSFP Commodity Supplemental Food Program	100112 - 093013	\$235,400	Federal

CSS Medical and Care Coordination	070113 - 063014	\$767,100	State & Federal
Department of Children's Services	070109 - 063014	\$16,785	State, Federal and Interdepartmental
Environmental Health Services - Inspection & Permits	070112 - 063017	\$6,175,000	State
Environmental Health Specialist	070113 - 063014	\$107,100	Federal
Family & Children's Services 211 & Business Associate Agreement	030113 - 022814	\$2,720	State
Family Planning Services - Amendment 1	070112 - 063017	\$4,273,000 decrease of \$854,600	Federal
Family Planning Services	070112 - 063017	\$4,473,500	State & Federal
Fatherhood - Pathways to Responsible Fatherhood - New Life Project	093011 - 092914	1589107 for total \$4,767,321	Federal
Fetal Infant Mortality Review	070113 - 063014	\$202,200	Interdepartmental
Grant In Aid Funding	070113 - 063014	\$725,200	State
Health Promotion Services	070113 - 063014	\$116,000	Federal
Healthy Start Initiative - Eliminating Racial/Ethnic Disparities	060113 - 051314	\$716,143	Federal
Healthy Start Initiative	060113 - 053114	\$353,150	Federal
Healthy Start Initiative - Eliminating Racial/Ethnic Disparities	060109 - 053114	\$809,920	Federal
Healthy Start Program	070113 - 063014	\$610,400	Federal & State

HIV/AIDS Prevention, Surveillance Program Services	010114 - 123114	\$1,194,700	Federal
HIV/AIDS Prevention, Surveillance, Diagnosis and Treatment	010113 - 123113	\$1,138,500	Federal
HUGS Help Us Grow Successfully	070109 - 063014	\$610,200	State
Immunization Program	010114 - 123114	\$512,400	State & Federal
Immunization Program	010113 - 123113	\$518,500	State & Federal
Metro Action Commission – Dental	071813 - 071318	\$20,000	Interdepartmental
Metro Action Commission - Early Head Start Program	070113 - 063014	\$39,207	Federal
Oral Disease Prevention Services School Based	070111 - 063016	\$696,000 each year \$3,480,000	Interdepartmental
Issuance of Certificates from the Birth Record Database	070112 - 063017	\$3.50 (1st copy \$2 2nd)	State
Project Diabetes Initiative Services - Golden Sneakers	080113 - 063016	\$429,100	State
Renal Intervention Grant Amendment	070109 - 063014	\$171,000	State & Federal
Retail Food Stores Inspection	010112 - 123117	\$741,480	State
Ryan White Grant	030114 - 022815	\$4,662,269	Federal
Ryan White Grant	030113 - 022814	\$4,629,674	Federal
School Based Oral Disease Prevention Services	070111 - 063016	\$3,480,000 - \$696,000 each year	Interdepartmental

TB Testing on Blood Specimens	110113 - 063015	\$55 per specimen	State
TENNderCARE Outreach & Welcome Baby Grant	070113 - 063014	\$799,200	Federal & Interdepartmental
Tennessee Breast & Cervical Cancer Grant	070111 - 063014	\$94,200 each year \$282,600	Federal
Tobacco Use Prevention & Control Services	040114 - 033115	\$42,500	Federal
Tobacco Settlement - Letter of Agreement	020114 - 033117	\$375,311	State
Tuberculosis Control, Outreach, and Prevention Services	070113 - 063014	\$1,414,200	Federal/State
United Neighborhood Services	070113 - 063014	\$355,100	Other
WIC Program	100113 - 093014	\$4,486,000	Federal
WIC Program	100112 - 093013	\$4,397,000	Federal

Sub-recipients of Funding (2013 – 2014)

Contract/Grant	Terms	Amount
Correct Care Solutions	100110 - 093015	\$11,657,964
Correct Care Solutions	100110 - 093013	\$56,385,322
Bridges	060111 - 053116	\$50,000
Correctional Corporation of America	080109 - 073114	Inmate Per Diem Cost range \$48.80 & \$52.24
CPPW- Nashville Downtown Partnership	030112 - 063015	\$1,268,979
Fatherhood Services - Matthew Walker Comprehensive Health Center	010111 - 093013	\$181,720

Martha O'Bryan	100111 - 093016	\$116,380 annually
United Way of Middle TN Inc. 030112 – 022817yes	030112 - 022817	\$4,000,000 annually

Title VI Training for MPHD Employees

All employees at MPHD are required to attend Title VI Training. This includes employees who are full-time or part-time. In the recent past, Title VI training was one of the modules addressed during New Employee Orientation. The training encompassed the following information:

- A review of the history of Title VI
- A determination of the impact of Title VI on MPHD
- Examples of Title VI violations/discrimination
- Limited English Proficiency (LEP)
- Discussions regarding Interpreters
- Demonstration of Language Line Services
- The consequences of non-compliance

During late 2013 we discontinued offering Title VI training during New Employee Orientation. A more comprehensive 30-minute training presentation was developed by the Tennessee Department of Health that requires that their sub-recipients share information with employees regarding Title VI on an annual basis. The TDOH provided us with a PowerPoint presentation with imbedded videos that could be viewed online or during a group classroom session. This training was offered to our staff during late 2013 and early January 2014. Newly hired employees are required to complete Title VI training upon reporting to a MPHD assignment. Annually, the TDOH will provide us with updated Title VI training materials that will be covered with our staff. Cards with instructions to access over-the-phone (OTP) interpreting services have been made available to employees.

On March 31, 2014, fifteen MPHD employees attended an 8-hour training session entitled “Cultural Competency – Interactions That Make a Difference” that was offered by the State of Tennessee – Department of Health and the University of Tennessee – Knoxville.

The session was offered to employees who engage with patients, clients and community members.

On January 21, 2014, our Title VI Coordinator attended a Title VI training session offered by the Metro Human Relations Commission at the Sonny West Conference Center. This session was led by Neal Darby (Metro Title VI Compliance Coordinator) who addressed the responsibilities Title VI Coordinators.

Our Title VI Coordinator also attended a Title VI Refresher Training session offered thru the Metro Human Relations Commission on Tuesday, May 21, 2013 at the Sonny West Conference Center. The Metro Human Relations Commission hosted the meeting in collaboration with the Tennessee Human Rights Commission. The session was led by Tiffany Taylor, THRC Title VI Director who addressed current best practices in Title VI compliance.

On May 23 2012, our Title VI Coordinator for MPHD hosted a videoconference that was conducted by the State of Tennessee Department of Health which addressed Title VI issues. Several sub-recipients of funding from the State of Tennessee attended this session.

Training for Sub-recipients

The Title VI training presentation that was provided by the State of Tennessee Department of Health during December 2013 will be shared with our sub-recipients by our Title VI Coordinator to ensure that they comply with Title VI regulations and offer training to their staff.

During May 2012, agencies who receive federal funding from the Metro Public Health Department were invited to a training videoconference at the Lentz Center that was offered by the State of Tennessee Department of Health. This videoconference focused upon Title VI and Limited English Proficiency.

During the fall 2011, the State of Tennessee – Department of Minority Health offered a Title VI training session to local health departments as well as their sub-recipients of federal funding. The sub-recipients of funding from the MPHD were encouraged to attend this training.

Addressing the Needs of Clients with Limited English Proficiency (LEP)

Title VI of the Civil Rights Act of 1964 provides that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance. A number of programs in the Metro Public Health Department receive federal financial assistance from the Department of Health

ARABIC	1883
ARMENIAN	463
KURDISH	253
RUSSIAN	85
VIETNAMESE	79
FRENCH	54
CHINESE	52
TAGALOG	38
KOREAN	38
SWAHILI	36
TURKISH	29
HINDI	26
THAI	19
PORTUGUESE	17
JAPANESE	15
LAOTIAN	10
SERBO-CROATIAN	9
DANISH	7
ITALIAN	4
GERMAN	3
ROMANIAN	2
ZULU	2
SWEDISH	2
SUDANESE	1

Country of Origin Count

UNITED STATES	56799
MEXICO	3652
EGYPT	1742
HONDURAS	551
IRAQ	489
BURMA	439
EL SALVADOR	424
GUATEMALA	401
SOMALIA	362
ETHIOPIA	287
BHUTAN	234
NIGERIA	187
VIETNAM	149
NEPAL	142
SUDAN	131

CUBA	104
GHANA	86
INDIA	78
IRAN	70
PUERTO RICO	67
HAITI	62
KOREA, REPUBLIC OF	56
PHILLIPPINES	55
UNKNOWN	54
CHINA	53
MALAYSIA	53
KENYA	52
THAILAND	50
CONGO	46
UZBEKISTAN	42
TURKEY	39
COLOMBIA	37
JORDAN	36
RUSSIA	35
CAMBODIA	32
ECUADOR	28
PAKISTAN	26
JAMAICA	25
PERU	23
LAOS	23
SAUDI ARABIA	22
UN OF SOV SOC REP	22
NICARAGUA	21
ISRAEL	21
VENEZUELA	21
CAMEROON	19
BRAZIL	19
LIBERIA	19
JAPAN	19
YEMEN (SANA)	18
BANGLADESH	18
TANZANIA, UN. REP OF	17
BURUNDI	17
SOUTH AFRICA	17
CANADA	17
GUYANA	16
DOMINICAN REPUBLIC	16

UGANDA	15
IRAQ-SAUDI ARAB N-ZO	14
CNT AFRICAN REP	13
YEMEN (ADEN)	13
BOSNIA AND HERCEGOVI	13
UNITED KINGDOM	12
AFGHANISTAN	12
SIERRA LEONE	12
PANAMA (INCL CANAL)	11
SENEGAL	10
TRINIDAD & TOBAGO	10
IVORY COAST	10
COSTA RICA	9
KYRGYZSTAN	9
ROMANIA	9
GUINEA	9
UKRAINE	8
RWANDA	8
KOREA,DEM PPL REP OF	7
ALBANIA	7
MOROCCO	7
KAMPUCHEA(CAMBODIA)	7
ZAMBIA	7
ZIMBABWE(S.RHDOESIA)	7
YUGOSLAVIA	6
ERITREA	6
GERMANY	6
ITALY	6
SYRIA	6
GAMBIA, THE	6
BAHAMAS, THE	5
TOGO	5
NETHERLANDS	5
MALAWI	5
OMAN	5
MONACO	5
KAZAKHSTAN	5
FRANCE	5
KUWAIT	5
KOSOVO	5
CZECH REPUBLIC	4
ANGOLA	4

INDONESIA	4
ALGERIA	4
LEBANON	4
GREECE	4
SPAIN	4
LIBYA	4
CHILE	4
BELIZE	4
BERMUDA	4
CROATIA	4
SWITZERLAND	4
TONGA	4
CZECHOSLOVAKIA	3
DEMOC REPUBLIC CONGO	3
SRI LANKA	3
GERMAN DEM REP(EAST)	3
BULGARIA	3
ARGENTINA	3
POLAND	3
CHINA (TAIWAN)	2
EQUATORIAL GUINEA	2
FINLAND	2
BARBADOS	2
AUSTRALIA	2
DOMINICA	2
GUADELOUPE	2
SWAZILAND	2
NEW ZEALAND	2
SINGAPORE	2
UN.STATES MIS PAC IS	2
MALDIVES	2
	2
ARMENIA	2
IRELAND	2
HONG KONG	2
MICRONESIA,FED.STS. 9	2
REFUSED INFORMATION	2
BRUNEI	1
BENIN(DAHOMEY)	1
TURKS & CAICOS ISLS	1
BOLIVIA	1
SWEDEN	1

VIRGIN ISLS OF U.S.	1
UNITED ARAB EMIRATES	1
WESTERN SAHARA	1
BELGIUM	1
AZERBAIJAN	1
AUSTRIA	1
ESTONIA	1
MACEDONIA	1
ANTIGUA	1
SERBIA	1
ANDORRA	1
SLOVENIA	1
ZAIRE	1
NAMIBIA	1
GUINEA-BISSAU	1
GERMAN FED REP(WEST)	1
HEARD & MCDONALD ISL	1
GABON	1
ICELAND	1
MACAO	1
MADAGASCAR	1
MARTINIQUE	1
MAURITIUS	1
CAPE VERDE,REP	1
DENMARK	1
SOLOMON ISLANDS	1
NAURU	1
NETHERLANDS ANTILLES	1
COOK ISLANDS	1
NEW CALEDONIA	1
NIGER	1
NORWAY	1
PARAGUAY	1
PITCAIRN ISLANDS	1
MALI	1
MOZAMBIQUE	1

C) Data Analysis:

After reviewing the report described above as well as reports for each clinic, a determination is made regarding the points of contact within the clinics at which interpreter services are needed.

Field staff that encounter LEP clients outside of the clinic setting use an over-the-phone interpreter service to provide appropriate language services.

Some programs have employed full-time interpreters. For all other LEP clients, programs use the services of an over-the-phone interpreter service or approved interpreters, if available.

D) Monitoring

The Title VI Coordinator communicates with clinic managers to discuss the effectiveness of the Title VI program. Our programs will continue to continuously monitor the effectiveness of the Title VI program and our language assistance program.

After reviewing and assessing information regarding our LEP client base, staff meetings are periodically conducted within each clinic to further plan for meeting the needs of our LEP clients. Each clinic manager outlines an LEP plan for their respective clinic.

2. Language Access

A) Oral Language Interpretation:

Full-time interpreters and bilingual employees are frequently available throughout the department upon request.

The language skills and interpreter skills of all employees who interpret are assessed by an outside contractor. Only those employees who achieve a satisfactory level during the assessment are allowed to interpret for our clients.

In our efforts to provide competent interpretative services, the majority of our interpreters and bilingual employees have attended Advanced Medical Interpreter Training to ensure that they are familiar with the ethics, protocols, etc. to becoming an effective interpreter.

Below is a list of our staff interpreters:

Employee Interpreters

Last Name	First Name	Work Location	Contact Name/Svr.	Contact Number	Languages
Ahmed	Khadra	TB Elimination	Lynn Harbison	340-8644	Somali/ Arabic Amharic
Bell	Michelle	Oral Health – East Clinic	Michelle Bell	880-3335	French
Bradford	Maria	WIC – S. Nutrition Center	MaryAnn Rivera	880-3213	Spanish
Cruz	Jose	Woodbine Clinic	Carline Fanfan	880-1078	Spanish
Ferguson	Homer	Children Special	Mary Koob	340-0587	Spanish

		Services			
Gharacholou	Marjan	WIC – S. Nutrition Center	MaryAnn Rivera	880-3213	Persian Farsi
Luna	Jorge	Human Resources	Leslie Robeson	340-8963	Spanish
Mihic	Igor	WIC – S. Nutrition Center	MaryAnn Rivera	880-3213	Serbian German
Salazar	Rosa	Woodbine Clinic	Carline Fanfan	862-7940	Spanish
Vlatkovic	Dusan	WIC – Adm. (MSE)	Teresa Thomas	880-2213	Serbian

Updated: April 24, 2014

The Metro Public Health Department also currently contracts with an over-the-phone interpreter service that provides (OTP) services for over 200 languages. Our monthly invoice for Language Line Services ranges from \$8000 to **\$12000**.

During April and May 2014, our Title VI Coordinator served on the RFP team to evaluate companies who were interested in providing OTP services for Metro Government. The contracts for Voiance and Optimal Phone interpreters (OPI) are scheduled to be effective within the near future

Since the majority of our LEP clients are Hispanic, several employees within MPHD have been offered the opportunity to learn conversational Spanish in order to communicate more effectively with our clients. Beginning Spanish classes were offered to staff at the East Center, Woodbine Center Lentz Center and South Nutrition Center. In the past, 65 employees attended a two-hour training session for ten weeks totaling twenty hours of instruction. Based upon our recent training needs assessment, it has been suggested that we will offer additional Beginning Conversational Spanish and Intermediate Spanish courses for our staff in the future.

During the fall of 2013, we scheduled classes through the Tennessee Foreign Language Institute to share information with staff regarding the Burmese, Somali and Arabic-speaking cultures.

In the past, we have also offered English as a Second Language (ESL) classes to our employees with limited English proficiency (LEP) in an effort to further develop their English skills.

B) Translation of Written Materials:

Based upon the results of the PTBMIS report as well as program needs, many of our documents are translated into the languages for our clients that exceed 5% of our client base. Our Spanish-speaking clients meet this threshold. During 2010, our Title VI Coordinator served on an RFP team that selected a company with whom to contract for translations services.

- Consequently, a significant amount of our vital written documents have been translated into Spanish. For those clients who speak languages other than Spanish, we will provide competent oral translation of the documents in a language that is understandable to the LEP client.
- Two medically “certified” interpreters also translate documents into Spanish. We also have a contract with a translation company to translate documents into Spanish and other languages as needed.

C) Providing Notice to LEP persons

1. A notice is posted on the bulletin board or an area clearly visible for our clients about their right to *free language assistance*. This notice is provided in the most frequently spoken languages of our LEP clients, i.e. Spanish, Arabic, Kurdish, Somali and Vietnamese.
2. Cards have also been made available by Language line Services to assist LEP clients in identifying their language needs.

Public Notification

A notice is provided to LEP clients indicating that language services are available. This notice has been translated into the most frequently spoken languages of our clients. This notice has been posted in offices and clinics at MPHD.

ENGLISH

Please let us know if you need interpreter services that are available to you at no cost. All authorized interpreters for the MPHD have completed HIPAA privacy training and are required to comply with the privacy rules of the MPHD.

We will also provide free oral translation of documents that have not already been translated in written form.

SPANISH

Por favor, infórmenos si necesita del servicio de interpretación que se encuentra disponible para usted y sin costo alguno. Además, ofrecemos servicio gratuito de traducción oral de documentos que aún no están traducidos por escrito.

Todos los intérpretes autorizados del Departamento Metropolitano de Salud Pública (MPHD) han completado una capacitación sobre privacidad en el marco de la Ley de Portabilidad y Responsabilidad del Seguro de Salud, HIPAA, y se les exige acatar las normas sobre privacidad del MPHD.

ARABIC

نرجو إعلامنا إن كنت بحاجة الى خدمات الترجمة الفورية و التي نوفرها مجاناً. كذلك نقدم ترجمة شفوية للوثائق التي لم تتم ترجمتها كتابة من قبل مجاناً.

جميع المترجمين الفوريين لدائرة الصحة العامة في واشنطن أنهوا تدريباً على متطلبات قانون HIPAA وهم مطالبون بالتقيد بنظم الخصوصية التي تضعها الدائرة.

KURDISH

ئه گه ر پيويستيت به خزمه تگوزاري موته رحيم هه يه ناگادارمان بکه وه. نه م خزمه تگوزاريه به خورايي بوت دابين ده کريت. ئيمه هه روهها به لگه نامه يه ک که پيشتر به نووسين ته رجه مه نه کرابيته وه، به شيويه زاره کي بوت ته رجه مه ده که ينه وه.

هه موو ته رجومانه مؤلته دراوه کاني MPH D راهيناني خسوسي بووني HIPAA يان بينيوه و داويان ليکراوه خويان له گه ل ياساکاني خسوسي بووني MPH D دا بگونجین.

SOMALI

Fadlan noo soo sheeg haddii aad u baahato adeegyada turjumaanka ee diyaar kuu ah bilaashna ah. Waxaan weliba bilaash ahaan afka uga turjumi doonnaa oo aan hadal ahaan kuugu sheegi doonnaa dukumeentiyada aan hore qoraal ahaan loogu turjumin.

Dhammaan turjumaannada sida rasmiga ah loo ogolaaday ee loogu talagalay MPH D waxay dhammaysteen tababarka xagga sirta ee HIPAA waxaana laga sugayaa inay adeecaan xeerasha sirta la xiriira ee u yaalla MPH D.

VIETNAMESE

Nếu quý vị cần dịch vụ thông dịch thì chúng tôi sẽ cung cấp miễn phí. Chúng tôi cũng có dịch vụ phiên dịch bằng lời nói miễn phí cho các hồ sơ chưa được dịch trên văn bản.

Tất cả các thông dịch viên chuyên môn của MPH D đều được huấn luyện về luật riêng tư HIPAA và phải tuân hành theo các điều quy về riêng tư của MPH D.

“I Speak” posters and cards have been provided throughout the MPH D. These cards were provided to employees as they attended Title VI training.

During past meetings of the Task Force of Immigrants and Refugees, we have shared the fact that language assistance is available for clients who have limited English proficiency.

We are evaluating the possibility of translating the MPH D Internet site into Spanish for our clients.

On the MPH D Intranet, we have included our non-discrimination statement that includes contact information for the Title VI Coordinator. (See below)

Statement of Non-Discrimination

The Metro Public Health Department of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Metro Public Health Department of Nashville and Davidson County does not discriminate in its hiring or employment practices.

The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act:

John Dunn
311 23rd Avenue North
Nashville, TN 37203-1511
Phone: (615) 340-8529
FAX: (615) 340-8564

The following person has been designated as the Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

Michelle Birdsong
311 23rd Avenue North
Nashville, TN 37203-1511
Phone: (615) 340-8624
FAX: (615) 340-5375

Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

Leslie Robeson
311 23rd Avenue North
Nashville, TN 37203-1511
Phone: (615) 340-8526
FAX: (615) 340-5665

Community Outreach Initiatives (2013 – 2014)

Examples of a few of our outreach initiatives include the following:

Our **Woodbine Clinic** is located in the “heart” of the Hispanic community and consequently services a significant number of Hispanic clients.

At the Woodbine Clinic, 50% of the clients for whom we provide services are Hispanic. Over 50% of the staff is bilingual with one full-time Spanish interpreter. The majority of the English-speaking staff has taken two or more Spanish classes in order to communicate effectively with Spanish-speaking clients and patients. Over 30% of the clients at the Woodbine Center are Arabic-speaking. Therefore, we are in the process of hiring a part-time interpreter to address the needs of our Arabic-speaking clients.

The **TENnderCare Outreach Program** is designed to promote good health to all youth in Davidson County. The program distributes educational material in the community through face-to-face contact. The program also distributes information through brochure distribution/drop off, in which partner organizations distributes materials to a diverse population on TENnderCare’s behalf. The program’s English as a Second Language (ESL) contacts for the fiscal year total 8234.

To effectively communicate with individuals in the community, the program currently has twelve employees; eight of whom are bilingual or trilingual. The languages spoken include English, Spanish, Kurdish, Somali, French and Arabic.

The program has partnerships with EL Protector, UNA Help Center, Islamic Center, Catholic Charities, Immigration Lawyer Forums, Mexican Consulate events, Civil Lawyer Forums and many community events.

The TENnderCare Welcome Baby scope of services mandates that services are provided to all strata of youth in Davidson County from birth to 20. This program serves mothers of newborn babies who speak a variety of languages and who are of varying races, nationalities and ethnic groups.

Our **TB Clinic** continues to serve a very diverse population throughout the community. On September 22, 2013 the program screened almost 50 people for tuberculosis at a religious institution for the Nepali population and provided follow-up and treatment for those individuals who tested positive. On January 28, 2014 the program completed a contact investigation at a facility which serves individuals from diverse cultures. On March 9, 2014 the program conducted a tuberculosis screening for the Burmese culture. They screened approximately 50 individuals and were able to provide educational materials addressing tuberculosis in different languages for attendees.

The **Children's Special Services (CSS)** program employs a full-time Spanish interpreter for the clinic site to assist with speech/hearing evaluations and speech therapy for our Spanish-speaking clients. CSS employs a full-time Spanish-speaking care coordinator to serve the needs of Spanish-speaking clients. CSS uses Language Line Services, staff interpreters or contract interpreters for all other languages. The CSS program also utilizes a telephone voice menu which includes an option for Spanish.

The **Healthy Beginnings** Program provides support to first-time mothers in an effort to strengthen new families. The staff also assists clients from other cultures obtain insurance and healthcare coverage. They also assist clients in making contact with their DHS workers and provide assistance in obtaining Family First benefits. Several members of the Healthy Beginnings staff represented the program at the following health fairs which were attended by diverse populations:

- National Teen Pregnancy Testing Day which was held in May 2013 at several local community centers
- Breast Feeding Health Fair on August 9, 2013 sponsored by the Antioch WIC Clinic and held at Coleman Park. This event serviced a largely Hispanic population.
- The Incredible Baby Shower at TSU on April 3, 2013 served various cultures.

Lentz Preventive Health Clinic offers Family Planning services in evening clinics two nights a month. Outreach events are done with the STD Clinic at college campuses and at health fairs at several locations throughout Nashville that help promote the Family Planning program. A nurse attended a training session on Cultural Competency that helped increase awareness of cultures in Nashville.

Behavioral Health Services - *The Suicide Prevention and African-American Faith Communities Initiative* focuses on raising awareness of suicide and provides tools to African-American faith leaders and their congregations to prevent suicide. The Advisory Committee of African-American faith leaders, BHS staff and other community members meet monthly to learn about the various activities in suicide prevention they have implemented and discuss strategies to continue to grow this initiative in the community. The fourth "Silencing the Silent Epidemic" Conference was developed by this Advisory Committee. The conference was held on March 20, 2014.

The MPHD Fatherhood Program provides The Boot Camp for New Dads® (aka Daddy Boot Camp®) workshop on a monthly basis at Nashville General Hospital. Boot Camp for New Dads® is a unique father-to-father, community-based workshop that inspires and equips men of different economic levels, ages and cultures to become confidently engaged with their infants, support their mates and personally navigate their transformation into dads. Boot Camp for New Dads® is being used as a tool to help combat the issue of high infant mortality rates in the North Nashville community.

During the timeframe of October 1, 2013 – March 31, 2014, the demographics of the 121 program participants were as follows:

Hispanic -2
Asian – 1
White – 11
Black – 99
Not identified - 8

Oral Health - The school-based dental sealant program operated in 26 Metro schools this year. Seventeen (17) schools are predominately black and 9 schools are at least 30% Hispanic. These programs included education, dental screening, dental examinations and personalized oral health instructions. Additionally, below are a few specifics regarding screening initiatives:

- 7-27-13 Back to School, Oral Health Screening-100 Hispanic Families
- 1-17-14 Glenclyff Elementary School Oral Health Screening-150 Hispanic, 50 Arabic Children
- 4-10-14 McMurray Middle School-tooth brushing oral health lesson to 50 middle school students. Some of these students have been in this country as little as 6 weeks, majority from Burma and Indochina.
- 4-10-14 Week of the Young Child-Whitsett Elementary 50 Hispanic Families

East Clinic – A Spanish interpreter is periodically assigned on a part-time basis to help with interpretation at the East Clinic. He answers Spanish-speaking callers and schedules appointments for them. We also have an employee who is a Spanish-speaking clerk for clinical services. There is a Spanish-speaking nurse on staff as well. We have many of our informational leaflets in Spanish. Our advanced practice nurse and one of our nutritionists speak Spanish as well.

The Ryan White Program sponsored a training session on Health Literacy on December 16, 2013. There were 25 staff members from our contracted agencies in attendance. This session focused upon techniques for communicating health information in a way that addressed the health literacy competency of high risk populations including individuals of other cultures.

The **South Nutrition Center** has a voice menu that allows callers to hear options in English and Spanish. Classes for group nutrition education are offered in English and Spanish. Online education opportunities are offered in English and Spanish. In addition to the designated interpreter for Spanish, there are staff members who speak Farsi, Tigrinya, German, Portuguese and Croatian.

School Health has increased the type of documents translated into Spanish and Arabic.

The **HUGS Program** serves a culturally diverse population by providing home visiting services to prenatal women, infants, children and their families. This year a total of 48% of our families are from non-English speaking countries (17% from Spanish-speaking

countries, 31% from other non-English speaking countries.) Many of these families have self-referred after hearing about home visitors from a neighbor or friend.

HUGS has one bilingual (English/Spanish) home visitor. She also attended two workshops: “Child Safety – What You Need to Know” and “Information Session and panel - Discussion with Community Based Organizations” sponsored by the United States Citizenship and Immigration Services. Other home visitors use interpreters provided through phone interpreter services.

The **Food Services** Division routinely trains food service employees in basic food safety procedures in English and Spanish. The program is beginning to offer training in Chinese.

The Breast and Cervical Screening program helps low income, uninsured and underinsured women gain access to breast and cervical screening and diagnostic services. Screenings were conducted at the following events:

3/20/14 Incredible Baby Shower

4/18/14 Islamic Center of Tennessee

4/19 /14 Ride2Thrive Fair

Project Access Nashville connects the uninsured to primary care safety net clinics that serve patients based on their ability to pay. Information regarding the program was shared at these events which were attended by individuals of various cultures:

10/05/13 Celebrate Nashville Culture Festival

10/24/13 Mending Heart

2/03/14 Jemms Health Fair

2/13/14 John Early Museum

3/13/14 Rabies Clinic

3/20/14 Incredible Baby shower

3/28/14 Riverbend Correctional Complex Resource Fair

4/18/14 Islamic Center of Tennessee

4/19 /14 Ride2Thrive Fair

4/26/14 African Festive of Nashville

5/1/14 Charles B. Bass Correctional Complex Resources Fair

The **WIC Program** is a supplemental nutrition program that provides nutrition education, breastfeeding promotion and support and healthy food vouchers to participants of the program. The program teaches Breastfeeding Classes in both Spanish and English. Additionally, the "*Grocery Store Food List*" has been translated into Arabic, Burmese, Kurdish and Somali for participant use. Languages spoken by the WIC staff include: Serbian, Croatian, Spanish, Ewe, Siwu, Farsi, Kurdish, Arabic, Portuguese, Tigrigna, Gujarati, Haitian Creole, French and German.

Below is an extensive listing of outreach initiatives for the WIC program:

7.13.13 EI Protector Baby Shower/Health Fair 10:00 am -1:00 pm

Location: Antioch Community Center, 5023 Blue Hole Road, Antioch, TN

Contact: Officer Gilbert Ramirez, gilbert.ramirez@nashville.gov, (615) 880-3176

Populations reached: Hispanic and African American

Approximate # of individuals: 50

8.27.13 Nolensville Road Task Force Meeting 10:00-11:30 am

Location: Christ Church YMCA, 15354 Old Hickory Blvd, Nashville, TN 37211

Contact: Sarah Carpenter, Tusculum Hills Family Resource Center Director,
Sarah.Carpenter@mnps.org

Populations reached: All international populations living in the Nolensville Road area

Approximate # of individuals: N/A

9.6.13 Tied Together Meeting 9:00-10:00 am

Location: Martha O'Bryan Center, 711 South 7th Street, Nashville, TN

Contact: Cheryl Salone-Horton, chorton@marthaobryan.org, (615) 254-1791*107

Populations reached: African American and Caucasian

Approximate # of individuals: 15

9.20.13 TN Foreign Language Institute, ESL to Go Office Hours 1:00-3:00 pm

Location: Edmondson Manor Apartments, 4960 Edmondson Pike, Nashville, TN 37211

Contact: Leah Hashinger; ESL to Go Program Manager, Tennessee Foreign Language Institute; Metro Center, Heritage Place Building, 227 French Landing Drive Suite 100, Nashville, TN 37228; (615) 741-7579*114; leah@tfli.org

Populations reached: Burmese, Karen, Karenni

Approximate # of individuals: 15

11.5.13 Grace Pregnancy Resource Center Meeting 9:00-10:00 am

Location: Tusculum Hills Baptist Church, 4930 Nolensville Pike Nashville, TN

Contact: Martha, (407) 575-0783

Populations reached: Hispanic, Caucasian, African American, Arabic

Approximate # of individuals: 30

11.13.13 Grace Pregnancy Resource Center Meeting 1:30-2:00 pm

Location: Tusculum Hills Baptist Church, 4930 Nolensville Pike Nashville, TN

Contact: Martha, (407) 575-0783

Populations reached: Caucasian, African American, Other

Approximate # of individuals: 15

12.12.13 Julie's Village, Refugee Prenatal Care Brainstorming Session

1:00-3:30 pm

Location: Center for Refugees and Immigrants of TN, 295 Plus Park Blvd, Suite 102, Nashville, TN

Contact: Julie Hamilton, Chief Executive Officer, julie@juliesvillage.org

Populations reached: Somali, Burmese

Approximate # of individuals: N/A

2.25.14 The Branch Recruitment/Eligibility Screening 3:00-5:00 pm

Location: The Branch, 2620 Una Antioch Pike, Antioch, TN 37013

Contact: Melissa Thomas, The Branch Food Bank Director, melissathomas@tds.net

Populations reached: Hispanic, Arabic

Approximate # of individuals: N/A

4.5.14 Kids & Kites 10:00 am -2:00 pm

Location: Bicentennial Mall, Nashville, TN

Contact: Mark Lollis, Father Advocate, New Life Fatherhood Program,
Mark.Lollis@nashville.gov, (615) 340-8574

Populations reached: Caucasian, African American

Approximate # of individuals: 50

Last Tuesday of each month Nashville Taskforce on Refugees & Immigrants 2:30-3:30 pm

Location: West End United Methodist Church

Contact: Amy Richardson, Chair, amy.k.richardson@Vanderbilt.edu

Populations reached: Receive information on community resources available to all refugee and immigrant groups in Nashville/Davidson County

Approximate # of individuals: N/A

WIC MOBILE PICK-UP CLASSES

Every 1st Tuesday Progreso Community Center

Location: 4916-B Nolensville Pike, Nashville, TN 37211

Contact: Juan Canedo, Executive Director, info@progresocommunitycenter.org

Populations reached: Hispanic

Approximate # of individuals per month: 5

Every 1st Thursday and 4th Tuesday Center for Refugees & Immigrants of Tennessee

Location: 295 Plus Park Blvd, Suite 102, Nashville, TN

Contact: Marie Bush, Integration Programs Director, mbush@centerforrefugees.org

Populations reached: Somali, Hispanic

Approximate # of individuals per month: 15-20

Every 1st Friday Stonebrook Apartments

Location: 121 Hickory Trace Drive, Apartment U-356, Nashville, TN

Contact: Jeanette Veil, Church of the Redeemer, jfveile@gmail.com

Populations reached: Burmese, Nepali, Hispanic, Iraqi, Malaysian, Bhutanese

Approximate # of individuals per month: 20

Every 2nd Monday Haywood Lane Apartments

Location: 383 Haywood Lane, Building E, Nashville, TN

Contact: Marie Bush, Integration Programs Director, mbush@centerforrefugees.org

Populations reached: Burmese, Karen, Karenni, Hispanic

Approximate # of individuals per month: 10

Every 2nd Tuesday J.C. Napier Community

Location: 648 Claiborne Street, Nashville, TN

Contact: Michael Mooney, Social Services Coordinator, memooney847@gmail.com

Populations reached: African American

Approximate # of individuals per month: 10-20

Every 2nd Wednesday The Branch Food Bank

Location: 2620 Una Antioch Pike, Antioch, TN

Contact: Melissa Thomas, Food Bank Director, melissathomas@tds.net

Populations reached: Hispanic, Arabic

Approximate # of individuals per month: 15-20

Every 2nd Thursday Matthew's Memorial United Methodist Church

Location: 300 Anderson Lane, Madison, TN

Contact: Reverend Steven VanHooser, Head Pastor, revswvanhooser@bellsouth.net

Populations reached: Hispanic, African American, Caucasian

Approximate # of individuals per month: 35

Every 2nd and 4th Fridays World Relief Classroom at Highlands Apartments

Location: 4646 Nolensville Pike, Building E, Nashville, TN

Contact: Anna Beth Walters, Resettlement Director, awalters@wr.org

Populations reached: Burmese, Karen, Karenni, Ethiopian, Malaysian, Bhutanese

Approximate # of individuals per month: 20-30

Every 3rd Monday Nashville International Center for Empowerment at Audubon Park

Location: 600 Whispering Hills Drive, Apartment S-12, Nashville, TN

Contact: Allison Cantway, Director of Education and Outreach,
allison@empowernashville.org

Populations reached: Hispanic, Somali, Arabic

Approximate # of individuals per month: 10-20

Every 3rd Tuesday Andrew Jackson Community

Location: 941 16th Ave North, Nashville, TN

Contact: Yvette Moore, Social Services Coordinator, ymoore@nashville-mdha.org

Populations reached: African American

Approximate # of individuals per month: 5-10

Every 3rd Wednesday Edgehill Community

Location: 1277 12th Ave South, Nashville, TN

Contact: Thomas Corritore, Property Manager, tcorritore@nashville-mdha.org

Populations reached: African American

Approximate # of individuals per month: 10-20

Every 3rd Friday Millwood Manor Apartments

Location: 305 Millwood Drive, Nashville, TN

Contact: Cathy, Owner, millwoodapts@yahoo.com

Populations reached: Egyptian/Arabic, Somali, Hispanic

Approximate # of individuals per month: 20-40

Every 3rd Monday Sudekum Community

Location: 101 University Court, Nashville, TN

Contact: Aaron Darden, Property Manager, jdarden@nashville-mdha.org

Populations reached: African American

Approximate # of individuals per month: 25-50

Every 4th Tuesday Cumberland View Community

Location: 2316 25th Ave North, Nashville, TN

Contact: Michael Evans, Property Manager, mevans@nashville-mdha.org

Populations reached: African American, Somali

Approximate # of individuals per month: 10-15

Every 4th Wednesday Cheatham Community

Location: 1564 9th Ave North, Nashville, TN

Contact: Joya Gray, Property Manager, jgray@nashville-mdha.org

Populations reached: African American

Approximate # of individuals per month: 5-10

Every 4th Thursday Cayce Place Community

Location: 628 South 8th Street, Nashville, TN

Contact: Michael Green, Social Services Coordinator, mgreen@nashville-mdha.org

Populations reached: African American, Caucasian

Approximate # of individuals per month: 15-20

Complaints

There were no Title VI complaints received from clients during the 2013–2014 fiscal year.

METROPOLITAN HISTORICAL COMMISSION

Authority

The Title VI Coordinator is responsible for educating staff on 1) their responsibilities under Title VI, 2) how to inform clients of their rights under Title VI, 3) how to monitor for compliance with Title VI legislation and, 4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees to Historical Commission receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Other duties as necessary to ensure Title VI compliance;

The Title VI Coordinator for the Metropolitan Historical Commission is:

Yvonne Ogren
Metro Historical Commission
3000 Granny White Pike
Nashville, TN 37204
615-862-7970
Email: yvonne.ogren@nashville.gov

Organizational Environment

Mission statement

To preserve, protect, and document the history, historic places, buildings, and neighborhoods of Davidson County through education, technical assistance, and advocacy.

Federal Funding in the Metropolitan Historical Commission

The Metro Historical Commission presently does not receive any federal funds. It is a pass through agency.

Contracted Program Overview

The Metro Historical Commission does not host any current contracts.

Minority Participation on the Commissions below:

Metro Historical Commission

Mr. Bob Allen	Caucasian Male
Mr. Clay Bailey	Caucasian Male
Ms. Menié Bell	Asian Female
Mrs. Lula Brooks	African-American Female
Mr. George Cate, Jr.	Caucasian Male
Ms. Holly Conner	Caucasian Female
Mr. David Currey	Caucasian Male
Dr. Don Cusic	Caucasian Male
Mr. Jim Forkum	Caucasian Male
Mr. Jim Hoobler	Caucasian Male
Ms. Lynn Maddox	Caucasian Female
Dr. Bill McKee	Caucasian Male
Mr. Mark Rogers	Caucasian Male
Ms. Gerry Searcy	African-American Female
Ms. Linda Wynn	African-American Female

Metro Historic Zoning Commission*

Ms. Menié Bell	Asian Female (serves on both commissions)
Ms. Rose Cantrell	Caucasian Female
Mr. Sam Champion	Caucasian Male
Mr. Richard Fletcher	Caucasian Male
Mr. Hunter Gee	Caucasian Male
Mr. Aaron Kaalberg	Caucasian Male
Mr. Ben Mosley	Caucasian Male
Ms. Ann Nielson	Caucasian Female
Mr. Brian Tibbs	African-American Male

Number of Complaints Received Last Year none (0) .

Statement of Non-Discrimination

Metro Government does not discriminate on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.



METRO HUMAN RELATIONS COMMISSION 2014 TITLE VI PLAN

1. AUTHORITY

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance” The Metro Human Relations Commission is committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents of Nashville and Davidson County.

Moreover, the Human Relations Commission is the agency designated to support Metropolitan Government’s system-wide compliance with the provisions of Title VI. Consequently, its internal and external responsibilities include, and may not be limited to:

- Assisting Metro Government’s Title VI Coordinators to ensure that all new and current employees and directors within each department receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights violation under Title VI;
- Providing resources to Metro Title VI Coordinators to help ensure that Title VI resources, including investigation procedures, legal provisions, posters and brochures, are appropriately accessible and displayed;
- Engaging necessary monitoring techniques to ensure departmental compliance;
- Other duties as necessary to ensure Title VI compliance.

Title VI Coordinating responsibility falls under the MHRC’s compliance leadership. For information contact:

Neal Darby, Jr., Compliance Officer
Metro Human Relations Commission
404 James Robinson Parkway, Suite 130, Nashville, Tennessee 37219
Telephone: (615) 880-3370 | Facsimile: (615) 880-3373
Email: Neal.Darby@nashville.gov

2. ORGANIZATIONAL MISSION & ENVIRONMENT

The Metro Human Relations Commission is charged with upholding the personal dignity of all people in Nashville and Davidson County by protecting and promoting their safety, health, security, peace, and general welfare. (Chapter 2.132.020) The commission endeavors to carry out this mission proactively and reactively by:

- Investigating complaints within the general services district regarding perceived discrimination;
- Reviewing allegations of discriminatory misconduct by metropolitan government employees, including but not limited to employees of the police department, fire department, health department, department of codes administration, public works, metropolitan beer permit board, metropolitan development and housing agency and department of water and sewerage services, and fostering better relations between employees of metropolitan government and the people they seek to serve;
- Lessening and eliminating prejudice and discrimination through educational and awareness-enhancing programs designed to promote tolerance, respect, and the value of diversity;
- Proposing legislation addressing human relations issues in the general services district and enhancing the enforcement of statutes and ordinances that already exist; and
- Fostering mutual understanding, tolerance, and respect among all economic, social, religious, ethnic, and other community groups by working with existing educational, religious, governmental, social and community agencies.

3. TITLE VI INFORMATION AND DISSEMINATION

Title VI information posters will be publicly displayed in the MHRC office. Title VI coordinator contact information is available on the MHRC website along with additional resources related to Metro's nondiscrimination responsibilities.

The provisions of Title VI will be made known to MHRC employees via direct training and the department's policy manual. During orientation, new employees shall be informed of the provisions of Title VI, and the MHRC's expectations to perform their duties accordingly. All employees and MHRC board of Commissioners shall also be provided a copy of the Title VI plan and are required to sign the Acknowledgement of Receipt (Appendix A).

4. SUBCONTRACTORS AND VENDORS

All subcontractors and vendors who receive payment from the MHRC where funding originates from any federal assistance, are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Any written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of any contract.

5. RECORD KEEPING

The Title VI Coordinator will maintain records in compliance with Metro and federal records retention policies. These records include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of the MHRC Title VI Plan, copies of Title VI complaints or lawsuits and related documentation, and records of correspondence to and from complainants, and Title VI investigations.

6. TITLE VI COMPLAINT REVIEW PROCESS & PROCEDURES

An individual may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The MHRC provides a complaint form on its website, and provides translation services in accordance with the LEP (Limited English Proficiency) requirements of Title VI. All complaints will be investigated unless:

- It is withdrawn
- The complainant fails to provide required information after repeated attempts
- The complaint is not filed within the time period allotted
- Upon review, the issues cited do not involve discrimination based on a protected class. In such cases, the MHRC will offer direction to appropriate entity.

Minimally, all complaints should be submitted in writing and should include the following:

- Your Full Name (complainant)
- Mailing address
- How best to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against
- The name and contact information of the person or persons you believe discriminated against you (respondents)
- Names and contact information of any witnesses
- Other information that you deem significant

The Title VI Complaint Form (Appendix B) may be used to submit the complaint information. The complaint must be filed in writing with the Metro Human Relations Commission at the following address to ensure proper and timely investigation:

Neal Darby, Jr.

Metro Human Relations Commission

P.P. Box 196300

404 James Robertson Parkway, Suite 130, Nashville, Tennessee 37219

Telephone: (615) 880-3370 | Facsimile: (615) 880-3373

Email: mhrc@nashville.gov

NOTE: The Commission encourages complainants to certify any mail that is sent through the U.S. Postal Service. The signed original copy of any complaint submitted by fax or email must be mailed or delivered to the MHRC Title VI Coordinator as soon as possible, but no later than one hundred eighty (180) days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

- a. All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the MHRC or other entity will be directly addressed for investigation. Through its civil rights compliance functions, the MHRC shall provide appropriate assistance to complainants, including persons with disabilities, or who are limited in their ability to communicate in English.

- b. Acknowledgement of the complaint will be mailed or emailed within seven (7) days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.
- c. Upon determination that the complaint warrants an investigation, the complainant is sent a letter, including the name of the investigator/fact-finder, and is provided with his/her rights under Title VI and related statutes.
- d. The respondent is notified by mail that he/she has been named in a complaint and is provided with his/her rights under Title VI and related statutes. The letter also includes the fact-finder's name and informs the respondent that he/she will be contacted for an interview.
- e. A letter or other official correspondence is sent to the appropriate manager and/or department head when the complainant(s) or respondent(s) are located in Metro Government.
- f. The investigator/fact-finder shall prepare a written plan, which includes but is not limited to:
 - Names of the complainant(s) and respondent(s)
 - Basis for the complaint
 - Issues, events or circumstances that caused the person to believe that he/she has been discriminated against
 - Information needed to address the issue
 - Criteria, sources necessary to obtain the information
 - Identification of key people
 - Estimated investigation time line
 - Remedy sought by complainant(s)
- g. An investigation addresses only those issues relevant to the allegations in the complaint. Confidentiality will be maintained as much as possible. Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case about which witnesses can provide firsthand information. Interviews can be tape recorded with the interviewee's consent. A chronological contact sheet is maintained in the case file throughout the investigation.
- h. Within 30 to 60 days of receipt of the complaint (if possible) the fact-finder prepares a written report and submits the report and supporting documentation to the MHRC Executive Director for review. After reviewing the file, the Executive Director makes a determination of "probable cause" or "no cause" and prepares a final decision letter in the matter.

- i. In the event the Executive Director finds the complaint is not substantiated, the complainant is also advised of his or her right to appeal, by providing additional information or seeking redress through another entity.
- j. A copy of the complaint and the investigation report will be kept on file in accordance with required record-retention procedures.

7. LIMITED ENGLISH PROFICIENCY

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be defined as Limited English Proficient (LEP). Executive Order (EO) 13166 - *Improving Access to Services for Persons with Limited English Proficiency* is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of Federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

The Metro Human Relations Commission recognizes the increasing racial, ethnic, and linguistic diversity in the city and seeks to provide meaningful access to LEP residents through a plan guided by the Department of Justice's (DOJ) four-factor analysis. The four factors, DOJ allows publically-funded entities to consider are:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a recipient of federal assistance
2. The frequency with which LEP individuals come into contact with the program or service
3. The nature and importance of the program, activity or service provided by the program to people's lives
4. The resources available to the grantee/recipient and the associated costs

What the provisions of the MHRC LEP plan?

- Use of Language Line to ensure appropriate translation for clients seeking services from the department
- Publication and distribution of department brochures in Spanish, Kurdish, and Arabic
- Publication and distribution of "Know Your Rights" brochures in Spanish and Arabic
- Publication and distribution Title VI posters in Spanish
- Use of I-Speak cards

8. FEDERAL FUNDING

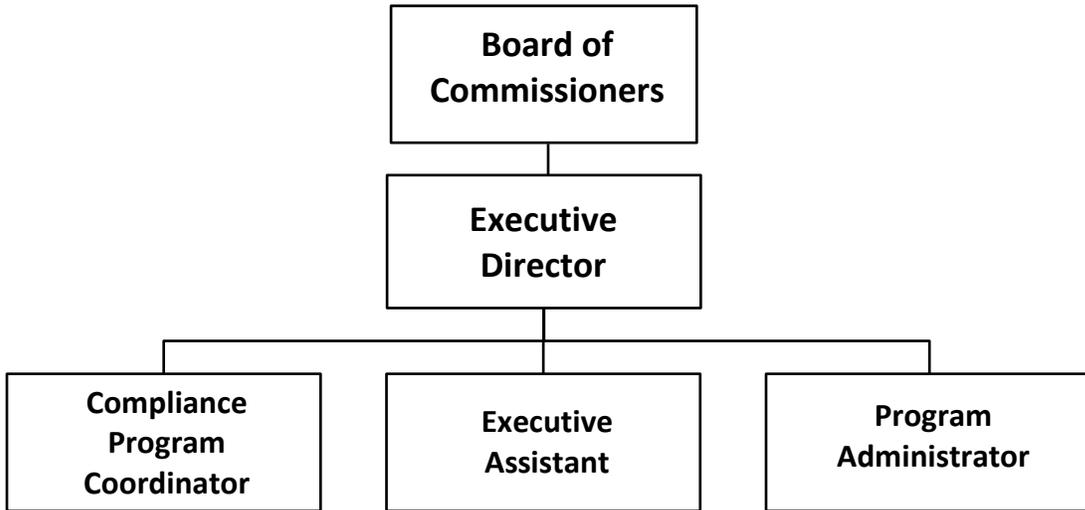
Currently, the MHRC receives no direct federal financial assistance from grants or other sources to achieve its goals and initiatives.

9. CONTRACTED PROGRAMS

The department currently holds no contracts with outside agencies in the delivery of its programs or services.

10. MINORITY PARTICIPATION ON THE BOARD OF COMMISSIONERS

The MHRC Board of Commissioners is composed of 17 members, seven (7) of whom meet the criteria for racial/ethnic minority status. There is currently one vacancy on the board.



11. TITLE VI COMPLAINTS RECEIVED LAST YEAR: 17

12. DEPARTMENTAL NON-DISCRIMINATION STATEMENT: The Metro Human Relations Commission does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.



APPENDIX A: EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF TITLE VI PLAN

I hereby acknowledge the receipt of the Metro Human Relations Commission’s Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of the Metro Human Relations Commission on the basis of race, color, or national origin, as protected by *Title VI of the Civil Rights Act of 1964* (42 U.S. C Section 2000d), Executive Order (EO) 13166 - *Improving Access to Services for Persons with Limited English Proficiency*, or any other law or regulation governing the provision of these rights.

All employees of the Metro Human Relations Commission are expected to consider, respect, and observe this policy in their daily work and duties. If a resident approaches you with a question or complaint, invite him or her to complete an intake form, and provide whatever assistance is needed to do so. In the event of any questions, consult with—or direct the client to—the *Title VI Coordinator*. In all dealings with residents, staff members are required to use courtesy titles (i.e., Mr., Mrs., Ms.), to address them without regard to race, color or national origin.

Your Signature _____

Print Your Name _____

Date _____



Appendix B: TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in Metro Human Relations Commission services, please provide the following information in order to assist us in processing your complaint and sent it to:

Metro Human Relations Commission
P.O. Box 196300
404 James Robertson Parkway, Suite 130, Nashville, Tennessee 37219

Please print clearly:

Last Name: _____ First Name _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (home) _____ (cell)

Person discriminated against if not self:

Last Name _____ First name _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

_____ RACE

_____ COLOR

_____ NATIONAL ORIGIN

_____ RETALIATION

If you are claiming retaliation, which of the following best applies:

___ BECAUSE YOU FILED A COMPLAINT OF DISCRIMINATION

___ BECAUSE YOU GAVE TESTIMONY OR OTHERWISE PARTICIPATED IN A DISCRIMINATION COMPLAINT

___ BECAUSE YOU OPPOSED OR OBJECTED TO DISCRIMINATION

___ OTHER:

SPOKEN LANGUAGE _____

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support this allegation. Date and sign this form in the space below, and send it to the Title VI Coordinator at:

**Neal Darby, Jr., Metro Compliance Officer
Metro Human Relations Commission
P.O. Box 196300
404 James Robertson Parkway, Suite 130
Nashville, Tennessee 37219**

Your signature

Print your name

Date

METRO HUMAN RESOURCES DEPARTMENT

Authority

The Title VI Coordinator is responsible for educating staff on 1) their responsibilities under Title VI, 2) how to inform clients of their rights under Title VI, 3) how to monitor for compliance with Title VI legislation and, 4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees to Human Resources receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Other duties as necessary to ensure Title VI compliance;

The Title VI Coordinator for the Metropolitan Government Human Resources Department is:

Seth Waltenbaugh, Human Resources Analyst
404 James Robertson Parkway, Suite 1000
Nashville, TN 37219
615-862-6640
Email: Seth.Waltenbaugh@nashville.gov

Organizational Environment

The mission of the Human Resources Department is to provide human resources business and benefits products to:

- Metropolitan Government employees and agencies so they can provide quality government services, and
- Metropolitan Government retirees so they can receive the benefits to which they are entitled.

Federal Funding in the Human Resources Department

The Metro Human Resources Department does not currently receive any federal funds.

Contracted Program Overview

The Metro Human Resources department uses the myriad of contracts with other parties to fulfill its day-to-day operational requirements associated with achieving its primary mission of providing quality government services and benefits. Metro Human Resources enters into contracts following Metro purchasing guidelines' and procedures, which includes the standard language for title VI requirements.

Minority Participation on the Benefit Board and Civil Service Commission:

Benefit Board Members

Ms. Veronica Frazier (White Female)
404 James Robertson Parkway, Suite 1000
Nashville TN 37219
Representing: Director - Human Resources

Dr. Christine Bradley (Caucasian Female)
07/17/2012 - 06/30/2015
4248 Jamesborough Place
Nashville, TN 37215

Ms. Ann Butterworth (Caucasian Female)
08/03/2010 - 06/30/2013
505 Deaderick Street #1700
Nashville TN 37243

Mr. Charles D. Clariday (Caucasian Male)
06/12/2012 – 06/30/2015
1600 Holly Street
Nashville TN 37206
Representing: Elected by Fire Department

Mr. B. R. Hall, Sr. (Caucasian Male)
07/10/2012 – 06/30/2015
526 Donald Avenue
Goodlettsville TN 37072
Representing: Elected Retiree

Chief W. Todd Henry (Caucasian Male)
07/10/2012 – 12/31/2014
200 James Robertson Parkway
Nashville TN 37201
Representing: Elected by Police Department

Ms. Edna Jones (Caucasian Female)
07/01/2011 - 06/30/2014
740 South 5th Street
Nashville TN 37206
Representing: Elected by General Government

Mr. Richard M. Riebeling (Caucasian Male)
09/01/2011 - 08/31/2015
106 Metropolitan Courthouse
Nashville TN 37201
Representing: Finance Department

Mr. Jerry Hall (Caucasian Male)
04/09/2013 – 06/30/2016
730 Second Avenue South, 2nd Floor
Nashville TN 37210
Representing: Elected by General Government

Mr. G. Thomas Curtis (Caucasian Male)
07/19/2011 - 06/30/2014
3102 West End Avenue #600
Nashville TN 37203

Civil Service Commission Members

Michael Allen (Caucasian Male)
Commissioner
07/06/1999 - 03/31/2014

Steve Corbitt (Caucasian Male)
Vice Chairman
04/02/1991 - 03/31/2016

William H. Farmer (Caucasian Male)
Chairman
01/04/2000 - 03/31/2018

Joann North (White Female)
Commissioner

10/07/2008 - 03/31/2015

D. Billye Sanders (Black Female)

Commissioner

12/20/2005 - 03/31-2017

Number of Complaints Received Last Year: 0

Statement of Non-Discrimination

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Human Resources Department does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act:

Department of Human Resources
404 James Robertson Parkway, Suite 1000
Nashville TN 37219
Phone: (615)862-6640
FAX: (615) 862-6654

The following has been designated as the Metro Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act:

Metro Human Relations Commission
404 Parkway Towers
First Floor
P.O. Box 196300
Nashville, Tennessee 37210
Telephone: (615)880-3391
Facsimile: (615)880-3373

Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

Department of Human Resources
404 James Robertson Parkway, Suite 1000
Nashville TN 37219
Phone: (615) 862-6640

METROPOLITAN INFORMATION TECHNOLOGY SERVICES DEPARTMENT

Authority

The Title VI position for Information Technology Services Department is Cyndy Maddox 880-2573.

Organizational Environment

The Mission of the Information Technology Services Department is to provide information, communications, and business solutions products to the departments and agencies of Metro Government so they can achieve their business objectives and meet the needs and the expectations of the citizens we all serve.

Goal One

By the end of year 2014, Metro Government customers and citizens will experience improved data security & reliability with priority given to public safety risks by implementation of a comprehensive Metrowide Information Security Plan.

Goal Two

By the end of year 2014, Metro Government customers and citizens will experience improved data security and reliability with priority given to public safety risks by implementation of a comprehensive Metro wide Information Security Plan.

Goal Three

By year end 2015, Metro ITS will implement a disaster recovery data center strategy(s) that will allow Metro to benefit from economies of scale and provide a world class disaster recovery data center solution that will be available to all Metro departments and agencies with information technology assets and/or services.

Federal Funding in the ITS Department

The ITS Department does not receive Federal Financial Assistance.

Contracted Program Overview

The ITS Department uses several contracts to fulfill its day-to-day operational requirements associated with achieving the departmental mission. Through these contractual agreements, the department acquires the needed supplies, materials, and services to provide applications development and support, internet/intranet design and development, desktop support, videography consulting for Metro 3, communications and connectivity including voice and data to government agencies and Metro employees so they can achieve their business goals.

Minority Participation on the Board/Commission.

The ITS department does not have any active Boards or Commissions

Number of Complaints Received Last Year.

The ITS department did not receive any Title VI complaints last year.

Statement of Non-Discrimination

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Human Resources Department does not discriminate in its hiring or employment practices.

The following office has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act:
Human Resources
404 James Robertson Parkway, Suite 1000
Nashville, TN 37219
Phone: (615)862-6640

The following person has been designated as the Metro Title VI Coordinator to handle questions, concerns, complaints, or requests for additional information regarding Title VI of The Civil Rights Act: of 1964
Neal Darby, Jr.
Compliance Program Coordinator
Metro Human Relations Commission
404 James Robertson Parkway, Suite 130
Nashville, TN 37219
615-880-3372 - 880-3373 (f)
Email: Neal.Darby@nashville.gov

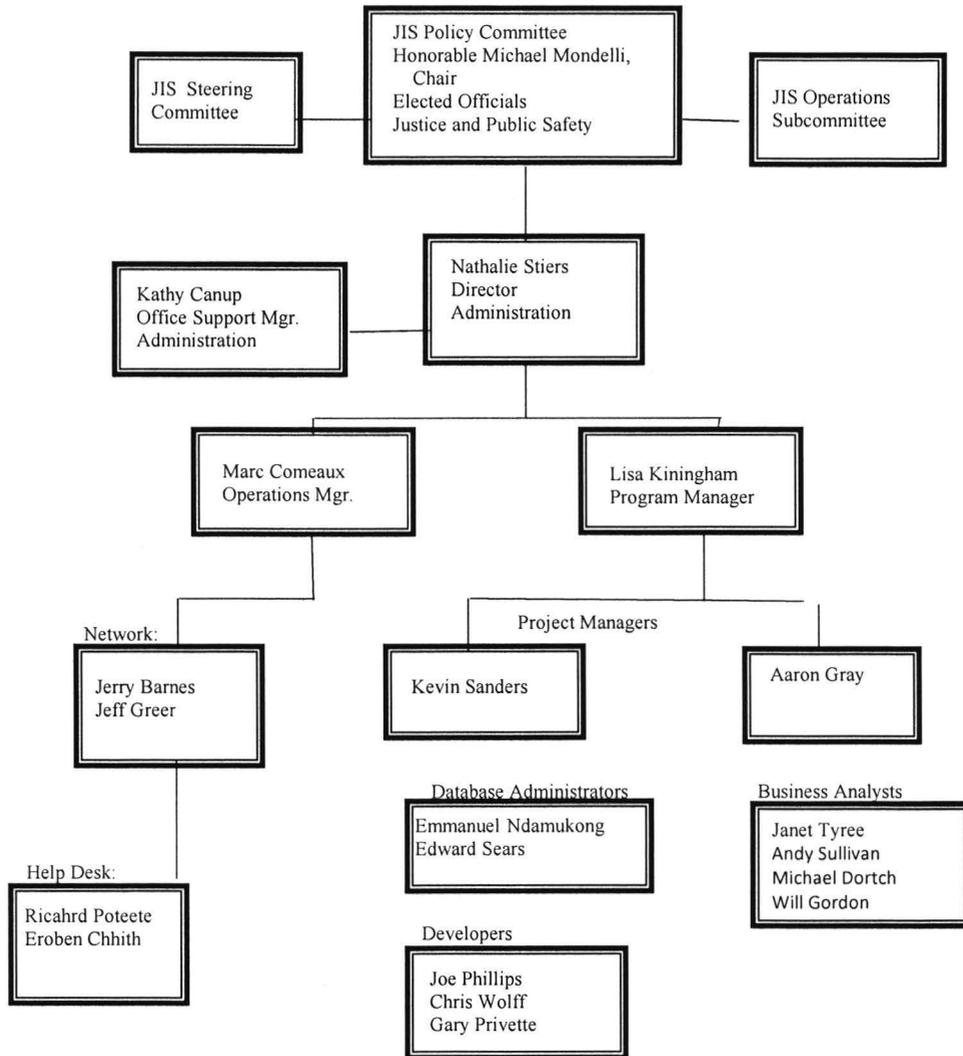
Inquiries concerning non-discrimination policies other than ADA and Title VI compliance should be forwarded to:

Department of Human Resources
404 James Robertson Parkway, Suite 1000
Nashville TN, 37219
Phone: (615) 862-6640

Organizational Chart

The Title VI Coordinator is a member of the Office Administrative Services group. See organizational chart below.

Justice Integration Services



Minority Participation on the X Not applicable Board/Commission.

Number of Complaints Received Last Year: 0

Submitted April 11, 2014

Justice Integration Services

Authority

The Title VI Coordinator for the Justice Integration Services Office handles questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The Coordinator ensures the Office provides public notification of rights under Title VI, maintains a Title VI complaint log, and ensures that all complaints will be investigated thoroughly. The following person has been designated as this department's Title VI Coordinator:

Kathy Canup, Office Support Manager
Justice Integration Services
404 James Robertson Parkway, Ste 2020
Nashville, Tn 37219
Phone: 615-862-5578
Fax: 615-880-3138

Organizational Environment

Mission Statement

The mission of the Justice Integration Services department is to provide customized, integrated case management software and technology support products to Metro Nashville Justice Agencies so they can manage and use shared information to improve the administration of justice for the Nashville community.

Strategic Goals

1. **By 2017, JIS will upgrade the entire court case management suite to newer technology to better meet customer demands, as evidenced by:**
 - Percent of the applications of the suite that are implemented
2. **By 2017, JIS will have equipment available at a secondary data center in order to bring up all applications in the event of a primary data center equipment failure, as evidenced by:**
 - Percent of applications available at secondary data center
3. **By 2017, JIS will have adequate funding to train employees so that they can continue to support growing and changing technology, as evidenced by:**
 - Percent of current technology for which the staff has received training
 - Percent of de-supported technology in place due to lack of training

Federal Funding

Justice Integration Services currently receives federal funding for one grant. The grant is Edward Byrne Memorial Justice Assistance Grants.

Contracted Program Overview

Justice Integration Services has not signed any contracts other than grants.

**JUVENILE COURT OF
NASHVILLE & DAVIDSON COUNTY
Title VI Implementation Plan – FY14**

Authority

The Juvenile Court Title VI Coordinator role is currently a collateral duty of the current Juvenile Court Administrator of Business Operations & Personnel, who in turn reports directly to the Juvenile Court Judge. The current Court Administrator and Title VI coordinator for the court is Jim Swack, Phone: 862-8022, E-mail address:

jimswack@jis.nashville.org

The responsibilities of the court's Title VI coordinator include, but are not limited to, the following:

- Arrange for and/or conduct training for court personnel on Title VI – related rights and responsibilities and maintain a roster of trained employees. The video presentation, “*Understanding & Abiding by Title VI of the Civil Rights Act,*” produced by the Civil Rights Division of the U.S. Dept. of Justice, is the primary tool utilized to conduct this training.
- Develop and implement a plan for training of new court employees of Title VI issues.
- Function as a departmental resource on Title VI related matters.
- Insure that notices advising JJC visitors of their rights under Title VI are visibly posted in all public access areas of the Juvenile Justice Center facility and in community-based satellite probation office locations.

Organizational Environment

DEPARTMENT NAME	Juvenile Court
------------------------	----------------

DEPARTMENT MISSION	The mission of the Juvenile Court is to provide judicial decisions, safety, support, and guidance products to children and families who come in contact with the Court so they can become productive members of our community.
---------------------------	--

Departmental Goals

Increase compliance with child support order and reduce incarceration for contempt of court by adding probation officers who will provide intensive services to non-custodial parents through the child support problem solving courts.

- By the year 2017, reduce incarceration rates for non-payment of child support as evidenced by 30% increase in non-custodial parents who obtain employment so they can pay child support

Reduce delinquent offender recidivism and to maintain the effectiveness and capacity of all other court programs without interruption in the quality of service delivery.

- By the year 2017, reduce recidivism rates as evidenced by 90% of children on supervised probation will successfully complete their probation.

Reduction in the number of youth referred to Juvenile Court for delinquent and status offenses by developing active partnerships with community non-profit, faith-based, and other agencies to develop more effective and proactive intervention strategies.

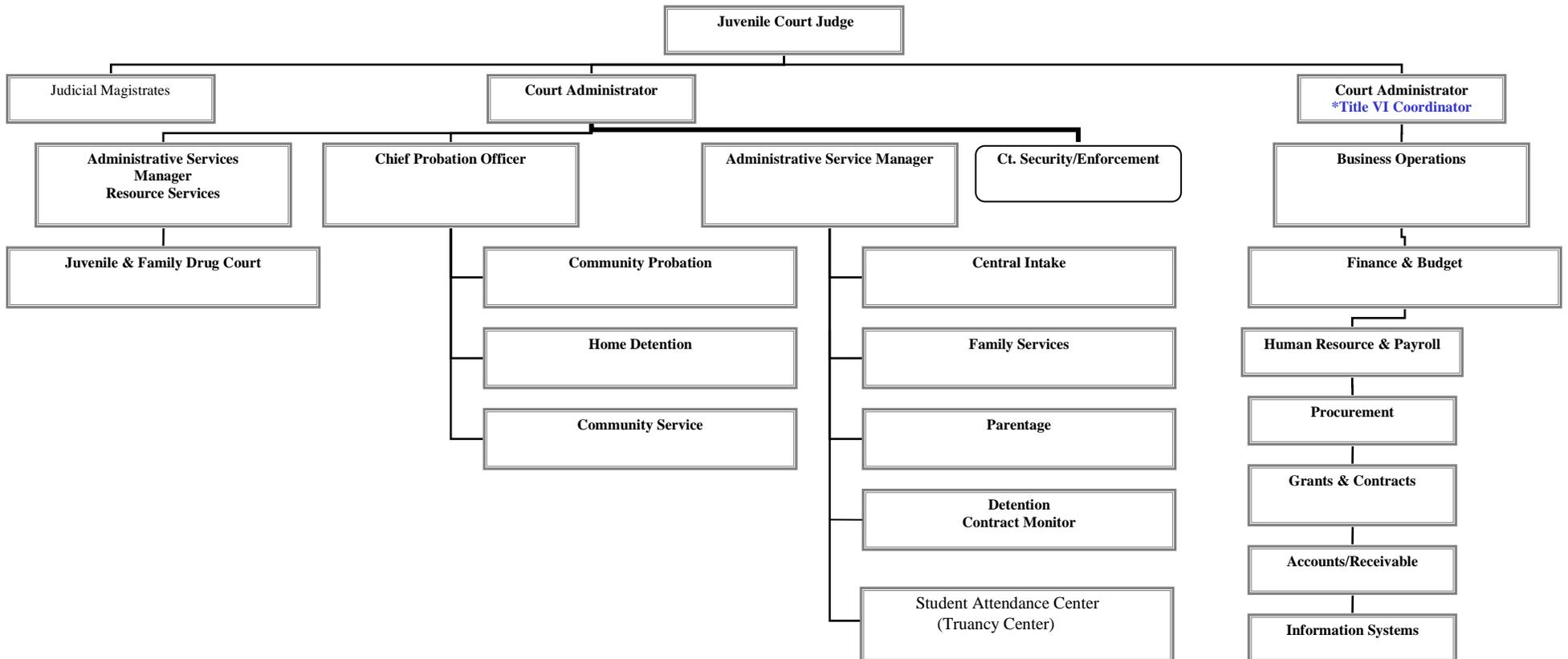
- By the year 2017, reduce the number of youth referred to Juvenile Court for delinquent and status offenses as evidenced by 25% increase in active partnerships with community non-profit, faith-based and other agencies.

Transition of all grant funded probation officer positions to local funding in order to maintain current case management standards.

- By the year 2017, shift core Juvenile Court functions from unstable grant funding to stable funding so that 85% of children and families of Davidson Co. will experience uninterrupted delivery of core essential services

JUVENILE COURT OF NASHVILLE & DAVIDSON COUNTY

ORGANIZATIONAL CHART



FY14 Federal Funding in the Juvenile Court

Child Support Enforcement, Title IV-D

The Child Support Enforcement Grant provides the Juvenile Court with judicial staff, enforcement personnel, and support staff to enforce the federal child support program for persons who have never been married. These federal funds are passed through to the Juvenile Court via a grant from the Tennessee Department of Human Services.

Juvenile Accountability Block Grant

The Juvenile Accountability Block Grant provides partial funding to the Juvenile Court for two probation staff positions with the court's Supervised Probation program. Consistent with the funding purpose, these positions are utilized in providing for greater accountability on the part of delinquent offenders within the juvenile justice system. These federal funds are passed through to the Juvenile Court via a grant from the Tennessee Commission on Children and Youth.

Contracted Program Overview

Juvenile Court utilizes contracted services as needed to facilitate the efficient operation of its activities. All current contracted services were secured pursuant to Metro Purchasing requirements following either the Invitation to Bid (ITB) or Request for Proposals (RFP) process. The most significant contract for Juvenile Court is with G4Securicor for the operation of the Juvenile Detention facility.

Minority Participation on the Board/Commission N/A

Number of Complaints Received Last Year None.

Significant FY14 Title VI – Related Accomplishments

As of 5/16/2014, **88% of all Juvenile Court staff have received Title VI training.** Thirteen employees hired in late FY13 and early FY14, several of which replaced employees who retired under the FY13 retirement incentive program, did not go through orientation training at Juvenile Court which included Title VI training. Title VI training for these employees is scheduled to be completed before the end of FY14. The court's Title VI Coordinator attended the March 5, 2014 Title VI training conducted by the Metro Human Relations Commission.

In FY14 the Juvenile Court continued making significant strides in addressing Title VI Limited English Proficiency (L.E.P.) issues by helping insure that non-English

speaking participants in the Juvenile Court system have full access to and enhanced understanding of the Juvenile Court process in which they are participating.

Increasing ethnic diversity in the Nashville area presents an increasing responsibility on the Juvenile Court to provide translation services to non-English speaking clients of the court. During FY14 the Court processed approximately 1,200 interpreter service requests with interpreter services provided in an additional 1,200 matters per year for various court dockets and related activities. During the past year, the Court has made arrangements for the provision of these services in 28 different spoken languages or dialects plus American Sign language. The provision for and use of interpreter services at the Juvenile Court has increased over 870% since FY06.

The Court maintains a designated a central administration contact for all interpreter requests for all court hearings and other court activities. The designated contact processes interpreter requests from appointed counsel, Public Defender's office, Juvenile Clerk's office, District Attorney's office, Probation Officers, and Judicial Officers and arranges for appropriate language certified interpreter services for the requested court dockets. The designated contact additionally maintains a roster of certified interpreters and processes court orders and fee claim paperwork submitted by interpreters to insure payment for these services from the appropriate funding source.

Beginning in FY13 and continuing in FY14, the TN Administrative Office of the Courts made significant funding available to TN. courts for the provision of interpreter services in all court hearings. The provision of this funding requires interpreters to bill the AOC directly for services with the court providing the necessary verification documentation to the interpreter. Juvenile Court has made extensive use of AOC funding during FY14 to provide interpreter services. Needed interpreter services for non-court hearing activities, such as truancy intervention cases and meetings between probation officers and non-English speaking probationers and/or their parents, are funded through the Court's operating budget.

An Interpreter Request Form integrated into the Court's Juvenile Information Management System (JIMS), originally developed in FY13, continues to be utilized by Juvenile Court and Juvenile Court Clerk staff. The integration – which connects the interpreter request to the court's information and docketing database system - significantly increases the efficiency of the process of insuring needed interpreter services are provided and significantly enhances the tracking of cases where the need for interpreter services for specific non-English speaking individuals has been previously identified.

During FY14, Juvenile Court continued the use of Simultaneous Interpretation Equipment originally provided to the Court by the Administrative Office of the Courts in FY06, with new, additional equipment provided in FY14. The equipment is used by interpreters that are retained by Juvenile Court and are certified or registered with the AOC. This equipment enables one interpreter to be used (if appropriate) in court cases. With the use of transmitters, ear phones and programmable display receivers, which can be placed on the same frequency, translation can be provided to multiple persons in court through one interpreter. These devices are particularly useful in

Juvenile Court dependency/neglect cases – some of which arise due to differences in cultural norms between immigrants & refugees home country's culture and that of the United States.

The use of interpreter services as described above, combined with the use of Simultaneous Interpretation Equipment constitutes ongoing progress for the Juvenile Court in insuring that Limited English Proficiency concerns are addressed effectively in a manner consistent with Title VI objectives.

METROPOLITAN ACTION COMMISSION

Authority

Cynthia Croom, Executive Director

Organizational Environment

Mission Statement – “To stimulate a better focusing of all available local, State, private and Federal resources upon the goal of enabling low-income families and low income individuals of all ages, in rural and urban areas, to attain the skills, knowledge, and motivations and secure the opportunities needed for them to become self-sufficient.”

Federal Funding

METROPOLITAN ACTION COMMISSION

P	Summer Food Services Program 13-14	U.S. DEPARTMENT OF AGRICULTURE through the TN DEPT. OF HUMAN SERVICES	\$804,797
P	Child & Adult Care Food Program 13-14	U.S. DEPARTMENT OF AGRICULTURE through the TN DEPT. OF HUMAN SERVICES	\$1,254,269
P	Community Services Block Grant 13-14	U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES through the TN DEPT. OF HUMAN SERVICES	\$1,350,700
P	Low Income Home Energy Assistance Program 13-14	U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES through the TN HOUSING DEVELOPMENT AGENCY	\$5,961,101
D	Head Start 13-14	U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	\$11,387,646

TOTAL METRO ACTION \$20,758,513

Minority Participation on the Board/Commission: 7 board members = 39%

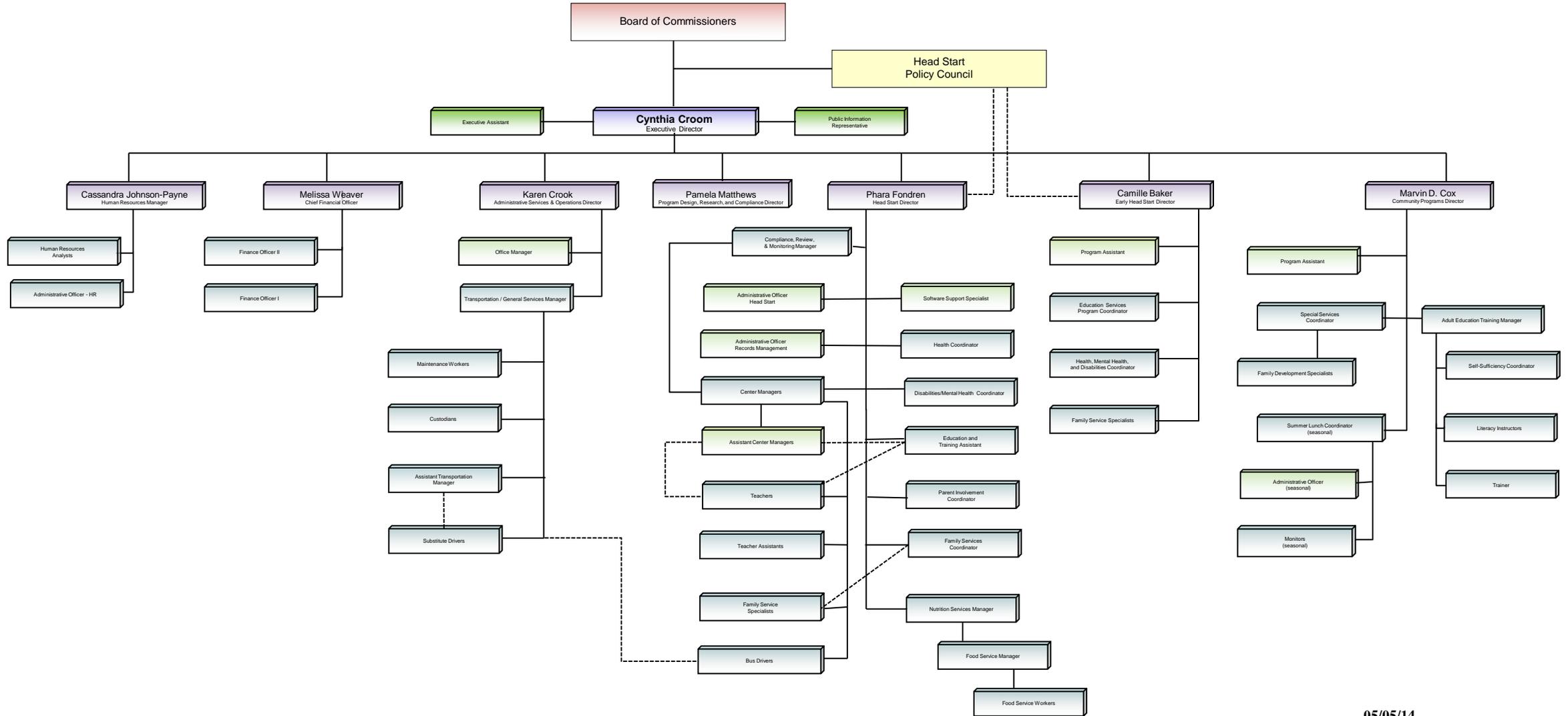
Number of Complaints Received Last Year _____ **0** _____.

Please include your department's non-discrimination statement

Administrators and supervisors in the Metropolitan Action Commission shall comply with all laws, regulations and guidelines governing various forms of discrimination.

May 13, 2014

Metropolitan Action Commission



Metropolitan's Clerk's Office
205 Metropolitan Courthouse
Nashville, Tennessee 37201
Telephone number: 615-862-6770
Website: <http://www.nashville.gov/Metro-Clerk.aspx>

Compliance Report
Title VI, Civil Rights Act of 1964

Authority

The Metropolitan Clerk has the responsibility for Title VI compliance for the Metropolitan Clerk's Office. Shannon B. Hall, Metropolitan Clerk, can be reached by phone at 615-862-6770 or by email at shannon.hall@nashville.gov for more information.

Policy

It is the policy of the Metropolitan Clerk's Office to spend no public funds which might encourage, support, or result in discrimination, either actual or perceived.

Organizational environment

The mission of the Metropolitan Clerk's Office is to efficiently and effectively serve as the recordkeeping office for Metropolitan Government for all documents relating to official actions of all Metro Departments and the Metropolitan Government. These duties include the recording and safekeeping of agendas, minutes, rosters, and legislation of the Metropolitan Council and to provide public access as well as protection for these permanent official records. The Clerk's Office also administers the Alarm Permits and the Commercial Solicitation Permits programs for Davidson County. The Records Management Center is part of the Clerk's Office which assists departments with the storage and the destruction of their records.

Federal Funding

There are no grants administered by the Metropolitan Clerk's Office.

Contracted Program Overview

The Metropolitan Clerk's Office works strictly within the guidelines and directives of the Metropolitan Division of Purchases and its Small and Minority Business Office to assure adherence to all laws and requirements related to Title VI.

The four contracts administered by the Metropolitan Clerk's Office, as itemized on an attachment hereto, include one female-owned small business, two local large business contractors, and one out-of-state contractor. Each of the contracts is entered with the purpose of achieving departmental goals and initiatives.

CONTRACTS ADMINISTERED BY METROPOLIAN CLERK'S OFFICE

LETTERLOGIC, INC.

-Direct mail services for alarm permit mailings

-Local small business

RICHARDS & RICHARDS

-Secure records destruction services

-Local large business contractor

BOXES, ETC.

-Records storage box supplier

-Local large business contractor

INTERNATIONAL ROLL-CALL

-Electronic Council voting system hardware/
software

-Out-of-state contractor



417 FOURTH AVENUE NORTH, NASHVILLE, TENNESSEE 37201

WEB: <http://www.nashvilleauditorium.com>

EMAIL: bob.skoney@nashville.gov

(615) 862-6390 ext. 223 (VOICE) (615) 862-6394 (FAX)

May 14, 2014

2014 Title VI Report

- **Department Name and Authority:**
Nashville Municipal Auditorium under the direction of the Metropolitan Auditorium Commission
- **Organizational Environment:**
The mission of the Nashville Municipal Auditorium is to provide multipurpose venue and event coordination products to the citizens of Nashville so that they can experience a positive economic impact through a variety of public and private events.
- **Federal funding:**
No federal funding.
- **Contracted Program overview:**
No contracted programs.
- **Minority Participation on the Board/Commission:**
1 black female
1 black male
- **Number of Title VI Complaints Received last year:**
None
- **Statement of Non-discrimination:**
The Nashville Municipal Auditorium does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities.



417 FOURTH AVENUE NORTH, NASHVILLE, TENNESSEE 37201
WEB: <http://www.nashvilleauditorium.com>
EMAIL: bob.skoney@nashville.gov
(615) 862-6390 ext. 223 (VOICE) (615) 862-6394 (FAX)

May 14, 2014

2014 Title VI Report

- **Department Name and Authority:**
Nashville Municipal Auditorium under the direction of the Metropolitan Auditorium Commission
- **Organizational Environment:**
The mission of the Nashville Municipal Auditorium is to provide multipurpose venue and event coordination products to the citizens of Nashville so that they can experience a positive economic impact through a variety of public and private events.
- **Federal funding:**
No federal funding.
- **Contracted Program overview:**
No contracted programs.
- **Minority Participation on the Board/Commission:**
1 black female
1 black male
- **Number of Title VI Complaints Received last year:**
None
- **Statement of Non-discrimination:**
The Nashville Municipal Auditorium does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities.

NASHVILLE CAREER ADVANCEMENT CENTER (NCAC) LWIA 9 TITLE VI PLAN

1. Authority

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving financial assistance". NCAC is committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents within the area that we serve (Nashville and Davidson County, Rutherford County, Trousdale County and Wilson County.)

DEPARTMENT MISSION

The mission of the Nashville Career Advancement Center (NCAC) is to provide job readiness, career resource and employment connection products to individuals, employers and organizations so they can make a broader contribution to the economic well-being of the community

2: Designation of Equal Opportunity Officer

The Title VI Coordinator is in the Administrative Department of NCAC and reports to the Finance Director and to the Executive Director directly in matters of EO. (See organizational chart attachment).

Constance (Coni) L. Caudle, EO Officer
621 Mainstream Drive, Suite 20
Nashville, TN 37228
Telephone: 615-862-8890 Ext. 77402
Fax: 615-615-214-3622
TTY: 1-800-848-0298
Email: coni.caudle@nashville.gov

NCAC Equal Opportunity Officer Responsibilities:

- Serves as the LWIA liaison with the State WIA EO Officer (EOO).
- Oversees the implementation of the Method of Administration (MOA).
- Reports on EO matters directly to Chief Executive Officer and shares that information with the State WIA EOO.
- Monitors for compliance with the nondiscrimination and EO requirements of WIA

- Ensures that services are provided equitably among substantial segments of the population eligible for WIA.
- Adopts and publishes procedures for processing complaints that allege a violation of the nondiscrimination and EO requirements of WIA. Also, ensures that such procedures are followed.
- Ensures that recipient collects appropriate data and maintains appropriate records to make certain the recipient is in compliance with the nondiscrimination and EO requirements of WIA.
- Coordinates the handling of complaints at the LWIA level.
- Ensures that a log of complaints filed alleging discrimination is maintained in accordance with the nondiscrimination and EQ requirements of WIA.
- Ensures that the initial and continuing notice and publication requirements are in compliance with the nondiscrimination and EO provisions of WIA.
- Checks facilities and other aids or services to determine compliance with requirements for individuals with disabilities under the nondiscrimination and EO provisions of WIA.
- Ensures that appropriate data is maintained for a period of not less than 3 years from the close of the applicable program year.
- Ensures that records regarding complaints, and actions taken there under, are maintained for a period of not less than 3 years from the date of the resolution of the complaint.
- Ensures that data collected and records maintained are stored in a manner to make certain confidentiality is maintained and that such information is used for the purposes of record keeping and reporting.
- Receives and provides training to staff as needed.
- The information that has to be collected and maintained shall be submitted, upon request, to the Director, Directorate of Civil Rights, if the Director finds it necessary to determine whether the recipient has complied or is complying with the nondiscrimination and EO provisions of WIA.

3. Notice and Communication

NCAC disseminates equal opportunity policy in the following ways:

Website

Prominently displayed in the areas which are accessible to the public, participants, registrants, and employees.

The intake package for all registrants included the EO policy and the Grievance Procedure. All registrants are required to read and sign and they are given a copy for their files.

The EO policy is also in the NCAC Personnel Policies which are given to new employees in the orientation process. Staff also signs an employee affirmation statement which includes the EO Policy.

Material made available to the public includes "tag lines" and accessible telephone numbers. Information is also available to persons with Limited English proficiency.

4: Assurances

Financial assistance is conditioned on the applicant providing assurances that the program or facility to be benefited with be operated without discrimination. Although the particular form of assurance will need to be specified by each, in substance, the assurance is a contractual obligation through which the recipient promises to comply with Title VI regulations and will take immediate and continuing steps to effectuate this compliance. The assurance obligates the recipient for the period during which federal money is extended. In the case of real or personal property the assurance obligates not only the recipient but also any subsequent transferee for the period during which possession or ownership is retained or during which the property is use for a purpose for which the property has been given. The assurance further acknowledges that the federal financial assistance is extended in reliance on the representations and agreements made in the assurance and that the government has the right to seek judicial enforcement. Assurances should be a part of all contracts extending federal finance assistance from the state agency on through to the state agency's sub-recipients. A review of the recipient's operations should be made within one year of the recipient's initial receipt of funds to determine compliance with the assurances.

NCAC is accessible to persons with disabilities. Auxiliary aids and services will be provided to persons with disabilities upon request. All of our facilities comply with the American's With Disabilities Act.

NCAC has developed a policy for limited English speaking individuals that became effective in November 2001. This policy establishes a framework from which the local area will determine the scope and quantity of needs to assist limited English speaking individuals. NCAC has either interpretation services on-site or accessible over the phone (Language Line). Also,

NCAC's Reasonable Accommodation policy is one in which once the need for accommodation for a qualified individual has been indicated, the appropriate reasonable accommodation is best determined through a flexible, interactive process that involves the employer, provider and the qualified individual with a disability.

5. Data and Information Collection and Maintenance

Accurate data collection and reporting is vital in determining whether NCAC is in compliance with Title VI. NCAC shall provide for and maintain a system to collect, analyze, and report the eligible population and participation by race and define the

parity of the program. The analysis shall be used to determine how effectively programs are reaching eligible groups; assist in the selection of locations for compliance reviews; identify areas for additional outreach efforts; and provide status reports to measure progress of program delivery. The system shall also provide report data on compliance reviews conducted. NCAC uses eCMATS system for collecting and reporting racial/ethnic data. Annually, NCAC will develop a civil rights report from the information gathered. Also, NCAC will establish program targets for the delivery of program benefits to minority groups, and incorporated into their local workforce investment plans.

6. Equal Opportunity Monitoring

The NCAC EOO will monitor on a regular basis all of the sub-contractors of NCAC. As part of the monitoring process, the EOO will monitor for Non-Discrimination and Equal Opportunity using Section G of the monitoring manual (see attachment).

7. Corrective Actions and Sanctions

A draft monitoring report will be developed and transmitted to the contractor. The report will require the contractor to describe the corrective action it will take to bring the program into compliance. The contractor will be give (30) working days, following the date of the report, to submit it corrective action plan. A follow-up review will be scheduled to ensure the completion of corrective action. Those issues not resolved during follow-up will be determined to be in violation of contractual requirements and sanctions where appropriate will be applied by NCAC.

If an EO complaint is filed and determined to violate the policy, it would be considered a material breach of contract and the contract would be terminated.

8. Title VI Complaint Procedures

An individual may file a signed, written complaint up to 180 days from the date of the alleged discrimination. NCAC provides a complaint form. All complaints are investigated unless it:

- It is withdrawn
- The complainant fails to provide require information
- The complaint is not filed within the time period allotted
- Upon review, the issue cited do not involve discrimination on basis of a protected class

The EO of NCAC must maintain a log for which includes:

- Name and Address of complainant
- A description of the complaint
- Date the complaint was filed

- Disposition of the complaint
- Other pertinent information

All information that could lead to the identification of a particular individual having filed a complaint must be kept confidential.

The complaint processing procedure must include:

- Acknowledgement that the complainant has been received notification of the right to be represented;
- A written list of issues raised;
- An issue statement from the recipient regarding acceptance/rejection of the issue for investigation;
- A period of time for fact finding and/or investigation a period in which resolution will be attempted;
- The methods available to resolve the complaint must include Alternative Dispute Resolution; and
- Written Notice of Final Action.

A person wishing to file a complaint must be made aware that he/she has a choice of where to file the complaint. They may file with the LWIA designated person, state EOO, or the Director of CRC.

The State EOO will be notified of all complaints filed with the local EOO and designated persons. In addition, the State EOO will be notified of any administrative enforcement actions or lawsuits filed against NCAC and/or other sub-recipients who allege discrimination with regard to WIA.

All complaints must be in writing and signed by the complainant or his/her authorized representative. It must contain the name, address, telephone number, and any other means of contacting the complainant. The respondent must be clearly identified. A detailed description of the complainant's allegations must be recorded.

A determination will be made, based on the description, with regard to jurisdiction.

The recipient will issue a statement for each allegation indicating whether it will be accepted for investigation, or rejected.

A reason must be given for each rejected allegation. There must be a period of time set aside for investigation and/or fact finding regarding the circumstances underlying the complaint.

A Notice of Final Action (written is provided the complainant within 90 day of the date on which the complaint was filed.

NCAC has developed its own forms which comply with the policies and procedures set forth on WIA Memorandum No. E&T 00-6. (Forms attached).

Federal Funding in the Nashville Career Advancement Center

NCAC is funded by the State of Tennessee Department of Labor and Workforce Development, and the US Department of Labor. We serve Adult, Dislocated Workers, Youth Recipients to provide job readiness, career resource and employment connection products to individuals, employer and organizations so they can make a broader contribution to the economic well being of the community that we serve in Davidson, Rutherford, Trousdale and Wilson Counties in our Local Workforce Investment Area.

Contracted Program Overview

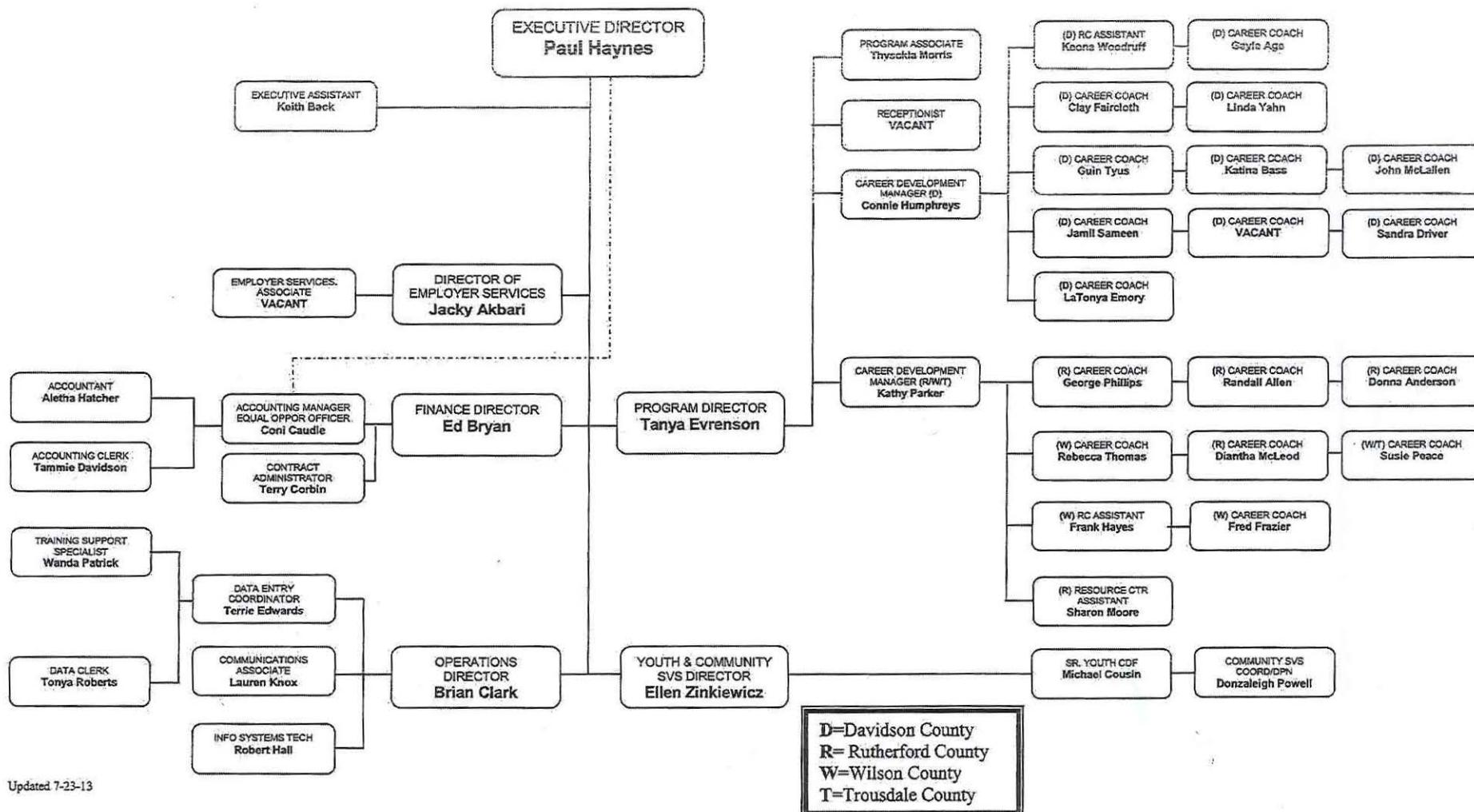
NCAC uses our contractors in the Youth area in order to experience an increase in a linkage to jobs of youth being employed. NCAC will also use contractors to provide On the Job Training (OJT) and Incumbent Worker Training for Adult and Dislocated Worker clients.

Minority Participation on the Workforce Investment Board

There are 42 total members on the Workforce Investment Board at the Nashville Career Advancement Center. Of the members 2.38% are Native American, 2.38% Hispanic, 19.05% African American and 76.19% White. Women make up 33% and Men, 67% of the board members.

Number of Complaints Received Last Year: 0

NASHVILLE CAREER ADVANCEMENT CENTER ORGANIZATIONAL STRUCTURE



THE NASHVILLE CAREER ADVANCEMENT CENTER

MONITORING MANUAL Youth Contractors



**Nashville
Career
Advancement
Center**

SECTION I: NCAC MONITORING PLAN

A. *Policy Review*

The goals and objectives of the Nashville Career Advancement Center (NCAC) Monitoring Plan are to maintain effective safeguards of federal funds by monitoring programs operated by NCAC contractors effectively and efficiently. This review is to ensure that such programs are in compliance with applicable federal regulations and state policies, contract requirements governing contracts with Metropolitan Nashville government, and to make certain the most in need are being served.

NCAC will conduct annual programmatic and fiscal monitoring visits on all contractors. Formal monitoring reports will be completed and retained on file. Vendors will be reviewed as part of the NCAC internal review. To ensure integrity of billing and performance, NCAC has established internal controls over participant referrals and performance outcomes.

GOALS AND OBJECTIVES:

Goal 1: To ensure programs are conducted in accordance with applicable laws, regulations, and local and state plans.

Objectives:

- **Preliminary On-Site Review**

Prior to going on-site for review, the Monitor will review all pertinent material relating to the contractor.

- **On-Site Review**

The monitor will visit each contractor at least once during a program year. A complete review of all areas of program activity will be performed.

- **Reporting and Corrective Action Plan**

A detailed report will be compiled by the monitor including findings, recommendations, and a time frame for corrective action. In no event will the time frame for corrective action exceed thirty (30) days unless expressly permitted in writing by NCAC.

Goal 2: To ensure expenditures are allowable, reasonable and supportable and cost limitations are met.

Objectives:

- **Invoice Review**

The Monitor will review invoices submitted to (NCAC) by the contractor for accuracy and completeness.

- **Fiscal Review**

The Monitor will conduct an on-site review of the contractor's cash management and internal controls.

- **Reporting and Corrective Action Plan**

A detailed report will be compiled by the monitor including findings, recommendations, and a time frame for corrective action. In no event will the time frame for corrective action exceed thirty (30) days without the expressed written consent of NCAC.

Goal 3: To ensure services are provided in accordance with NCAC's Job Training Plan and contract requirements.

Objectives:

- **Contract Review**
Contracts will be reviewed to identify services offered.
- **Staff Interviews**
Contractor staff will be interviewed to determine the effectiveness of the program.
- **Performance Outcomes**
Contracts will be reviewed to determine if performance outcomes are met.
- **Participant Interview**
Participants will be interviewed at random to ensure that services are being offered in accordance with planned and contractual requirements.

B. Compliance Review

1. Oversight Responsibilities

The objectives of oversight functions are to determine whether adequate internal controls are in place to ensure the program is conducted in accordance with applicable laws, regulations, state and local plans, contract requirements governing contracts with Metropolitan Nashville government, and that expenditures are allowable, reasonable and supportable, cost limitations are met, and financial reporting is accurate.

2. Monitoring Schedule

An annual monitoring schedule will be developed and forwarded to all contractors. The schedule will be flexible so that programs may be reviewed as requested and as the need dictates. An e-mail is sent or a telephone call is placed to the contractor a few days in advance of the visit. This contact will confirm the time of arrival, a general overview of the schedule of monitoring activities, time of the entrance conference and needed contractor staff to be present at entrance. This procedure will be followed except in special cases that warrant an unannounced visit.

SECTION II: REVIEWS

An on-site review should be performed as part of the monitoring process. It is to be conducted in accordance with the Monitoring Manual, federal/state regulations, and policies. A desktop review may often point out potential or current problems within a program. During the on-site review, monitors can observe, identify, and verify firsthand whether those problems exist. The on-site review can also give monitors a "feel" for the program that is not easily quantifiable or cannot be quantified through a preliminary on-site review. Monitors are therefore on-site to observe activities, procedures, behaviors, safety practices, and physical conditions and to conduct interviews, review records, and record/document their findings.

On-Site Review Defined: On-site inspections of facilities and records of contractors which focus on the extent to which programs and services are in fiscal, administrative, and programmatic compliance with federal legislation and regulations, as well as any other contractual requirements.

SECTION III: ADMINISTRATIVE REVIEW PROCEDURES

The following procedures will be used by the Programmatic Monitor(s) to ensure compliance with all Workforce Investment Act contracts and other programs as deemed appropriate. The review will include, but is not be limited to, program areas such as Management and Oversight, Program Objectives and Activities, Labor Standards, and Affirmative Action/Grievance Procedures.

Contractor Name _____

Type of Contractor:

- | | | |
|-----------------------|------------|-----------|
| a. Private For Profit | YES | NO |
| b. Private Non-Profit | YES | NO |
| c. Public | YES | NO |

Contract Number(s) _____

Contract Representative _____

Representative Address _____

Representative Phone Number _____

Contract Amount(s) _____

Contract Period(s) _____

AVAILABLE YOUTH SERVICES

Check All Youth Services That Are Available	Indicate the Service Provider: YC = Youth Contractor OP = Other Provider	Services
_____	_____	Tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies
_____	_____	Alternative secondary school services, as appropriate
_____	_____	Summer employment opportunities that are directly linked to academic and occupational learning
_____	_____	As appropriate, paid and unpaid work experiences, including internships and job shadowing
_____	_____	Occupational skills training, as appropriate
_____	_____	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate
_____	_____	Supportive services
_____	_____	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
_____	_____	Follow-up services for not less than 12 months after the completion of participation, as appropriate
_____	_____	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate

Program Quality – Provide Statistical Data

Youth Outcome	Number
Planned Service Level	_____
Active Caseload	_____
Total in Follow-up	_____
Total in follow-up and Actives	_____
Total Exiters	_____
Youth diploma or equivalent	_____
Skill attainment rate	_____
Entered employment rate	_____
Credential and employment or credential rates	_____
Six-months retention rate	_____
Six-months earnings change or earnings replacement	_____

A. FEDERAL REQUIREMENTS

1. Does the contractor ensure that WIA funds are not used to conduct public service employment?
Yes ___ No ___
2. Does the contractor ensure that individuals are not excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in programs or activities because of race, color, religion, sex, or other protected status? (Unified Plan Assurance, Art. VII)
Yes ___ No ___
3. Does the contractor ensure that WIA funds are not used to provide encouragement or inducement to relocate a business or part of a business if such relocations would result in a loss of employment at the original location?
Yes ___ No ___
4. Has the contractor/case manager made sure, to the extent practicable, coordination with Higher Education financial aid programs, including Pell grants, when appropriate, so that WIA funds supplement other sources of training grants?
Yes ___ No ___

5. Are any WIA funds being used for employment generating activities, investment in revolving loan funds, capitalization of business, investment in contract bidding resource centers, economic development activities, or similar activities that are not directly related to training for eligible individuals?

Yes ___ No ___

6. Are WIA funds being used to provide any services to an employer who has relocated, for at least 120 days after the employer begins operation at the new locations, when the relocation resulted in the loss of employment of any employee at the original location?

Yes ___ No ___

7. Does the contractor prohibit participation on political activities and ensure that participants are not employed on the construction, operation, or maintenance of any religious facility?

Yes ___ No ___

8. Are funds being used, or being proposed for use, to encourage or to induce the relocation of an establishment, or part thereof, that resulted in the loss of employment for any employee of such establishment at the original location?

Yes ___ No ___

B. RETENTION AND ACCESS REQUIREMENTS FOR RECORDS

1. Are records maintained for 3 years following termination or completion of the program/contract?

Yes ___ No ___

2. Are records for non-expendable property retained for a period of three (3) years after final disposition of the property, Section 165 (e)?

Yes ___ No ___

3. How does the contractor ensure that WIA participant records are confidential as provided for in state law and administrative rules?

4. Describe compliance with the NCAC Information Security Policy dated 10/11/10.

C. WIA - YOUTH TRAINING PROGRAM

1. Are individuals who are participating in the program(s) between the ages of 14 through 21 and low-income individuals?

Yes ___ No ___

2. In regards to Hard-to-Serve Youth, are at least 100% of the individuals participating under this grouping included in one (1) or more of the following categories:

a. Individuals who are basic skills deficient (below 8.1 in reading and/or math).

Yes ___ No ___

b. An individual who requires additional assistance to complete an educational program or to secure and hold employment.

Yes ___ No ___

c. Individuals who are pregnant or parenting.

Yes ___ No ___

d. Individuals with disabilities, including a learning disability.

Yes ___ No ___

e. Individuals who are homeless, run-away, or foster youth.

Yes ___ No ___

f. Individuals who are offenders.

Yes ___ No ___

g. Individuals who are school dropouts.

Yes ___ No ___

3. How are youth assessed to determine basic skill levels and the categories of service that apply to eligible youth and the 5% exception youth?

4. Are youth assessed to determine their eligibility categories prior to enrollment?

Yes ___ No ___

5. Is there a system to monitor the percentage of non-income youth enrolled in the youth program?

Yes___ No___

6. Describe the contractor's system for setting skill attainment goals for younger youth including:

a. The policy for determining basic skills deficiency and how a basic skills goal is attained:

b. The policy for determining work readiness skills and how a work readiness goal is attained:

c. The policy for the need for occupational skills and how an occupational skill goal is attained:

d. The policy for monitoring progress toward meeting a skill attainment goal:

7. How is skill attainment documented in the participant's file?

8. How is program staff trained to ensure that assessments are administered, scored, and evaluated consistently and that proper instruction is given to attain skill goals?

9. Does the local youth program provide the required ten elements?

Yes___ No___

D. NON-DISCRIMINATION AND EQUAL OPPORTUNITY

Provide EEO Officer Info:

Name _____

Position _____

Address _____

Phone Number _____

TTY/TDD Number _____

1. Has the contractor designated an EO officer whose name/position, address, and phone/TTY/TDD is made public?

Yes ___ No ___

2. Has the contractor defined the role of the "Responsible Person?"

Yes ___ No ___

3. Has the "Responsible Person" undergone training that has been provided by or approved by the NCAC Equal Opportunity officer?

Yes ___ No ___

4. Has the contractor provided initial and continuing notice that it does not discriminate on any prohibited grounds to applicants, eligible applicants, applicants for employment, participants, employees, members of the public, including those with impaired vision or hearing, and unions or professional organizations holding collective bargaining or professional agreements with the contractor?

Yes ___ No ___

5. Has the required notice been made available to each participant?

Yes ___ No ___

6. If yes, has the notice been made a part of the participant's file?

Yes ___ No ___

7. Do recruitment brochures and other materials, which are ordinarily distributed to the public indicate that the funded program or activity in question is an equal opportunity employer/program, that auxiliary aids/services are available upon request to individuals with disabilities, and provide TDD/TTY?"

Yes ___ No ___

8. Is the facility ADA Compliant. Check for ADA review.

Yes ___ No ___

9. Are efforts being made to provide equitable services among substantial segments of the population eligible for participation in programs?

Yes ___ No ___

10. Are participants aware that non-criminal complaints must be made within one year of the alleged occurrence?

Yes ___ No ___

11. Are participants aware that discrimination complaints must be filed no later than 180 days of an alleged discrimination?

Yes ___ No ___

12. Interview participants to determine if upon enrollment they receive an orientation, which includes their EEO rights, a description of WIA services, and individual responsibilities.

Yes ___ No ___

13. Determine if non-criminal complaint procedures include a method of ensuring that the following conditions have been satisfied:

a. Participants are informed of the proper filing of complaints with the LWIA/Contractor, employer, State, and Secretary of Labor.

Yes ___ No ___

b. Exhaustion of recipient level procedures.

Yes ___ No ___

c. The hearing is held within 30 days of filing grievance with a decision to be made no later than 60 days after filing.

Yes ___ No ___

- d. The complainant has a right to request a review by the governor within 10 days of receipt of the adverse decision or from the date on which the complainant should have received a decision.

Yes ___ No ___

- e. Participants are informed by employers of the grievance procedure they are to follow and that an employer's/contractor's decision can be reviewed by the LWIA and the Governor, if necessary.

Yes ___ No ___

14. Determine if procedures for discrimination complaints include a method for ensuring that the following conditions have been met.

- a. Participants, applicants, employees, and applicants for employment are notified of the proper filing of complaints with the recipient and the Directorate of Civil Rights. Including: (a) Exhaustion of recipient level procedures; (b) Time frame for filing complaint; (c) Time frame for resolution by recipient and Directorate of Civil Rights; (d) The right to request a review by the Directorate of Civil Rights.

Yes ___ No ___

- b. Review documentation and NCAC's log of complaints to determine the disposition of complaints and ensure that proper procedures have been followed, if applicable.

15. Has the contractor made arrangements for:

- a. Auxiliary aids and/or services to people with disabilities?

Yes ___ No ___

- b. Accessibility?

Yes ___ No ___

- c. Contracting or otherwise securing services to provide training to limited English-speaking persons?

Yes ___ No ___

- d. Providing all required posters, covenants, and standard assurances to federally funded programs?

Yes ___ No ___

E. EQUIPMENT AND OTHER PURCHASES

- a. Review Inventory list for purchases with NCAC funds. Note any deficiencies.

- b. Is all sensitive equipment tag with "property of" labels and identification number?

Yes ___ No ___

- c. Did contractor obtain prior written approval on all items costing more than \$1000.00?

Yes ___ No ___

- d. Did contractor receive prior written approval for all computer related purchases?

Yes ___ No ___

- e. Did contractor follow procurement procedures for purchases over \$199.99 as contained in the NCAC Financial Management Handbook?

Yes ___ No ___

- f. Review a copy of the procurement policy. Did contractor kept sufficient detail documenting significant history of procurement?

Yes ___ No ___

SECTION IV: SUB-RECIPIENT FISCAL REVIEW

A. FINANCIAL MANAGEMENT

Subtitle E-Section 184 of the Workforce Investment Act requires that each state shall establish such fiscal controls and fund accounting procedures as may be necessary to assure the proper disbursement of, and accounting for, federal funds allocated to local areas.

B. FISCAL REVIEW GUIDE

This guide has been prepared as a tool for use by NCAC to review the compliance with this requirement, as well as the financial/accounting requirements contained throughout the 1998 Workforce Investment Act, federal regulations, TDOL Financial Management Handbook, and NCAC Procurement Manual. The

review is not meant to be an audit; however, the reviewer should utilize whatever verification procedures are necessary to properly execute the review and ensure the accuracy of the information obtained. The specific areas to be reviewed are as follows:

- Financial Accounting and Internal Controls
- Payroll, Time and Attendance
- Property Procurement and Accountability

C. *MONITORING INSTRUMENT*

This instrument is used to collect information for determining whether a contractor (usually a sub-recipient) with a cost reimbursement contract/agreement follows sound accounting principles, regulatory requirements and its own established policies and procedures in recording and documenting financial transactions.

The Reviewer's Primary Concerns Are:

- Existence and Adequacy of Procedural Guidance;
- Adequacy of Internal Controls;
- Accuracy of Allocation of Costs;
- Control Over Allowable Costs;
- Adequacy of Documentation Supporting Expenditures and Allocations;
- Security of Petty Cash;
- Accrual Basis for Reports;
- Reasonableness of Cost of Space;
- Effectiveness of Cash Management; and
- Effectiveness of Monitoring of Limits for Maximum Expenditures.

FISCAL REVIEW GUIDE

A. *CONTRACT REVIEW: FINANCIAL ACCOUNTING AND INTERNAL CONTROLS*

1. Does the enrolled number of participants correlate with the level of funding spent to date?

Yes ___ No ___

- a. Calculate the total accumulated expenditures to determine the percent of funds expended for the contract.

- b. Determine what percent of the contract performance goals have been met.

- c. Is the level of performance proportionate to the funds expended?

Yes ___ No ___

If no, describe planned measure and actions to be taken to align the contract with planned outcomes.

2. Financial Reports and Controls:

- a. Have Financial Reports Been Submitted In a Timely Manner?

Yes ___ No ___

- b. Summary of Any Unique Financial Provisions in the Contract:

3. Contractor is a Multi-Funded Organization?

Yes ___ No ___

4. Indirect Cost Rate of _____ % Approved, Or Approved Cost Allocation Plan

Yes ___ No ___

5. Is contractor aware of and following the applicable NCAC Financial Guide?

Yes ___ No ___

6. Date Contractor Was Previously Audited: _____ Ask for a copy of the audit.

a. Name(s) of Auditor(s) or Organization _____

b. If audited, what were the major findings and what corrective action was taken?

c. How long are financial records related to audit retained? _____ Years

**B. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING AND INTERNAL CONTROLS:
PROGRAM INTERVIEW**

1. Program Overview

a. Approximately what percentage of the Contractor's income comes from NCAC contracts? _____ %

This question is concerned with the percentage of total budget of the organizational entity that shares staff members or otherwise forms an autonomous unit. Note how these funds are divided among titles and if funds are received from another LWIA.

b. Which of the following records does the Contractor maintain?

- | | | |
|----------------------------------|-----|----|
| (1) General ledger? | YES | NO |
| (2) Cash receipts journal? | YES | NO |
| (3) Cash disbursement journal? | YES | NO |
| (4) General journal? | YES | NO |
| (5) Payroll register? | YES | NO |
| (6) Accounts receivable ledger? | YES | NO |
| (7) Accounts payable ledger? | YES | NO |
| (8) Purchase journal? | YES | NO |
| (9) Obligation control register? | YES | NO |
| (10) Other? _____ | YES | NO |

c. Does the manual(s) covering financial procedures adequately cover all areas of financial responsibility?

Yes___ No___

d. Have you received the NCAC Financial Management Handbook?

Yes___ No___

e. Is accounting done:

(1) Accrual basis? **YES NO**

(2) Modified accrual? **YES NO**

f. Are NCAC funds and expenditures recorded to separate them from those of other activities?

(1) Separate checking account? **YES NO**

(2) Code used to classify expenses? **YES NO**

g. Does the organization receive any income from the project? How are these funds handled and what controls ensure the proper use of income?

(1) Interest from bank account? **YES NO**

(2) Sales of products? **YES NO**

(3) "Profit"? **YES NO**

(4) Other? _____ **YES NO**

h. Does the Contractor have a source of funds to make reimbursement for costs that might be disallowed?

Yes___ No___

If yes, what is the source? _____

Is it acceptable?

Yes___ No___

C. DISBURSING AND RECORDING

1. Complete the worksheet to indicate separation of duties. At the top of each column, enter the names of staff that have responsibilities. Place checkmark below name if person has responsibility for that function. Duplicate worksheet as needed.

FUNCTION	NAME	NAME	NAME	NAME
Approves purchase orders				
Verifies receipt of order				
Prepares request for funds				
Authorizes disbursement				
Prepares checks				
Signs checks- manual/machine				
Custodian of check signing device				
Custodian of blank checks				
Compare checks with vouchers				
Distributes checks				
Post disbursements				
Computes cost allocations				
Receives cash				
Post receipts				
Deposits receipts				
Custodian of petty cash				
Petty cash replenishment				
Audits petty cash				
Bank reconciliation				
Maintains general ledger				
Prepares financial report				
Approves financial reports				

2. How is access to accounting records controlled?

(a) Who has access and what is necessary to gain access?

(b) Manual records? _____

(c) Automated records? _____

3. Are procedures for payment of indirect costs different from other disbursements?

Yes___ No___

4. Do individuals with check-signing authority have access to accounting records?

Yes___ No___

5. Where are blank checks and signature machines kept? Who has access to them?

6. Are there any automatic teller cards issued?

Yes___ No___

7. How many signatures are required on a check? _____

8. How are long-term outstanding checks handled?

9. How are undelivered checks handled?

10. How are voided checks handled?

11. When can checks be made out to "cash" or "bearer?"
- (a) Petty cash only? YES NO
- (b) Never? YES NO
12. When can disbursements be made other than by check?
- (a) From petty cash? YES NO
- (b) Never? YES NO
13. Is the contractor using a credit card to pay bills? YES NO
14. What types of bills are paid with Credit Cards?

15. How does the Contractor ensure that an invoice is not paid twice?

16. How often is the bank statement reconciled with the general ledger?

D. RECORDS REVIEW OF DISBURSEMENTS

1. Answer the following based on a sampling of expenses billed to the contract; provide explanation where appropriate.

- (a) Were all transactions traceable to source documents?

Yes ___ No ___

- (b) Were there any discrepancies between the expense amount and the invoice amount?

Yes ___ No ___

- (c) Were any transactions unnecessary, unreasonable or not allowable?

Yes ___ No ___

(d) Did adequate documentation support transactions?

Yes ___ No ___

(e) Were the check numbers entered on all invoices or statements (to indicate that payment was made)?

Yes ___ No ___

2. Ask the person who reconciles the bank statement about the procedures she/he uses to verify that the balance is consistent with ledgers. This should include:

(a) Frequency of bank reconciliation's _____

(b) That the recording of disbursements and receipts and the signing of checks is done by another person (than the reconciles)

E. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING AND INTERNAL CONTROLS: COST ALLOCATION

1. COST ALLOCATION PLAN AVAILABLE?

Yes ___ No ___

a. If yes, which costs are sometimes shared by different projects and/or funding sources? (Circle "I" if the following costs are included in the indirect cost pool, "D" if they are direct costs, or "E" if they can sometimes be either.)

- | | | | |
|-------------------------|---|---|---|
| ▪ Space: | I | D | E |
| ▪ Utilities: | I | D | E |
| ▪ Office supplies: | I | D | E |
| ▪ Office equipment: | I | D | E |
| ▪ Administrative staff: | I | D | E |
| ▪ Program staff: | I | D | E |
| ▪ Postage: | I | D | E |
| ▪ Other: | I | D | E |

b. Were there any major purchases in the past year that are also used by a non-NCAC project?

Yes ___ No ___

If yes, list: _____

c. How often is the cost allocation plan reviewed by the Contractor? _____

d. How does the Contractor ensure that expenditures, especially non-routine ones, are charged to the correct project/contract?

e. Who actually makes this decision and/or how is this information communicated to the bookkeeper?

2. ALLOCATION OF DIRECT COSTS

a. Do the salary allocations appear reasonable given the employee's duties?

Yes ___ No ___

b. Do the position descriptions reflect the prorations?

Yes ___ No ___

c. Are utilities (if charged as direct cost) allocated in proportion to space used by NCAC (or by another reasonable method)?

Yes ___ No ___

d. Is the cost of space (if charged as direct cost) allocated in proportion to the duties of staff who occupy the space or by another reasonable method?

Yes ___ No ___

e. Are telephone charges and rental fees (if charged as direct cost) allocated according to empirically derived data?

Yes ___ No ___

- f. If allocation of shared salaries is based on time sheet entries each pay day, examine several time sheets or pay entries to see if the reported time varies each pay period or if it seems to be pre-determined.

Varied _____ Fixed _____

- g. Does it appear that any entries were charged as a direct cost when they should have been charged to indirect cost under the indirect cost plan?

Yes ___ No ___

- h. CONCLUSIONS: Costs are allocated to the contract in proportion to the benefits received?

Yes ___ No ___

F. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING & INTERNAL CONTROLS: PETTY CASH

1. What is the typical total of petty cash disbursements for a month? \$ _____

2. What is the maximum withdrawal permitted? \$ _____

3. Record review for petty cash:

a. Does the contractor have a policy regarding Petty Cash? YES NO

b. Does it appear the contractor is following the policy? YES NO

4. What is the limit for petty cash expenditures?

Limit Amount: \$ _____

Maximum balance allowed: \$ _____

G. INSTITUTIONAL INTERVIEW: FINANCIAL ACCOUNTING & INTERNAL CONTROLS: TRAVEL

1. If NCAC funds are used for travel, is the contractor following the Tennessee Comprehensive Travel Regulations?

Yes ___ No ___

2. What are the policies regarding travel advances and their reconciliation?

Clarify procedures used to follow-up on advances and how and where they are recorded. How soon after completion of travel must employees submit vouchers and reimbursement?

_____ days.

3. What procedures are required for local travel for both use of personal and organization-owned vehicles?

4. How is their use controlled/monitored? Is the mileage rate reasonable and is it consistent with that allowed for the organization's other projects?

5. Allowance:

_____ Cents per mile for owner's use

_____ Cents per mile for organization owned vehicle

H. INSTITUTIONAL REVIEW: FINANCIAL ACCOUNTING & INTERNAL CONTROLS: SPACE USE

1. Does the Contractor () rent or () own the building(s) used to house NCAC activities? (Check One)

2. If space is rented, who owns the building(s)? _____

3. Is there a lease purchase agreement?

Yes ___ No ___

4. Was the building constructed with Federal funds?

Yes ___ No ___

5. Is there any type of relationship between the landlord and anyone on the Contractor staff, or anyone at NCAC?

Yes ___ No ___

6. If rented, was a security deposit required?

Yes ___ No ___

7. If so, how was it accounted for in the books of account? _____

8. If the building is owned by the contractor, how is the organization compensated for use of its building(s) and how was this amount determined? _____

I. PAYROLL/TIME AND ATTENDANCE/LABOR STANDARDS

1. Is payroll handled by:

- a. Separate bank account? **YES NO**
- b. Contracted payroll service? **YES NO**
- c. Are there different procedures for staff and participant? **YES NO**

2. Organization responsible for payroll? _____

3. Review the following payroll procedures making sure that each is mentioned or its absence is explained. In the space provided, note the staff person responsible for the procedure and summarize the respondent's comments so that you have a good picture of the payroll process.

a. Time and attendance reports are certified by employee/participant and supervisor.

b. Payrolls are certified by management for accuracy and that all payees are bona-fide staff or participants.

c. Payments are made by checks or direct deposit.

d. Payroll clerical operations are independently proofed and verified before the payroll is distributed.

4. What are the procedures for adding and removing a person from the payroll? For change in a person's rate of pay?

5. When can salaries be adjusted without approval of funding entity? Are salaries of the top staff the same as at the time the contract/grant was awarded?

6. Determine whether staff salary adjustments are within the contract guidelines.

7. Do prior monitoring reports cite any TOSHA violations?

Yes ___ No ___

8. Does the contractor meet the *Fair Labor Standards Act* requirements?

Yes ___ No ___



MIDDLE TENNESSEE LOCAL WORKFORCE INVESTMENT AREA
Equal Employment Opportunity is the LAW

Customer Initial This recipient is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in programs funded under the Workforce Investment Act (WIA), as amended, (WIA), in admission or access to opportunity or treatment in, or employment in the administration of or in connection with, any WIA-Funded program or activity.

If you think you have been subjected to discrimination under a WIA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's Equal Opportunity Office (or the person designated for this purpose), or you may file a complaint directly with the Director, Civil Rights Center (DCR) at the U.S. Department of Labor (see address below).

If you elect to file your complaint with the recipient, you must wait until the recipient issues a decision or until 60 days have passed, whichever is sooner, before filing with DCR.

If the recipient has not provided you with a written decision within 60 days of the filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with DCR within 30 days of the expiration of the 60-day period.

If you are dissatisfied with the recipient's resolution of your complaint, you may file a complaint with DCR. Such a complaint must be filed within 30 days of the date you received notice of the recipient's proposed solution.

U.S. Department of Labor
Director, Civil Rights Center
200 Constitution Ave., N.W.
Room N-4123
Washington D.C. 20210

Tennessee Department of Labor
EO Officer
Tennessee Department of Labor and Workforce Development
220 French Landing Drive 4-A
Nashville, TN 37243-1002
(615) 253-1331
(TDD) (615) 532-2879

Recipient - Nashville Career Advancement Center
Coni Caudle, EO Officer
621 Mainstream Dr, Suite 210
Nashville, TN 37228
(615) 862-8890
(TDD) 1-800-848-0298

GRIEVANCE/COMPLAINT PROCEDURES: INFORMATION SHEET

Customer Initial If you feel you have a complaint or concern with a program funded through or by, the Middle Tennessee Workforce Investment System, follow these steps:

- Discuss the matter with the agency or organization with which you have a complaint or concern.
If you are not satisfied with the resolution of your complaint, you may submit your concerns in writing to the Nashville Career Advancement Center, Attention: Program Director, 621 Mainstream Drive, Suite 210, Nashville, TN 37228. The Management Team must receive your complaint within one (1) year from the date of the alleged occurrence.
Once the Management Team receives a complaint, you will be notified in writing of the appropriate party that will work with you to resolve your complaint informally or who establish a place, date, and time for a hearing. A decision regarding the complaint shall be made within sixty (60) days from the date the complaint was received by the Management Team. You have the opportunity to appeal any such decision to the Commissioner of the Tennessee Department of Labor and Workforce Development if no decision was reached within the sixty (60) days, or you are not satisfied with the decision. Such request should be made within ten (10) days of the adverse decision or within fifteen (15) days from the date on which the decision should have been made.
If your complaint alleges a violation of labor standards, you may submit the grievance, after notifying the Management Team, to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the agreement so provides.

I understand that I have a right to file a complaint, and must do so within one (1) year of the alleged occurrence.

RELEASE OF INFORMATION

Customer Initial I authorize Nashville Career Advancement Center to release information from my file necessary for enrollment in a training program or in career development. In addition, I give Nashville Career Advancement Center authorization for the release and gathering of information from individuals and institutions pertaining to my employment and/or education. All personal information will remain strictly confidential.

Participant Signature Date Witness Signature Date

Exhibit 1: Complaint Form

NASHVILLE CAREER ADVANCEMENT CENTER COMPLAINT FORM

1. Complainant's Name : _____
Address: _____
City, State and Zip Code _____
Telephone Number (home) () _____
(business) () _____

2. Person discriminated against (if someone other than the complainant)
Name: _____
Address: _____
City, State and Zip Code _____

3. What is the name and location of the institution or agency that you believe discriminated against you?

Name: _____
Address: _____
City, State and Zip Code _____
Telephone Number () _____

4. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

A. Race/Color (specify) _____
B. National Origin (specify) _____

5. What date did the alleged discrimination take place?

6. In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible.(If you need more room please attach another paper)

7. Have you tried to resolve this complaint through the internal grievance procedure at the institution or agency? Yes ___ No ___

If yes, what is the status of the grievance?

Name and title of the person who is handling the grievance procedure:

Name

Title

8. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes ___ No ___

If yes, check all that apply:

Federal agency _____
Federal court _____
State agency _____
State court _____
Local agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City, State, Zip Code _____

Telephone Number () _____

9. Do you intend to file this complaint with another agency? Yes ___ No ___
If yes, when and where do you plan to file the complaint?

Date: _____

Agency: _____
Address: _____
City, State, Zip Code _____

10. Has this complaint been filed with this agency before? Yes ____ No ____

If yes, when? Date _____

11. Have you filed any other complaints with this agency? Yes ____ No ____ 0

If yes, when and against whom were they filed?

Date: _____

Name: _____

Address: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

Exhibit 2: Letter acknowledging receipt of a complaint under Title VI

Name
Address
City, Tennessee

Dear Name::

This is to acknowledge receipt of your complaint alleging denial of participation of minorities in the _____ Program in City.

An investigator will be assigned to investigate your complaint. In the interim, if you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning 615-862-8890, ext 313, or writing to me at NCAC, 621 Mainstream Drive, Suite 210, Nashville, TN 37228.

A member of my staff will contact you soon.

Sincerely,

Constance L. Caudle
EO Officer

Exhibit 3: Second Letter to Complainant

Name
Address
City, Tennessee

Dear Name:

Your complaint of _____ (date) alleging denial of participation of minorities in the Program of City has been directed to this office.

Your complaint has been reviewed. In preparation for a possible investigation, we would like to discuss the matters stated in your letter with you by telephone. Please send a telephone number and state a time between the hours of 8:00 a.m. and 4:30 p.m. when it would be convenient for a member of my staff to call you.

Sincerely,

Constance L. Caudle
EO Officer

Exhibit 4: Investigator's Worksheet for Complaint Investigation

Case Name _____ Case Number _____

A. The Complainant(s)

Name: _____

Telephone Number(s): () _____ (home)
() _____ (work)
() _____ (other)

Address: _____

City, State, Zip code _____

Hours complainant says convenient to call: _____ am _____ pm

Date complaint received: _____

Complainant alleges discrimination based on:

Race ___ Color ___ National origin ___ Gender _____

B. For Compliance Review

Date when compliance review was scheduled _____

Reason why compliance review is scheduled _____

Office requesting a compliance review _____

Date of last compliance review or complaint investigation _____

Exhibit 5: Letter notifying complainant of an investigation

Name
Address
City, Tennessee

Dear Name:

The matter referenced in your letter of (date) alleging racial discrimination in the operation of _____ Program will be investigated by staff from this office. The investigation has been scheduled for the week of (date). Name of investigator has been assigned to investigate the matter. He/she will contact you to establish a convenient time for you to discuss your complaint with him/her.

We appreciate your help in this important matter.

Sincerely,

Constance L. Caudle
EO Officer

Exhibit 6: Letter notifying complainant of Title VI compliance status of respondent

Name
Address
City, Tennessee

Dear Name:

The matters referenced in your complaint of _____ (date) alleging _____ discrimination in the operation of Program has been investigated by staff from this office.

My staff found several apparent violations of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of the program. [If a hearing is requested, the following sentence may be appropriate.] You may be hearing from this office, or from federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

Appropriate Official

Exhibit 7: Letter advising complainant that the complaint is not substantiated

Name
Address
City, Tennessee

Dear Name:

The matters referenced in your letter-complaint of _____ (date), alleging _____ discrimination in the operation of _____ Program, have been investigated by staff from this office.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964 had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any programs receiving federal financial assistance.

My staff has analyzed the materials and facts gathered during the course of their investigation of your complaint for evidence of a failure to comply with any of the civil rights laws administered by this office. We did not find evidence that any of these laws have been violated.

We must therefore advise you that your complaint has not been substantiated, and that we are closing this matter in our files.

Thank you for taking the time to write to this office. If we can be of assistance to you in the future, do not hesitate to call us.

Sincerely,

Constance L. Caudle
EO Officer

Exhibit 14: Letter announcing a complaint investigation

Name of subrecipient
Department of Department
Name
City, Tennessee

Dear Name:

Regulations implementing Title VI of the Civil Rights Act of 1964 provide for a prompt investigation whenever a complaint or any other information indicates a possible failure to comply with Title VI or its implementing regulation. A complaint has been filed in this office which indicates a possible failure to comply with Title VI in the operation of the Subrecipient Name.

Members of our office will conduct an investigation of this matter. Their present schedule will permit them to visit your program during the week of (date). Please advise us promptly if that time is convenient for you and your staff. You may confirm this time, or suggest another, by calling me at 615-862-8890, ext313.

Please be assured of my appreciation of your cooperation in this important matter.

Sincerely,

Constance L. Caudle
EO Officer

CONVENTION CENTER AUTHORITY

Authority

Details about the Title VI Coordinator responsibility and where it lies organizationally as well as the name and contact information of the coordinator.

Erin Hampton, Vice President of Human Resources/Title VI Coordinator
Convention Center Authority
erin.hampton@nashvillemcc.com

Organizational Environment

Please include your department's mission statement and strategic goals from your results matters plan (if they have been developed). Also please send an organizational chart that highlights the Title VI coordinators position. Workforce demographic information for your department is already attached below.

a) Convention Center Authority Mission Statement:

It is the mission of the Nashville Convention Center to generate economic impact in Nashville and Middle Tennessee through the presentation of well-serviced events.

b) Convention Center Authority Organizational Chart (see attached)

Federal Funding in the Convention Center Authority –Detail as to how the department uses Federal Financial Assistance to achieve departmental goals and initiatives as well as a listing of all of the department's grants, their value, and a description.

N/A. This department does not receive federal funds.

Contracted Program Overview

Detail as to how the department uses Contracts it enters into with other parties to achieve departmental goals and initiatives as well as a listing of all of the department's contracts, the contractor, and a description: **(See below)**

Title	Contractor	DBE Classification	Contract #
Food and Beverage	Centerplate	Non -DBE	
Audio Visual & Production	LMG, Inc.	Non -DBE	313839
Rigging	Convention Production Rigging, Inc.	Small Business	313840
Business Service Center	The UPS Store	Non -DBE	131052012

Neutral Host Distributed Antenna System	AT&T	Non -DBE	131012012
ATM's	First Tennessee Bank	Non -DBE	19686
Armored Car Services	Loomis Armored US, Inc.	Non -DBE	18488
Valet Parking	Town Park Ltd., d/b/a Town Park Corporation	Non -DBE	131112013
Website Development	MCN Interactive	Non -DBE	131062012
Promotional Items and Amenities	Blink Marketing	Women Owned	131072012
Pest Control	Cooks Pest Control, Inc.	Non -DBE	19439
Uniform Rental	Coyne Textile Services	Non -DBE	316656
Refuse Disposal	Allied Waste	Non -DBE	16032/14732
Pouring Rights	Coca Cola	Non -DBE	131092012
Emergency Medical Services	Med-Star Medical Staffing	Women Owned	131082012
CCTV	Simplex Grinnell	Non -DBE	
Elevator/Escalator Service	Nashville Machine	Non -DBE	
Event Security	Brantley	Non -DBE	131032012
Fire Alarm	Simplex Grinnell	Non -DBE	

Janitorial Services	Service Management Systems	Non -DBE	131102012
Interior Landscaping	Plants Alive	Small Business	142052013
Propane Services	Ferrell Gas	Non -DBE	19473
Temporary Labor	Industrial Staffing	Women Owned	131042012

Repair

Minority Participation on the Board/Commission: (See Below)

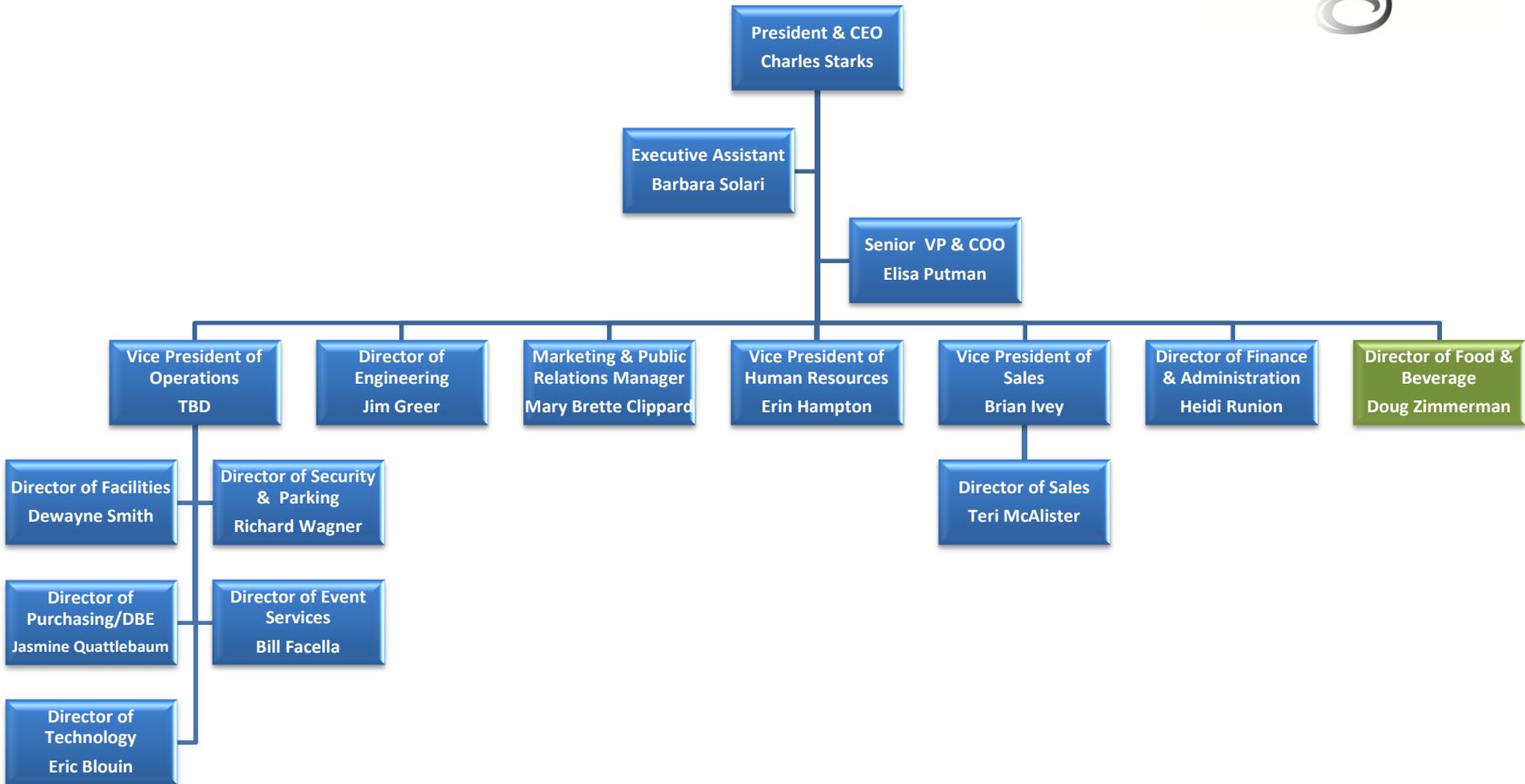
CCA Members	White Males	African American Males	Other Males
<u>Males</u>			
Waverly Crenshaw, Jr.		x	
Marty Dickens	x		
Francis Guess		x	
William E. "Willie" McDonald	x		
Luke Simons	x		
Leo Waters	x		
	4	2	
<u>Females</u>			
	White Females	African American Females	Other Females
Irwin E. Fisher	x		
Vonda McDaniel		x	
Mona Lisa Warren	x		
Vice-Mayor Diane Neighbors	x		
	3	1	

Number of Complaints Received Last Year: None

Please include your department's non-discrimination statement (see below):



The Convention Center Authority does not discriminate on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited. Requests for ADA accommodation should be directed to the ADA Coordinator @ 401-1450.



OFFICE OF EMERGENCY COMMUNICATIONS

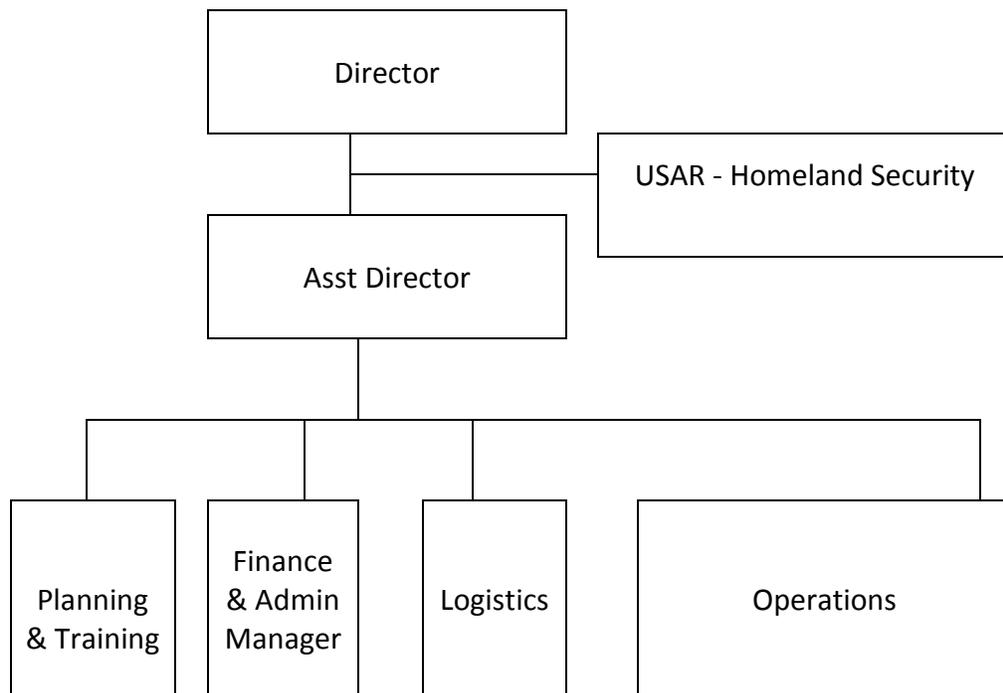
Authority

The Title VI coordinator for the Office of Emergency Management contact person is Jamie Summers Human Resources Manager 862-5242.

Organizational Environment

The mission of the Office of Emergency Management is to develop, coordinate, and lead the local emergency management program; enabling effective preparation for and efficient response to emergencies and disasters in order to save lives, reduce property loss, and stop human suffering.

OEM Organizational Chart



Federal Funding

The Office of Emergency Management has been awarded over \$2.2 million in Homeland Security and Port funds that are used to achieve the goals and initiatives as defined in the departmental mission statement. These resources are used to support the building, sustainment and delivery of core capabilities essential to the National Preparedness goal across the five mission areas of Prevention, Protection, Mitigation, Response and Recovery.

Contracted Program Overview

N/A

Minority Participation on the Board/Commission:

Number of Complaints Received Last Year: 0

Statement of Non-Discrimination:

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion or disability in admission to, access to, or operations its programs, services, or activities.

METROPOLITAN BOARD OF PARKS AND RECREATION

Authority

The Title VI Coordinator's duty lies with staff in the Finance and Administration Division and reports directly to the Director – Parks and Recreation Department.

The Title VI Coordinator is responsible for educating staff on (1) their responsibilities under Title VI, (2) how to inform clients of their rights under Title VI, (3) how to monitor for compliance with Title VI legislation, and (4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees to Parks and Recreation receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Submitting annual Title VI plan to grantors in a timely manner; and
- Other duties as necessary to ensure Title VI compliance.

The Title VI Coordinator for the Metropolitan Government Board of Parks and Recreation is:

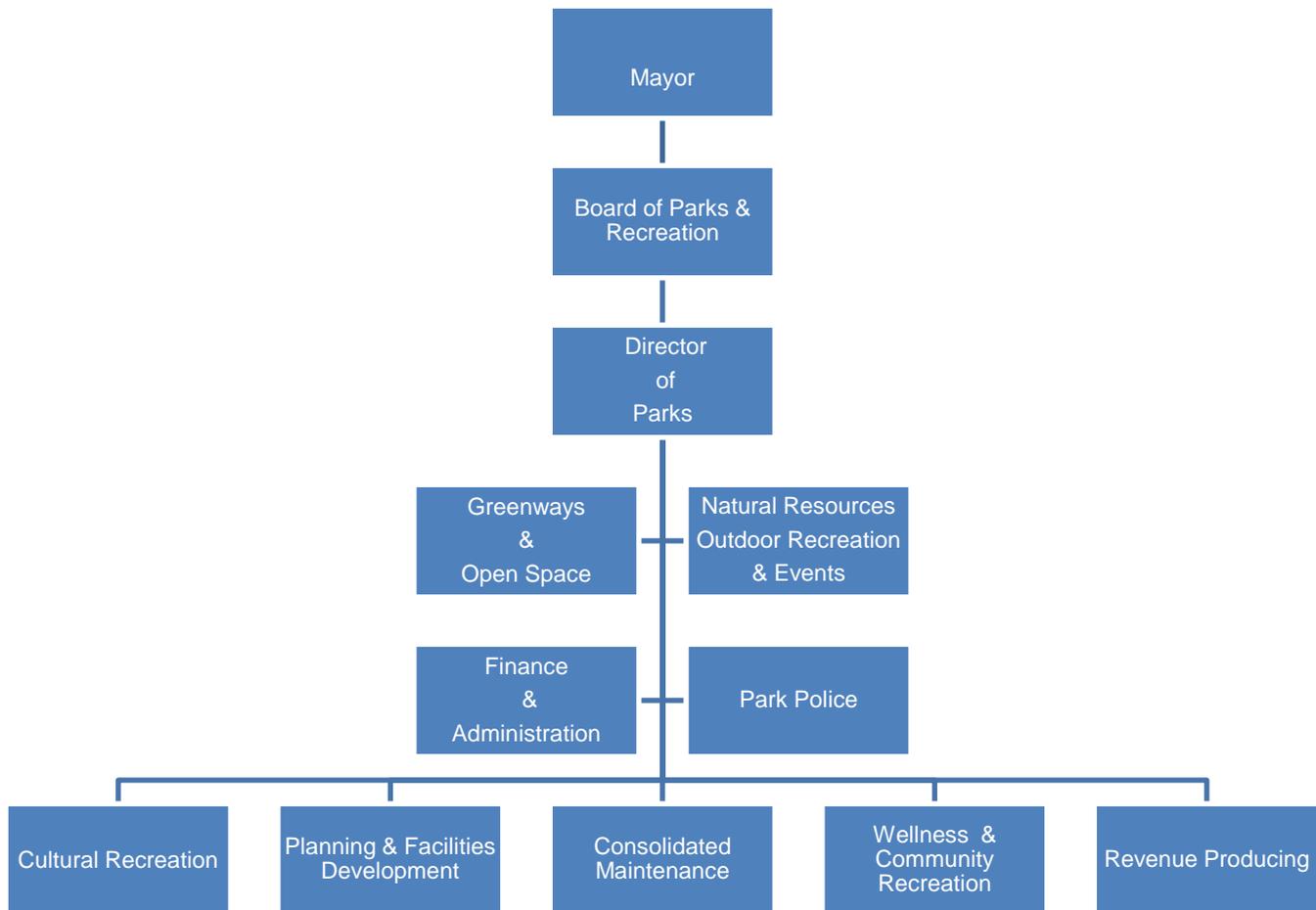
James A. Gray
Special Projects Manager
Centennial Park Office
Nashville, TN 37201
615-862-8400(v) 615-862-8414(f)
Email: james.gray@nashville.gov

Organizational Environment

It is the mission of the Metropolitan Board of Parks and Recreation to provide every citizen of Nashville and Davidson County with an equal opportunity for safe recreational and cultural activities within a network of parks and greenways that preserves and protects the region's natural resources.

Below is an organization chart for the Metropolitan Board of Parks and Recreation.

Organizational Structure Parks and Recreation



Federal Funding in the Metropolitan Parks and Recreation Department

The Parks and Recreation Department has several goals that are positively impacted through the use of Federal Financial Assistance. The first is the goal to increase the number of recreational, cultural, and environmental opportunities provided as a result of continued partnerships throughout the community. The accomplishment of this goal would be evidenced by an increasing trend in the percentage of supplemental resources gained through partnerships. The supplemental resources received in the recent past have come from the Federal Highway Administration, the Department of Housing and Urban Development, the Department of Urban Forestry, and the Department of Justice.

The second goal that is impacted by the receipt and use of federal grants is that customers will continue to experience clean and safe parks, innovative programs and services, user-friendly facilities, and an expanding park system as evidenced by increasing miles of natural and greenway trails, increasing acres of park land, decreases in the acreage per population ratio, and decreasing crime rates in Metro Parks. The funds that are received from the agencies cited in the previous paragraph are used in ways such as building greenways and trails, training park police officers, and creating programs for youth during the summer.

Contracted Program Overview

The Parks and Recreation Department uses the myriad of contracts with other parties to fulfill its day-to-day operational requirements associated with achieving its primary mission of providing every citizen of Nashville and Davidson County with an equal opportunity for safe recreational and cultural activities within a network of parks and greenways that preserves and protects the region's natural resources. Through these contractual agreements, the department acquires the needed operational and capital supplies, materials, and support to continue to provide recreational services and facilities to the residents and visitors of Metro Nashville.

Minority Participation on the 3 of 7 members (42.9%) Board/Commission.

Number of Complaints Received Last Year 0.

Statement of Non-Discrimination

The Metropolitan Government of Nashville and Davidson County does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities.



METRO PLANNING COMMISSION TITLE VI PLAN

1. AUTHORITY

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance” The Metro Planning Department is committed to compliance with Title VI and all other laws that protect the rights, safety, dignity, and welfare of residents of Nashville and Davidson County.

2. TITLE VI INFORMATION AND DISSEMINATION

Title VI information posters will be publicly displayed in the METRO PLANNING DEPARTMENT office. Title VI coordinator contact information is available on the METRO PLANNING DEPARTMENT website along with additional resources related to Metro’s nondiscrimination responsibilities.

The provisions of Title VI will be made known to METRO PLANNING DEPARTMENT employees via direct training and the department’s policy manual. During orientation, new employees shall be informed of the provisions of Title VI, and the METRO PLANNING DEPARTMENT’s expectations to perform their duties accordingly. All employees and METRO PLANNING DEPARTMENT board of Commissioners shall also be provided a copy of the Title VI plan and are required to sign the Acknowledgement of Receipt (Appendix A).

3. SUBCONTRACTORS AND VENDORS

All subcontractors and vendors who receive payment from the METRO PLANNING DEPARTMENT where funding originates from any federal assistance, are subject to the provisions of Title VI of the Civil Rights Act of 1964 as amended. Any written contracts shall contain non-discrimination language, either directly or through the bid specification package which becomes an associated component of any contract.

4. RECORD KEEPING

The Title VI Coordinator will maintain records in compliance with Metro and federal records retention policies. These records include, but are not limited to, signed acknowledgements of receipt from the employees indicating the receipt of the of the METRO PLANNING DEPARTMENT Title VI Plan, copies of Title VI complaints or lawsuits and related

documentation, and records of correspondence to and from complainants, and Title VI investigations.

5. TITLE VI COMPLAINT REVIEW PROCESS & PROCEDURES

An individual may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The METRO PLANNING DEPARTMENT provides a complaint form on its website, and provides translation services in accordance with the LEP (Limited English Proficiency) requirements of Title VI. All complaints will be investigated unless:

- It is withdrawn
- The complainant fails to provide required information after repeated attempts
- The complaint is not filed within the time period allotted
- Upon review, the issues cited do not involve discrimination based on a protected class. In such cases, the METRO PLANNING DEPARTMENT will offer direction to appropriate entity.

Minimally, all complaints should be submitted in writing and should include the following:

- Your Full Name (complainant)
- Mailing address
- How best to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against
- The name and contact information of the person or persons you believe discriminated against you (respondents)
- Names and contact information of any witnesses
- Other information that you deem significant

The Title VI Complaint Form (Appendix B) may be used to submit the complaint information. The complaint must be filed in writing with the Metro Planning Commission at the following address to ensure proper and timely investigation:

Metro Planning Commission
PO. Box 196300
800 Second Avenue South
Nashville, Tennessee 37219
Telephone: (615) 862-7150 | Facsimile: (615) 880-2450
email: Josie.Bass@nashville.gov

NOTE: The Commission encourages complainants to certify any mail that is sent through the U.S. Postal Service. The signed original copy of any complaint submitted by fax or email must be mailed or delivered to the METRO PLANNING DEPARTMENT Title VI Coordinator as soon as possible, but no later than one hundred eighty (180) days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

- a. All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the METRO PLANNING DEPARTMENT or other entity will be directly addressed for investigation. Through its civil rights compliance functions, the METRO PLANNING DEPARTMENT shall provide appropriate assistance to complainants, including persons with disabilities, or who are limited in their ability to communicate in English.
- b. Acknowledgement of the complaint will be mailed or emailed within seven (7) days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.
- c. Upon determination that the complaint warrants an investigation, the complainant is sent a letter, including the name of the investigator/fact-finder, and is provided with his/her rights under Title VI and related statutes.
- d. The respondent is notified by mail that he/she has been named in a complaint and is provided with his/her rights under Title VI and related statutes. The letter also includes the fact-finder's name and informs the respondent that he/she will be contacted for an interview.
- e. A letter or other official correspondence is sent to the appropriate manager and/or department head when the complainant(s) or respondent(s) are located in Metro Government.
- f. The investigator/fact-finder shall prepare a written plan, which includes but is not limited to:
 - Names of the complainant(s) and respondent(s)
 - Basis for the complaint
 - Issues, events or circumstances that caused the person to believe that he/she has been discriminated against
 - Information needed to address the issue
 - Criteria, sources necessary to obtain the information
 - Identification of key people
 - Estimated investigation time line
 - Remedy sought by complainant(s)
- g. An investigation addresses only those issues relevant to the allegations in the complaint. Confidentiality will be maintained as much as possible. Interviews will be conducted to obtain facts and evidence regarding the allegations in the complaint. The investigator will ask questions to elicit information about aspects of the case about which witnesses can provide firsthand information. Interviews can be tape recorded with the interviewee's consent. A chronological contact sheet is maintained in the case file throughout the investigation.

- h. Within 30 to 60 days of receipt of the complaint (if possible) the fact-finder prepares a written report and submits the report and supporting documentation to the METRO PLANNING DEPARTMENT Executive Director for review. After reviewing the file, the Executive Director makes a determination of “probable cause” or “no cause” and prepares a final decision letter in the matter.
- i. In the event the Executive Director finds the complaint is not substantiated, the complainant is also advised of his or her right to appeal, by providing additional information or seeking redress through another entity.
- j. A copy of the complaint and the investigation report will be kept on file in accordance with required record-retention procedures.

6. LIMITED ENGLISH PROFICIENCY

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English can be defined as Limited English Proficient (LEP). Executive Order (EO) 13166 - *Improving Access to Services for Persons with Limited English Proficiency* is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of Federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

The Metro Planning Commission recognizes the increasing racial, ethnic, and linguistic diversity in the city and seeks to provide meaningful access to LEP residents through a plan guided by the Department of Justice’s (DOJ) four-factor analysis. The four factors, DOJ allows publically-funded entities to consider are:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a recipient of federal assistance
2. The frequency with which LEP individuals come into contact with the program or service
3. The nature and importance of the program, activity or service provided by the program to people’s lives
4. The resources available to the grantee/recipient and the associated costs

What the provisions of the METRO PLANNING DEPARTMENT LEP plan?

- Use of Language Line to ensure appropriate translation for clients seeking services from the department
- Publication and distribution of “Know Your Rights” brochures in Spanish and Arabic
- Publication and distribution Title VI posters in Spanish

- Use of I-Speak cards

7. FEDERAL FUNDING

Currently, the METRO PLANNING DEPARTMENT receives direct federal financial assistance from grants or other sources to achieve its goals and initiatives.

8. CONTRACTED PROGRAMS

The department currently holds contracts with outside agencies in the delivery of its programs or services.

9. MINORITY PARTICIPATION ON THE BOARD OF COMMISSIONERS

The METRO PLANNING DEPARTMENT Board of Commissioners and MPO Board Members see attached document.

10. TITLE VI COMPLAINTS RECEIVED LAST YEAR: None

11. DEPARTMENTAL NON-DISCRIMINATION STATEMENT: The Metro Planning Department does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other employment practices because of non-merit factors shall be prohibited.

APPENDIX A: EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF TITLE VI PLAN

I hereby acknowledge the receipt of the Metro Planning Department's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits of the Metro Human Relations Commission on the basis of race, color, or national origin, as protected by *Title VI of the Civil Rights Act of 1964* (42 U.S. C Section 2000d), Executive Order (EO) 13166 - *Improving Access to Services for Persons with Limited English Proficiency*, or any other law or regulation governing the provision of these rights.

All employees of the Metro Planning Department are expected to consider, respect, and observe this policy in their daily work and duties. If a resident approaches you with a question or complaint, invite him or her to complete an intake form, and provide whatever assistance is needed to do so. In the event of any questions, consult with—or direct the client to—the *Title VI Coordinator*. In all dealings with residents, staff members are required to use courtesy titles (i.e., Mr., Mrs., Ms.), to address them without regard to race, color or national origin.

Your Signature _____

Print Your Name _____

Email: _____

Date _____

Title _____

Department _____



Appendix B: TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in Metro Human Relations Commission services, please provide the following information in order to assist us in processing your complaint and sent it to:

Metro Planning Commission
P.O. Box 196300
800 Second Avenue South Nashville, Tennessee 37219

Please print clearly:

Last Name: _____ First Name _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (home) _____ (cell)

Person discriminated against if not self:

Last Name _____ First name _____

Address of person discriminated against: _____

City, State, Zip Code : _____

Please indicate why you believe the discrimination occurred:

_____ RACE

_____ COLOR

_____ NATIONAL ORIGIN

_____ RETALIATION

If you are claiming retaliation, which of the following best applies:

___ BECAUSE YOU FILED A COMPLAINT OF DISCRIMINATION

___ BECAUSE YOU GAVE TESTIMONY OR OTHERWISE PARTICIPATED IN A DISCRIMINATION COMPLAINT

___ BECAUSE YOU OPPOSED OR OBJECTED TO DISCRIMINATION

___ OTHER:

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support this allegation. Date and sign this form in the space below, and send it to the Title VI Coordinator at:

**Metro Planning Commission
P.O. Box 196300
800 Second Avenue South, 2nd. Floor
Nashville, TN 37219**

Your signature

Print your name

Email

Telephone

Date

Metro Funded Contracts

The Metro Planning Department currently receives funded contracts for services and commodity.

Contracted Overview

The Metro Planning Department contracts for consulting for market assessment and redevelopment strategy, GIS updates, community outreach through NashvilleNext and community involvement with web portal development and support of NashvilleNext

Federal Funding Sources

Federal funding to the Metropolitan Planning Organization (MPO) falls into two major categories: (1) annual planning funds used for tasks in the Unified Planning Work Program, and (2) transportation project funds used for projects in the Transportation Improvements Program (TIP). *Unified Planning Work Program (UPWP)*

Contracted Overview

The MPO prepares an annual Unified Planning Work Program which documents the planning activities to be undertaken during the fiscal year. Work program items include federally mandated planning requirements as well as other regional and local planning activities. Planning issues are based on the eight factors of the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), some of which may relate indirectly to equity issues.

Metropolitan Nashville-Davidson County Planning Commission Mission Statement¹

The Planning Commission guides growth and development as Nashville and Davidson County evolve into a more socially, economically and environmentally sustainable community, with a commitment to the preservation of important assets, efficient use of public infrastructure, distinctive and diverse neighborhood character, free and open civic life, and choices in housing and transportation.

Metropolitan Nashville-Davidson County Planning Department

The mission of the Planning Department is to help Nashville and Davidson County evolve into a more sustainable community, guided by efficient use of infrastructure, distinctive and diverse community character, open and vibrant civic life, and choices in housing and transportation focused on improving the quality of life.

Issues:

- a. *The lack of regional cooperation due to the state and local taxing structure, fragmented and ineffective planning, and overuse of natural resources has contributed significantly to a fundamentally unsustainable development pattern characterized by sprawl, pollution and unnecessary resource depletion that will undermine the economic viability of the region and Davidson County and destroy the quality of life that is unique to the area. (Community Planning)*
- b. *The inability to effectively coordinate land use policy and transportation plans, particularly across jurisdictional boundaries, will hamper mobility and prevent Davidson County and the rest of the Nashville region from realizing its maximum economic growth potential. (Land Use and Mobility)*
- c. *A lack of accurate geographic information necessary to make responsible and informed decisions will increase Metro's costs and preclude informed decisions. (Geographic Information Services)*
- d. *The lack of proactive and constructive land development implementation tools and techniques within Davidson County results in increasingly inefficient development patterns and severely inhibits the ability to build sustainable communities. (Community Design and Implementation)*
- e. *The growing inability, and in some cases unwillingness, to understand the actual alternatives available to address the issues of sustainable growth and development will increasingly prevent the community from making responsible and appropriate choices. (Community Leadership)*

¹ NOTE: The achievement of a truly sustainable community requires the integral cooperation of the citizenry, all Metro departments, and state and federal government. It requires a commitment to the vision, goals and objectives contained herein. The active support and engagement of the Parks, Water Services, Public Works, Codes Administration, and Fire Departments, the Metropolitan Transit Authority and MDHA are essential to achievement of the goals outlined.

Community Planning Goal

Over the next five years implement a planning program that increases Metro Council's, developers', and citizens' understanding of growth-related issues and results in comprehensively sustainable community and neighborhood plans by placing a basic premium on the critical importance of:

- *meaningful citizen participation that identifies and preserves distinctive community character and contributes to a shared civic life;*
- *livable and walkable mixed-use neighborhoods with actual and functional transportation choices and housing opportunities that meet the needs of all citizens, regardless of age, income, or family status;*
- *applying sustainable building and development practices as the first principle of choice as opposed to choice of last resort;*
- *appropriate opportunities for context-responsive development² in the Downtown and other neighborhoods well-served by urban infrastructure;*
- *broadened awareness of the need to establish economic competitiveness in the 21st century economy to build the highest possible quality of life.*

Line of Business

1 Planning Policy and Design

The purpose of the Planning Policy and Design Line of Business is to develop sustainable community and neighborhood plans and implementation strategies necessary to achieve comprehensive sustainable development.

Program 1.1: Planning Policy and Design. The purpose of the Planning Policy and Design Program is to develop sustainable community and neighborhood plans and implementation strategies necessary to achieve comprehensive sustainable development.

Result Measure: % increase in land designated by policy as appropriate for “smart growth” projects. **(KEY)**

Output Measure: Number of “smart growth project” opportunity areas identified and planned

Demand Measure: Amount of land available for “smart growth projects”

² Context-responsive development recognizes that communities evolve over time and new development responds to existing design to add value to the built environment that preceded it. Context-responsive development creates desirable blocks and communities where people engage in places to work, to live, to learn, to relax and to shop for daily needs. Streets are an important component of the *public realm* (public spaces where people interact), which help defines a community's aesthetic quality, identity, economic activity, health, social cohesion and opportunity, not just its mobility. Context-responsive development generates buildings that shape and define memorable streets, squares, and plazas, while allowing uses to change easily over time.

Land Use and Mobility Goal

During the next two years, develop a plan that fully integrates community and transportation planning in order to increase transit use, maximize the utilitarian functionality of pedestrian and bicycle networks through mixed use community development patterns that reduce trip lengths, and provides sustainable community and neighborhood development patterns.

Line of Business

2 Regional Transportation Planning

The purpose of the Regional Transportation Planning Line of Business is to provide short and long-term recommendations, budget, coordination, and educational advice to state, regional and local governments, so they can provide diverse and effective transportation options for their citizens.

Program 2.1: Regional Transportation Planning Program: The purpose of the Regional Transportation Planning Program is to provide short and long-term recommendation, budget, coordination, and educational advice to state, regional and local governments, so they can provide diverse and effective transportation options for their citizens.

Result Measure: Increase in the comprehensive mobility index. (Index developed with equal input from **(KEY)**)

1. reduction in VMT per person;
2. increase in bicycle commuting or use;
3. increase in transit usage;
4. increase in pedestrian activity.

Output Measure: The \$\$ amount of projects in the MPO's TIP located in congested corridors that offer alternatives to roadway widening.

Demand Measure: The number of candidate projects requested for inclusion in the MPO's TIP located in congested corridors that offer alternatives to roadway widening.

Efficiency: Percentage of households in the urbanized area with access to transit or non-motorized modes.

Development Implementation Goal

By December 2016, revise land development policies and regulations for a minimum of 60% of the developable (non-maintenance or conservation) land within Davidson County to ensure new development and redevelopment results in sustainable, compact, mixed-use, walkable neighborhoods, designed to provide a unifying sense of place, actual housing and transportation choices, usable public space, and sound environmental stewardship through form-based coding³ and other techniques⁴.

Line of Business

3 Land Development

The purpose of the Land Development Line of Business is to provide design expertise, professional planning advice, and policy and regulatory tools and techniques to decision-makers, developers and the general public so they can have the information and regulatory framework to implement and apply the principles of sustainable development consistent with the community's vision established in the General Plan.

Program 3.1: Land Development Program. The purpose of the Land Development Program is to provide design expertise, professional planning advice, and policy and regulatory tools and techniques to decision-makers, developers and the general public so they can have the information and regulatory framework to implement and apply the principles of sustainable development consistent with the community's vision established in the General Plan.

Result Measure: % of total zoning change applications submitted that requested rezoning to an identified "smart growth" district.⁵ **(KEY)**

Output Measure: Number of zone change applications recommended for approval by Planning Commission that requested rezoning to an identified "smart growth" district.

³ A method of regulating development to achieve a specific urban form. Form-based codes create a predictable public realm primarily by controlling physical form, with a lesser focus on land use, through city or county regulations.

Form-based codes address the relationship between building facades and the public realm, the form and mass of buildings in relation to one another, and the scale and types of streets and blocks. The regulations and standards in Form-based codes, presented in both diagrams and words, are keyed to a *regulating plan* that designates the appropriate form and scale (and therefore, character) of development rather than only distinctions in land-use types. This is in contrast to conventional zoning's focus on the micromanagement and segregation of land uses, and the control of development intensity through abstract and uncoordinated parameters (e.g., FAR, dwellings per acre, setbacks, parking ratios, traffic LOS) to the neglect of an integrated built form. Not to be confused with design guidelines or general statements of policy, Form-based codes are regulatory, not advisory.

Form-based codes are drafted to achieve a community vision based on time-tested forms of urbanism. Ultimately, a Form-based code is a tool; the quality of development outcomes is dependent on the quality and objectives of the community plan that a code implements. Source Form-Based Code Institute

⁴ The very first developments completed based on form-based codes are (in 2008) just beginning to be occupied and subject to property tax on the building improvements. In FY2008 such development demonstrated an increase in property value of 75.4% as compared to value increases of 27.8% in the remainder of the county.

⁵ The following zoning districts are identified as "Smart Growth" districts: Specific Plan, Urban Design Overlay, the Historic Overlays, Downtown Code, and the Alternative zoning districts: RM9-A through RM100-A, MUN-A, MUL-A, MUG-A, OR20-A, OR40-A, ORI-A, and other design-based or Alternative zoning districts which may be added to the code.

Demand Measure: Number of zone change applications received that requested rezoning to an identified “smart growth” district.

Geographic Information Services Goal

Over the next five years, increase the value of Metro’s enterprise GIS by integrating GIS applications into a minimum of 10% more of the Metro Government lines of business.

Line of Business

4 GIS Information Services

The Purpose of GIS Information Services Line of Business is to efficiently provide spatial data and information, applications and geographic analysis to Metro Departments/Agencies, Elected Officials and the general public so they can have the critical information available to make decisions based on accurate data.

Program 4.1: GIS Services and Application Program. The Purpose of GIS Services and Application Development Program is to efficiently provide spatial data and information, applications and geographic analysis to Metro Departments/Agencies, Elected Officials and the general public so they can have the critical information available to make decisions based on accurate data.

Result Measure: Change in the percentage of lines of business that are utilizing Metro’s enterprise GIS in their workflow. **(KEY)**

Output Measure: Percentage of lines of businesses in metro government served by Metro’s enterprise GIS.

Demand Measure: Expected number of lines of businesses requesting access to GIS information or services.

Program 4.2: Geographic Data Maintenance Program. The purpose of the Geographic Data Maintenance Program is to provide accurate geographic and land information products to Planning Department staff, other Metro departments and agencies, and the public, so they can have timely and accurate property and zoning datasets that meet national standards (NSDI) to achieve their objectives and avoid duplication of effort.

Result Measure: Percentage of property and zoning dataset entries made accurately on initial entry

Output Measure: Number of property datasets entries

Demand Measure: Number of property dataset entries expected to be required

Community Leadership Goal

By December 2016 establish a comprehensive leadership culture, including advanced staff and community education, necessary to empower staff and community members with the information to make the informed decisions required to achieve a sustainable community development pattern and maintain and enhance the quality of life.

Line of Business

5 Executive Leadership

The purpose of the Executive Leadership Line of Business is to provide management and leadership services to the department and community by providing tools, information, education and guidance as to critical planning alternatives and options necessary to attain a sustainable community.

Program 5.1: Executive Leadership Program. The purpose of the Executive Leadership Line of Business is to provide management and leadership services to the department and community by providing tools, information, education and guidance as to critical planning alternatives and options necessary to attain a sustainable community.

Result Measure: Reduction in Nashville's carbon footprint **(KEY)**

Output Measure: Actual annual carbon footprint calculation

Demand Measure: Attainment of a carbon neutral footprint

METROPOLITAN PLANNING COMMISSIONERS

COMMISSIONERS	RACE	TERM EXPIRES
James McClean, Chairman	Caucasian/Male	3/17
Hunter Gee, Vice-Chairman	Caucasian/Male	3/16
Stewart Clifton	Caucasian/Male	3/17
Lillian Blackshear	African-American/Female	3/15
Jeff Haynes	Caucasian/Male	3/15
Derrick Dalton	African-American/Male	3/16
Phil Ponder	Caucasian/Male	4/14
Greg Adkins	Caucasian/Male	3/18
Ex Officio: Councilmember	African-American/Male	
Walter Hunt		
Andree LeQuire	Caucasian/Female	
Susan Jones (Legal)	African-American/Female	

MINORITY PARTICIPATION ON THE COMMISSION IS: (7) Caucasian males,
(1) African-American male and (2) African American females and (1) Caucasian Female

MINORITY PARTICIPATION FOR EX OFFICIO IS: (1) African-American Male,
(1) Caucasian/Female and (1) African American/Female

NO COMPLAINTS WERE RECEIVED FOR THE YEAR 2013-14

METROPOLITAN NASHVILLE POLICE DEPARTMENT

Authority

The Metropolitan Nashville Police Department's Title VI Coordinator responsibility lies with the Director, Human Resources Division. This individual reports directly to the Deputy Chief of Police for the Administrative Services Bureau.

The Title VI Coordinator is responsible for educating staff on 1) their responsibilities under Title VI, 2) how to inform clients of their rights under Title VI, 3) how to monitor for compliance with Title VI legislation and, 4) how to maintain and submit any required documentation for Title VI compliance.

Duties may include and may not be limited to the following:

- Conducting annual training for departmental personnel as required;
- Working in conjunction with the Metro Title VI Coordinator to ensure that all new employees of the Metropolitan Nashville Police Department receive Title VI training and information;
- Ensuring that procedures are in place to provide for public notification of rights under Title VI;
- Disseminating all Title VI resources, including posters and brochures, to departmental personnel as required;
- Maintaining Title VI complaint log and conducting any necessary investigations;
- Utilizing necessary monitoring techniques to ensure departmental compliance;
- Submitting annual Title VI plan to grantors in a timely manner;
- Other duties as necessary to ensure Title VI compliance;

The Title VI Coordinator for the Metropolitan Nashville Police Department is:

Suzanne Bibb Director, Human
Resources Division 200 James
Robertson Parkway Nashville, TN
37201 615-862-7351(p) 615-880-
2997(f)

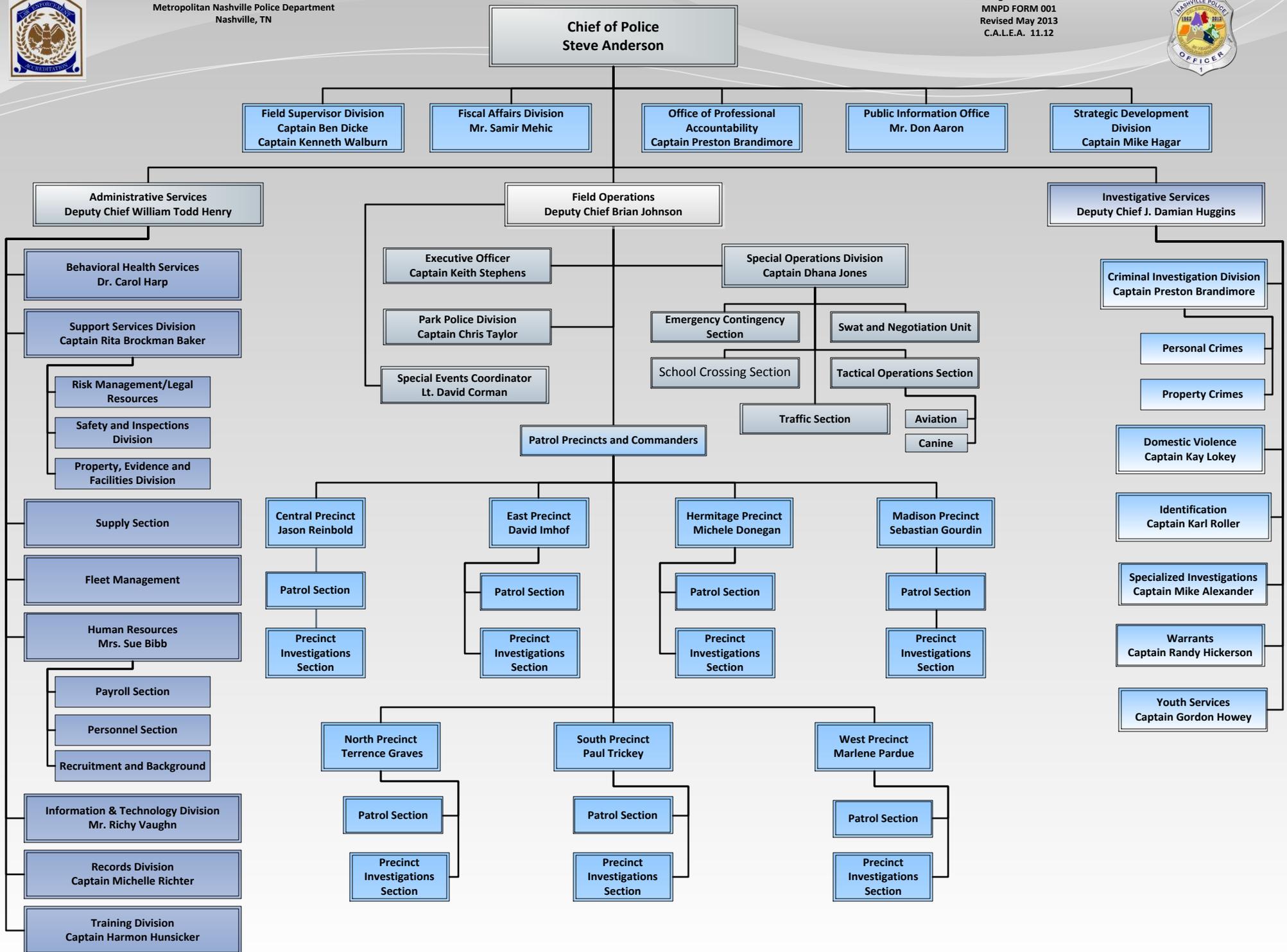
Organizational Environment

Mission Statement

The Mission of the Metropolitan Nashville Police Department is to provide community-based police products to the public so they can experience a safe and peaceful Nashville.

Organizational Chart

A copy of the MNPD organizational chart is attached.



METROPOLITAN PUBLIC DEFENDER

Authority

The Title VI Coordinator for the Public Defender's Office handle questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The Coordinator ensures the Office provides public notification of rights under Title VI, maintains a Title VI complaint log, and ensures that all complaints will be investigated thoroughly. The following person has been designated as this department's Title VI Coordinator:

Annette Crutchfield, Administrative Services Manager
Office of the Metropolitan Public Defender
404 James Robertson Parkway, Suite 2022
Nashville, TN 37219
Phone: 615-880-3711
Fax: 615-313-9352

Organizational Environment

Mission Statement – The mission of the Public Defender's Office is to provide zealous representation and to fight for equal justice for the indigent accused, in accordance with the United States Supreme Court mandate and the Metropolitan Government of Nashville and Davidson County Charter.

Strategic Goals:

Continue to improve the Metropolitan Public Defender's Office level of service in all courts with specific attention paid to the General Sessions Jail and Review dockets.

Explore methods for expanding recruitment of bilingual staff.

Federal Funding

The Public Defender's Office currently receives federal funding for an Edward Byrne Memorial Justice Assistance Grant.

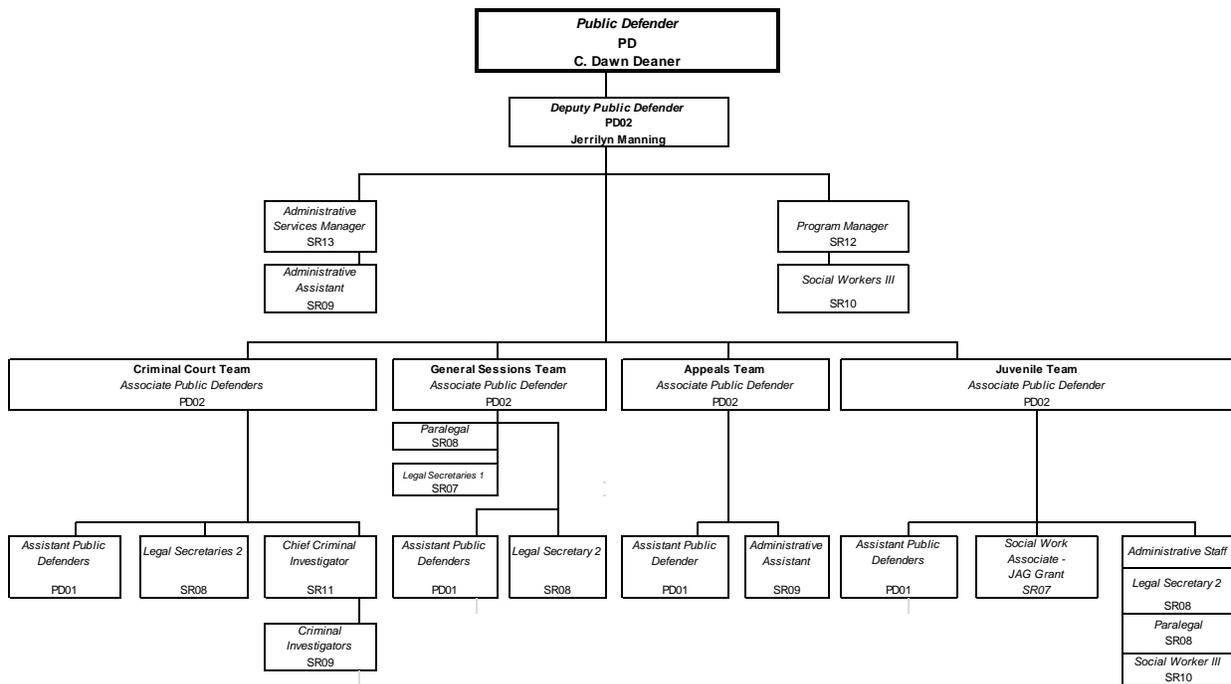
Contracted Program Overview

The Public Defender's Office has not signed any contracts other than grants.

Organizational Chart

The Title VI Coordinator is a member of the Office Administrative Services group. See organizational chart on below.

Metropolitan Public Defender Organizational Chart

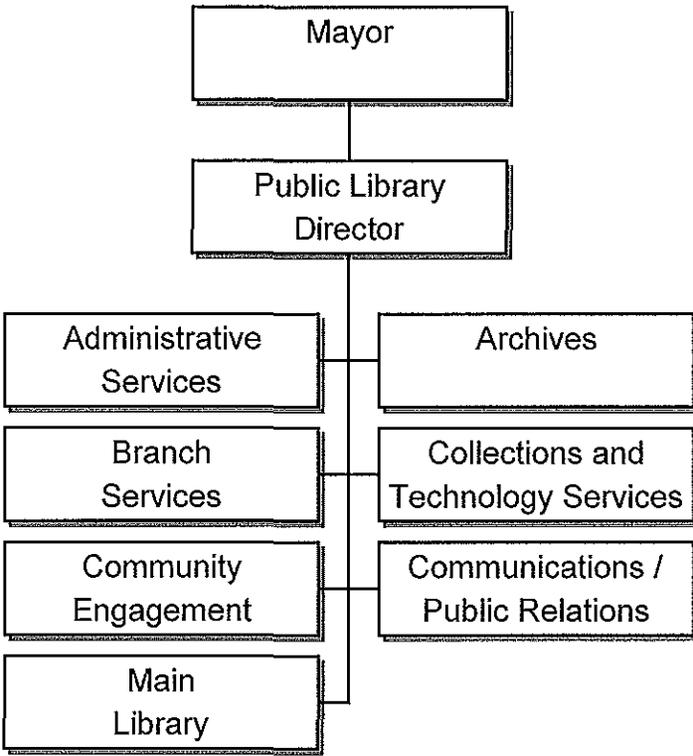


Minority Participation on the X Not applicable _____ Board/Commission.

Number of Complaints Received Last Year- 0

Submitted May 2, 2014

Nashville Public Library
Organizational Structure
FY 2013 - 2014



METROPOLITAN PUBLIC LIBRARY

Authority

The Nashville Public Library is governed by a 7 member board and is responsible to collect and make accessible to the public, printed, electronic, audiovisual, non-print, and broadcast information materials to facilitate the informal self-education of all persons, including the disabled; to enrich and further develop the knowledge of persons undertaking formal education; to encourage recreational reading and constructive use of leisure time; to support the cause of literacy; and to meet the day-to-day informational needs of all persons in the community.

The Library's Title VI Co-Coordinators are Finance Manager, Susan Drye. Title VI responsibilities include compliance planning, monitoring, training and reporting as required by Metro and to various governmental grantors. Ms. Drye is one of 5 Library Associate Directors and her responsibilities include human resources, finance, facilities, and security management for the library system. Her contact information is as follows:

Office- 880-2614

Cell – 418-0091

Email – susan.drye@nashville.gov

Organizational Environment

See attached organizational chart.

DEPARTMENT MISSION

The mission of the Nashville Public Library is to provide information, programs, and reference assistance products to individuals, families, and the larger community so they can enjoy the benefits of reading and life-long learning.

Federal Funding in the Metropolitan Public Library Department

Listed below are various Federal grants received by the Public Library in FY 13-14

PUBLIC LIBRARY

LSTA Library Services for Disadvantaged	INSTITUTE OF MUSEUM AND LIBRARY SERVICES	\$ 6,400.00
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LSTA Library Services for Technology Svcs	INSTITUTE OF MUSEUM AND LIBRARY SERVICES	\$ 4,297.83
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TOTAL

PUBLIC LIBRARY

\$10,697.83

Contracted Program Overview

Listed below are various contract used by the Public Library and a description of how they support our goals and programs

AMERICAN CONSTRUCTORS 18890 Design Build Construction of Goodlettsville Library
AMERICAN PAPER & TWINE 16254 Copy Paper
AMERICAN PAPER & TWINE Trash Bags
AT&T 18341 Telephone Services, Communication Services
A-Z 18336 Office Supplies
BOXES, ETC. 18127 Boxes
CARE SAFETY 18478 Safety supplies
CHILTON TURF CENTER 18111 Small Equipment Maintenance
COMMERCIAL COPY SERVICES 16008 Copy Machines
Cook's Pest Control - Pest Control
Cintas Corporation - Rental of Mats
CMS UNIFORM 16342 Uniform Purchases
DELL ASAP SOFTWARE
DILLINGHAM & SMITH 16232 Plumbing
DILLINGHAM & SMITH 15576 HVAC Repair / Replacement
GOBBELL HAYS PARTNERS, INC. 16085 Engineering Consultant Services
GRAINGER INDUSTRIAL 16699 Various Industrial & Commercial Supplies
NORTHERN SAFETY Safety supplies
RAINS ELECTRIC 16228 Electrical
Richards & Richards Office Records Management, Inc. - Provide secure document destruction services
Ricoh
SIEMENS BUILDING TECH Maint Agreement Fire Alarm System
SOUTHEAST ELECTRIC 16247 Electrical
TRIGREEN EQUIPMENT 18121 Small Equipment Maintenance, Repair Parts
TRITSCHLER'S LANDSCAPE CONT. 16075 General Construction
UNIQUE MANAGEMENT SERVICES INC 14774 Collection Services
WILLIAMS SUPPLY 18566 Electrical Lamps, Hardware & Related Items

Minority Participation on the Public Library Board

1 Asian Female
1 Black Female
1 Other Female
2 White Females
2 White Males

Number of Title VI Complaints Received Last Year - 0

Statement of Non-Discrimination

It is the policy of the Public Library that all persons shall have equal access to facilities and services regardless of race, color, national origin, sex, age, religion or handicap.

METROPOLITAN PUBLIC WORKS

Authority

Public Work's Title VI Coordinator is Yvonne Foote, Administrative Specialist. She reports to the Assistant Director of Finance and Administration. The Title VI responsibilities include compliance planning, monitoring, training and reporting to various governmental grantors and as required by Metro. Contact information for Ms. Foote is as follows:

Office: 615-862-8753

E-mail: Yvonne.foote@nashville.gov

Organizational Environment

(See attached organizational chart)

Mission	The mission of Metro Nashville Public Works is to provide professional expertise, transportation, infrastructure and neighborhood environmental products to people who live, work, travel through, or play in Metro Nashville so they can experience clean neighborhoods, safe and efficient transportation.
Goals	<p>Metro Public Works will continue its commitment to excellence in customer service by striving for: All customer inquiries and requests will be acknowledged by the next working day. Customer inquiries will be appropriately resolved within 30 days, 95% of the time.</p> <p>The construction of all sidewalks scheduled for completion before 2016 will be completed before 2016. By 2016, drivers in Metro Nashville will, on average, experience no worsening of traffic congestion of delays notwithstanding the increased land development and corresponding growth of traffic volume, as evidenced by the annual MPO Travel Time Data.</p> <p>By the end of 2016, citizens in Metro Nashville will experience greater reduction in land filled waste as evidenced by the changes in the Metro Code banning brush & yard waste (July 2011), corrugated cardboard (July 2013) and electronic waste (July 2015) from residential trash collections.</p>

Federal Funding in the Public Works Department

The department has been awarded over \$26.4 million in Federal funds that are used to achieve the goals and initiatives as defined in the departmental mission statement. These resources are primarily applied to capital needs for bikeways, sidewalks, traffic signal systems, streets, roads, intersections and bridges.

Contracted Program Overview

The department utilizes contracts with various firms for professional services related to survey, design and construction monitoring of bikeways, sidewalks, traffic signal systems, streets, roads, intersections and bridges county-wide (GSD and USD) which include:

- Engineering, construction, maintenance and repair services for streets, roads, bridges, sidewalks and bikeways; this includes, but is not limited to, traffic signals, signs, pavement markings, and guardrails
- Implementation of FastTrac infrastructure development program including installation of new infrastructure and support systems
- Certain off-street parking facilities and also on-street parking operations and enforcement
- Recycling and disposal of solid waste
- Refuse collection, street cleaning, and street lighting for the Urban Services District (USD) area only
- Communications to general public about all of the above geared to enhance their mobility, safety and health within Davidson County.

These contracts are vital to the department in attaining its goals.

Minority Participation on the Solid Waste Regional Board* –

13 Members

- 10 Caucasian
- 3 African-American

Minority Participation on the Traffic and Parking Commission* –

9 Members

- 5 Caucasian
- 4 African-American

*Both of these bodies are “non-governing” but are regulatory in nature.

Minority Participation on the Metropolitan Beautification and Environment Commission –

35 Members

- 20 Caucasian
- 7 African-American
- 8 Vacant

Minority Participation on the Vegetation Control Board -

5 Members

- 2 Caucasian
- 1 African-American
- 2 Vacant

Minority Participation on the Tree Advisory Committee –

14 Members

- 13 Caucasian
- 1 African-American

Minority Participation on the Transportation Licensing Commission -

7 Members

- 5 Caucasian
- 1 African-American
- 1 Indian

Number of Complaints Received Last Year – None

Statement of Non-discrimination

In compliance with Title VI of the Civil Rights Act of 1964, Metro Public Works will ensure equal opportunity in all aspects of its programs and services without regard to race, color, or national origin.

Davidson County Sheriff's Office

May 16, 2014

Authority

The Standard's Director serves as the Title VI coordinator for the Davidson County Sheriff's Office. The Title VI Coordinator reports to the Chief Deputy.

The Title VI coordinator is responsible for training and educating all employees annually under Title VI statement, and new employees as well as contract employees and customers.

The Title VI Coordinator for the Davidson County Sheriff's Office is:

Kim Waters

430 3rd Avenue North

Nashville, TN 37201

615-862-8276

Email: kwaters@dcsso.nashville.org

Organizational Environment

AGENCY MISSION

“As a law enforcement agency committed to public safety, we strive to be the leader in the field of corrections, service of civil process, and innovative community-based programs, emphasizing: Accountability, Diversity, Integrity, and Professionalism.”

AGENCY PURPOSE

The purpose of the Davidson County Sheriff's Office is to provide operation and oversight of county correctional facilities, service of civil process, and innovative community outreach projects to the residents of Davidson County so they can experience safer and stronger neighborhoods.

STRATEGIC GOALS

Goal One

Maintain our correctional population within its certified capacity, while continuing to provide programming and effective rehabilitative services and the taxpayer will experience lowered cost as evidenced by:

- 100% of American Correctional Association (ACA) Mandatory standards.
- 98% of American Correctional Association (ACA) non-mandatory standards.
- 100% of Tennessee Correctional Institute (TCI) Mandatory standards.
- 100% US Immigration and Customs Enforcement (ICE) standards.

Goal Two

Continue to find creative means to manage the appropriated funds while seeking alternative sources of revenue to offset the burden levied on Davidson County tax measures:

- 20% of revenue generated as measured against budgeted funds
- Offender per-diem cost per facility
- Cost per service of civil process

- Implementation of technology to improve efficiencies and reduce overall cost

TDOT Funding in the Davidson County Sheriff's Office

- Z13LITIT019 Litter Grant 2013/2014 are used for community outreach to all Davidson County residents, regardless of race, color or national origin. This grant will expire 6/30/14.

Contracted Program Overview

The Davidson County Sheriff's Office enters into contracts following Metro purchasing guidelines' and procedures, which includes the standard language for title VI requirements.

Minority Participation on the Board/Commission-N/A

Number of Complaints' Received Last Year-0

METROPOLITAN SOCIAL SERVICES DEPARTMENT

Authority

It is the responsibility of the Title VI Coordinator to ensure, demonstrate and substantiate Title VI compliance, throughout the department, by means of training, accessibility and dissemination of information.

MSS Title VI Coordinator: Yuri L. Hancock
Human Resource Manager
(615) 862-6405

Organizational Environment

Mission Statement:

To provide research, planning, coordination and family support products to the most vulnerable people in Davidson County so they can experience the best quality of life possible. (Organizational Chart Attached)

Federal Funding in the Metropolitan Social Services Department

The Senior Nutrition Program and Homemaker Program both receive funding from the Area Agency on Aging and Disability of the Greater Nashville Regional Council, as well as Medicaid Waiver funding from the federal government through two Manage Care Providers (MCO). The Homemaker Program also receives funding from the Tennessee Department of Human Services. While our contracts are not with federal agencies, these funds originate at the federal level (Older Americans Act funding and Social Services Block Grant). The funding which is received from these grants and local funds are used to operate the programs.

The MSS **Homemaker Program** provides in-home support services for eligible frail elderly and other adults who have a mental or physical disability. The program assists them with household tasks or personal care, as well specialized homemaker services to children and their families.

Positive Program Impacts include:

- **Socialization** - Increased socialization for the customer
- **Health** - Maintenance of a healthy living environment
- **Independence** - Enhances the independence of elderly and/or disabled individuals by allowing them to remain in their own residences (rather than go to assisted living or nursing home facilities)

- **Stability and Safety** -Reduced number of children at imminent risk of entering state custody, and for children who have already been placed in state custody, services facilitate their return to their own homes to be united with their families

The MSS **Nutrition Program** provides nutritious meals, through senior dining settings, home delivered meals, and nutritional liquid supplements to frail seniors and persons under 60 with disabilities and transportation to congregate meal sites.

Positive Program Impact

- **Socialization** – The program provides non-homebound seniors with the opportunity for activities and socialization, enhancing well-being and mental health. Congregate site participants interact with other participants, while homebound customers maintain regular communication with staff.
- **Independence** – By providing nutritional meals to homebound seniors/disabled persons, they have the opportunity to thrive at home (rather than in nursing homes)
- **Health/Nutrition** – Daily nutritious meals (including appropriate meals for those on special diets) are an important component for healthy living.
- **Family Assurance** – For caregivers or extended family members (who may be at work or live in other locations) they receive assurance that their senior/disabled person receives a daily nutritional meal and staff contact.

Contracted Program Overview

The department uses the funding from the contracts to enhance the capacity for providing services to the community. Without the federal funds, the department's level of services would be dramatically decreased. In addition to the contractual arrangement, the department works with the funding sources in various areas, including advocacy and service planning.

Tennessee Department of Human Services Homemaker

Area Agency on Aging and Disability of the Greater Nashville Regional Council Nutrition, Transportation and Homemaker

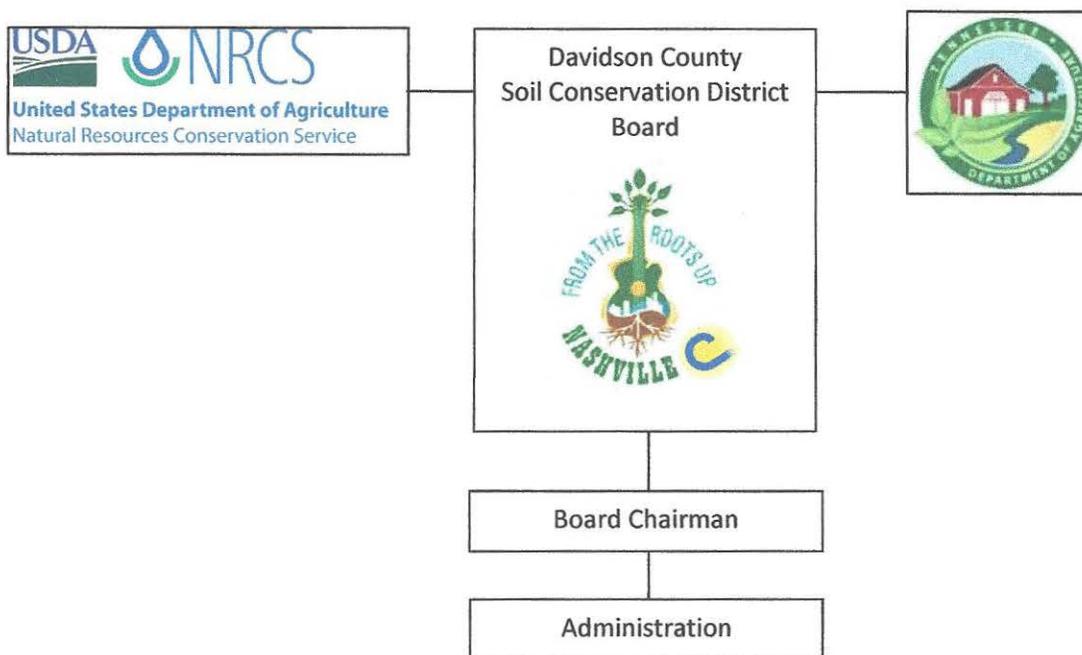
AmeriGroup, Tennessee, Inc.

United Healthcare (formerly AmeriChoice, Inc.)

Minority Participation on the 7 member Board: 2

Number of Complaints Received Last Year: 0

Metropolitan Nashville Soil & Water Conservation Department



Authority : Carol Edwards- Office Administrator -Administer funds from TDA- NRCS/ USDA to landowners under authority of 5 member board- Minority 1 -3M1F

Mission: The mission of the Davidson County Soil Conservation District is to provide conservation planning, education information and technical assistance products to landowners, groups and units of government so they can enhance and benefit from the proper management of natural resources

oil & Water Conservation is in compliance. USDA/NRCS reviews the office and reports are filed. A report with the number of minorities receiving service is filed each year with TN Dept. of Agriculture. Soil & Water has only 1 employee. Employee has completed Federal State & Metro Title VI training.

No Complaints: 0

Statement of Non-Discrimination: (All Material and web-site)

Davidson Soil & water Conservation District offers

All programs and services are offered and are available on a nondiscriminatory basis without regard to race, color, national origin, age, sex, religion, marital status or disabilities

METRO WATER SERVICES

Authority

The Title VI Coordinator is responsible for Title VI plan goals, objectives, implementation and related performance. Responsibilities are outlined in the table below. We have attempted to draft a plan that meets the needs of our Department in proactively achieving the intents and the positive business results of Title VI requirements. Title VI focuses not only on nondiscrimination, but also equity, access, diverse perspective, quality of service, employee and community involvement, and a positive, professional way to act and interact with one another. This recognition results in a commitment to implementation follow-through and performance measurement as critical factors of success. The Title VI Coordinator for Metro Water Services reports to the Director of Metro Water Services and can be contacted as follows:

Charles Boddie, Title VI Coordinator
615-862-7240 or E-MAIL: charles.boddie@nashville.gov

LEADERSHIP TEAM AND COORDINATOR RESPONSIBILITIES

Leadership Team	Coordinator
MWS Director and Leadership Team leads and manages plan implementation	The Coordinator supports the Department with planning and compliance review
<u>Plan Development</u> <ul style="list-style-type: none"> • Establish values, policy, and goals 	<u>Plan Development</u> <ul style="list-style-type: none"> • Develop values, policy, goals and strategies • Describe MWS process for managing concerns about diversity issues • Identify baseline data for collection • Develop compliance review and evaluation process
<u>Plan Implementation</u> <ul style="list-style-type: none"> • Communicate values, policy, and goals • Manage implementation • Collect baseline and compliance review data • Manage process for managing concerns about diversity issues (considering suggestions and adjudicating complaints) • Participate in training Manage public notification of plan, values	<u>Plan Implementation</u> <ul style="list-style-type: none"> • Coordinate training • Plan public notification of plan, values and MWS process for managing concerns about diversity issues

and MWS process for managing concerns about diversity issues	
Leadership Team Responsibilities Continued	Coordinator Responsibilities Continued
<u>Compliance Review</u> <ul style="list-style-type: none"> Review periodic compliance review data Prescribe improvement strategies Manage implementation of improvement strategies 	<u>Compliance Review</u> <ul style="list-style-type: none"> Schedule periodic and annual compliance reviews Analyze compliance review data and general data reflecting performance Evaluate plan implementation and management Develop improvement strategies Report periodic review data and evaluations to Leadership team
<u>Evaluation</u> <ul style="list-style-type: none"> Ensure MWS compliance with legal requirements and exemplary achievement through program diversity Manage continued implementation and implementation of improvement strategies 	<u>Evaluation</u> <ul style="list-style-type: none"> Report annual compliance review data and evaluation to MWS Leadership Team, and Human Resources Develop continued implementation and improvement strategies

Organizational Environment

Mission

The mission of Metropolitan Water Services is to provide drinking water, wastewater treatment, and Stormwater management services to our community so we can enjoy a vital, safe, and dependable water supply and protected environment.

Strategic Goals

Goal One

MWS customers will continue to enjoy recreational activities using streams that are swimmable and fishable (according to state and federal criteria), as evidenced by:

- a. Reduced mileage of (303(d)) Impaired Streams listed in MWS' service area
- b. 99% compliance for all permitted Stormwater and collection system operations
- c. 99% compliance for wastewater effluent quality

Goal Two

MWS will continue to maintain competitiveness, relative to the top 10 rated large public utilities*, for clean, safe water services (water and wastewater), as indicated by:

- a. Cost per MG (million gallons) water treated
- b. Cost per MG (million gallons) of wastewater treatment capacity
- c. Billing cost per customer
- d. # of IODs (injuries on duty)
- e. # of at fault vehicular accidents
- f. # of OSHA/TOSHA (Occupational Safety and Health Administration/Tennessee Occupational Safety and Health Administration) violations
- g. % of bad debt to revenue billed
- h. % non-revenue water
- i. Demand for Stormwater Capital Improvements will show a negative trend, as reflected in the comparison of projects completed vs. projects designed.

**American Waterworks Association (AWWA), Association of Metropolitan Sewage Agencies (AMSA), and Water Environmental Federation (WEF), as applicable*

Goal Three

Customers of MWS will continue to have clean, safe, drinkable water, at levels meeting EPA (Environmental Protection Agency) water production and distribution water quality standards, as indicated by:

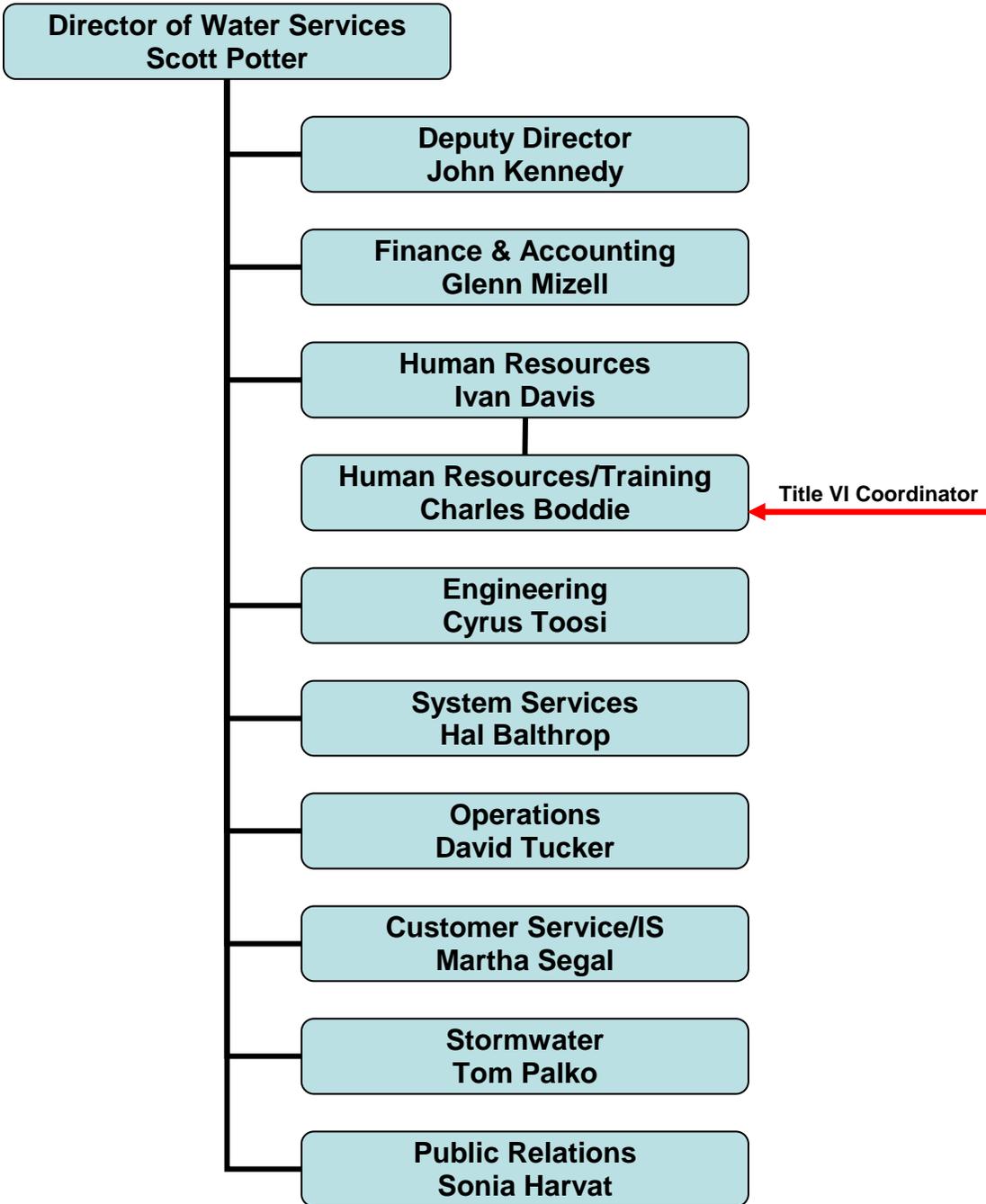
- a) Turbidity levels
- b) Chlorine levels
- c) Bacteria levels
- d) Taste and Odor
- e) Disinfection By-Products

Goal Four

MWS customers will continue to find it easier to do business with MWS and will be provided bills for service that are more accurate and timely, and telephone inquires, when needed, will be answered more quickly and with less time "on hold". These improvements will be evidenced by:

- a. 5%, plus or minus 3%, on average, of calls where customers hang up before receiving call response (call abandonment) 45 seconds or less, on average, that customers are "on hold"
- b. 99% of customer bills, per month, reflecting accurate meter readings meters read accurately per month 99% of customer bills issued on time

Organizational Chart



Federal Funding in the Metropolitan Water Services Department

Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act established the Hazard Mitigation Grant Program (HMGP) in November 1988. Regulations governing the HMGP can be found at [44 Code of Federal Regulations 206](#). It was created to assist states and local communities in implementing long-term hazard mitigation measures following a major disaster declaration.

The Program's objectives are:

- To prevent future losses of lives and property due to disasters
- To implement State or local Hazard Mitigation plans
- To enable mitigation measures to be implemented during immediate recovery from a disaster, and
- To provide funding for previously identified mitigation measures that benefit the disaster area.

Any State and local government entity is eligible. State agencies and other divisions that may have projects that help support hazard mitigation objectives include those involved with natural resources, geological hazards, public works, infrastructure regulation or construction, floodplain management, parks and recreation, and community development.

As an eligible entity, Metro Water Services purchases homes in floodplains and has them demolished. The acquired property on which structures are removed will carry a permanent deed restriction providing that the property be maintained for open-space, recreational, or wetlands management purposes only.

Contracted Program Overview

The Goals of the Department as specified in the Metro Procurement Code

4.44.030 Mandatory duties of the purchasing agent.

- A. Assistance within metropolitan government agencies. Where feasible, the purchasing agent shall provide appropriate staff who shall be responsible to the purchasing agent and who shall serve within designated metropolitan government agencies to assist metropolitan government small and disadvantaged businesses in learning how to do business with the metropolitan government.

Metro utilizes the Office of Minority and Women Business Assistance division of Metro Purchasing to provide assistance to SBE's who are seeking to do business with Metro. The Office of Minority and Women Business Assistance works to ensure that both public and private resources are available to support the development and economic prosperity of small and historically underutilized businesses by collaborating with Metropolitan Nashville Government Departments, and other members of the Nashville business community.

- B. Special Publications. The purchasing agent will give special publicity to procurement procedures and issue special publications designed to assist small and disadvantaged businesses in learning how to do business with the metropolitan government.

The Office of Minority and Women Business Assistance serves as a resource to minority and small businesses providing information and technical assistance in general business development.

- C. Source Lists. The purchasing agent shall compile, maintain and make available source lists of small and disadvantaged businesses for the purpose of encouraging procurement from small and disadvantaged businesses.

MWS utilizes the Metro iProcurement purchasing system for all purchases, unless the procurement is to be by RFP / ITB. MWS employees are trained to use SBE vendors when making purchases via procurement cards, where feasible.

- D. Solicitation Mailing Lists. To the extent deemed by such officer to be appropriate and as may be required by regulation, the purchasing agent shall include small and disadvantaged businesses on solicitation mailing lists.

The Office of Minority and Women Business Assistance serves as a resource to minority and small businesses providing information and technical assistance in general business development.

- E. Solicitation of Small and Disadvantaged Businesses. The purchasing agent shall assure that small and disadvantaged businesses are solicited on each procurement under one thousand dollars and on each other procurement for which such businesses may be suited.

Each RFP has a SBE participation component which receives between 10 and 20 percent weight in the overall evaluation of the project bid / response. The Office of Minority and Women Business Assistance works with SBE vendors regarding bidding opportunities listed on the Purchasing Bid Opportunities Bulletin.

- F. Training Programs. The purchasing agent shall develop special training programs to be conducted by the metropolitan government to assist small and disadvantaged businesses in learning how to do business with the metropolitan government

MWS participated in the Metro Small Business Symposium designed to provide information regarding how to do business with MWS. Construction project, as well as all other bidding processes provide for a pre-bid

conference where questions regarding small and disadvantaged business participation are addressed by Purchasing.

4.44.040 Discretionary duties of the purchasing agent.

- A. Bonding. Notwithstanding other provisions of this the purchasing agent may reduce the level or change the types of bonding normally required or accept alternative forms of security to the extent reasonably necessary to encourage procurement from small and disadvantaged businesses.

MWS requires all project prime contractors to be bonded for the amount of the project bid.

- B. Progress Payments. The purchasing agent may make such special provisions for progress payments as such officer may deem reasonably necessary to encourage procurement from small and disadvantaged businesses.

It is the goal of MWS to make progress payments to contractors within 15 days of receipt of an approved pay estimate.

0% Minority Participation on the Stormwater Management Committee.

Number of Complaints Received Last Year: 0.

Statement of Non-Discrimination:

We have implemented a plan that meets the needs of our Department in proactively achieving the intents and the positive business results of Title VI requirements. Title VI focuses, not only on nondiscrimination, but also equity, access, diverse perspective, quality of service, employee and community involvement, and a positive, professional way to act and interact with one another. This recognition results in a commitment to implementation follow-through and performance measurement as critical factors of success.

Metro Sports Authority

Authority

The Title VI Coordinator for the Metro Sports Authority responds to questions, concerns, complaints, or requests for additional information regarding Title VI of the Civil Rights Act. The following person has been designated as this department's Title VI Coordinator:

Monica C. Fawknorton, Administrative Director
Metro Sports Authority
730 Second Avenue South, Suite 103
Nashville, TN 37210
Phone: 615-880-1021
E-mail: Monica.Fawknorton@nashville.gov

Organizational Environment

Mission Statement – The mission of the Sports Authority is to acquire, improve, repair, operate and maintain professional sports facilities and their surrounding campuses in Metro Nashville and Davidson County, within the provisions of governing contracts

Federal Funding

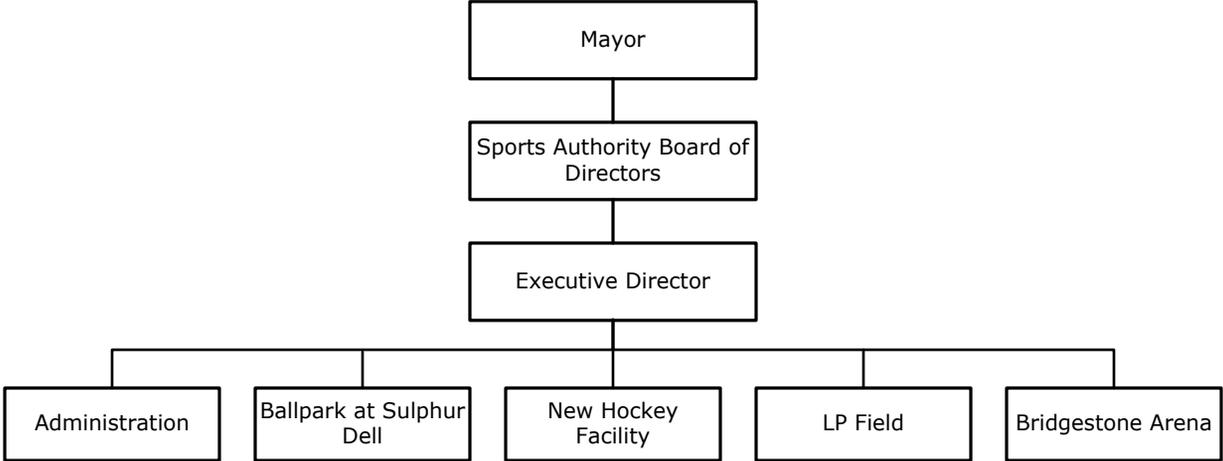
The Metro Sports Authority currently receives no federal funding

Contracted Program Overview

The Sports Authority typically enters into contracts following Metro Purchasing guidelines' and procedures, which includes the standard language for Title VI requirements.

Minority Participation on the Board/Commission: 5 of 13 (38%)

Number of Complaints Received Last Year: 0



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



DAVID A. SMITH
JUVENILE COURT CLERK

JUVENILE JUSTICE CENTER
100 WOODLAND STREET
NASHVILLE, TENNESSEE 37213
(615) 862-7980

Title VI Implementation Plan 2013-14 of the Nashville Davidson County Juvenile Court Clerk's Office

Mission Statement

It is the mission of the Juvenile Court Clerk's Office to provide those persons, utilizing the services of the Juvenile Justice System, with the highest level of efficient and courteous service, in a manner which is fiscally responsible to all citizens of Metropolitan Nashville.

Overview

The role of the Juvenile Court Clerk's office is to provide support to the Juvenile Court in several different areas including but not limited to staff in the Courtroom, the filing of all documents with the Court, and the collection of all fees, fines, court costs and restitution owed to the court. The Juvenile Court Clerk is an independent elected officeholder whose primary duty is record keeper for the Juvenile Court. The Clerk currently employs 28 Deputy Clerks who carry out the functions of the office. The racial/gender/national origin of the staff is as follows: 10 of the 29 staff members are African-American which represents 34% of the staff; the remaining members are Caucasian. There are 22 female and 7 male members of the staff and there are no other persons of a different national origin. The agency has a written non-discrimination policy for hiring its' employees.

Limited English Proficiency

The Department follows the Juvenile Courts procedure in providing interpreters for those persons who have limited English speaking skills. Also, all of the agency's forms are available in Spanish, since the majority of those persons with limited English speak Spanish. However, interpreter services are provided for other languages.

Compliance Review

The Department does not have any subrecipients.

Title VI Training

The Department will be implementing Title VI training for all of its employees in this fiscal year.

Public Notice and Outreach

The Department will continue to ensure all relevant postings of Title VI material is prominently posted for staff and public view. Also, this agency does not have any related boards or commissions.

Federal Dollars received

In fiscal year 2012-2013, the agency had a budget of \$1,524,100 of which \$206,424 were federal funds. This represented 13.5% of the agency's budget for the year. These funds came from federal money set aside for Child Support Enforcement under the federal IV-D law. The agency received these funds as a pass through from the Tennessee Department of Human Services.

Evaluation Procedures

The agency has an appointed Title VI coordinator who attends all meetings for Metropolitan agencies. This person reports all Title VI activities to the Director of Operations for the agency who in turn reports to the elected Juvenile Court Clerk.

APPENDIX A
Metro Nashville Title VI Coordinators

	Department	Title VI Coordinator	Coordinator Status
1	Arts Commission	Leigh Patton & Kana Gaines	Current
2	Beer Board	Julie Hudson	Current
3	Codes Administration	Roy L. Jones	Current
4	Community Education Alliance	Lovette Curry	Current
5	Criminal Court Clerk	Dana Effler & Gina Wattenbarger	Current
6	Emergency Communications - 911	Lynette S. Dawkins	Current
7	Finance	Kimberly Northern	Current
8	Fire	Jamie Summers	Current
9	General Hospital	Lee Holmes	Current
10	General Services	Jerry Hall	Current
11	Metro Public Health	Michelle Westbrook Birdsong	Current
12	Historical Commission	Yvonne Ogren	Current
13	Human Relations Commission	Neal Darby, Jr.	Current
14	Human Resources	Seth Waltenbaugh	Current
15	Information Technology Services	Cyndy Maddox & Jerome Trice	Current
16	Justice Integration Services	Julia Binkley	Current
17	Juvenile Court	Jim Swack	Current
18	Juvenile Court Clerk	Carolyn E. Leek	Current
19	MDHA	Pat Thicklin (pthickli@nashville-mdha.org)	Current
20	Metro Action Commission	Cassandra Johnson-Payne	Current
21	Metro Clerk	Shannon Hall	Current
22	Metro Transit Authority	Amanda Watson	Current
23	Municipal Auditorium	Sharon Hill	Current
24	Nashville Career Advancement Center	Constance L .Caudle	Current
25	Nashville Convention Center	Erin Hampton (@nashvillemcc.com)	Current
26	Office of Emergency Management	Charles Shannon	Current
27	Parks & Recreation	James Gray	Current
28	Planning Commission	Josie Bass	Current
29	Police	Sue Bibb & Michelle Renfro	Current
30	Public Defender	Annette Crutchfield	Current
31	Nashville Public Library	Susan L. Drye & Sherry Adams	Current
30	Public Works	Yvonne Foote	Current
31	Sheriff's Office	Lynn Norris & Kim Waters	Current
32	Social Services	Yuri Hancock	Current
33	Soil & Water Conservation	Carol M. Edwards	Current
34	Transportation Licensing Commission	Yvonne Foote	Current
35	Water Services	Charles Boddie,	Current
36	Metro Sports Authority	Monica Fawknatson	Current
37	Metro Public Schools	Tammy Carpenter @mnps.org	Current

Updated: 6/5/2014
Compliance Coordinator
Neal Darby, Jr.



DP02 | SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2012 American Community Survey 1-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Tennessee			
	Estimate	Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	2,480,090	+/-11,146	2,480,090	(X)
Family households (families)	1,641,665	+/-13,839	66.2%	+/-0.5
With own children under 18 years	681,582	+/-9,505	27.5%	+/-0.4
Married-couple family	1,200,647	+/-14,310	48.4%	+/-0.5
With own children under 18 years	446,140	+/-9,266	18.0%	+/-0.4
Male householder, no wife present, family	110,534	+/-5,718	4.5%	+/-0.2
With own children under 18 years	56,603	+/-3,948	2.3%	+/-0.2
Female householder, no husband present, family	330,484	+/-8,871	13.3%	+/-0.4
With own children under 18 years	178,839	+/-6,499	7.2%	+/-0.3
Nonfamily households	838,425	+/-12,539	33.8%	+/-0.5
Householder living alone	707,365	+/-12,673	28.5%	+/-0.5
65 years and over	243,582	+/-6,820	9.8%	+/-0.3
Households with one or more people under 18 years	778,851	+/-10,474	31.4%	+/-0.4
Households with one or more people 65 years and over	648,299	+/-5,471	26.1%	+/-0.2
Average household size	2.54	+/-0.01	(X)	(X)
Average family size	3.13	+/-0.02	(X)	(X)
RELATIONSHIP				
Population in households	6,302,883	*****	6,302,883	(X)
Householder	2,480,090	+/-11,146	39.3%	+/-0.2
Spouse	1,200,909	+/-14,311	19.1%	+/-0.2
Child	1,858,292	+/-15,225	29.5%	+/-0.2
Other relatives	441,543	+/-14,944	7.0%	+/-0.2
Nonrelatives	322,049	+/-13,610	5.1%	+/-0.2
Unmarried partner	128,682	+/-6,303	2.0%	+/-0.1
MARITAL STATUS				
Males 15 years and over	2,512,605	+/-3,567	2,512,605	(X)
Never married	808,819	+/-10,293	32.2%	+/-0.4
Now married, except separated	1,287,093	+/-14,762	51.2%	+/-0.6
Separated	51,462	+/-3,875	2.0%	+/-0.2
Widowed	66,918	+/-3,334	2.7%	+/-0.1

Subject	Tennessee			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Divorced	298,313	+/-8,792	11.9%	+/-0.3
Females 15 years and over	2,703,797	+/-3,404	2,703,797	(X)
Never married	713,167	+/-10,385	26.4%	+/-0.4
Now married, except separated	1,275,213	+/-15,038	47.2%	+/-0.6
Separated	68,517	+/-4,022	2.5%	+/-0.1
Widowed	268,902	+/-7,673	9.9%	+/-0.3
Divorced	377,998	+/-9,772	14.0%	+/-0.4
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	83,431	+/-5,064	83,431	(X)
Unmarried women (widowed, divorced, and never married)	32,262	+/-3,457	38.7%	+/-3.1
Per 1,000 unmarried women	38	+/-4	(X)	(X)
Per 1,000 women 15 to 50 years old	53	+/-3	(X)	(X)
Per 1,000 women 15 to 19 years old	22	+/-5	(X)	(X)
Per 1,000 women 20 to 34 years old	96	+/-7	(X)	(X)
Per 1,000 women 35 to 50 years old	23	+/-3	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	153,707	+/-7,749	153,707	(X)
Responsible for grandchildren	77,917	+/-5,371	50.7%	+/-2.4
Years responsible for grandchildren				
Less than 1 year	15,139	+/-2,277	9.8%	+/-1.4
1 or 2 years	15,213	+/-2,354	9.9%	+/-1.5
3 or 4 years	11,374	+/-1,700	7.4%	+/-1.1
5 or more years	36,191	+/-3,759	23.5%	+/-2.1
Number of grandparents responsible for own grandchildren under 18 years	77,917	+/-5,371	77,917	(X)
Who are female	48,656	+/-3,457	62.4%	+/-1.8
Who are married	56,730	+/-4,919	72.8%	+/-2.9
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	1,605,001	+/-12,173	1,605,001	(X)
Nursery school, preschool	92,535	+/-4,101	5.8%	+/-0.2
Kindergarten	83,916	+/-4,696	5.2%	+/-0.3
Elementary school (grades 1-8)	664,316	+/-7,462	41.4%	+/-0.5
High school (grades 9-12)	338,173	+/-5,441	21.1%	+/-0.4
College or graduate school	426,061	+/-10,266	26.5%	+/-0.5
EDUCATIONAL ATTAINMENT				
Population 25 years and over	4,336,473	+/-5,288	4,336,473	(X)
Less than 9th grade	249,189	+/-6,902	5.7%	+/-0.2
9th to 12th grade, no diploma	395,031	+/-9,786	9.1%	+/-0.2
High school graduate (includes equivalency)	1,433,642	+/-16,880	33.1%	+/-0.4
Some college, no degree	921,906	+/-12,729	21.3%	+/-0.3
Associate's degree	283,901	+/-9,397	6.5%	+/-0.2
Bachelor's degree	680,286	+/-11,346	15.7%	+/-0.3
Graduate or professional degree	372,518	+/-9,484	8.6%	+/-0.2
Percent high school graduate or higher	(X)	(X)	85.1%	+/-0.3
Percent bachelor's degree or higher	(X)	(X)	24.3%	+/-0.3
VETERAN STATUS				
Civilian population 18 years and over	4,944,681	+/-3,403	4,944,681	(X)
Civilian veterans	475,375	+/-9,118	9.6%	+/-0.2

Subject	Tennessee			
	Estimate	Margin of Error	Percent	Percent Margin of Error
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	6,354,629	+/-2,073	6,354,629	(X)
With a disability	961,025	+/-13,558	15.1%	+/-0.2
Under 18 years	1,490,249	+/-2,924	1,490,249	(X)
With a disability	68,671	+/-4,550	4.6%	+/-0.3
18 to 64 years	3,971,009	+/-3,622	3,971,009	(X)
With a disability	537,176	+/-10,216	13.5%	+/-0.3
65 years and over	893,371	+/-2,925	893,371	(X)
With a disability	355,178	+/-7,445	39.8%	+/-0.8
RESIDENCE 1 YEAR AGO				
Population 1 year and over	6,378,278	+/-4,412	6,378,278	(X)
Same house	5,396,833	+/-24,470	84.6%	+/-0.4
Different house in the U.S.	960,175	+/-23,248	15.1%	+/-0.4
Same county	583,190	+/-17,306	9.1%	+/-0.3
Different county	376,985	+/-13,920	5.9%	+/-0.2
Same state	199,887	+/-9,975	3.1%	+/-0.2
Different state	177,098	+/-10,625	2.8%	+/-0.2
Abroad	21,270	+/-3,181	0.3%	+/-0.1
PLACE OF BIRTH				
Total population	6,456,243	*****	6,456,243	(X)
Native	6,164,602	+/-8,714	95.5%	+/-0.1
Born in United States	6,111,613	+/-9,321	94.7%	+/-0.1
State of residence	3,964,254	+/-26,502	61.4%	+/-0.4
Different state	2,147,359	+/-24,905	33.3%	+/-0.4
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	52,989	+/-4,692	0.8%	+/-0.1
Foreign born	291,641	+/-8,714	4.5%	+/-0.1
U.S. CITIZENSHIP STATUS				
Foreign-born population	291,641	+/-8,714	291,641	(X)
Naturalized U.S. citizen	105,025	+/-5,592	36.0%	+/-1.7
Not a U.S. citizen	186,616	+/-7,904	64.0%	+/-1.7
YEAR OF ENTRY				
Population born outside the United States	344,630	+/-9,321	344,630	(X)
Native	52,989	+/-4,692	52,989	(X)
Entered 2010 or later	2,699	+/-737	5.1%	+/-1.3
Entered before 2010	50,290	+/-4,454	94.9%	+/-1.3
Foreign born	291,641	+/-8,714	291,641	(X)
Entered 2010 or later	27,472	+/-3,655	9.4%	+/-1.2
Entered before 2010	264,169	+/-8,552	90.6%	+/-1.2
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	291,641	+/-8,714	291,641	(X)
Europe	32,967	+/-3,472	11.3%	+/-1.1
Asia	86,456	+/-3,765	29.6%	+/-1.3
Africa	23,525	+/-3,678	8.1%	+/-1.2
Oceania	1,749	+/-796	0.6%	+/-0.3
Latin America	136,646	+/-5,961	46.9%	+/-1.4
Northern America	10,298	+/-1,823	3.5%	+/-0.6

Subject	Tennessee			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	6,056,220	+/-2,640	6,056,220	(X)
English only	5,649,434	+/-10,897	93.3%	+/-0.2
Language other than English	406,786	+/-10,835	6.7%	+/-0.2
Speak English less than "very well"	159,580	+/-7,562	2.6%	+/-0.1
Spanish	235,521	+/-7,533	3.9%	+/-0.1
Speak English less than "very well"	102,225	+/-6,007	1.7%	+/-0.1
Other Indo-European languages	81,217	+/-7,003	1.3%	+/-0.1
Speak English less than "very well"	21,586	+/-3,164	0.4%	+/-0.1
Asian and Pacific Islander languages	57,704	+/-3,967	1.0%	+/-0.1
Speak English less than "very well"	25,302	+/-2,385	0.4%	+/-0.1
Other languages	32,344	+/-4,093	0.5%	+/-0.1
Speak English less than "very well"	10,467	+/-1,998	0.2%	+/-0.1
ANCESTRY				
Total population	6,456,243	*****	6,456,243	(X)
American	1,115,753	+/-25,939	17.3%	+/-0.4
Arab	28,155	+/-4,551	0.4%	+/-0.1
Czech	10,396	+/-2,122	0.2%	+/-0.1
Danish	9,370	+/-2,127	0.1%	+/-0.1
Dutch	79,056	+/-6,399	1.2%	+/-0.1
English	641,241	+/-19,434	9.9%	+/-0.3
French (except Basque)	105,779	+/-7,579	1.6%	+/-0.1
French Canadian	16,969	+/-2,706	0.3%	+/-0.1
German	647,426	+/-15,852	10.0%	+/-0.2
Greek	9,951	+/-1,826	0.2%	+/-0.1
Hungarian	11,776	+/-2,652	0.2%	+/-0.1
Irish	678,568	+/-17,707	10.5%	+/-0.3
Italian	140,684	+/-10,569	2.2%	+/-0.2
Lithuanian	4,926	+/-1,316	0.1%	+/-0.1
Norwegian	27,549	+/-3,497	0.4%	+/-0.1
Polish	66,471	+/-5,858	1.0%	+/-0.1
Portuguese	5,085	+/-1,226	0.1%	+/-0.1
Russian	23,419	+/-4,057	0.4%	+/-0.1
Scotch-Irish	136,327	+/-8,106	2.1%	+/-0.1
Scottish	130,377	+/-8,404	2.0%	+/-0.1
Slovak	3,442	+/-1,108	0.1%	+/-0.1
Subsaharan African	58,709	+/-6,736	0.9%	+/-0.1
Swedish	34,751	+/-4,993	0.5%	+/-0.1
Swiss	12,139	+/-2,254	0.2%	+/-0.1
Ukrainian	5,404	+/-1,907	0.1%	+/-0.1
Welsh	31,405	+/-3,490	0.5%	+/-0.1
West Indian (excluding Hispanic origin groups)	9,742	+/-2,423	0.2%	+/-0.1

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Ancestry listed in this table refers to the total number of people who responded with a particular ancestry; for example, the estimate given for Russian represents the number of people who listed Russian as either their first or second ancestry. This table lists only the largest ancestry groups; see the Detailed Tables for more categories. Race and Hispanic origin groups are not included in this table because official data for those groups come from the Race and Hispanic origin questions rather than the ancestry question (see Demographic Table).

Data for year of entry of the native population reflect the year of entry into the U.S. by people who were born in Puerto Rico, U.S. Island Areas or born outside the U.S. to a U.S. citizen parent and who subsequently moved to the U.S.

Fertility data are not available for certain geographic areas due to problems with data collection. See Errata Note #92 for details.

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

While the 2012 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2012 American Community Survey

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

**MEMBERS OF THE METROPOLITAN COUNCIL
2011-2015**

<u>VICE MAYOR & PRESIDENT</u>	<u>Address</u>	<u>Telephone</u>	
		<u>Business</u>	<u>Residence</u>
NEIGHBORS, Diane	One Public Square, Suite 204 P. O. Box 196300 (37219)	880-3357	226-6073
 <u>COUNCIL MEMBERS AT LARGE</u>			
BARRY, Megan	2017 20 th Avenue, South (37212)		480-3008
STEINE, Ronnie	319 Whitworth Way (37205)		385-9757
GARRETT, Tim	1922 Tinnin Road, Goodlettsville (37072)		859-1047
TYGARD, Charlie	617 Poplar Creek Trace (37221)	256-7146	646-3295
MAYNARD, Jerry	941 35 th Avenue, North (37209)		942-6233
 <u>DISTRICT COUNCIL MEMBERS</u>			
1. MATTHEWS, Lonnell, Jr.	2733 Cato Ridge Drive (37218)		876-2319
2. HARRISON, Frank	1817 Glade Street (37207)		228-7693
3. HUNT, Walter	3616 Trail Hollow Lane, Whites Creek (37189)		876-3367
4. BANKS, Brady	5845 Brentwood Trace, Brentwood (37027)		663-1037
5. DAVIS, Scott	206 Queen Avenue (37207)		554-9730
6. WESTERHOLM, Peter	1502 Long Avenue (37206)		429-4042
7. DAVIS, Anthony	1516 Dugger Drive (37206)		775-8746
8. BENNETT, Karen	2832 Alhambra Circle (37207)		228-8107
9. PRIDEMORE, Bill	1537 Neely's Bend Road, Madison (37115)		915-1419
10. PARDUE, Doug	2086 Graceland Drive, Goodlettsville (37072)	305-3945	859-9370
11. VACANT			
12. GLOVER, Steve	4156 Central Pike, Hermitage 37076		883-1378
13. STITES, Josh	1920 Deep Woods Trail (37214)		583-9271
14. STANLEY, Bruce	3211 Downeymeade Court (37214)		889-6697
15. CLAIBORNE, Phil	2911 Western Hills Drive (37214)		889-2907
16. TENPENNY, Tony	3000 Mavert Drive (37211)		506-2016
17. MOORE, Sandra	916 Benton Avenue (37204)		386-9246
18. ALLEN, Burkley	3521 Byron Avenue (37205)		383-6604
19. GILMORE, Erica	1022 10 th Avenue, North (37208)		248-8852
20. BAKER, Buddy	6357 Alamo Place (37209)		356-0714
21. LANGSTER, Edith	2423 Underwood Street (37208)		320-5783
22. WEINER, Sheri	417 W.F. Rust Court (37221)		347-7544
23. EVANS, Emily	113 Pembroke Avenue (37205)		356-3238
24. HOLLEMAN, Jason	4210 Park Avenue (37209)		579-8929
25. McGUIRE, Sean	1126 Duncanwood Drive (37204)		260-2634
26. HARMON, Chris	707 Desmond Drive (37211)		405-7132
27. BLALOCK, Davette	769 Huntington Parkway (37211)	485-6563	831-5525
28. DOMINY, Duane A.	101 Cherokee Place, Antioch (37013)		831-0774
29. JOHNSON, Karen Y.	2928 Moss Spring Drive, Antioch (37013)		977-6721
30. POTTS, Jason	3914 East Ridge Drive (37211)	491-6857	332-0568
31. BEDNE, Fabian	6649 Sugar Valley Drive (37211)		829-6226
32. DOWELL, Jacobia	2609 Welshcrest Drive, Antioch (37013)		731-3177
33. DUVALL, Robert	208 Cambridge Place, Antioch (37013)		957-7313
34. TODD, Carter	4005 Wallace Lane (37215)		305-8903
35. MITCHELL, Bo	6421 Riverplace Drive (37221)		477-6718

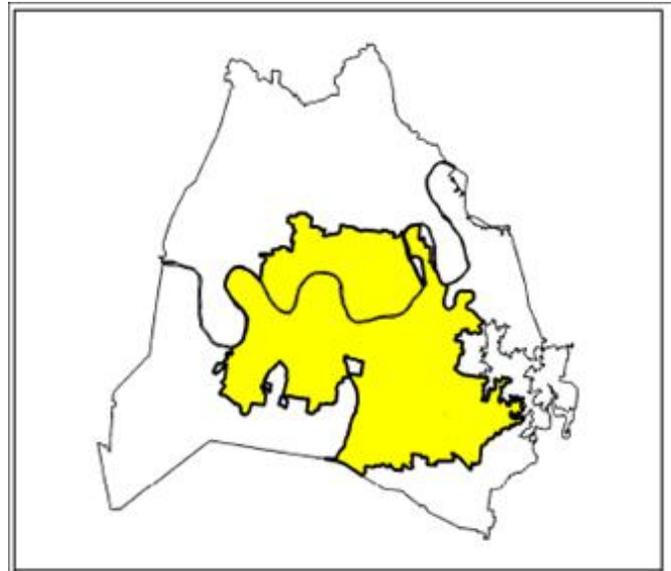
Organizational Chart of Operating Departments and the Metropolitan Government of Nashville & Davidson County Form of Government

On April 1, 1963 the governments of the City of Nashville and Davidson County were consolidated into a single "Metropolitan Government of Nashville and Davidson County," under which the boundaries of the City of Nashville and Davidson County are coextensive.

The executive and administrative powers are vested in the Mayor, who is elected at large for a four-year term. The Mayor is authorized to administer, supervise and control all departments and to appoint all members of boards and commissions. A two-thirds vote of the legislative body, the Council, is required to override the Mayor's veto. The Charter also provides for a Vice-Mayor, who is elected at large for a four-year term and is the presiding officer of the Council. The Council is composed of 40 members who are elected for four-year terms.

The Charter provides a framework for local government in Nashville to serve the needs of two service districts: (i) the General Services District (the "GSD") and (ii) the Urban Services District (the "USD"). The GSD embraces the entire area of Davidson County and its residents are taxed to support those services, functions and debt obligations which are deemed properly chargeable to the whole population. Such services include general administration, police, fire protection, courts, jails, health, welfare, hospitals, streets and roads, traffic, schools, parks and recreation, airport facilities, auditoriums, public housing, urban renewal, planning and public libraries.

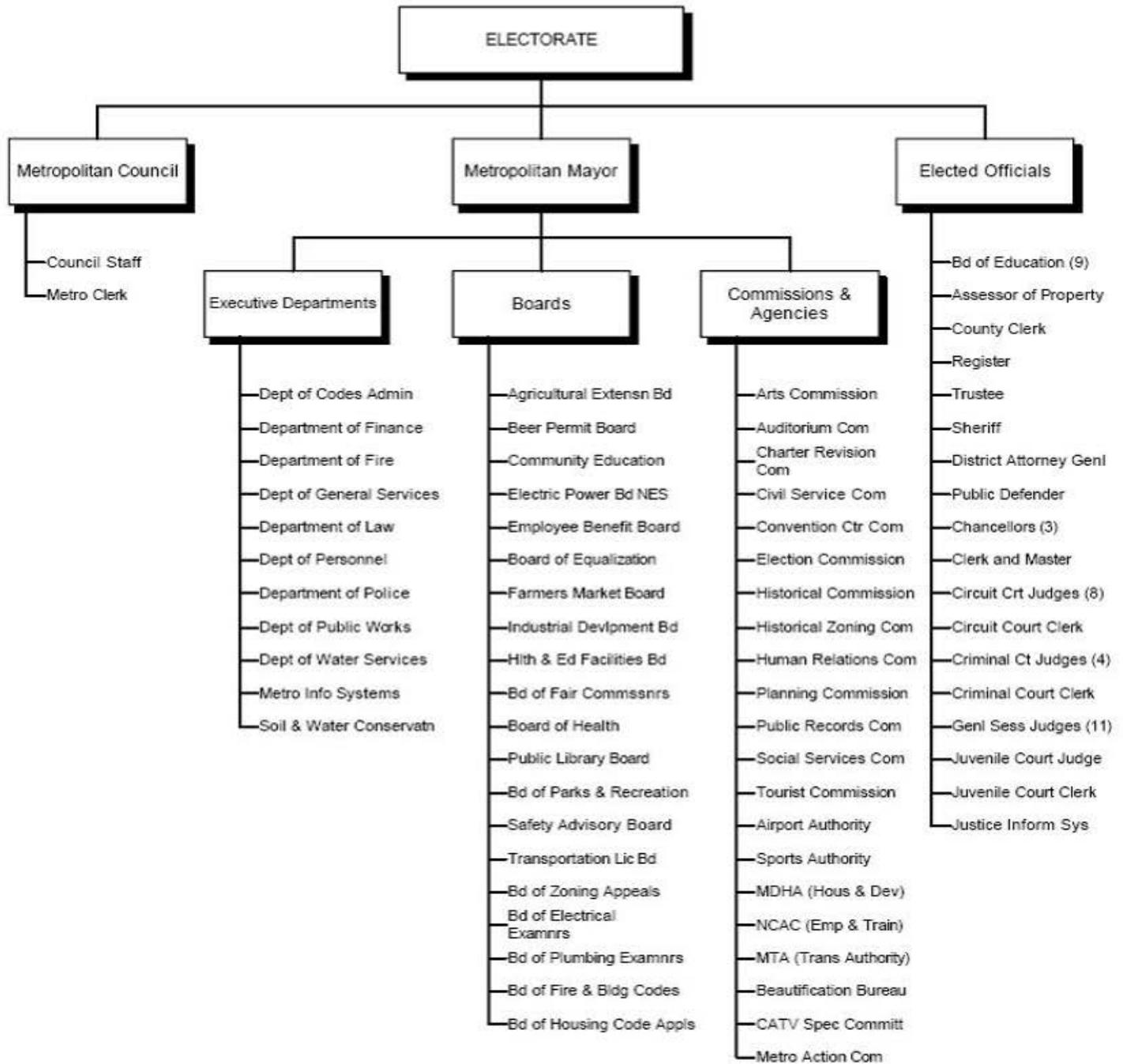
The original USD conformed to the corporate limits of the City of Nashville as they existed on April, 1963, the date of consolidation. USD residents are charged an additional tax to support those services, functions and debt obligations which benefit only the USD. Such services include additional police protection, storm sewers, street lighting and refuse collection. The Charter provides: "The area of the Urban Services District may be expanded and its territorial limits extended by annexation whenever particular areas of the General Services District come to need urban services, and The Metropolitan Government becomes able to provide such service within a reasonable period which shall be no greater than one year after ad valorem taxes in the annexed area become due." Since April 1, 1963 the area of the USD has been expanded from 72 square miles to 152 square miles.



The USD (shaded area) is a subset of the GSD.

THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

ORGANIZATION CHART



Title VI Report, FY13-14

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
ARTS COMMISSION			
NATIONAL ENDOWMENT FOR THE ARTS	Major Cultural Institution 14	\$71,000.00	6/30/2014
NATIONAL ENDOWMENT FOR THE ARTS	Art Works 13-14	\$25,000.00	12/31/2014
DISTRICT ATTORNEY			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
U.S. DEPARTMENT OF JUSTICE	VOCA Hispanic, Child, and Family 12-15	\$474,948.00	6/30/2015
ELECTION COMM.			
U.S. ELECTION ASSISTANCE COMMISSION	Computer Hardware and Software 13-14	\$1,539.61	6/30/2014
U.S. ELECTION ASSISTANCE COMMISSION	Voting Machines Lease 14-14	\$140,000.00	6/30/2014
FINANCE DEPARTMENT			
U.S. DEPARTMENT OF HOMELAND SECURITY	FLOOD Public Assistance 10-15 01	\$54,043,914.83	4/29/2015
FIRE DEPARTMENT			
U.S. DEPARTMENT OF HOMELAND SECURITY	Assistance to Firefighters 12-14	\$552,040.00	3/1/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	Staffing for Adequate Fire and Emergency Response (SAFER) 12-14	\$4,201,120.00	10/17/2014
HEALTH DEPARTMENT			
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution 105 09-11	\$1,763,956.00	9/30/2014
ENVIRONMENTAL PROTECTION AGENCY	Air Pollution Section 103 Near Roadside12-13	\$200,000.00	12/31/2013
ENVIRONMENTAL PROTECTION AGENCY	U.S. EPA PM2 Air Pollution 103 08-14	\$805,000.00	3/31/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV-AIDS Prevention, Surveillance, STD, Rapid Testing and CAPUS 14-14	\$1,194,700.00	12/31/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV Emergency Relief 13-14	\$4,629,674.00	2/28/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Healthy Start Initiative - Eliminating Racial Ethnic Disparities 13-14	\$716,143.00	5/31/2014

APPENDIX E

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Family Planning 12-17	\$4,273,000.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Immunization Service 13-13	\$518,500.00	12/31/2013
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Commodity Supplemental Food Program (CSFP) 13-14	\$237,000.00	9/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Healthy Start Initiative - Eliminating Racial Ethnic Disparities 12-14	\$809,920.00	5/31/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Women, Infant and Children (WIC) 13-14	\$4,486,000.00	9/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Breast and Cervical Cancer Screening 11-14	\$262,200.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Healthy Start 14	\$610,400.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Commodity Supplemental Food Program (CSFP) 12-13	\$235,400.00	9/30/2013
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tuberculosis Control, Prevention and Outreach Services 14	\$1,414,200.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tobacco Use Prevention Services 14-15	\$42,500.00	3/31/2015
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Children's Special Services 14	\$767,100.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Breast and Cervical Cancer Screening 14-17	\$267,000.00	6/30/2017
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Health Promotion Services 14	\$116,000.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Chronic Disease Management and School Health Promotion Services 14-18	\$353,000.00	6/30/2018
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Tobacco Use Prevention Services 13-14	\$42,500.00	3/28/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Immunization Service 14-14	\$512,400.00	12/31/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV Emergency Relief 14-15	\$1,298,099.00	2/28/2015
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	HIV-AIDS Prevention, Surveillance, STD, Rapid Testing and CAPUS 13-13	\$1,138,500.00	12/31/2013
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Environmental Health Specialist Network 14	\$107,100.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Help Us Grow Successfully (HUGS) 9-14	\$3,051,000.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Bioterrorism 14	\$848,800.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Pathways to Responsible Fatherhood 13-14	\$1,589,107.00	9/29/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Pathways to Responsible Fatherhood 12-13	\$2,441,777.29	9/30/2013

JUSTICE INTEG. SVCE.

APPENDIX E

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
JUVENILE COURT			
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Child Support Enforcement, Title IV-D 14	\$907,624.10	6/30/2014
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
U.S. DEPARTMENT OF JUSTICE	Juvenile Accountability Block Grant (JABG) 14	\$60,869.00	6/30/2014
MAYOR'S OFFICE			
U.S. DEPARTMENT OF ENERGY	ARRA Southeast Energy Efficiency Alliance Community Retrofit Ramp-Up Consortium 10-13	\$887,005.00	9/30/2013
U.S. DEPARTMENT OF JUSTICE	Title V Delinquency Prevention 13-14	\$17,700.00	9/30/2014
METRO ACTION			
U.S. DEPARTMENT OF AGRICULTURE	Child and Adult Care Food Program NAZA 12-13	\$51,438.00	9/30/2013
U.S. DEPARTMENT OF AGRICULTURE	Child and Adult Care Food Program 12-13	\$917,991.00	9/30/2013
U.S. DEPARTMENT OF AGRICULTURE	Child and Adult Care Food Program 13-14	\$915,000.00	9/30/2014
U.S. DEPARTMENT OF AGRICULTURE	Child and Adult Care Food Program NAZA 13-14	\$57,000.00	9/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Energy Assistance Program (LIHEAP) (FY14) 13-13	\$1,246,800.00	9/30/2013
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Community Services Block Grant (CSBG) 14	\$1,350,700.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Head Start /Early Head Start 14	\$11,387,646.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	Low Income Home Energy Assistance Program (LIHEAP) 13-14	\$3,259,717.43	9/29/2014
MNPS			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
NCAC			
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 12-14	\$315,238.00	6/30/2014
U.S. DEPARTMENT OF LABOR	WIA Adult 12-14(b)	\$1,903,054.00	6/30/2014
U.S. DEPARTMENT OF LABOR	Tennessee Works Act - OJT 12-13	\$55,000.00	11/15/2013
U.S. DEPARTMENT OF LABOR	Incumbent Worker 12-13	\$100,000.00	9/30/2013

APPENDIX E

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 12-14(b)	\$1,829,917.00	6/30/2014
U.S. DEPARTMENT OF LABOR	Incentive 14-15	\$68,173.00	6/30/2015
U.S. DEPARTMENT OF LABOR	Incumbent Worker 14-14	\$63,000.00	12/31/2014
U.S. DEPARTMENT OF LABOR	Youth Work Experience Pilot 14-14	\$41,744.00	6/30/2014
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 13-15(b)	\$2,161,685.00	6/30/2015
U.S. DEPARTMENT OF LABOR	WIA Adult 13-15(b)	\$1,845,287.00	6/30/2015
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker 13-15	\$229,686.00	6/30/2015
U.S. DEPARTMENT OF LABOR	WIA Adult 13-15	\$48,896.00	6/30/2015
U.S. DEPARTMENT OF LABOR	WIA Adult 12-14	\$157,191.00	6/30/2014
U.S. DEPARTMENT OF LABOR	WIA Youth 12-14	\$2,038,772.00	6/30/2014
U.S. DEPARTMENT OF LABOR	WIA Youth 13-15	\$2,054,161.00	6/30/2015
U.S. DEPARTMENT OF LABOR	WIA Dislocated Worker - Rapid Response 13-14	\$312,582.00	6/30/2014
U.S. DEPARTMENT OF LABOR	Incentive Funds 13-13	\$27,083.00	12/31/2013
OFFICE OF EMERG. MGMT.			
U.S. DEPARTMENT OF HOMELAND SECURITY	Public Assistance FEMA Declaration 1978-DR-TN 11-16	\$22,778.03	4/3/2016
U.S. DEPARTMENT OF HOMELAND SECURITY	Port Security 11-14	\$1,000,046.00	8/31/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	FY11 Homeland Security 11-14	\$662,595.17	6/30/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	Emergency Management Performance 12-14	\$183,350.00	6/30/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	FY12 Homeland Security 12-14	\$265,909.00	5/31/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	2013 Homeland Security 13-15	\$211,357.00	9/30/2015
PARKS & RECREATION			
NATIONAL INSTITUTES OF HEALTH/NATIONAL HEART,LUNG, AND BLOOD INSTITUTE	Growing Right Onto Wellness (GROW) 10-14	\$643,363.67	4/30/2014
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
U.S. DEPARTMENT OF TRANSPORTATION	ARRA TSU Connector Greenway 09-15	\$1,074,608.00	9/30/2015

APPENDIX E

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF TRANSPORTATION	Riverside Drive Connector Trail 11-14	\$72,547.00	5/31/2014
U.S. DEPARTMENT OF TRANSPORTATION	Stones River Greenway	\$8,200,000.00	
PLANNING COMMISSION			
U.S. DEPARTMENT OF TRANSPORTATION	Nashville Expanded Urbanized Area 13-15	\$1,158,588.00	9/30/2015
U.S. DEPARTMENT OF TRANSPORTATION	Short-Range Transit Planning Activities 11-16	\$777,545.00	6/30/2016
U.S. DEPARTMENT OF TRANSPORTATION	Short-Range Transit Planning Activities 10-15	\$399,082.00	11/30/2015
U.S. DEPARTMENT OF TRANSPORTATION	Transportation Planning and Coordination 13-15	\$3,703,004.00	9/3/2015
U.S. DEPARTMENT OF TRANSPORTATION	Transportation Planning & Coordination 11-13	\$4,183,451.00	9/30/2013
U.S. DEPARTMENT OF TRANSPORTATION	Regional Household Travel Survey 11-13	\$187,500.00	9/30/2013
POLICE DEPARTMENT			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 11-14	\$666,280.00	9/30/2014
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 13-16	\$490,328.00	9/30/2016
U.S. DEPARTMENT OF JUSTICE	GREAT Regional Training Center 11-12	\$620,000.00	9/30/2014
U.S. DEPARTMENT OF JUSTICE	Gang Resistance Education And Training (G.R.E.A.T.) 11-12	\$100,000.00	9/30/2014
U.S. DEPARTMENT OF JUSTICE	Crime Victim Assistance-Victims of Crime (VOCA) 12-15	\$163,578.00	6/30/2015
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant (JAG) 12-15	\$522,006.00	9/30/2015
U.S. DEPARTMENT OF JUSTICE	Bulletproof Vest Partnership 12-14	\$28,193.26	8/31/2014
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b) (All)	\$857,577.00	9/30/2013
U.S. DEPARTMENT OF JUSTICE	Gang Resistance Education And Training (G.R.E.A.T.) RTC 13-15	\$325,000.00	9/30/2015
U.S. DEPARTMENT OF JUSTICE	Outreach and Collaboration-Victims of Crime (VOCA) 14-15	\$112,000.00	6/30/2015
U.S. DEPARTMENT OF TRANSPORTATION	Governor's Highway Safety Alcohol Saturation 12-13	\$399,888.58	9/30/2013
U.S. DEPARTMENT OF TRANSPORTATION	Governor's Highway Safety Alcohol Saturation 13-14	\$399,089.55	9/30/2014
PUBLIC DEFENDER			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013

APPENDIX E

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
PUBLIC LIBRARY			
INSTITUTE OF MUSEUM AND LIBRARY SERVICES	LSTA Technology 13-14	\$4,298.00	4/30/2014
PUBLIC WORKS			
U.S. DEPARTMENT OF TRANSPORTATION	Shelby Ave. Gateway Blvd. 09-17	\$5,200,000.00	10/1/2017
U.S. DEPARTMENT OF TRANSPORTATION	Harding Place Sidewalk and Bikeways 10-15	\$862,840.20	8/25/2015
U.S. DEPARTMENT OF TRANSPORTATION	Safe Routes to Schools Tom Joy Elementary 10-13	\$220,349.00	10/20/2013
U.S. DEPARTMENT OF TRANSPORTATION	Gateway to Heritage Phase 1 08-13	\$608,000.00	9/17/2013
U.S. DEPARTMENT OF TRANSPORTATION	Flood May 2010 Reimbursements 14-16	\$265,826.14	6/1/2016
U.S. DEPARTMENT OF TRANSPORTATION	Jefferson Street Intersection Improvement 08-17	\$920,808.00	6/1/2017
U.S. DEPARTMENT OF TRANSPORTATION	Intersection Improvements 08-17	\$5,850,000.00	12/31/2017
U.S. DEPARTMENT OF TRANSPORTATION	Signal System Upgrade Phase 3B 11-14	\$600,000.00	12/31/2014
U.S. DEPARTMENT OF TRANSPORTATION	Harding Place Pedestrian Network Enhancement: Phase 1 - Nolensville Pike to Tampa Drive 11-16	\$1,899,640.00	8/1/2016
U.S. DEPARTMENT OF TRANSPORTATION	ATIS Phase 1B - Traffic Detection and Monitoring System 11-14	\$1,640,000.00	12/31/2014
SHERIFF			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
SOCIAL SERVICES			
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Transportation Services (Nutrition Services) 14	\$70,000.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Personal Care (Options) 14	\$13,330.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Homemaker Services (Options) 14	\$58,900.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Nutrition HCBS (Options) 14	\$58,200.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Nutrition Services IIIC (Nutrition Services) 14	\$408,461.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Nutrition Services NSIP (Nutrition Services) 14	\$110,679.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Home Delivered Meals - State (Nutrition Services) 14	\$57,417.00	6/30/2014
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	SSBG Homemaker 14	\$301,000.00	6/30/2014

APPENDIX E

<i>GRANTOR</i>	<i>TITLE</i>	<i>AWARD</i>	<i>GRANT END DATE</i>
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES	GNRC Home Delivered Meals III C2 (Nutrition Services) 14	\$281,672.00	6/30/2014
U.S. DEPARTMENT OF HOUSING & URBAN DEV.	HUD CDBG Five Year Plan 14-15	\$200,000.00	1/20/2015
STATE TRIAL COURTS			
U.S. DEPARTMENT OF JUSTICE	Justice Assistance Grant 09-13 (b)	\$0.00	9/30/2013
WATER & SEWER			
U.S. DEPARTMENT OF HOMELAND SECURITY	FLOOD Delray Drive-West Hamilton Home Buyout 10-13	\$8,280,204.00	12/31/2013
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Benzing Road/Park Terrace Home Buyout 11-14	\$13,329,032.50	11/7/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Pennington Bend Home Buyout 11-14	\$5,112,161.50	11/7/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	FLOOD Miami Avenue Home Buyout 11-14	\$7,734,510.00	10/10/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	FLOOD West Hamilton/Hite St 41 Home Buyout 11-14	\$4,559,616.50	2/22/2014
U.S. DEPARTMENT OF HOMELAND SECURITY	Flood Yale Avenue Home Buyout 12-15	\$3,136,127.00	8/1/2015

**Fiscal Year 2013 Disadvantaged Business Report
FY 14 Fiscal Yr. (July 1, 2013 - April 25, 2014)**

	Disadvantaged Business														Totals		
	Ethnic Minority Male Only					Total Male Ethnic Minority	Woman Owned						OS&E*	Total Disadvantaged Business	Non-Ethnic Male	Total of All Business	
	African American	Hispanic	Asian	Native American	Non-Specific Male Minority		African American	Hispanic	Asian	Native American	Non-Specific Female Minority	Non-Ethnic Female					Total Woman Owned
1 Agricultural Extension	0	0	0	0	0	\$0	0	0	0	0	0	82	\$82	0	\$82	10,395	\$82
2 Arts Commission	999	0	0	683	0	\$1,682	500	200	0	0	0	151,518	\$152,218	0	\$153,900	279,730	\$433,630
3 Auditorium Commission	0	0	0	12,275	0	\$12,275	0	0	0	0	467	62,748	\$63,215	0	\$75,490	1,088,953	\$1,164,443
4 Beer Permit Board	0	0	0	4,698	0	\$4,698	0	0	0	0	0	336	\$336	0	\$5,034	68,583	\$73,617
5 Community Education	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
6 Convention Center	75,005	1,149	0	7,833	0	\$83,987	0	0	0	0	0	82,702	\$82,702	0	\$166,689	838,485	\$1,005,174
7 Election Commission	0	0	0	6,016	0	\$6,016	0	0	0	0	3,507	168	\$3,675	0	\$9,691	1,076,140	\$1,085,831
8 Farmer's Market	255,371	0	0	360	0	\$255,731	12,540	0	0	1,093	4,560	3,379	\$21,572	0	\$277,303	622,277	\$899,580
9 Historical Commission	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
10 Human Relations	0	0	0	353	0	\$353	1,759	0	0	0	0	443	\$2,202	0	\$2,555	24,188	\$26,743
11 Justice Integration Systems	0	0	0	1,589	0	\$1,589	0	0	0	0	0	0	\$0	0	\$1,589	199,170	\$200,759
12 Library	272,360	18,447	0	55,479	0	\$346,286	0	0	0	0	3,213	349,441	\$352,654	0	\$698,940	4,322,188	\$5,021,128
13 Metro Action Commission	390,674	1,150	3,547	102,649	0	\$498,020	22,400	0	0	0	2,400	87,114	\$111,914	0	\$609,934	7,557,567	\$8,167,501
14 Nashville Career Advancement Ctr	41,420	0	0	4,743	0	\$46,163	0	0	0	0	0	73,373	\$73,373	0	\$119,536	2,472,008	\$2,591,544
15 Parks and Recreation	227,309	0	1,292	41,362	0	\$269,963	9,133	3,228	4,125	0	58,237	77,893,848	\$77,968,571	0	\$78,238,534	18,349,497	\$96,588,031
16 Planning Commission	0	0	0	8,888	0	\$8,888	0	0	0	0	0	6,542	\$6,542	0	\$15,430	846,860	\$862,290
17 Public Health	49,015	2,654	34,098	195,571	0	\$281,338	50,006	0	6,965	0	81,131	170,330	\$308,432	0	\$589,770	8,842,222	\$9,431,992
18 Social Services	140,893	0	0	4,780	0	\$145,673	1,300	0	0	0	0	236,024	\$237,324	0	\$382,997	1,405,111	\$1,788,108

APPENDIX F

19	Transportation Licensing	0	0	0	0	0	\$0	0	0	0	0	0	1,283	\$1,283	0	\$1,283	17,806	\$19,089
20	Codes Administration	61,000	0	0	10,998	0	\$71,998	0	0	0	0	0	697,288	\$697,288	0	\$769,286	343,219	\$1,112,505
21	Criminal Justice Planning Unit	0	0	0	337	0	\$337	0	0	0	0	0	0	\$0	0	\$337	624	\$961
22	Emergency Communications	0	0	0	3,495	0	\$3,495	0	0	0	0	0	37,403	\$37,403	0	\$40,898	53,025	\$93,923
23	Finance	0	0	0	10,668	0	\$10,668	0	0	0	0	0	45,451	\$45,451	0	\$56,119	295,135	\$351,254
24	Fire	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	0	\$0
25	General Services	8,480,131	34,917	65	1,041,977	0	\$9,557,090	5,512	0	0	0	184,408	1,161,431	\$1,351,351	0	\$10,908,441	63,795,834	\$74,704,275
26	Human Resources	3,842	0	0	2,737	0	\$6,579	0	0	0	0	0	17,722	\$17,722	0	\$24,301	367,640	\$391,941
27	Information Technology Serc.	793,746	0	27,350	23,103	0	\$844,199	0	0	0	0	0	477,492	\$477,492	0	\$1,321,691	15,277,052	\$16,598,743
28	Law	0	0	0	4,332	0	\$4,332	0	274	0	0	0	10,768	\$11,042	0	\$15,374	160,084	\$175,458
29	Police	469,677	0	12,552	14,680,128	0	\$15,162,357	23,736	2,702	0	0	21,635	772,212	\$820,285	0	\$15,982,642	8,860,353	\$24,842,995
30	Public Works	287,310	83,642	181	48,903	0	\$420,036	0	0	0	0	103,303	5,329,845	\$5,433,148	0	\$5,853,184	61,644,899	\$67,498,083
31	Soil & Water Conservation	0	0	0	0	0	\$0	0	0	0	0	0	0	\$0	0	\$0	1,517	\$1,517
32	Water Services	2,094,919	0	619,699	222,872	0	\$2,937,490	1,912,420	170	0	0	874,288	1,740,866	\$4,527,744	0	\$7,465,234	127,620,009	\$135,085,243
33	Assessor of Property	0	0	0	13,522	0	\$13,522	0	0	0	0	195	0	\$195	0	\$13,717	602,580	\$616,297
35	Circuit Court Clerk	0	0	0	23,943	0	\$23,943	0	0	0	0	0	2,038	\$2,038	0	\$25,981	266,327	\$292,308
36	County Clerk	0	0	0	10,527	0	\$10,527	0	0	0	0	0	1,055	\$1,055	0	\$11,582	289,697	\$301,279
37	Criminal Court Clerk	2,000	0	0	7,405	0	\$9,405	0	0	0	0	0	3,982	\$3,982	0	\$13,387	218,905	\$232,292
38	District Attorney General	3,781	0	0	15,015	0	\$18,796	0	0	0	0	0	8,048	\$8,048	0	\$26,844	253,702	\$280,546
39	General Sessions Court Judges	4,950	0	5,080	13,772	0	\$23,802	0	0	3,200	0	0	10,865	\$14,065	0	\$37,867	369,393	\$407,260
40	Juvenile Court Clerk	0	11,519	0	23,165	0	\$34,684	0	0	0	0	0	8,384	\$8,384	0	\$43,068	3,705,230	\$3,748,298
41	Public Defender	0	0	0	2,578	0	\$2,578	0	0	0	0	0	566	\$566	0	\$3,144	12,855	\$15,999
42	Register of Deeds	0	0	0	5,280	0	\$5,280	0	0	0	0	0	0	\$0	0	\$5,280	157,884	\$163,164
43	Sheriff	758	0	6,876	191,128	0	\$198,762	0	0	19,874	0	2,192	329,654	\$351,720	0	\$550,482	24,511,272	\$25,061,754

APPENDIX F

44 State Trial Courts	44,649	444	0	43,955	0	\$89,048	6,935	444	0	281	2,727	\$10,387	0	\$99,435	411,820	\$511,255	
45 Trustee	0	0	0	1,433	0	\$1,433	0	0	0	0	0	\$0	0	\$1,433	65,675	\$67,108	
Totals	\$13,699,809	\$153,922	\$710,740	\$16,848,552	\$0	\$31,413,023	\$2,046,241	\$7,018	\$34,164	\$1,093	\$1,339,817	\$89,777,128	\$93,205,461	\$0	\$124,618,484	\$357,305,911	\$481,914,000
						6.5%							19.3%	0.0%	25.9%	74.1%	100.0%
						25.2%							74.8%	0.0%	100.0%		

* OS&E (Other Socially and Economically disadvantaged Business) includes disabled and veteran owned businesses.



TITLE VI PROGRAM

Nashville Metropolitan Transit Authority

430 Myatt Drive
Madison, TN 37115
(615) 862-5969

www.nashvillemta.org

Submitted: November 2013
Rev. 1: May 2014

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I. NASHVILLE MTA INFORMATION

A. Mission Statement

The Nashville MTA provides public transportation services, local and express routes, to citizens and visitors within the Metropolitan Nashville area. The Nashville Metropolitan Transit Authority mission statement is to provide safe, reliable, efficient, customer friendly public transit and alternatives to driving alone. The goal of Nashville MTA is to balance customer needs with taxpayer resources in a manner fair to all.

B. Title VI Policy Statement

Nashville MTA is committed to ensuring that no individual or organization is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color, religion, sex or gender, pregnancy, national origin, ethnicity, age, marital status, veteran status, mental or physical disability, sexual orientation, gender identity or any other characteristic protected by law, including Title VI of the Civil Rights Act of 1964, as amended.

Toward that end, every department, division, and employee of Nashville MTA is responsible for carrying out Nashville MTA's commitment to non-discrimination, including the requirements of the Title VI plan. This includes the following:

- Ensure that the level and quality of public transportation services is provided in a nondiscriminatory manner
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. The Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations and the Presidential Executive Order 13166 addresses services to those individuals with limited English speaking proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Presidential Executive Orders and the related statutes fall under the umbrella of Title VI.

The Nashville MTA is proud of its longstanding policy to ensure that social impacts to communities and people are recognized early and continually throughout the transportation decision-making process.

Title VI Coordinator

Title VI Coordinator

The Title VI Coordinator at MTA is Amanda Watson and she can be reached via information below:

Amanda Watson
Transit Planner
Nashville MTA
430 Myatt Drive
Nashville, TN 37115
(615) 862-6119
amanda.watson@nashville.gov

As authorized by the Chief Executive Officer, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring MTA's compliance with Title VI requirements as follows:

- A. **Program Administration.** Administer the Title VI program and coordinate implementation of the plan. Ensure compliance with the assurances, policy, and program objectives. Perform Title VI program reviews to assess administrative procedures, staffing, and resources; provide recommendations as required to the Chief Executive Officer.
- B. **Complaints.** Review written Title VI complaints that may be received by MTA following the adopted guidelines (see Complaint Procedures). Ensure every effort is made to resolve complaints.
- C. **Data Collection.** Review the statistical data gathering process performed by agency program staff periodically to ensure sufficiency of data for meeting the requirements of Title VI program administration
- D. **Environmental Impact Statements.** Ensure that available census data are included as a part of all Environmental Impact Statements/Assessments (EIS/EIA) conducted for projects receiving Federal assistance.
- E. **Title VI Plan Update.** Review and update the MTA's Title VI Plan as needed or required. Present updated plan to the Chief Executive Officer for approval;
- F. **Public Dissemination.** Ensure implementation of MTA's Public Participation Plan.

MTA provides Title VI information to new employees during training and orientation, as well as current employees through refresher training which is provided on a yearly basis. MTA's goal is to get every employee back through training once a year. A breakdown of MTA employee characteristics is listed below:

Characteristic	Number	Characteristic	Number
Female	190	Male	376
White	199	Black or African American	350
American Indian/ Alaska Native	2	Native Hawaiian/ other Pacific Islander	2
Asian	2	Hispanic	9
Other	4		

II. GENERAL REQUIREMENTS AND GUIDELINES

Notices to Beneficiaries of Protection under Title VI

The MTA regularly provides information to the public regarding our Title VI obligations to inform them of their protections against discrimination. Our statement to beneficiaries is posted on our website, and is also posted in both English and Spanish throughout our main bus terminal, Music City Central. The statement includes that we operate without regard to race, color, and national origin; a description of the procedures that members of the public should follow in order to request additional information regarding our policy; and a description of procedures that members of the public should follow in order to file a discrimination complaint (see Appendix). MTA also routinely posts notices on placards inside the buses

Title VI Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by MTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Process

Below is the complaint process that the Title VI Coordinator will follow

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with MTA's Title VI Coordinator. A formal complaint should be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- A. Complaint shall be in writing and signed by the complainant(s).
- B. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- C. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
- D. Allegations received by fax or e-mail will be acknowledged and processed, once the identity/identities of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for MTA to be able to process it.
- E. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing.
- F. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to MTA for processing. This form is also available for download from the MTA website.
- G. Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the

complaint. In cases where the complaint is against one of MTA's sub-recipients of Federal funds, MTA will assume jurisdiction and will investigate and adjudicate the case.

In order to be accepted, a complaint must meet the following criteria:

- a. The complaint should be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a covered basis such as race, color, or national origin.
- c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

A complaint may be dismissed for the following reasons:

- a. The complainant requests the withdrawal of the complaint.
- b. The complainant fails to respond to repeated requests for addition information needed to process the complaint.
- c. The complainant cannot be located after reasonable attempts.

Once the complaint is accepted for investigation, the complainant and the respondent will be notified in writing within seven calendar days. The complaint will receive a case number and will then be logged into MTA's records identifying its basis and alleged harm.

In cases where MTA assumes the investigation of the complaint, MTA will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of MTA written notification of acceptance of the complaint to furnish his/her response to the allegations.

MTA's final investigative report and a copy of the complaint will be forwarded to the FTA and affected parties within 60 calendar days of the acceptance of the complaint.

MTA will notify the parties of its final decision.

If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the FTA.

The public may obtain a complaint form by request, through the Nashville MTA website, or from Customer Care at the Music City Central main bus terminal. The Title VI Complaint form can be found in the Appendix.

Title VI Investigations, Complaints, and Lawsuits

The MTA maintains a list of all active investigations, complaints, or lawsuits that allege discrimination on the basis of race, color, or national origin. Records will be kept for three years internally then archived for a period of ten years. This log can be found in the Appendix. There is one active complaint at this time.

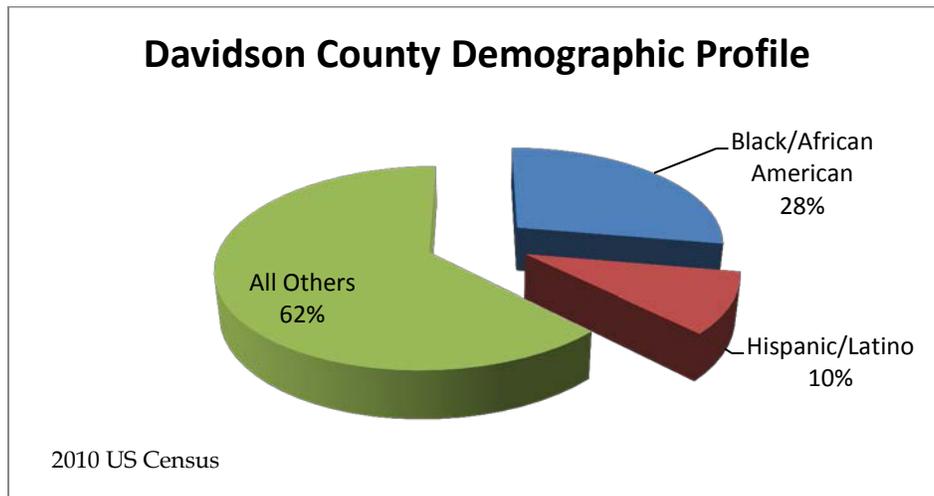
Public Outreach and Involvement

The Nashville MTA Title VI Program is responsible for providing leadership, direction and policy to ensure compliance with Title VI of the 1964 Civil Rights Act and environmental justice principles. The Nashville MTA is proud of its longstanding policy to ensure that social impacts to communities and people are sought out and recognized early and continually throughout the transportation decision-making process for minorities, individuals with disabilities, and individuals with Limited English Proficiency (LEP).

In order to better understand Nashville's low-income, minority, and LEP communities the MTA used 2010 census data, as well as estimates from the American Community survey in order to determine the demographic make-up of our service area. The MTA also used GIS mapping in order to identify the minority block group communities within the MTA service area. By collecting this data the MTA has been able to develop a comprehensive plan that will prevent any of our services from causing a disparate impact to those communities.

Figure 1 provides an overview of the minority communities in Davidson County. In Section VI of this document, detailed information, including minority and low income communities served is provided for each MTA route. As depicted below, the two largest minority groups within our service area are African Americans and Hispanics.

Figure 1



Public Engagement and Participation Plan

After careful analysis of the minority and low-income populations in the MTA service area the MTA has developed a plan outlining how to best engage those communities. MTA coordinated with individuals, institutions, and organizations to reach out to members in minority and/or low-income communities. Some of the organizations we work and have met with include:

- Black Chamber of Commerce
- Hispanic Chamber of Commerce
- Metro Human Relations Commission
- Organized Neighbors of Edgehill (ONE) Food Now Transportation Committee (low-income and minority)
- John Henry Hale Homes Community Center (low-income and minority)
- Martha O'Bryan Center (low-income and minority)
- Cumberland View Towers (low-income)
- JC Napier Housing Residents (low-income)
- Bethlehem Center (minority)
- Project Homelessness (low-income)
- Gernet Apartments Residents (minority)
- Refugee Immigration Service (low-income and minority)
- Kroger - Nashboro Village (minority)
- Kroger - Mt. View Road (minority)
- Antioch Community Meeting (minority)
- Antioch Easter Egg Hunt (minority)
- Vanderbilt Coalition for Healthy Aging (low-income and minority)
- Transit Week Farmers Market (low-income and minority)
- HUGGS, Inc. Awards Banquet (low-income)
- My City Academy
- James Kayce Homes
- NAACP
- North Nashville Interest Group
- Neighborhood Resource Center

Through working with these agencies and organizations the MTA has been able to develop more targeted outreach and public communication methods for the diverse Nashville-Davidson County community.

Public Communication Methods

MTA uses many outlets to communicate with our customers and Nashville-Davidson County residents. MTA maintains a website (www.nashvillemta.org), staffs a customer service booth at Music City Central, makes printed materials available such as brochures, schedules, and other information, utilizes an e-mail list for sending out notices, and operates a Customer Care Department to answer phone calls. There are currently 800 people signed up for the email list at this time. The MTA Communications Department also works with local media to send out press releases, notices, and other information, as well as placing notices inside the buses. MTA strives to make all of its published documents widely accessible and provides downloadable copies on our website.

MTA utilizes several minority and LEP media outlets for public notices and press releases.

The following is a detailed list of MTA's outreach efforts in the media:

- **Legal Notices.** According to the *Public Participation Plan* a Public Notice of an intended public hearing/meeting must be conveyed to the public at least fourteen days prior to the meeting date. The MTA Planning Department places the notice in The City Paper; in the Tennessee Tribune (an area paper marketed to African-Americans), and in Spanish in La Noticia Newspaper (see Appendix).
- **Advertisements.** MTA advertises in The Nashville Scene which is the largest newspaper of record in Nashville-Davidson County. MTA also places advertisements in the *Tennessee Tribune* (a local African American newspaper), *La Campana*, and *La Noticia* (two area newspapers marketed towards Hispanics). MTA also occasionally advertises on both television and billboards within the service area as well as on MTA benches and shelters.
- **E-mail Blasts.** MTA uses the power of the web to allow anyone to sign-up on our website for our public information e-mail blasts called "MTA E-News". Press releases, meeting notices, detour announcements and any other MTA related information is sent out to the e-mail list on a regular basis. Currently there are about 800 people signed-up to receive these notices.
- **Press releases.** MTA recognizes that not all citizens read the classified legal ads; therefore the Communications office sends press releases to local newspapers and other stakeholders about meetings or service notices.
- **Organizations.** MTA has established a relationship with the Black Chamber of Commerce and Hispanic Chamber of Commerce. MTA meets with these groups periodically to gather input. MTA has also been actively involved with the Nashville Food Policy Council, whose mission is to increase the availability of and access to healthy and affordable food to low-income individuals whose neighborhoods are considered "food deserts."
- **MTA website.** Our website serves as the online information hub for MTA. Schedules, information on services, downloadable brochures, service change information can all be found on the website. MTA's website is accessible 24 hours a day 7 days a week. The website can also be translated into Spanish with a click of a button. Although many households do not own a computer, most public libraries in the area now offer free Internet access to citizens.
- **Social media.** MTA utilizes Facebook and Twitter to give up to the minute information to the public about public meetings, route detours, MTA news, and events.

Service Change Process

Prior to making changes to any service, the MTA Planning Department follows the process below:

1. Determine funding available
2. Identify projects in Master Plan
3. Perform Data analysis –includes review of performance measures

4. **Review customer comments**
5. Create service proposal and perform Title VI analysis
6. **Receive public input (public meetings and comments)**
7. Apply changes
8. Ongoing Evaluation

Public Meetings

Holding public meetings is an important step in the service change process. MTA chooses meeting locations that are fully accessible by bus and meet ADA requirements for accessibility. In general, MTA prefers to hold meetings in downtown Nashville at Music City Central, the transit hub on Charlotte Ave. This centralized location provides the maximum access for all of MTA riders and the citizens of Nashville, particularly minority and/or low-income communities. Aside from a few connector routes, all MTA bus routes begin and end at Music City Central. This provides easy access to our customers to stop in and attend a meeting.

In addition to holding meetings at Music City Central, if a route affects a particular community, MTA will choose an accessible location within that community. This can include library branches, community centers, or churches.

Where possible, MTA holds meetings at various times throughout the day to provide multiple times for citizens to attend meetings. Usually a meeting is held mid-day and again in the evening. However, as was mentioned earlier, the public does not need to attend meetings to provide feedback or comments as we accept comments through e-mail, phone, letter, and fax.

Below is a list of locations public meetings held over the last three years:

- Music City Central
- Madison Branch Library
- Inglewood Branch Library
- Southeast Branch Library
- South Police Precinct
- Cumberland View Towers
- Vine Hill Towers
- E.S. Rose Community Center
- Kayne Avenue Baptist Church

Inclusion of Limited English Proficiency (LEP) Persons in Public Meetings

MTA follows the DOT's policy guidance concerning overcoming LEP barriers to public participation.

- MTA has two bi-lingual Customer Care representatives
- If for some reason a translator cannot be present at a public meeting, staff uses the Language Line to assist customers (see Appendix). The Language Line is an "over the phone" interpretation service that enables you to communicate clearly with customers in more than 170 languages within a matter of seconds. The service is available 24 hours a day and 7 days a week from any phone in any country.
- MTA provides all notices, announcements, survey forms, and other outreach materials in both English and Spanish.
- MTA provides a link to Spanish route schedules on its website and utilizes Google translation services which provides translation in Spanish and many other languages.

Language Assistance Plan for Limited English Proficiency Populations

Introduction

This Language Assistance Plan for Limited English Proficiency populations has been prepared to address MTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The Plan has been prepared in accordance with Title VI of the Civil rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its' respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including MTA which receives federal assistance through the Federal Transit Administration (FTA).

Plan Summary

MTA has developed this LAP to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the transit authority. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how MTA identifies persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

Limited English Speaking Populations and the Four-Factor Framework

In order to determine how best to continue reaching persons with limited English proficiency in Nashville/Davidson County and improve current ongoing efforts, MTA conducts targeted needs assessments and gathers data to maintain an understanding of the language needs. In doing so, MTA utilizes the recommended "four-factor analysis" per the U.S. Department of Transportation LEP guidance. The four-factor analysis is a flexible and fact-dependent standard that is used to determine the appropriate language assistance services to ensure an LEP individual has meaningful access to MTA's programs and activities.

MTA adheres to the following process:

Factor 1: Determine the number of LEP persons eligible to be served or likely to be encountered by an MTA program, activity, or service.

Factor 2: Determine the frequency with which LEP persons come in contact with MTA programs, activities or services.

Factor 3: Determine the importance of the programs, activities, or services provided by MTA to people's lives.

Factor 4: Determine the resources available by MTA for LEP outreach, as well as the costs associated with that outreach.

A summary of the results of the MTA four-factor analysis is in the following section.

The Four-Factor Framework

Factor 1: Determine the number of LEP persons eligible to be served or likely to be encountered by an MTA program, activity, or service.

MTA utilized 2010 census data obtained from the Nashville Area Metropolitan Planning Organization (MPO) as well as data and assistance from the Metro Planning Department (MPD) in order to identify LEP populations in Nashville-Davidson County

(a) How LEP persons interact with the recipient's agency.

Nashville-Davidson County is roughly 535 square miles with an estimated 2010 population of 626,681. MTA provides local and express fixed route bus services for Nashville-Davidson County. We also provide door-to-door AccessRide paratransit services for people with disabilities and those who are unable to ride the fixed route service. LEP Persons are likely to come into contact with MTA through the following services that we provide:

- Local and regional fixed route bus services
- AccessRide Paratransit services for people with disabilities
- Customer Service at Music City Central
- Calling the Customer Care Department
- Ticket Sales windows
- Ticket Vending Machines
- MTA's Website
- Public Meetings
- Notices to the Public
- Ridership Surveys conducted by MTA

(b) Identification of LEP Communities

Table 1 is a data table that breaks down the predominant races/ethnicities within the MTA service area. This data was taken from the 2006 – 2010 American Community Survey 5 year estimates. The table is broken down by those who only speak English (i.e. English is their first language), those who speak English very well (i.e. those whose first language is not English, however, they speak English very well), and those who do not speak English well.

Table 1: Predominant Race/Ethnicities in Nashville-Davidson County

Race/Ethnicity	Total Population	Speak English Only	Speak English Very Well	Do Not Speak English Well			
White	369,885	325,106	88%	20,943	6%	23,836	6%
Black/African American	157,769	147,816	98%	5,437	4%	3,816	3%
American Indian/ Alaska Native	1,502	1,294	86%	208	14%	-	0%
Asian	17,726	3,502	20%	8,019	45%	6,205	35%
Hawaiian/ Pacific Islander	312	-	0%	130	42%	182	58%
Hispanic/Latino	46,966	6,708	14%	13,623	29%	26,635	57%

American Community Survey 2006-2010 5 year estimates

As is shown in Table 1, the Hispanic/Latino population is the largest population within Nashville-Davidson County that does not speak English.¹ The predominant language spoken by the Hispanic/Latino population is Spanish. Thus, Nashville MTA provides written and spoken translation of all services and documents in both English and Spanish.²

Factor 2: Determine the frequency with which LEP persons come in contact with MTA programs, activities or services.

MTA's Customer Care consults directly with LEP persons when conducting monthly surveys on local and express fixed route bus services. Customer Care utilizes surveys in both English and Spanish when conducting the interviews. If surveys in other languages are requested, Customer Care can take down the participants contact information and mail or email a translated survey on a later date.

MTA engages regularly with the Metro Human Relations Commission, the Multicultural Alliance on Disability, the Urban League, and other local agencies and organizations that represent or advocate on behalf of LEP persons. We are a partner agencies with the he Multicultural Alliance on Disability which is a group of community agencies serving people with disabilities and/or refugees and immigrants, administered by the Vanderbilt Kennedy Center/TN Disability Pathfinder which is tasked with identifying the barriers affecting the service delivery to people with disabilities from other cultures. This relationship provides MTA with opportunities to identify these barriers across all of the services we provide.

¹ The Hawaiian/Pacific Islander population has a large percentage of persons who do not speak English well (58%). However; at only 312 persons, the size of the Hawaiian/Pacific Islander population does not meet the Safe Harbor Threshold of having 5 percent of the total population or 1000 persons who are LEP. Therefore, MTA is not required to have translated written/printed material for the Hawaiian/Pacific Islander LEP population

² The Asian population within Nashville-Davidson County is also very large with 17,726 people. 35 percent of that population does not speak English well. The Census Bureau does not break down the Asian race/ethnicity by language. Because of the number of different languages spoken by the Asian population and the constraints imposed by the lack of language data in the Census, the MTA is not capable of determining one Asian language to use for written/printed translation of services.

Through discussions with MTA departments such as Customer Care and Operations, we developed an understanding of our regular interactions with LEP persons. Below is a breakdown of how often and in what way LEP persons come into contact with the MTA's services:

- Customer Care phone services – an average of 4 LEP persons per week
- Ticket Sales – an average of 5 LEP persons per week
- Fixed route transit services – an average of 11 LEP persons per week
- AccessRide paratransit –11 LEP persons ride on a regular basis
- Community and Sponsored Events
 - Annual Mayor's 1st Day Festival (A Spanish speaking Customer Care representative attends the festival and helps disseminate information to LEP persons who are in attendance)
 - Annual Earth Day (MTA schedules and brochures are available to LEP persons who attend Earth Day)

Factor 3: Determine the importance of the programs, activities, or services provided by MTA to the LEP population.

MTA provides local and express fixed route bus services for Nashville-Davidson County as well as door-to-door AccessRide paratransit services. Through ridership analysis, Customer Care Representative testimonials, and Customer Care surveys MTA has found that LEP persons come into contact with the MTA predominantly through our local fixed route bus services. Surveys show that this mode of service is used primarily for commuting to and from work. This service is also the least expensive and the most widely available. There are many transit stops in neighborhoods that have been identified as having a high concentration of LEP persons.

Customer Care on-board surveys indicates that LEP ridership is predominately on the following routes:

- 6 Lebanon Road
- 10 Charlotte
- 12 Nolensville Rd
- 15 Murfreesboro Rd
- 18 Elm Hill Pike
- 25 Midtown
- 26 Gallatin Rd
- 27 Old Hickory
- 33X Hickory Hollow
- 34 Opry Mills
- 36X Madison Express
- 38X Antioch Express
- 55 Murfreesboro BRT
- 56 Gallatin BRT
- 76 Madison

According to on-board surveys these passengers ride multiple times a week and are traveling primarily to and from work. Other important trips that were noted were to and from doctors' appointments and to and from grocery stores and other shopping centers. Most of this group

relies on public transit as 46 percent of the passengers surveyed did not have a personal vehicle available at home for their trip. MTA will continue to utilize survey information to better determine the importance of transit services to LEP persons.

MTA is also committed to affording LEP individuals affected by the lack of transit services an opportunity to participate in another transit alternatives process called the Coordinated Human Services Transportation Plan (CHSTP). The purpose of the plan is to improve transportation services for persons with disabilities, older adults and individuals with low incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. This plan applies to urbanized areas within Davidson, Rutherford counties and will also provide coordination with Cheatham, Dickson, Maury, Robertson, Sumner, Williamson and Wilson counties.

Factor 4: Determine the resources available to provide translation services and overall cost for LEP assistance.

MTA provides bus schedules, public notices, announcements, survey forms, and other outreach materials in both English and Spanish. Currently there are fifteen route schedules printed in Spanish. MTA also has two bi-lingual Customer Service Representatives as well as access to the Language Line, which is a call-in service that assists Customer Care Representatives when communicating with non-English speaking customers. MTA provides all of its written and spoken translation services to LEP persons free of charge.

The estimated costs that MTA incurred in 2012 in order to provide written and spoken translation services are as follows:

- Costs for printing
 - Pocket Schedule Printing: \$6437
 - Brochure Printing (AccessRide and BusLink Brochures): \$1000
- Publishing Spanish public hearing notices in La Noticia Newspaper: \$500
- Language Line (in 2012 we utilized the Language Line on two occasions): \$4.93

Language Assistance Plan Overview

The purpose of this language assistance plan is to make reasonable efforts to eliminate or reduce limited English proficiency as a barrier to accessing Nashville MTA programs or activities. Nashville MTA is committed to providing language assistance services to LEP individuals who wish to access MTA programs.

The plan includes the following five elements:

1. Identifying LEP Individuals who need language assistance
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP persons
5. Monitoring and updating the plan

Identifying LEP Individuals who need language assistance

As described previously, MTA has used the Four Factor Analysis in order to identify LEP populations within our service area. The single prominent LEP population within Nashville-Davidson County is the Hispanic/Latino population whose predominant first language is Spanish. Of the nearly 47,000 Hispanics/Latinos, 57 percent reported that they did not speak English well. MTA has determined that both written and spoken translation services are appropriate for Spanish Speaking individuals. All other languages spoken by LEP persons do not meet the Safe Harbor Threshold, however; we can provide them spoken translation services through the Language Line used by our Customer Care Department. If a Customer Care Representative does not recognize the language needed by the LEP caller the Language Line may also be utilized to identify the language needed.

Providing language assistance measures

There are numerous language assistance measures available to LEP persons in the MTA service area. MTA provides both written and spoken translation for Spanish speaking individuals as well as spoken translation for all other LEP persons through the Language Line. Below are ways that the MTA provides assistance to LEP persons:

- Written Material Translation for Spanish LEP persons including but not limited to:
 - Bus schedules, AccessRide and Bus Link brochures, public hearing announcements, public notices, survey forms, and other outreach materials
- Spoken Translation:
 - Two bi-lingual (English-Spanish) Customer Care Representatives
 - Language Line service
 - Bus Operator Assistance – if a bus operator needs assistance with an LEP person they can call dispatch who can then patch them to a Customer Care Representative who will be able to help bus operator communicate with the LEP person.
- Community outreach: through Customer Care interactions at community events as well as regular participation through various organizations such as the Multicultural Alliance, MTA interacts with community, business, and church organizations whose members are often predominantly LEP. This allows us to provide education about the LEP services MTA provides and to get feedback from LEP persons on the effectiveness of our plan.

Training staff

As part of MTA new hire training, the training department covers the LAP plan provisions of Title VI. This training is provided for all MTA employees. During training all employees are made aware that MTA is required to take reasonable steps to ensure LEP persons are given meaningful access to all of our services. Employees are informed that MTA provides two Bi-lingual customer care representatives, provides bus schedules, brochures, notices, announcements, survey forms, and other material in both English and Spanish. We also train Customer Care on how to utilize the Language Line services. All employees receive training on Title VI when they are initially hired and given refresher training regularly. Other measures include but are not limited to:

- Title VI guidelines in departmental handbooks

- Title VI bulletin boards at MTA administrative buildings
- Operator sensitivity training for encountering LEP individuals
- Establishment of “Did You Know” alerts for Administrative Staff on MTA Title VI and LEP requirements for providing meaningful access to services for LEP persons.

Providing notice to LEP persons

MTA provides notice to LEP persons of the availability of language assistance in many ways. The Title VI Policy public notice is printed in English and in Spanish and is posted at all of our facilities including our main hub at Music City Central. This notice informs individuals of their rights under Title VI and also gives contact information for questions, comments, complaints, or if a person is in need of Customer Care assistance. The following is a list of other methods the MTA uses in order to notify the public of our LEP assistance programs:

- Printing of Public Meeting/Hearing press releases and flyers in both English and Spanish
- Provide Press Release and purchase advertisements for publication in La Campana and La Noticia, two area newspapers marketed to Hispanics
- Implement the use of an automated greeting in both English and Spanish, directing callers to select which language they prefer.
- Continued outreach to business, community, and church organizations whose members are predominantly LEP
- Attend events where there is a high LEP population in order to provide information about MTA services

MTA engages in broad and targeted community outreach to the Hispanic community each year and will continue to print and distribute route maps and schedules, as well as other appropriate materials. We understand that engaging the LEP community must be done through various mechanisms and approaches.

Monitoring and updating the plan

Nashville MTA understands that the need for language assistance services has expanded, the diversity of non-English languages encountered has grown nationally, and methods for providing languages services has evolved. Nashville MTA will monitor its LAP regularly, and at least once every three years to assess the following: the current LEP makeup of its service area, the current communication needs of LEP applicants and customers, whether existing assistance is meeting the needs of such persons, whether staff is knowledgeable about policies and procedures and how to implement them, and whether sources of and arrangements for assistance are still current and viable. It is MTA’s intent to continually evaluate effectiveness and based on the results, make modifications where necessary.

In our annual assessment of our plan, we will look at the following points:

- The number of documented LEP person contacts encountered annually.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.

MTA, in conjunction with lessons learned as a result of its outreach efforts, will continue the development of policies and procedures for providing meaningful access to services for LEP persons.

Subrecipient Policy

The Department of Transportation (USDOT) requires the collection of data and other information to enforce the Title VI statute. Furthermore, the FTA as part of USDOT has established a program of grantee reviews assessing compliance with all Title VI regulations. The review includes an evaluation of each agency's policies, procedures, and record-keeping. As with most FTA requirements many elements are also passed through to grant subrecipients. It is Nashville MTA's responsibility to ensure that all subrecipients comply with the applicable parts of Title VI.

In order to ensure that our subrecipients are in compliance with Title VI the Nashville MTA has developed a system to provide assistance to subrecipients in creating a Title VI plan as well as a system for monitoring those subrecipients to make sure they stay in compliance. The following is the MTA's plan to assist and monitor subrecipients' Title VI plans.

Providing Assistance to Subrecipients

Prior to entering into a contract with a potential subrecipient the Nashville MTA will take steps to ensure that potential subrecipients comply with Federal Title VI regulations. The potential subrecipient will receive a package of materials to help guide them in creating a Title VI plan that meets Nashville MTA's standards and the Federal standards set by the Federal Transit Administration (FTA).

The package of guidance materials will include the following:

1. A letter to the subrecipient informing them of their responsibilities under Title VI (see Appendix). This letter will also inform the subrecipient of how MTA will monitor their Title VI compliance.
2. A copy of Nashville MTA's Title VI Program document. If appropriate the subrecipient can elect to adopt MTA's program rather than designing their own.
3. The most up to date Title VI Circular from FTA
4. Demographic data from the US Census as well as maps depicting areas with a high density of minority groups in order to help the subrecipient understand the demographics of the areas they serve.
5. Samples of Title VI materials including the Title VI complaint form, complaint log, and Notice to the Public.
6. A list of resources that may help the subrecipient in creating a Title VI program (i.e. census.gov, lep.gov).

MTA will be sure to make itself available to any subrecipient who needs further guidance.

Monitoring Subrecipients

Nashville MTA will monitor its subrecipients in two distinct ways. First; before entering into a grant contract, we will review and either accept or reject the potential subrecipient's Title VI Program. If we do not accept their program we will provide them with further guidance on where they can make improvements. Once their Title VI Program is approved by MTA we will schedule a site visit. These site visits will happen every six months in order to verify the subrecipients continued compliance. The site visit check list can be found in the appendix. The subrecipient will receive a questionnaire that is to be filled out and sent back to the MTA at least two weeks

prior to the scheduled on-site visits. This questionnaire will help prepare both the subrecipient and the MTA for the visit. The questionnaire can be found in the appendix.

Nashville MTA is responsible for ensuring that the subrecipient is able to document and/or verify the following items:

1. An adopted Title VI Plan (their own or MTA's)
2. Annual Certifications and Assurances are signed and filed with Nashville MTA
3. Subrecipient has a written Title VI Complaint Procedure
4. Subrecipient has a written record of Title VI investigations, complaints, or law suits
5. Subrecipient has made an effort to review up to date demographic data of minority populations in their service area as well as Limited English Proficiency (LEP) populations and has taken reasonable steps to ensure that LEP persons have access to services.
6. Subrecipient has notified beneficiaries of their rights under Title VI by using the Title VI Notice to the Public that MTA has provided in this packet

Note: a complaint lodged against any subrecipient will trigger an automatic site visit.

Environmental Justice Equity Analysis on Rehabilitated and Renovated Properties

MTA Administrative/Maintenance at Myatt Drive

MTA has existing headquarters, maintenance department, and dispatch at the Nestor Street facility was damaged and temporarily unusable by a flood in 2010. As a result of the flood impacts to the Nestor facility, an alternative location was sought for locating the agency's headquarters and maintenance facility. The Metropolitan Transit Authority in conjunction with Metro Nashville and Davidson County sought to purchase the former Peterbilt Motor company facility at the corner of Myatt Drive and Anderson Lane. The 66-acre site and former truck manufacturing facility had closed after 40 years of operation and sat idle in 2008 before officially closing in 2009. MTA utilizes the existing buildings as an Admin facility and maintenance area with interior bus washer additions and exterior bus fueling facilities. The project allowed MTA to invest in transportation infrastructure that will provide long-term economic benefits and enable MTA to increase accessibility to customer, improve efficiency of vehicle movement and operations, and improve MTA's ability to provide quality services to its customers. There were no new buildings built on the property, and no residents were displaced as a result of the acquisition of the land.

Nestor Facility

As a result of the May 2010 floods, MTA's Nestor facility sustained extensive damage. The Nestor Street location was renovated for use as bus maintenance facility, administrative operations, and office space. The dispatch functions continue to operate from this facility. There were no new buildings built on the property and no residents were displaced as a result of the renovations to the existing facility.

Board Approval for Title VI Policy

Please see the appendix for the signed Board Action Item for Approval of the MTA Title VI Program.

III. SERVICE STANDARDS AND POLICIES

MTA uses a classification system for its fixed-route service: *Most Frequent*, *Frequent*, and *Commuter*. Different minimum service standards are set for each of these classes. *Most Frequent* is routes that have daytime frequencies less than 30 minutes. These key routes generally operate longer hours and at higher frequencies to meet higher levels of passenger demand in high-density travel corridors. The *Most Frequent* bus routes ensure basic geographic coverage of frequent service in the densest areas of the city’s core and Davidson County. *Frequent* routes have daytime frequencies between 30 and 60 minutes. *Commuter* routes include limited service and express service.

A. VEHICLE LOAD

The vehicle load is the ratio of passengers on a bus compared to the number of seats. A load factor of 1.0 means that all seats on a bus are used and there are no standing passengers. The bus load standard differs for each service class due to the nature of the service. In addition, the load factors for each class will differ by time of day. For example, a *Frequent* route operating a 40-foot bus that seats 42 would have a maximum of 11 customers standing (with a load factor of 1.25) during the peak. In off peak service, all customers should be accommodated with seating.

Figure 3.1. Maximum Bus Load Standards

Service Class	Peak Load Factor	Peak Bus Environment	Off Peak Load Factor
Most Frequent	1.25	Standees crowded	1
Frequent	1.25	Standees	1
Commuter	1	No Standees	NA

B. VEHICLE HEADWAY

The vehicle headway standard establishes a maximum waiting time (or headway) between buses. By most measures the cores of urban transit systems should have a maximum of 30 minutes for the headway. This means that weekday service on key routes should have buses arriving every 30 minutes or less.⁵ A goal for service should be 10-15 minute headways, depending upon the type of service. Passenger loads are the indicator of the need to increase service from the 30 minute headway towards a 15 minute headway. Outside the system core and in hours other than daytime periods, headways could be longer, but in no case should be longer than 60 minutes. If ridership cannot support a 60 minute headway, another way of providing service should be used, such as flexibly routed service or other non-fixed route options such as vanpools. The MTA standards are shown in Figure 2 by type of service.

⁵ Detroit Department of Transportation Service Standards, December 2007, p. 19
 Denver Regional Transit District Service Standards, November 2002, p. 6
 AC Transit Short Range Transit Plan FY 2003-FY 2012, May 2004, p. 3-8

Figure 3.2. Minimum Frequencies by Service Class

Service Class	Span of Service	Minimum Frequency	Goal Frequency
Most Frequent	Peak	30 minutes	15 minutes
	Midday	30 minutes	20 minutes
	Evening	60 minutes	30 minutes
	Weekends	60 minutes	30 minutes
Frequent	Peak	60 minutes	30 minutes
	Midday	60 minutes	45 minutes
	Evening	60 minutes (if service is provided)	30 minutes
	Weekends	60 minutes (if service is provided)	30 minutes
Commuter	Peak	30 minutes	30 minutes

C. ON-TIME PERFORMANCE

A vehicle is considered on time if it departs a scheduled timepoint no more than 1 minute early and no more than 5 minutes late. The on-time performance goal for MTA is at least 98% of all runs on a particular route at a specified timepoint are completed within the allowed “on-time” window.

D. SERVICE AVAILABILITY

MTA will strive to serve as much of Davidson County as possible as long as the service meets cost and service effectiveness standards. This part of the service policy is characterized as guidelines rather than standards because uniform geographic coverage cannot always be achieved due to constraints such as topographical and street network restrictions. In addition, coverage in some areas may not be possible due to the infeasibility of modifying existing routes without negatively affecting their performance.

Distance to transit is the area within a reasonable walking distance to the bus stop. Many cities define this as ¼ mile of a bus stop while others like Chicago use ¼ mile for high density and ½ mile for low density. Since the MTA service area has a low density (when compared to its peers and overall) the ½ mile standard will be used. Another industry standard is that a population density of around 3 dwelling units per acre is needed to justify fixed route transit, which translates to around 5000 people per square mile. MTA will strive to provide transit service within a ½ mile to residents of areas with a population density of over 5000 persons per square mile. In determining whether such service can be offered, MTA will consider other factors such as the likely performance of the service that might be provided. Request for service from such areas can be another indication of whether such service is needed.

Pedestrian Access is the ability of customers on foot to access transit. The pedestrian environment is an important component of the availability of transit since in most bus systems, 75%-80% of riders walk to transit. Lack of pedestrian access lowers the area of service coverage and potential ridership. Excellent pedestrian environment means available sidewalks, protection from traffic, safe crossings for roadways and a pleasant

walking environment. Because an excellent pedestrian environment will encourage transit ridership, the 5000 persons per square mile standard cited above could be relaxed in areas with an excellent pedestrian environment. MTA will strive to provide service within a ½ mile to residents of areas with an excellent pedestrian environment with a population density as low as 2500 persons per square mile. Service may be flexibly routed or fixed bus service.

Transit Supportive Areas are areas with densities and usage that support and encourage transit use, such as: universities, colleges, shopping centers, major employers, major destinations. MTA will strive to provide transit service within ¼ mile to all universities, medical centers, major malls and employers with over 1000 employees. Service will be provided directly to the doors of these institutions whenever possible.

Park-and-Ride Access expands ridership for routes in areas of low density. MTA will strive to provide park and ride lots every 5 miles outside the Briley Parkway/I-40/I-440 where MTA has *Commuter* service.

E. TRANSIT AMENITIES

MTA implemented a Bus Stop and Amenity Placement Policy that provides guidelines for locating bus stops and amenities such as benches and shelters along fixed routes.

Shelters should ideally be placed in locations where they will be most heavily utilized by waiting passengers. These are generally in areas with the highest passenger boardings, but special considerations should also be made for transfer points between routes or locations where ridership is steady but buses run infrequently and average wait time is greater. All stops on BRT routes must have a shelter and passenger information display sign (PID) showing scheduled or real-time bus departure information. The minimum average number of boardings required for bus shelter placement at existing bus stops is 40 persons per day (as calculated through manual check, farebox, or automated passenger count data).

Benches should be placed at all bus stops with greater than 40 boardings per day that do not have a shelter where possible. Benches may also be placed at other existing stops with lower ridership levels for advertising purposes. MTA benches may not be placed at locations that have not been approved as MTA bus stops.

Route map/schedule schematics are an effective way of disseminating route and schedule information to the public. These schematics are posted at bus stops and provide the customer with a reference point on the route map and schedule information. These schematic signs should be placed on *High Frequency* routes, transfer points, and major points of interest.

F. VEHICLE ASSIGNMENT

MTA assigns transit vehicles on routes by mode throughout Nashville/Davidson County and rotates buses throughout the MTA system. Vehicles with more capacity will be assigned to routes with higher ridership during peak periods, but only when the ridership regularly exceeds the capacity of a standard bus. A 40' hybrid Circuit bus will be primarily used on Circuit routes, due to the different branding of the free circulator routes and the frequent stopping downtown. In off-peak hours a hybrid van may be used on the Circuit. The articulated 60' hybrid buses will

primarily be used on BRT routes. These services are limited stop and as such have different branding. The BRT routes are on high frequency and high traffic corridors that also have local bus service, thus the need for hybrid vehicles. MTA also operates several over-the-road coaches. These are used for the regional express routes that MTA operates under contract with the Regional Transportation Authority. However, these buses are also rotated throughout the system and used on other MTA express routes.

All buses are equipped with air conditioning, wheelchair ramp or lifts, and automated stop announcement systems.

The maintenance department is responsible for rotating buses that are assigned to routes according to the Fleet Management Plan. This rotation ensures that routes receive a range of vehicles that are different ages and that the vehicles are maintained properly and according to FTA guidelines.

IV. COLLECTING AND REPORTING DEMOGRAPHIC DATA

A. DEMOGRAPHIC AND SERVICE PROFILE MAPS

Figure 4.1 is a base map of the MTA service area that includes Block Groups from the 2010 Census, major streets and interstates, both Music City Central transit station and MTA Myatt and Nestor administrative and garage locations, major activity centers and transit trip generators.

Minority block groups were defined as those whose percentage of minority population is greater than the average minority percent for the entire county. For Nashville-Davidson County the 2010 Census data puts the minority percentage at 42.5%. MTA worked with the Nashville Area Metropolitan Planning Organization to determine what qualifies as low-income. MTA utilized their commonly used threshold which is based on the U.S. Housing and Urban Development approach, and is defined as 80% of the area's median family income. Using data from the 2011 U.S. Census and American Community Survey (ACS), for Nashville-Davidson County this means households with a median family income of \$41,919 or below are considered low-income. For Nashville-Davidson County the low-income population percentage is 32%. Figure 4.2 shades these minority groups and Figure 4.3 shades the low-income block groups, while showing the information above in Figure 4.1.

Figure 4.1: Base Map of MTA Service Area

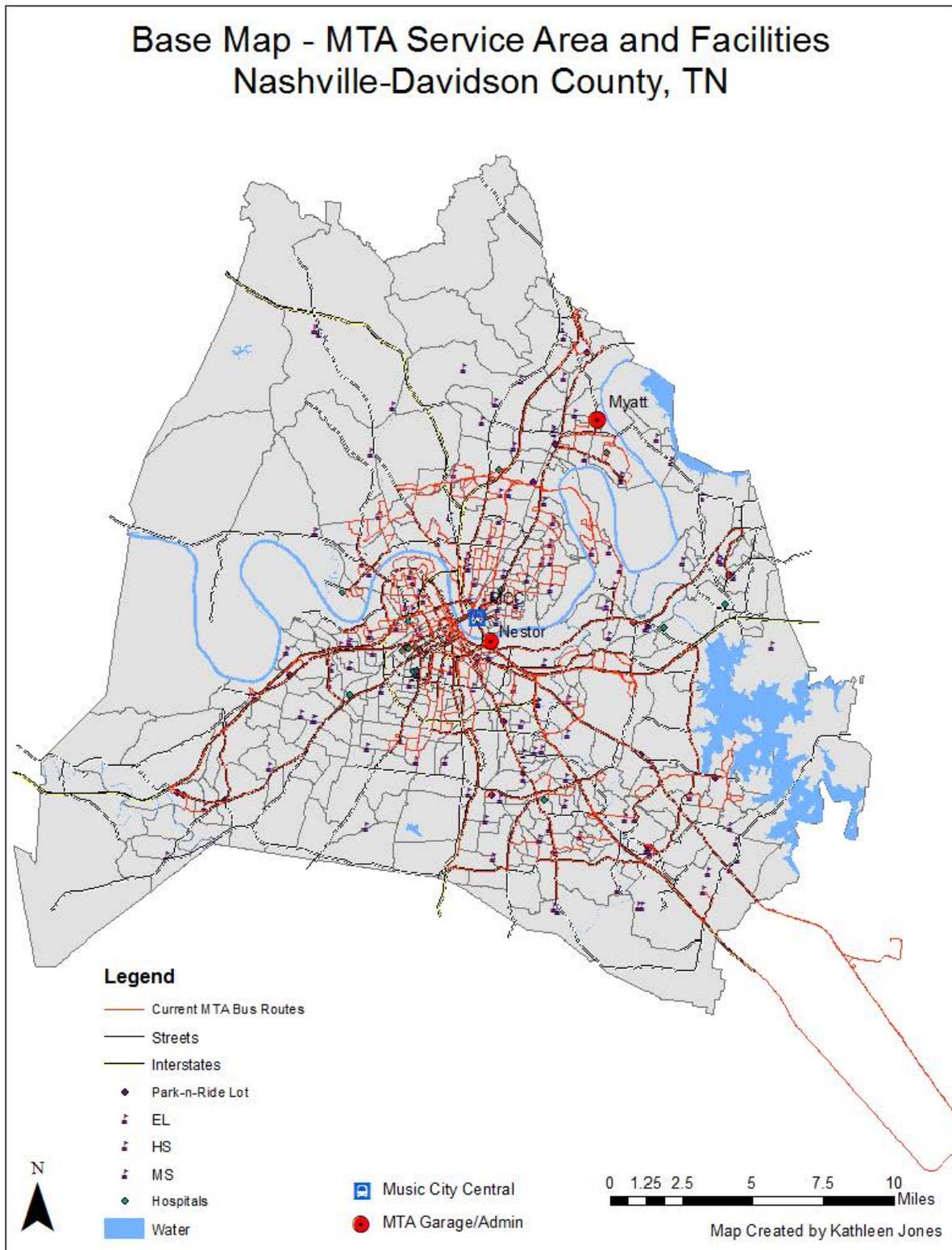


Figure 4.2: Demographic Map of MTA Service Area and Minority Population

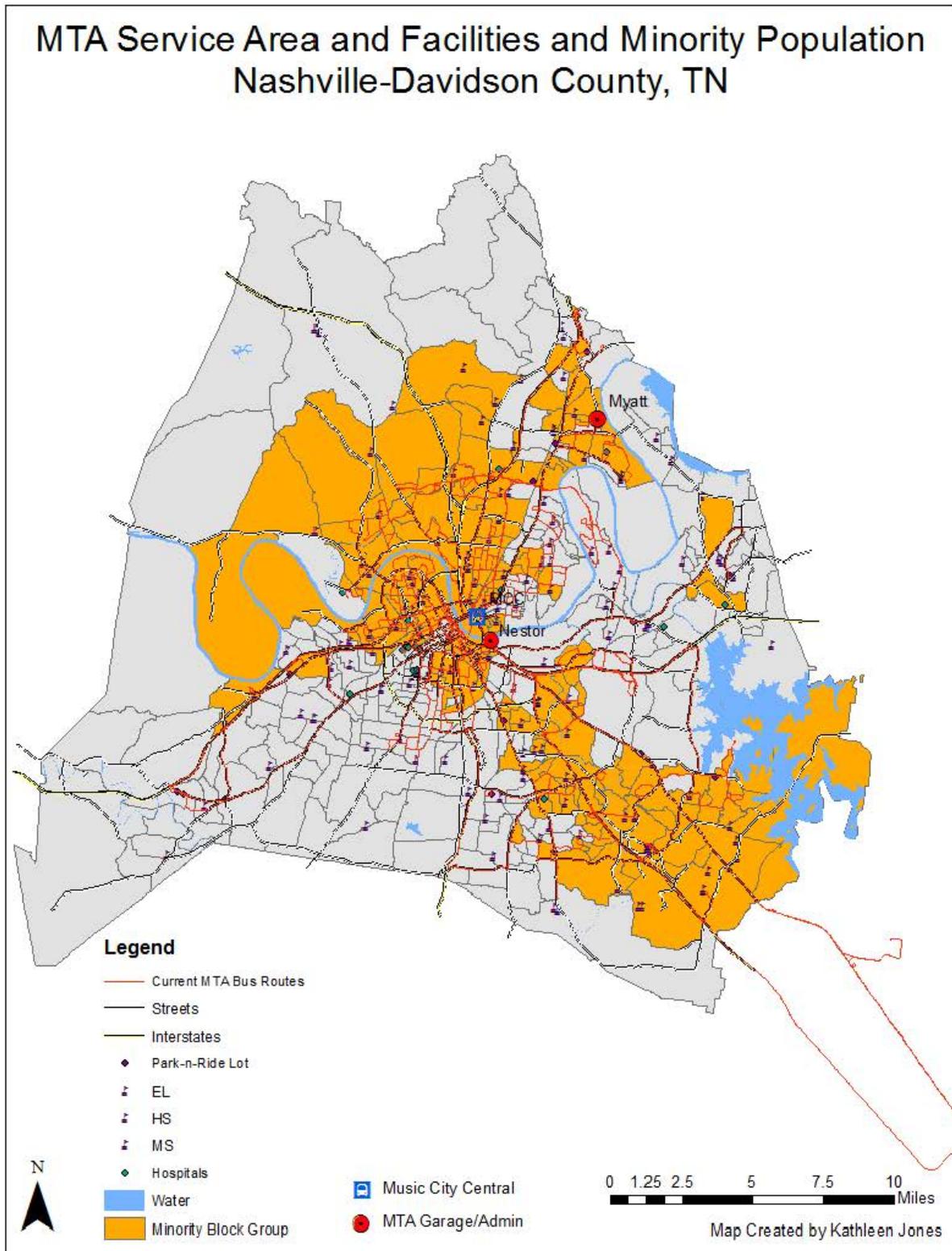
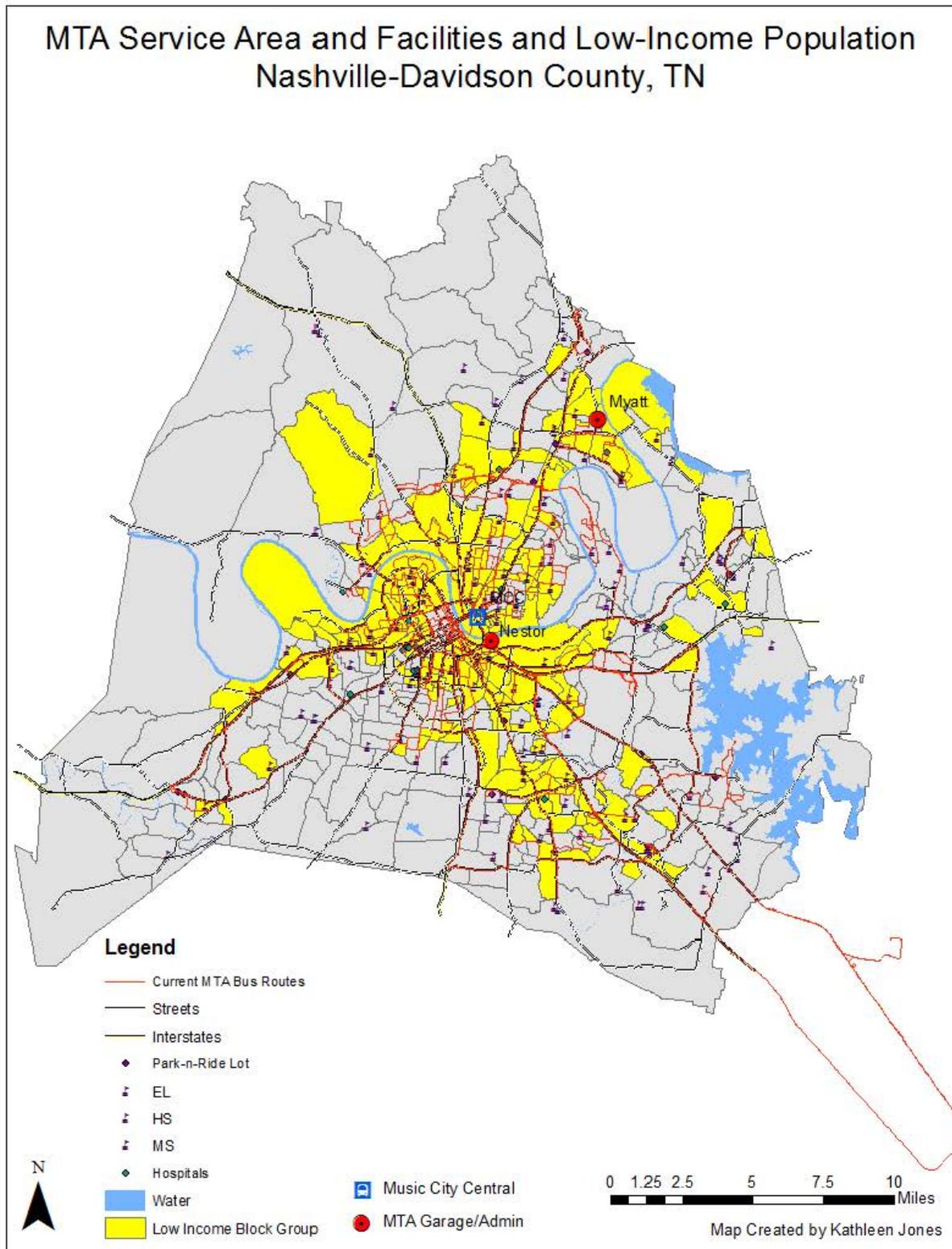


Figure 4.3: Demographic Map of MTA Service Area and Low-Income Population



B. DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

Onboard Survey 2011

According to FTA Title VI guidelines the Nashville MTA must conduct onboard surveys of their riders every five years. One such survey was completed in the spring of 2011 with the help of ETC Institute. This survey covered all 43 routes and the Music City Star regional commuter rail that the MTA and Regional Transportation Authority (RTA) operated at the time. The goal was to obtain usable surveys from at least 3,605 transit riders, which represented approximately 10% of the system ridership. The actual number of completed, usable surveys was 3,936.

The survey was administered as a face-to-face interview and was made available in Spanish. While most respondents completed the survey during their trip, postage-paid return reply envelopes were available for riders who did not have time to complete the survey during their trip. This was done to ensure that short-trips were captured in the survey administration. Each survey contained a serial number that was used by ETC Institute to track the route and sequence in which surveys were completed.

ETC Institute developed a sampling plan to ensure that the overall results of the survey would be statistically valid for the region as a whole. The sampling plan identifies the number of completed surveys that were needed from each route. The sampling plan was designed to obtain completed surveys on from approximately 10% of the ridership on each bus route.

The demographic ridership and travel patterns presented in tabular format below are for MTA routes operated in Nashville-Davidson County. The total number of surveys is 3,139.

Race/Ethnicity of Riders

<u>Ethnicity</u>	<u>Number</u>	<u>Percent</u>
1 = White	1344	40.0 %
2 = Black/African American	1766	52.5 %
3 = Asian	63	1.9 %
4 = Native American	17	0.5 %
5 = Hispanic/Latino	128	3.8 %
6 = Other	43	1.3 %
Total	3361	100.0 %

Fare Media Usage by Minority Group

	<u>Minority</u>	<u>Non-Minority</u>	<u>Overall</u>
Cash Fare	30%	34%	31%
20-Ride Local	4%	6%	5%
20-Ride Express	0%	0%	0%
All-Day Pass	30%	26%	29%
7-Day Pass	10%	4%	8%
31-Day Pass	25%	30%	26%
	100%	100%	100%

Detailed Fare Media Usage by Low-Income Group

Fare Type	Low-Income		Non Low-Income		Overall	
	Absolute	Percent	Absolute	Percent	Absolute	Percent
Cash Fare						
Local Fare	290	22%	331	27%	621	24%
Reduced Fare	40	3%	34	3%	74	3%
Youth Fare	37	3%	48	4%	85	3%
Express Fare	3	0%	17	1%	20	1%
Multi-Ride Fare Cards						
20-Ride Local	28	2%	57	5%	85	3%
20-Ride Discount	23	2%	16	1%	39	2%
20-Ride Express	7	1%	2	0%	9	0%
Unlimited Ride Passes						
All-Day	281	21%	230	19%	511	20%
All-Day Discount	87	7%	40	3%	127	5%
All-Day Youth	46	4%	49	4%	95	4%
7-Day	85	6%	96	8%	181	7%
7-Day Youth	11	1%	14	1%	25	1%
31-Day	131	10%	159	13%	290	11%
31-Day Discount	189	14%	76	6%	265	10%
31-Day Youth	51	4%	66	5%	117	5%

Destination Type by Minority Group

Destination Type	White		Black/African American		Hispanic/Latino		Asian		Other	
	Absolute	Percent	Absolute	Percent	Absolute	Percent	Absolute	Percent	Absolute	Percent
Airport	3	0%	1	0%	0	0%	0	0%	0	0%
College/University	28	2%	95	5%	5	4%	5	8%	3	8%
Hotel	4	0%	3	0%	0	0%	0	0%	0	0%
Job Seeking	12	1%	6	0%	0	0%	0	0%	0	0%
Medical Appointment	52	4%	70	4%	4	3%	1	2%	2	5%
Recreation/Site Seeing	34	3%	30	2%	2	2%	1	2%	0	0%
School (K-12)	22	2%	66	4%	2	2%	4	7%	2	5%
Shopping	93	7%	104	6%	9	7%	4	7%	1	3%
Social Visit	155	12%	274	16%	18	15%	2	3%	4	11%
Your Home	526	40%	651	37%	40	33%	29	48%	16	42%
Work	392	29%	442	25%	39	32%	15	25%	10	26%
Other	10	1%	8	0%	4	3%	0	0%	0	0%
Total	1331		1750		123		61		38	

Number of Vehicles in the Household by Minority Group

Number of Vehicles in the Home	White		Black/African American		Hispanic/Latino		Asian		Other	
None	655	49%	1006	57%	58	73%	21	34%	23	61%
One	366	27%	486	28%	44	56%	22	36%	9	24%
Two	227	17%	186	11%	16	20%	17	28%	6	16%
Three	58	4%	49	3%	2	3%	1	2%	0	0%
Four or More	24	2%	22	1%	3	4%	0	0%	0	0%
Did Not Answer	1	0%	1	0%	0	0%		0%		0%
Total	1331		1750		123		61		38	

Top Ridership Routes for Black/African American Customers

Route	Number of Black/African American Respondents	
15 Murfreesboro Pike	182	10%
22 Bordeaux	143	8%
56 Gallatin Pike BRT lite	123	7%
23 Dickerson Pike	115	7%
10 Charlotte	102	6%

Top Ridership Routes for Hispanic/Latino Customers

Route	Number of Hispanic/Latino Respondents	
15 Murfreesboro Pike	20	16%
12 Nolensville Pike	13	10%
56 Gallatin Pike BRT lite	13	10%
7 Hillsboro	11	9%
10 Charlotte	6	5%

English as a Second Language by Ethnicity

Speaks a Language other than English at Home	White		Black/African American		Hispanic/Latino		Asian		Other	
Yes	55	4%	83	5%	60	49%	30	49%	1	3%
No	1176	88%	1555	89%	50	41%	27	44%	28	74%
Did Not Respond	100	8%	112	6%	13	11%	4	7%	9	24%
Total	1331		1750		123		61		38	

V. MONITORING TRANSIT SERVICE

MTA monitors the performance of our transit system relative to our system-wide service standards and policies discussed in section three. MTA selects a sample of minority and non-minority fixed bus routes to monitor not less than every three years. MTA also monitors any route subject to a proposed major change, as defined in the Public Involvement Policy discussed in section two. A minority transit route is defined by FTA as a route in which at least one-third of the revenue miles are located in a Census block group.

A. METHODOLOGY

For each individual bus line, we defined the geographic area of coverage for each line by including all Census Block Groups within one-half mile walking distance of bus stops and routes, excluding those portions of routes that travel on interstates or are otherwise not accessible to be bordered. We utilized the MTA Master Plan as a guide which uses a one-half mile buffer to determine route access based on the low-density nature of Nashville-Davidson County. At that point we identified the revenue miles of each route that travelled through and served minority block groups. If a route provides more than 33% of its service in minority block groups we classified it as a minority route. See Table 5.1 for each route classification. The highlighted routes were randomly selected for the purposes of this round of monitoring.

Table 5.1: 2013 MTA Minority Route Classifications

2013 MTA Minority Route Classifications					
Route		Non-Minority	Minority	Minority Block Group Revenue Miles	Total Revenue Miles
Most Frequent					
3 and 5	West End	X		0.71	14.50
4	Shelby		x	6.25	12.49
7	Hillsboro	X		0.22	5.93
10	Charlotte		x	4.44	8.45
12	Nolensville Road		x	12.42	17.57
15	Murfreesboro Road		x	11.97	14.69
17	12th Avenue South		x	3.83	9.31
19	Herman		x	6.06	6.37
22	Bordeaux		x	13.31	13.98
23	Dickerson Road		x	12.50	12.50
26	Gallatin Road		x	8.45	12.52
28	Meridian		x	5.81	5.81
29	Jefferson		x	5.76	5.85
55	Murfreesboro Pike BRT lite		x	11.97	14.69
56	Gallatin Pike BRT lite		x	12.12	14.83
Frequent					
1	100 Oaks		x	3.77	7.44
2	Belmont	X		1.93	8.14
6	Lebanon Road	X		4.74	21.54
8	8th Avenue South		x	2.93	6.69
9	Metro Center		x	6.98	6.98
14	Whites Creek		x	9.57	10.01
18	Airport/Elm Hill Pike		x	7.07	16.75
20	Scott		x	3.39	9.55
21	University Connector		x	5.07	11.78
25	Midtown		x	10.04	12.77
30	McFerrin		x	5.76	5.76
34	Opry Mills Express		x	10.48	25.36
42	St. Cecilia/Cumberland		x	10.07	10.85
43	Hickory Hills		x	15.00	15.41

Table 5.1 Continued: 2013 MTA Minority Route Classifications

2013 MTA Minority Route Classifications, continued					
Route		Non-Minority	Minority	Minority Block Group Revenue Miles	Total Revenue Miles
Commuter					
24X	Bellevue Express	X		0.00	6.69
27	Old Hickory		x	7.53	15.42
33X	Hickory Hollow/Lenox Express		x	8.88	9.69
35X	Rivergate Express		x	10.00	13.80
36X	Madison Express		x	11.10	24.87
37X	Tusculum Express		x	9.08	14.66
38X	Antioch Express		x	16.27	21.44
39x	Cane Ridge Express		x	4.57	4.57
41	Golden Valley		x	20.08	20.08
Other					
44	MTA Shuttle		x	2.38	2.70
60	Bicentennial Mall - Blue Circuit		x	8.40	12.20
61	Gulch - Green Circuit		x	2.42	2.64
62	Fulton Center - Purple Circuit		x	1.08	1.48
72	Edmondson - Harding Place Connector		x	2.84	2.84
76	Madison Connector		x	6.01	6.53

B. MONITORING SERVICE STANDARDS

Vehicle Load Monitoring

Table 5.2 below shows the maximum load factors identified by MTA through the MTA Master Plan. For assessment, average weekday loads on each sample line were determined for AM Peak, Midday, and PM Peak. Table 5.3 below shows the breakdown of vehicle loads for the sample of minority and non-minority bus routes by time of day.

Table 5.2: Maximum Bus Load Standards

Service Class	Peak Load Factor	Peak Bus Environment	Off Peak Load Factor
Most Frequent	1.25	Standees crowded	1
Frequent	1.25	Standees	1
Commuter	1	No Standees	NA

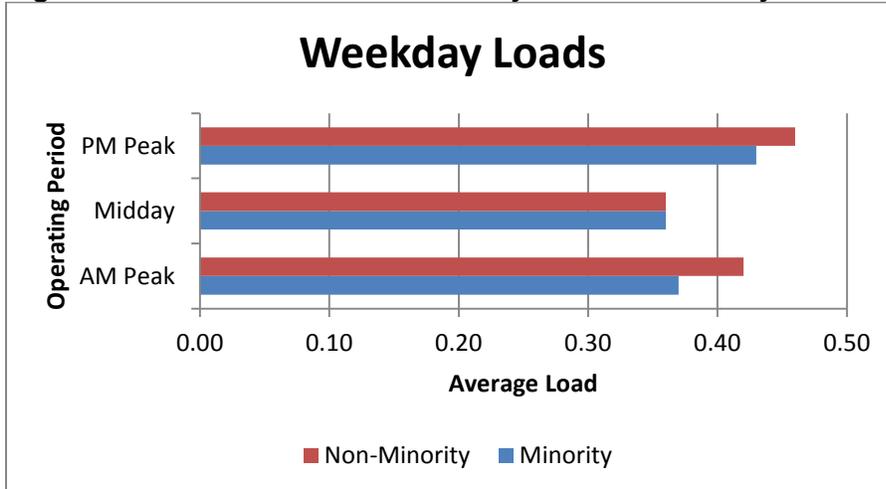
Table 5.3: Vehicle Loads for Minority and Non-Minority Routes

Lines	Load/Seats		
	AM Peak IB & OB	Midday IB & OB	PM Peak IB & OB
<i>Most Frequent</i>			
Route 3 West End/White Bridge	0.42	0.40	0.45
Route 5 West End/Bellevue	0.33	0.32	0.43
Route 7 Hillsboro	0.48	0.31	0.46
Route 12 Nolensville Pike	0.54	0.48	0.45
Route 15 Murfreesboro Pike	0.53	0.38	0.49
Route 22 Bordeaux	0.39	0.36	0.52
Route 23 Dickerson Pike	0.47	0.56	0.41
<i>Frequent</i>			
Route 6 Lebanon Pike	0.42	0.49	0.49
Route 8 8th Avenue South	0.31	0.36	0.55
Route 14 Whites Creek	0.30	0.34	0.49
Route 20 Scott	0.28	0.22	0.35
Route 30 McFerrin	0.41	0.22	0.30
<i>Commuter</i>			
Route 24X Bellevue Express	0.63	n/a	0.54
Route 38X Antioch Express	0.24	n/a	0.17
Route 35X Rivergate Express	0.36	n/a	0.38

Shaded cells indicate minority routes.

The figure below depicts the average loads for the sampled minority and non-minority routes for AM peak, midday peak, and PM peak across all service classes. The load is slightly higher for the non-minority routes in the AM and PM peak periods. The load is the same for both minority and non-minority routes in midday.

Figure 5.1: Vehicle Loads for Minority and Non-Minority Routes by Peak Period



Vehicle Headway Monitoring

Table 5.4 shows the average headway in minutes for minority and non-minority lines for weekday AM peak, midday, and evening periods. The average span of service in hours and tenths of hours is shown for minority and non-minority lines for weekdays.

Table 5.4: Weekday Headways and Span of Service, for Minority and Non-Minority Routes

Route		Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Service Ends	Span (Hours)
Most Frequent							
3 and 5	West End/Bellevue	4:49a	20	30	20	11:08p	18.35
7	Hillsboro	5:50a	22	28	23	12:01a	18.18
12	Nolensville Road	4:59a	15	28	15	11:00p	18.02
15	Murfreesboro Road	4:52a	20	20	20	11:05p	17.95
22	Bordeaux	5:10a	16	23	17	11:05p	18.08
23	Dickerson Road	4:56a	24	26	21	12:23a	19.32
Frequent							
6	Lebanon Road	5:17a	23	79	17	10:30p	16.07
8	8th Avenue South	5:09a	35	75	35	8:13p	15.07
14	Whites Creek	5:34a	30	60	30	11:06p	17.47
20	Scott	5:21a	36	63	39	11:12p	17.15
30	McFerrin	5:46a	60	60	60	11:05p	17.32

Commuter							
24X	Bellevue Express	6:50a	25	n/a	25	6:05p	11.75
35X	Rivergate Express	6:13a	27	n/a	25	8:07p	14.10
38X	Antioch Express	5:37a	40	n/a	60	7:45p	14.14

Commuter routes only run AM and PM Peak

Most Frequent

Of the sampled routes, the total average AM Peak Headway was 20. The minority routes averaged slightly lower headway at 19 and the non-minority routes were slightly higher at 21. This indicates that minority routes have slightly more frequent service along the main corridors. The same was true for midday and PM Peak service. Minority routes also had slightly higher span of service, at an average of 18.32 for the day over 18.27 for non-minority routes.

Frequent

Of the sampled routes, the minority routes averaged slightly higher headways overall at 49 minutes. The non-minority route averaged 40 minute headways. Therefore *frequent* routes should be monitored to ensure that there is no disparate impact on this classification of service. It is important to note that it could be a function of the sample, as only one non-minority route is sampled versus four minority routes. Minority routes had a slightly longer span of service over non-minority routes, with 16.75 hours and 16.07 hours respectively.

Commuter

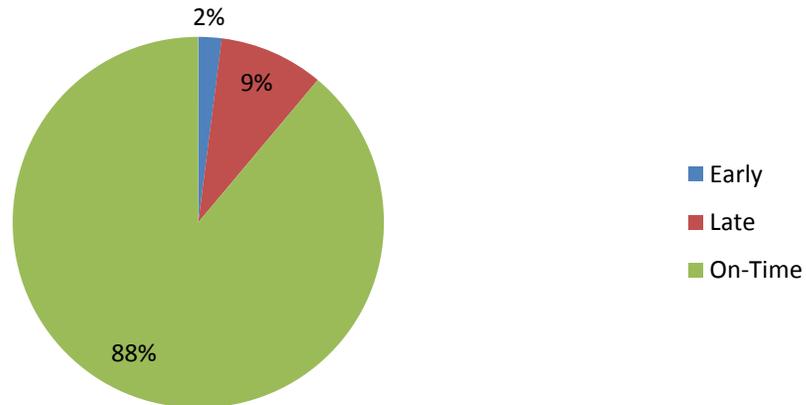
The commuter routes had a similar result to the frequent routes. The minority routes averaged slightly higher headways at 34 minutes. The non-minority route averaged 25 minutes. In the fall of 2013 the non-minority route is proposed to increase headways slightly with the combination of two afternoon trips into one. At that point the commuter routes should be re-evaluated and monitored to ensure there is no disparate impact on minorities. Minority routes had a significantly higher span of service over non-minority routes, with 14.12 and 11.75 hours respectively.

On-Time Performance Monitoring

Figure 5.2 shows that 88% of transit vehicles passed time points on time, 2% passed time points early, and 9% passed time points late.

Figure 5.2: On-Time Performance for Fiscal Year 2013

On-Time Performance



The MTA uses a random check program to assess on-time performance. On-time checks are done for a four-hour time period every other day for a randomly selected time point on a randomly selected route. Over the last fiscal year, the program completed a total of 2,188 observations. Of those 2,188 bus trips observed, approximately two (2) percent were found departing a schedule time point early (i.e., more than 1 minute before the departure time in the printed schedule). Approximately nine (9) percent were found departing a schedule time point late (i.e., more than 5 minutes after the departure time in the printed schedule). These routes on which the late departures were observed were:

- 2 Belmont
- 3 West End/White Bridge
- 5 West End/Bellevue
- 6 Lebanon Pike
- 8 8th Avenue South
- 9 MetroCenter
- 10 Charlotte
- 12 Nolensville Pike
- 15 Murfreesboro Pike
- 17 12th Avenue South
- 19 Herman
- 20 Scott
- 21 University Connector
- 22 Bordeaux
- 23 Dickerson Pike
- 24X Bellevue Express
- 26 Gallatin Pike
- 28 McFerrin
- 34 Opry Mills
- 56 Gallatin Pike BRT lite
- 60 Music City Circuit – Blue Route

- 76 Madison Connector

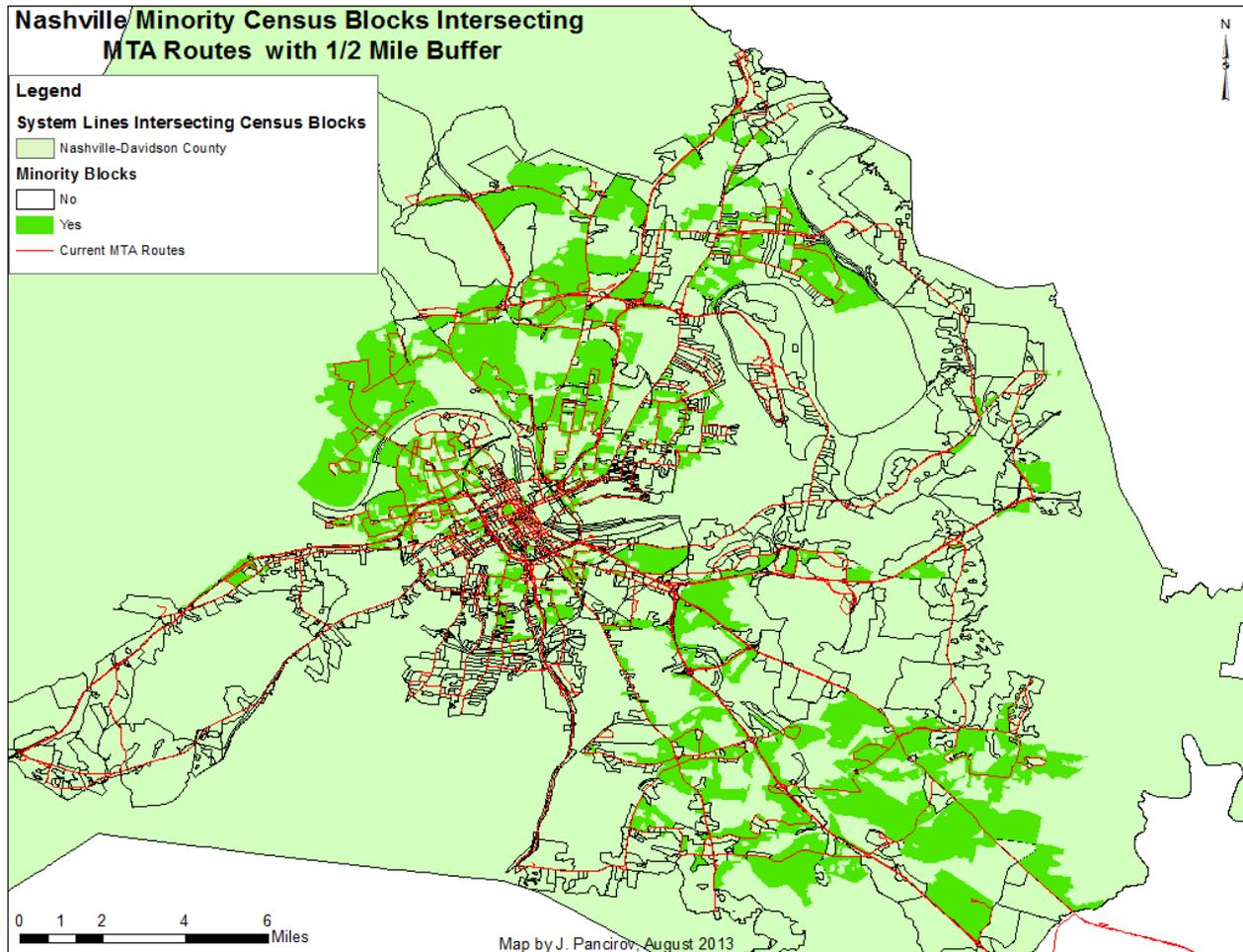
Of those 22 routes, 17 are classified as minority routes. These findings suggest that additional monitoring of on-time performance to assess potential disparate impacts is warranted. MTA will initiate additional on-time performance monitoring as part of the current program. The percentage of

Service Availability Monitoring

Figure 5.3 shows the minority Census blocks that are within a ½-mile walk of MTA bus routes. All residents of Census blocks where the geographic center of the block is within ½-mile walk of a bus stop is considered within ½-mile of service.

Using GIS analysis and Census 2010 data, we found that 62% of the minority population in Nashville-Davidson County is within a ½-mile walk of MTA bus routes. The percentage of the non-minority population within ½-mile walk of MTA bus routes was 35%.

Figure 5.3: Map of Nashville Minority Census Blocks within ½-Mile of MTA Service



Vehicle Assignment Monitoring

Table 5.5 shows the average age of buses in relation to minority population served. The only case where the average age of buses was older for minority routes over non-minority routes was in the frequent category. Overall, the minority routes sampled average bus was six years old while the non-minority routes sampled average bus was seven years old.

Table 5.5: Average Vehicle Age by Classification for Minority Routes

Classification	Minority	Avg Year of Purchase	Average Age of Buses
Most Frequent	Minority	2008	5
	Non-Minority	2007	6
Frequent	Minority	2005	8
	Non-Minority	2006	7
Commuter	Minority	2006	7
	Non-Minority	2004	9
System		2005	8

Transit Amenities Monitoring

The overlay map below (Figure 5.4) shows the locations of many of the transit agency's amenities, including, the Music City Center transit facility, bus shelters, benches, and Park-n-Ride lots, relative to the locations of bus routes and the locations of minority and non-minority populations. Figures 5.5 and 5.6 below depict the percentage of bus shelters on minority versus non-minority routes and minority versus non-minority block groups. There are 118 bus shelters (93%) on minority bus routes versus 51 bus shelters (40%) on non-minority bus routes. The bus shelters are located within 68% of the minority block groups versus 32% of the non-minority block groups. Therefore we did not find disparate impact on the distribution of bus shelters on minority routes.

Figure 5.4: Transit Amenities Overlay Map

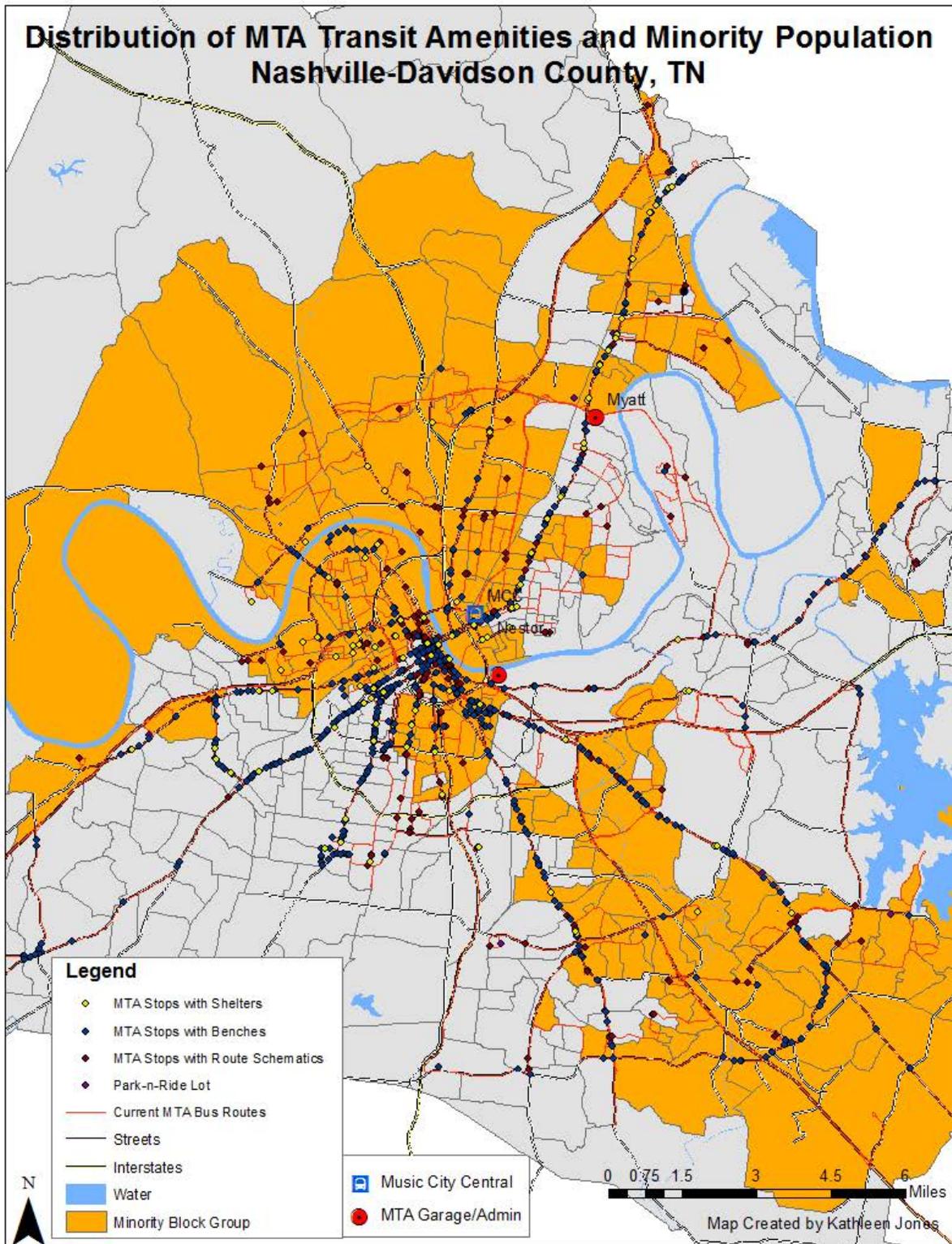


Figure 5.5: Percentage of Bus Shelters Located on Minority Routes

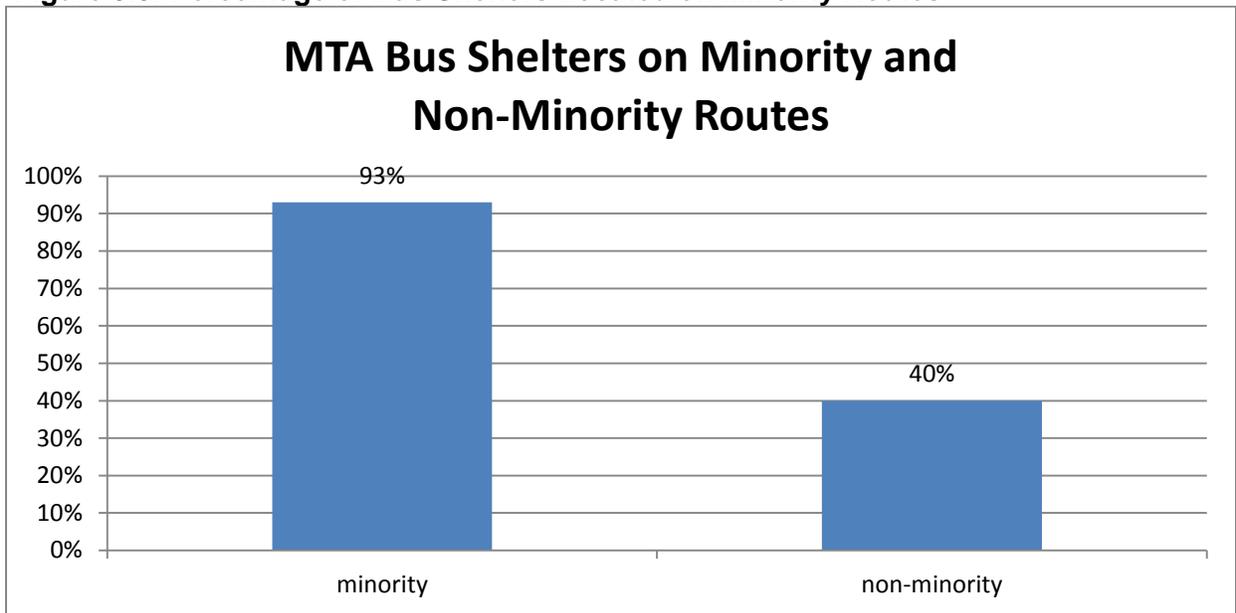
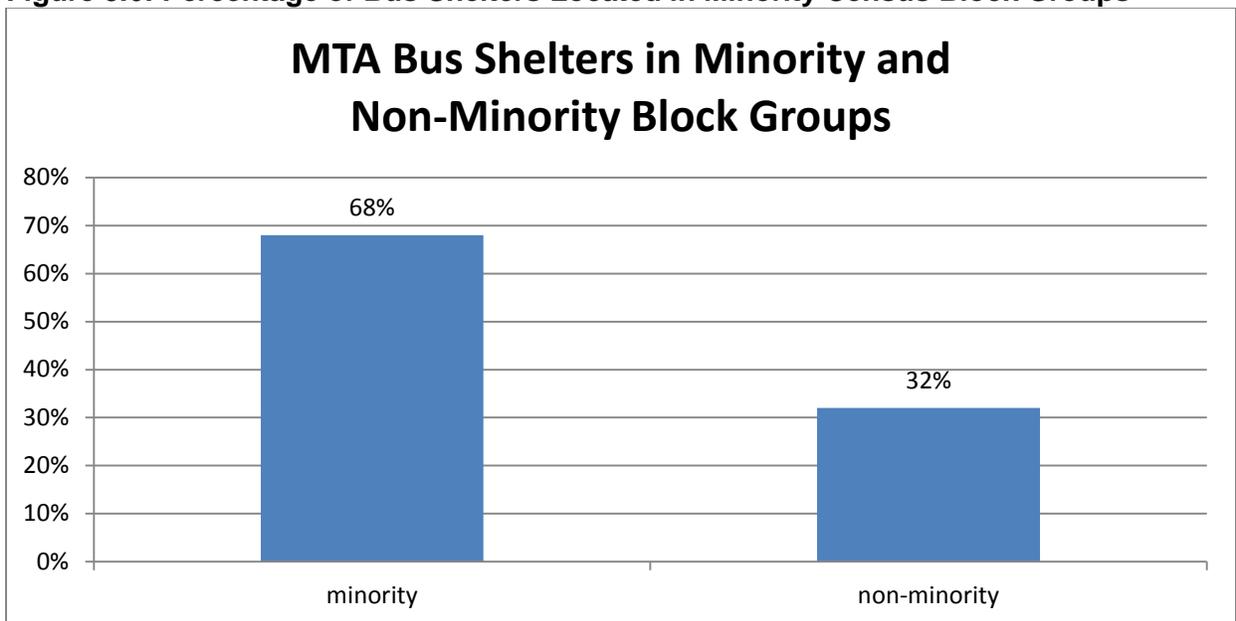


Figure 5.6: Percentage of Bus Shelters Located in Minority Census Block Groups



VI. EVALUATION OF SERVICE AND FARE CHANGES

A. SERVICE AND FARE EQUITY ANALYSIS

Major Service and Fare Change Policy

The MTA has established a definition of a fare or major service change, though the Public Hearing Requirements for Transit Services (see appendix). A fare or major service change is when:

1. There is a change in any fare or fare media related to all services of fixed route and AccessRide.
2. There is any change in service of twenty-five percent (25%) or more of the number of a transit route's revenue service miles computed on a daily basis for the day of the week for which the change is made.
3. A new transit route is established or eliminated.
4. Service frequency or headway adjustments of over 5 minutes during peak hour service or over 15 minutes during non-peak hour service.

In an emergency situation, a service change may be implemented immediately. Evaluations and public hearings must be held if the change is in effect over 180 days. Examples of emergency service changes include but are not limited to those made because of the inaccessibility of a bridge over which a bus route passes, major road construction, or inadequate supply of fuel.

Experimental service changes may be instituted for 180 days or less. Evaluations and a public hearing will be required if the experimental service change exceeds 180 days.

Adverse Effects

An adverse effect is a geographical or temporal reduction in service which includes but is not limited to: elimination of a route; shortening a route; re-routing an existing line; and an increase in headways. MTA recognizes that additions to service may also result in disparate impacts and disproportionate burdens, particularly if the additions come at the expense of reductions in service on other lines.

When a major service change is proposed, MTA evaluates the impact of the service and/or fare change by assessing the adverse effects of those changes on the minority and low-income population.

Disparate Impact and Disproportionate Burden Policy

The Federal Transit Administration defines "disparate impacts" and "disproportionate burdens" as neutral policies or practices that have the effect of disproportionately excluding or adversely affecting members of a group protected under Title VI, and the recipient's policy or practice lacks a substantial legitimate justification. The Disparate Impact Policy establishes a threshold for determining whether proposed fare or service changes have a disparate impact on minority populations versus non-minority populations. The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or service changes have an impact on low-income vs non-low-income populations.

The threshold is the difference between the burdens or benefits borne by minority or low-income populations compared to the non-minority or non-low-income populations. Exceeding the threshold means that a fare or service change either negatively impacts these protected populations more than the non-protected populations or that the change benefits non-minority and non-low income populations more than minority and low-income populations.

The following is the Nashville MTA Disparate Impact and Disproportionate Burden Policy:

When a positive or negative change of greater than 5% is identified for minority or low-income populations, we are proposing to follow the Four Fifths Rule for both policies. The Four Fifths Rule states that there could be evidence of disparate impact or disproportionate burden if:

- Transit services are being provided to minority or low-income populations at a rate less than 80% (four-fifths) than the benefits being provided to non-minority or non-low-income populations
- Adverse effects are being borne by the minority or low-income populations at a rate more than 20% (four-fifths) of the adverse effects being borne by the non-minority or non-low-income populations

If a potential disparate impact is found, FTA requires that recipients analyze alternatives. A provider may modify the proposed change to avoid, minimize, or mitigate potential disparate impacts. A transit provider may also proceed with the proposed change if there is a substantial legitimate justification and no legitimate alternatives exist that still accomplishes the provider's legitimate program goals.

Public Participation

In order to ensure awareness of the MTA Title VI policy proposals, MTA discussed the Title VI changes at a total of six public meetings. Four of these meetings occurred in July 2013 and included the proposed service changes as well information about the proposed Title VI policies. Three of these meetings were held at Music City Central in Downtown Nashville, which is a central location for all parts of the community and provides the easiest and best access for our riders, and one meeting was held at the Southeast Library in Antioch due to the proposed elimination of the Antioch BusLink service. In addition, two more public meetings were held at Music City Central in August specifically to discuss the Title VI proposals. We had a total of 43 attendees at the meetings and the general view was that the proposed Title VI changes were fair and reasonable.

Results of Service and Fare Equity Analyses

For a Title VI evaluation of the most recent service and fare changes that MTA implemented, please see appendix. Please note that all service and fare changes analyzed prior to April 1, 2013 utilized FTA C 4702.1A as guidance.

APPENDICES

APPENDIX A

Nashville MTA Board Title VI Approval

NASHVILLE METROPOLITAN TRANSIT AUTHORITY

OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE

BOARD ACTION ITEM

Item Number: A-13-027

Meeting Date: 09/26/13

Item Title: ADOPTION OF UPDATED TITLE VI PLAN, POLICIES AND STANDARDS

BACKGROUND

As discussed at last month's meeting, in October 2012, the Federal Transit Administration (FTA) released new guidelines that change the requirements and process by which Title VI analyses are completed and reported. Title VI of the Civil Rights Act of 1964 states that "No Person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

As part of these changes, FTA requires the establishment of specific system-wide service standards and system-wide service policies to be included in the Title VI Program. In addition, FTA requires that transit agencies establish a Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy. In preparation for these changes, we have reviewed other Title VI Programs, talked with Title VI Coordinators at several transit agencies, and considered our own minority and low-income demographics to develop the proposed policies described in detail below and on the following pages.

Major Service Change Policy

Description:

This policy sets the requirements for when an agency will conduct a thorough analysis of the potential effects of service changes on Title VI protected populations. MTA currently has a definition for what constitutes a Major Service Change through our Public Hearing Policy and we are recommending to continue using this definition.

Proposed Policy:

- There is a change in any fare or fare media related to our core services of fixed route and AccessRide.
- There is any change in service of twenty-five percent (25%) or more of the number of a transit route's revenue service miles computed on a daily basis for the day of the week for which the change is made.
- A new transit route is established.
- Service frequency (headway adjustments) of over five (5) minutes during peak hour service or over fifteen (15) minutes during non-peak hour service.
- In an emergency situation, a service change may be implemented immediately without

conducting a Title VI analysis. An analysis must be completed if the change is in effect over one-hundred and eighty (180) days. Examples of emergency service changes include but are not limited to those made because of inaccessibility of a bridge over which a bus route passes, major road construction, or inadequate supply of fuel.

- Experimental or Pilot project service changes may be instituted for one-hundred and eighty (180) days or less without conducting a Title VI analysis. An analysis will be required if the experimental service change exceeds one-hundred and eighty (180) days.

Disparate Impact Policy and Disproportionate Burden Policy

Description:

The Federal Transit Administration defines “disparate impacts” and “disproportionate burdens” as neutral policies or practices that have the effect of disproportionately excluding or adversely affecting members of a group protected under Title VI, and the recipient’s policy or practice lacks a substantial legitimate justification. The Disparate Impact Policy establishes a threshold for determining whether proposed fare or service changes have a disparate impact on minority populations versus non-minority populations. The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or service changes have an impact on low-income vs non-low-income populations.

The threshold is the difference between the burdens or benefits borne by minority or low-income populations compared to the non-minority or non-low-income populations. Exceeding the threshold means that a fare or service change either negatively impacts these protected populations more than the non-protected populations, or that the change benefits non-minority and non-low income populations more than minority and low-income populations.

Proposed Disparate Impact Policy and Disproportionate Burden Policy:

When a positive or negative change of greater than 5% is identified for minority or low-income populations, we are proposing to follow the Four Fifths Rule for both policies. The Four Fifths Rule states that there could be evidence of disparate impact or disproportionate burden if:

- Transit services are being provided to minority or low-income populations at a rate less than 80% (four-fifths) than the benefits being provided to non-minority or non-low-income populations
- Adverse effects are being borne by the minority or low-income populations at a rate more than 20% (four-fifths) of the adverse effects being borne by the non-minority or non-low-income populations

If a potential disparate impact is found, FTA requires that recipients analyze alternatives. A provider may modify the proposed change to avoid, minimize, or mitigate potential disparate impacts. A transit provider may also proceed with the proposed change if there is a substantial legitimate justification and no legitimate alternatives exist that still accomplish the provider’s legitimate program goals.

Public Involvement

In order to ensure awareness of the upcoming Title VI policy proposals, we discussed the Title VI changes at a total of six public meetings. Four of these meetings occurred in July and included the proposed service changes as well information about the proposed Title VI policies. Three of these meetings were held at Music City Central in Downtown Nashville, which is a central location for all parts of the community and provides the easiest and best access for our riders, and one meeting was held at the Southeast Library in Antioch due to the proposed elimination of the Antioch BusLink service. In addition, two more public meetings were held at Music City Central in August specifically to discuss the Title VI proposals. We had a total of 43 attendees at the meetings and the general view was that the proposed Title VI changes were fair and reasonable.

COMMITTEE RECOMMENDATION

The Planning and Marketing Committee recommend the adoption of the updated Title VI plan with inclusion of the proposed Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy as outlined above.

Approved:



Secretary

September 26, 2013

Date

APPENDIX B

Public Hearing Policy

Nashville Metropolitan Transit Authority

PUBLIC HEARING REQUIREMENTS POLICY

Public participation, through both the awareness and the opportunity for input, into the decision making process is a critical element to the success of the varied transit services that MTA provides.

I. PURPOSE

The purpose of these requirements is to obtain feedback from all interested and concerned citizens when the Metropolitan Transit Authority proposes changes to its services or fares. The guidelines below indicate when, as a matter of policy, a public hearing must be held, and how the comments are considered through the process. These guidelines are in no way intended to limit public hearings but are meant to provide a minimum set of standards

II. PUBLIC NOTICE

A public notice of an intended public hearing meeting must be conveyed to the general public at least fourteen (14) days prior to the intended meeting date. In addition, the final public hearing must be scheduled a minimum of twenty-one (21) days prior to the proposed implementation of the change. The notices will convey information about the public hearing in English as well as in Spanish (the predominant language of the Nashville-Davidson County LEP population). The notice will include the statement: “If information is needed in another language, then contact (615) 862-5950” in English and in Spanish.

1. A detailed description of the purpose of the meeting(s)
2. The date(s) and time(s) of the meeting(s)
3. The meeting location(s)

Notice of public hearings must contain a detailed description of the proposed change and be publicly advertised in at least three (3), but preferably all of the following manners as well as at least one (1) predominately Spanish or other LEP language publication:

1. The Nashville MTA website
2. Any local area newspaper that will be directly affected by the proposed changes

3. The City of Nashville local television information channel (Metro 2)
4. Informational signs at the Nashville MTA's major transit centers (Music City Central)
5. A local Spanish or other LEP language publication (La Campana, La Noticia Newspaper, HispanicNashville.com)
6. Any other local television or radio channel willing to publicize the information
7. Social media outlets

The time and place of the public hearing must coincide with the MTA fixed route service area. This provision may be waived in the event that multiple meetings are established with at least one meeting being in a location that is serviced by transit. Public meetings will be held when there is a major service change.

III. SERVICE DEVELOPMENT AND PUBLIC COMMENT CONSIDERATION PROCESS

Public comments may be provided to Nashville MTA at any time through contacting Customer Care, via phone, email, written letter, or fax. In addition, comments are accepted at all public hearings as well as other such times where Nashville MTA staff interacts with the public, including coordination and interaction with institutions and organizations, as well as at MTA board meetings, and through customer surveys. These comments are collected and reviewed on an ongoing basis.

The bi-annual service development process occurs in the following manner:

1. Funding status is determined, which guides whether funding is available for service expansion or whether service reductions are needed.
2. The Master Plan is reviewed to identify opportunities for project implementation.
3. Data analysis is conducted to determine areas where service improvements can be maximized.
4. Customer comments are reviewed to identify potential service improvements to be considered and to identify areas where the master plan and current customer comments coincide.
5. A service change proposal is assembled based on information from the Master Plan, Data Analysis, and Customer Comments.
6. Public meetings are held in accordance with the Public Hearing and Major Service Change policies and feedback from the public is received and reviewed during this timeframe and prior to the service implementation. If there is significant public input (either positive or negative) received during this time, this information is factored into the final service proposal and an overview summary of the comments received is provided to the MTA Board as part of the service proposal.

7. The service changes are implemented and the process is repeated prior to the next round of changes.

IV. MAJOR SERVICE CHANGE POLICY

Except where provided elsewhere, a public hearing must be held when:

1. There is a change in any fare or fare media related to our core services of fixed route and AccessRide.
2. There is any change in service of twenty-five percent (25%) or more of the number of a transit route's revenue service miles computed on a daily basis for the day of the week for which the change is made.
3. A new transit route is established.
4. Service frequency (headway adjustments) of over five (5) minutes during peak hour service or over fifteen (15) minutes during non-peak hour service.
5. In an emergency situation, a service change may be implemented immediately without a public hearing being held. A public hearing must be held if the change is in effect over one-hundred and eighty (180) days. Examples of emergency service changes include but are not limited to those made because of inaccessibility of a bridge over which a bus route passes, major road construction, or inadequate supply of fuel.
6. Experimental service changes may be instituted for one-hundred and eighty (180) days or less without a public hearing being held. A public hearing will be required if the experimental service change exceeds one-hundred and eighty (180) days.

APPENDIX C

Sample of Public Notice of Hearing/Meeting

Legals

ton, David M. Anthony, and Gregory G. Vick have been appointed Substitute Trustees by First Tennessee Bank National Association, the owner and holder of said indebtedness, by an instrument of record at Instrument No. 20110517-0037848, Register's Office for Davidson County, Tennessee, with authority for any one of such Substitute Trustees to act alone or by a Designated Agent with the powers given the Trustee in the Deed of Trust and by applicable law; and WHEREAS, default in indebtedness secured by said Deed of Trust has been made; and WHEREAS, First Tennessee Bank National Association, the owner and holder of said indebtedness has demanded that the real property be advertised and sold in satisfaction of said indebtedness and the cost of the foreclosure, in accordance with the terms and provisions of the Loan Documents and Deed of Trust. NOW, THEREFORE, notice is hereby given that one of the Substitute Trustees or a Designated Agent for any one of the Substitute Trustees, pursuant to the power, duty and authority vested in and imposed upon the Trustee in said Deed of Trust and applicable law, will on Thursday, June 16, 2011 at 11:00 o'clock a.m., prevailing time, at the premises which is identified on the Metropolitan Tax Assessor's records as Map/Parcel 127-00-0-032.00 with an address of 0 Newsom Station Road, Nashville, Davidson County, Tennessee, offer for sale to the highest and best bidder for cash and free from all rights and equity of redemption, statutory right of redemption or otherwise, homestead, dower, elective share and all other rights and exemptions of every kind as waived in said Deed of Trust; certain real property situated in Davidson County, Tennessee, described as follows: Land in Davidson County, Tennessee, being described according to a survey made A & A Engineers, Inc. Job No. 107977, as follows: Commencing at a monument in the southerly margin of Rolling Hills Drive, said point being 312.53 feet east of the easterly margin of Merrymount Acres, Section 3, as of record in Book 4175, page 91, Register's Office for said County, thence in a northerly direction with the easterly boundary of Merrymount Acres, Section 3, North 9 degrees 44 minutes 53 seconds West 229.65 feet to a concrete monument in a fence, said point being the northeast property corner of Merrymount Acres, Section 3, thence with said fence South 86 degrees 49 min-

Legals

utes 25 seconds East 360.38 feet to a point at a fence corner, said point being the southeast corner of John Cunningham tract; thence with a fence in a northerly direction with John Cunningham's east property line North 3 degrees 09 minutes East 957.68 feet to a point, the point of beginning, thence continuing in a northeasterly direction North 5 degrees 04 minutes 01 seconds East 456.96 feet to a metal post; thence North 77 degrees 05 minutes 41 seconds East 229.93 feet to an iron pin, thence North 2 degrees 03 minutes 08 seconds West 206.86 feet to an iron pin, a point in the northwest corner of the described tract; thence North 76 degrees 29 minutes 54 seconds East 425.15 feet to an iron pin; thence North 86 degrees 01 minutes 52 seconds East 327.00 feet to an iron pin; thence North 64 degrees 43 minutes 05 seconds East 366.73 feet to an iron pin in the northeast corner of said property, said pin also being in the westerly property line of the Mary Hicks Proctor property; thence with an old fence South 10 degrees 29 minutes 23 seconds West 180.61 feet to an iron pin; thence south 3 degrees 49 minutes 59 seconds West 191.77 feet to an iron pin; thence South 4 degrees 38 minutes 39 seconds West 635.86 feet to an iron pin; thence North 89 degrees 26 minutes 44 seconds West 1,231.15 feet to the point of beginning. Being the same property conveyed to James E. K. Hildreth and wife, Phyllis D. K. Hildreth, by deed from Feng-Chih Chen and wife, Helen Mei-Ju, of record as Instrument No. 20070321-0034374, dated March 16, 2007, said Register's Office. This is unimproved property identified by the tax assessor's office as Map/Parcel 127-00-0-032.00 with an address of 0 Newsom Station Road, Nashville, Davidson County, Tennessee, but such address is not part of the legal description of the property. In the event of any discrepancy, the legal description herein shall control. This property is sold AS IS, WHERE IS AND WITH ALL FAULTS, and without any representations or warranties of any kind whatsoever, whether express or implied. Without limiting the foregoing, THE PROPERTY IS TO BE SOLD WITHOUT ANY IMPLIED WARRANTIES OF MERCHANTABILITY, CONDITION, OR FITNESS FOR A PARTICULAR USE OR PURPOSE. Other interested parties: James E. K. Hildreth and Phyllis D. K. Hildreth. The right is reserved to (i) delay

Legals

the sale to another time certain or adjourn the day of sale to another day and time certain, without further publication and in accordance with law, upon announcement of said delay or adjournment on the day and time and place of sale set forth above; (ii) sell the Property at the time fixed by the last postponement or to give new notice of sale; (iii) sell the Property in such lots, parcels, segments, or separate estates as Substitute Trustee may choose; (iv) sell part of the Property and delay, adjourn, cancel, or postpone the sale of the remaining part of the Property; (v) sell the Property in whole and then to sell the Property in parts and to consummate the sale in whichever manner produces the highest sale price; (vi) to sell to the next highest bidder in the event any higher bidder does not comply with the terms of the sale. At the time and place of sale set forth herein above, Substitute Trustee will sell the property by public auction to be conducted by Reed Henley, Nashville Auction & Realty Company (615) 889-5555. Substitute Trustee will make no covenant of seisin, marketability of title or warranty of title, express or implied, and will sell and convey the subject real property by Trustee's Quitclaim Deed as Substitute Trustee only. This sale is subject to all matters shown on any applicable recorded Plat or Plan; any unpaid taxes and assessments (plus penalties, interest, and costs) which exist as a lien against said property; any restrictive covenants, easements or setback lines that may be applicable; any rights of redemption, equity, statutory or otherwise, not otherwise waived in the Deed of Trust, including rights of redemption of any governmental agency, state or federal; and any and all prior deeds of trust, liens, dues, assessments, encumbrances, defects, adverse claims and other matters that may take priority over the Deed of Trust upon which this foreclosure sale is conducted or are not extinguished by this Foreclosure Sale. This sale is also subject to any matter that an inspection and accurate survey of the property might disclose. THIS IS AN ATTEMPT TO COLLECT A DEBT, AND ANY INFORMATION OBTAINED WILL BE USED FOR THIS PURPOSE. THIS 18th day of May, 2011. Sam J. McAllester, III Substitute Trustee BONE McALLESTER NORTON PLLC 511 Union Street, Suite 1600 Nashville, Tennessee 37219

Legals

615-238-6322 TCP May 23, 30, June 6, 2011
FORECLOSURE SALE NOTICE
WHEREAS, Derek Gerstenschlager, unmarried, by a Deed of Trust, dated December 17, 2008, of record in Instrument No. 20081229-0122804, Register's Office for Davidson County, Tennessee, conveyed to Randall Clemmons, Trustee, the hereinafter described real property to secure payment of a promissory note as described in said Deed of Trust; and The lender has complied with TCA 35-5-117 by mailing the debtor Notice of Right to Foreclose. WHEREAS, Robert Evans Lee having been appointed Substitute Trustee by Wilson Bank & Trust, the owner and holder of said note by an instrument of record in Instrument No. 20110415-0029452, Register's Office for Davidson County, Tennessee, with authority to act alone with the powers given the Trustee; and WHEREAS, default having occurred with respect to the note secured by the Deed of Trust, and the full balance owing having been accelerated; and WHEREAS, Wilson Bank & Trust, as the owner and holder of said note, has demanded that the real property covered by the Deed of Trust be advertised and sold in satisfaction of said debt and the cost of the foreclosure, in accordance with the terms and provisions of said note and Deed of Trust; NOW, THEREFORE, notice is hereby given that I, Robert Evans Lee, Substitute Trustee, pursuant to the power, duty and authority vested in and imposed upon me in said Deed of Trust, will on June 24, 2011 at 2:00 PM, Central Time, at the Bridgestone Arena by the door located at 6th Avenue and Broadway, 501 Broadway, Nashville, Davidson County, Tennessee, offer for sale to the highest and best bidder for cash and free from all rights and equity of redemption, statutory or otherwise, homestead, dower and all other rights and exemptions of every kind as provided in said Deed of Trust, certain real property situated in Davidson County, Tennessee, described as follows: A certain tract or parcel of land in Davidson County, State of Tennessee, described as follows, to-wit: A certain condominium apartment in the First Civil District of Nashville, Davidson County, Tennessee, known as Unit No. 1619 of the Horizontal Property Regime of Encore, a Residential Condominium pursuant to Master Deed for Encore, a Residential Condominium of record as Instrument No.,

Legals

20080225-0018425, Register's Office for Davidson County, Tennessee, to which reference is made for a more complete description. Being the same property conveyed to Derek Gerstenschlager by deed dated June 9, 2008, from Encore Phase I Development Company, LLC, a Tennessee limited liability company, of record in Instrument No. 20080611-0060081, Register's Office for Davidson County, Tennessee. Subject property has the address of 301 Demonbreun Street, Unit 1619, Nashville, TN 37201 The right is reserved to adjourn the day of sale to another day and time certain, without further publication and in accordance with law, upon announcement of said adjournment on the day and time and place of sale set forth above, and/or to sell to the second highest bidder in the event the highest bidder does not comply with the terms of the sale. Substitute Trustee will make no covenant of seisin or warranty of title, express or implied, and will sell and convey the subject real property by Successor Trustee's Deed, as Substitute Trustee only. THIS sale is subject to all matters shown on any applicable recorded Plat or Plan; any unpaid taxes which exist as a lien against said property, including without limitation city and county property taxes; any restrictive covenants, easements or setback lines that may be applicable; any statutory rights of redemption not otherwise waived in the Deed of Trust, including rights of redemption of any governmental agency, state or federal; and any prior liens or encumbrances that may exist against the property. This sale is also subject to any matter that an accurate survey of the premises might disclose. INTERESTED PARTIES: Homeowners Association THIS IS AN ATTEMPT TO COLLECT A DEBT, AND ANY INFORMATION OBTAINED WILL BE USED FOR THIS PURPOSE. THIS 12th day of May, 2011 Robert Evans Lee, Substitute Trustee Lee & Lee Attorneys at Law, P.C. 109 East Gay Street Lebanon, TN 37087 615-444-3900 TCP May 23, 30, June 6, 2011

Legals

• Wednesday, June 8, 2011 at Music City Central, 400 Charlotte Ave, Nashville, TN 4:00pm - 6:00pm; Served by all MTA Routes
• Thursday, June 9, 2011 at Aquinas College, 4210 Harding Pike, Nashville, TN 6:00pm - 8:00pm; Served by MTA Route 3 West End Please note that attendance at these meetings is not required for comments. You may also mail comments to MTA Planning Department, attn: Public Meeting Comments, 130 Nestor St, Nashville, TN 37210, fax to 615-862-6208, call Customer Care at 615-862-5950 or email them to mta.publicmeetings@nashville.gov
For ADA accessibility information contact:
ADA Coordinator
130 Nestor Street
Nashville, TN 37210
615-862-5950
TCP May 23, 2011

Legals

to the power, duty and authority vested in and imposed upon the Trustee in the Deed of Trust, will on Friday, May 31, 2011, at 10:00 prevailing Central Time, the entrance of the Office Davidson County Register's Office, Deeds, Bridgestone Ave Broadway, Nashville, Tennessee. Ter offer for sale to the high best bidder for cash, free rights, which Grantor waives the Deed of Trust, the real property situated in Davidson County, Tennessee, described as follows: Beginning at the westerly margin Boulevard at the corner Nos. 101 and 102, running in a Westerly direction 1 more or less, to the Easterly end of an alley; thence Southwardly along the Easterly end of said alley, 28.7 feet; Southwardly 160 feet, less, to the Northerly m Burns Avenue; thence Northwardly with the North margin of Burns Avenue a Boulevard, around a curv point of beginning and b feet, more or less, there included in the above description but excluded from this being a strip of ground 1 in width and 134 feet in le the extreme East side of 102 and beginning at the east corner of said Lot which strip of ground w claimed by Mrs. Christa A kins, by Quit-claim deed i in Book 577, Page 313, R Office for Davidson Coun nessesee. Being the same; conveyed to Graymont G r by Deed from Holly D. Si and LT. Hayes, Jr., reco the 13th day of October, Instrument No. 20061013- in the Register's Office o son County, Tennessee. The street addresses for tl erty is believed to be 32 Boulevard, Nashville, Te 37203. Such address is n the legal description of tl erty. In the event of any ancy, the legal descriptio shall control. A review of cords at said Register's OI

NOTICE OF SUCCESSOR TRUSTEE'S SALE

WHEREAS, GRAYMONT GROUP, LLC, (the "Grantor") by that certain Deed of Trust, Assignment of Rents and Leases, Security Agreement, and Financing Statement dated October 11, 2006, recorded at Instrument No. 20061013-0127323, in the Office of the Register of Deeds for Davidson County, Tennessee (as modified or amended, the "Deed of Trust"), conveyed to R. Larry Lovelace, Trustee, the Property (as hereinafter defined) to secure the payment of certain indebtedness described in the Deed of Trust (the "Indebtedness"). The Deed of Trust and the Indebtedness secured thereby is presently held and owned by GreenBank (the "Lender"); and WHEREAS, default has occurred by Grantor's failure to comply with the terms and conditions of the Deed of Trust, and the Indebtedness has been declared due and payable as provided in the Deed of Trust, and the Indebtedness has not been paid; and WHEREAS, Lender has demanded that the Property be advertised and sold in satisfaction of the Indebtedness and the costs of foreclosure in accordance with the terms of the Deed of Trust; and WHEREAS, the undersigned, Joseph J. Jensen, has been duly appointed as Successor Trustee in the place and stead of R. Larry Lovelace, said appointment being of record at Instrument No. 20110318-0021497, said Register's Office. NOW, THEREFORE, notice is hereby given that I, Joseph J. Jensen, Successor Trustee, or my duly appointed agent, pursuant

NOTICE OF PUBLIC MEETING

The Nashville Metropolitan Transit Authority (MTA) will hold Public Meetings regarding improving transportation options along the Broadway/West End corridor. The public meetings will occur as follows:

Actualidad

Cuando El Mundo Te Pone Barreras



Por Sandra Rivera

Hay optimistas y pesimistas en la vida. Unos ven el vaso medio lleno y otros medio vacío. Aunque los dos tengan las mismas oportunidades, los resultados pueden llegar a ser muy diferentes. Hoy quiero inspirarlos, animarlos para que después de leer este artículo sientan que pueden llegar a ser lo que quieran ser en la vida.

Debemos de vivir sin limitaciones, es decir que si hay una meta, o sueño en nuestra vida, que luchemos traspasando cualquier barrera para que la podamos alcanzar y realizar.

Todos tienen dificultades, pero nosotros estamos bendecidos grandemente en este país. Hay mucha gente que está mucho peor que nosotros en otros países, en otros continentes.

En 2007 escuché, por primera vez, la historia de Dick y Rick Hoyt. (Los que tengan acceso al internet por favor miren su video en www.youtube.com). Su testimonio es una asombrosa historia de padre e hijo. Es una historia que demuestra que con el poder del amor, nada es imposible.

El hijo de Dick, Rick, sufrió asfixia en el parto por culpa del cordón umbilical que estaba ahorcándolo. Por causa de esto quedó con una parálisis casi total (palsy cerebral). Los doctores decían que el cerebro también se había visto afectado y que Rick quedaría en estado vegetativo, pero los padres se esforzaron en educarle de un modo "lo más normal posible".

A pesar de no poder hablar, Rick demostró pronto que su cerebro estaba bien, se partía de risa con los chistes. No podía casi



Dick y Rick Hoyt

moverse y no hablaba, pero entendía todo y se comunicaba a través de un ordenador especial computarizado.

Una de las ilusiones de Rick era participar en una carrera benéfica en honor a un deportista local que había quedado parapléjico en un accidente. Rick escribió en su computadora, "papá harías esto conmigo?" Su padre leyó el mensaje y lo ayudó a participar, empujando su silla de ruedas durante todo el recorrido.

Rick se sintió realizado, y volvió a escribir en su computadora, "gracias papá, me sentí libre de mis ataduras corporales como si fuera un niño normal." Y así comenzó esta larga trayectoria de carreras en las que padre e hijo han participado desde entonces. Su padre quería que su hijo se sintiera normal, y si significaba tener que correr empujando a su hijo en silla de ruedas, no importaba, era difícil, pero no imposible.

Desde esta carrera, el padre e hijo han participado en 958 eventos, 65 maratones (26.1 millas), y seis (6) Ironman competiciones (Ironman: 3,8 km de natación, 180 km de bicicleta y una maratón -42,195 km- para acabar). Rick aún con su impedimento ha terminado la escuela secundaria y la universidad.

A pesar de la inmensa historia de amor de un padre a un hijo, esta historia es realmente inspiradora para ser optimistas y seguir adelante hasta llegar a alcanzar nuestros sueños.

Al final, no importa de donde vienes, cuanto dinero tienes, ni tu apariencia exterior, piensa en tus metas y trata lo mejor que puedas, de realizarlas. Si eres un carpintero, anhela ser el mejor carpintero, si eres un pintor, anhela ser el mejor.

Si crees que no puedes aprender inglés, empieza a pensar que si puedes y aprende el idioma. Cruza tus barreras, brinca tus limitaciones y verás que todo es posible!

Por Sandra Rivera Walsyn
news@hispanicpaper.com

Nota de nuestra redacción: El presente editorial fue publicado el pasado mes de octubre del 2010. Debido a lo oportuno de su contenido nos permitimos volver a publicarlo para consideración de nuestros queridos lectores.

AVISO DE AUDIENCIA PÚBLICA

La Autoridad Metropolitana de Nashville (MTA) llevará a cabo audiencias públicas relativas a mejora en las opciones de transporte a lo largo de Broadway/West End.

Las audiencias públicas se llevarán a cabo de la siguiente manera:

Miércoles 8 de junio de 2011, en Music City Central, 400 Charlotte Ave, Nashville, TN 4:00 - 6:00pm; Servido por todas las rutas de la MTA

Jueves 9 de junio de 2011, en Aquinas College, 4210 Harding Pike, Nashville, TN 6:00 - 8:00pm; Servido por la Ruta # 3 West End

Tenga en cuenta que la asistencia a estas reuniones no se requiere para comentarios. También puede enviar comentarios al MTA Departamento de Planificación, atención de: Comentarios del público de la reunión, 130 Nestor St. Nashville, TN 37210, por fax al 615-862-6208, llame a Servicio al Cliente al 615-862-5950 o por correo electrónico a mta.publicmeetings@nashville.gov.

For ADA accessibility information contact:

ADA Coordinator
130 Nestor Street
Nashville, TN 37210
615-862-5950

APPENDIX D

Title VI Complaint Form and Log

NASHVILLE MTA/RTA TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil rights Act requires that "no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please contact the Title VI Coordinator (see below).

Section I:

Name:

Address:

Telephone (Home)

Telephone (Work)

E-mail Address:

Accessible Format
Requirements?

Large Print
Braille

Section II:

Are you filing this complaint on your own behalf?

Yes*

No

*If you answered "yes to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes

No

Section III:

I believe that the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

Date of Alleged Discrimination (MM/DD/YYYY):

Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. (If known) Include the name and contact information of the person(s) who discriminated against you as well as names and contact information of any witnesses. If more space is needed please use the back of this form:

Section IV

Name of agency or department with which you are filing your complaint:

Name of individual your complaint is against (if known):

Title of individual your complaint is against (if known):

Contact information of individual your complaint is against (if known):

Have you previously filed a Title VI complaint with this agency? Yes No

Section V

Have you filed this complaint with any other Federal, State, or Local agency or with any Federal or State Court?

Yes No

If yes, check all that apply:

Federal Agency: State Agency:

Federal Court: Local Agency:

State Court:

Please give the contact information for a person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

You may attach any written materials or other information that you think is relevant to your complaint.

Attachments: Yes No

Signature and date are required below:

Signature Date

Submit form and any additional information by mail:
Nashville Metropolitan Transit Authority
Amanda Watson, Title VI Coordinator
430 Myatt Drive
Nashville, TN 37115

Note: This form may be emailed or faxed however an original copy with the original signature must also be provided
Fax: (615) 862-4127 attn Amanda Watson
Email: amanda.watson@nashville.gov

Instructions for Complaint Log

All recipients shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits
- Complaints naming the recipient

This list shall include the date that the transit-related Title VI Investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, the lawsuit or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

*Note: Under the Summary please include the complainant's name and address

Title VI Complaint Log 2010-Present

Type (Investigation, Lawsuit, or complaint)	Date (mm/dd/yyyy)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
The AMP - BRT Complaint	August 1st 2013	Complaint that the AMP Corridor was selected to exclude minorities and low-income residents of Nashville	Waiting for reply from FTA	Nashville MTA has done a Title VI Analysis on the Amp Corridor and given the results to FTA. We are awaiting a response from FTA as

APPENDIX E

Notice to Beneficiaries

Notice to the Public of Rights under Title VI

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Nashville Metropolitan Transit Authority

- The Nashville Metropolitan Transit Authority (MTA) operates its programs and services without regard to race, color, and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Nashville MTA.
- For more information on Nashville MTA's Title VI Policy and the procedures to file a complaint, contact the Title VI Administrator at (615) 862-5950; email customercomments@nashville.gov; or write to the Title VI Administrator at 430 Myatt Drive, Madison, TN 37115. For more information visit the Title VI section of our website at www.nashvillemta.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

*If information is needed in another language, contact (615) 862-5950
~Si se necesita información en otro idioma llame al (615) 862-5950~*



Notificación al Público de los Derechos bajo el Título VI

“Ninguna persona en los Estados Unidos será excluida de participar en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negará los beneficios de dichos programas o actividades, ni será discriminado en ellos, por causa de su raza, color o nacionalidad de origen.”

La Autoridad Metropolitana de Tránsito de Nashville

- La Autoridad Metropolitana de tránsito de Nashville (MTA) opera sus programas y servicios, sin distinción de raza, color y origen de nacionalidad, de acuerdo con el Título VI del Acta de derechos Civiles. Cualquier persona que crea que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante Nashville MTA.
- Para más información de la Política de Nashville MTA sobre el Título VI y los procedimientos para presentar una queja, comuníquese con el administrador del Título VI al (615) 862-5950; por correo electrónico a customercomments@nashville.gov o escribiendo al administrador del Título VI a 430 Myatt Drive, Nashville, TN 37115. Para más información, visite la sección del Título VI de nuestra página de internet www.nashvillemta.org.
- Un demandante puede presentar una queja directamente con la Administración Federal del Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, East Building, 5th Floor TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

Si necesita la información en otro idioma llame al (615) 862-5950



APPENDIX F

Language Line Brochure



Language Line Services

Interpretation and Translation in more than 150 languages

LANGUAGE LINE® DOCUMENT TRANSLATION SERVICE

Questions and Answers

Listed below are frequently asked questions.

What is translation?

Translation is the transmittal of written text from one language into another. Although the terms *translation* and *interpretation* are often used interchangeably, by strict definition, translation refers to the written language, and interpretation to the spoken word.

Who are your translators?

Language Line Services' translators are highly skilled professionals, with advanced degrees in a wide range of disciplines. As a rule, translations are performed by the native speakers of the foreign language translated.

How do I know if my translation is good?

A good translation should clearly convey the meaning of the original text, read smoothly, and be free from spelling or grammatical errors. Naturally, if you are unable to have an independent professional translator examine both documents, you will not be able to check this. That is why selecting a professional translation service is critical. Every completed transaction is checked for quality by a proofreader or editor before delivery to the customer. If you are not completely satisfied with the result, there will be no charge.

Do you use any translation software?

No. Language Line Services does not use translation software. To make certain of the quality, professional human translators perform all translations.

What about confidentiality?

All Language Line Services translators are bound by confidentiality agreements. To increase confidentiality, customer information is removed from the text given to a translator whenever possible.

What are typical applications for Language Line® Document Translation Service?

Language Line® Document Translation is ideal for documents covering a wide range of routine business needs:

- **General Business:** Manuals, brochures, books, letters, e-mails, memorandums, surveys, personnel announcements, payroll records, education transcripts, magazine or newspaper articles, labels, standard forms, notices, signs, job descriptions, receipts, form letters, instructions, articles, menus, warranties;
- **Financial Services:** Account information, credit histories and reports, financial statements, loan documents, contracts, mortgage papers, pension records, correspondence, financial applications;
- **Healthcare:** Hospital release forms, patient billing and instructions, medical and immunization records, informed consent forms, medical claims, patients' rights;
- **Insurance:** Accident and medical reports, claims information and forms, receipts, statements, death certificates, release forms;
- **Law Enforcement:** Police statements and reports, investigations, public records;
- **Court/Legal:** Complaints, statement of charges, summons, documents, divorce papers, contracts, advice of rights;
- **Public Service/Government:** Notices and public service announcements, voter information, forms, signage;
- **Transportation:** Security questionnaires and general passenger information and more.

What languages do you translate?

We provide service in more than 150 languages. Please refer to our "Language List" for specific details. Languages are added and removed based on customer demand.

How much does translation cost?

Please refer to our "Customer Charges" sheet for specific pricing information. In general, prices are lower for more commonly requested languages, since there are more translators available. Prices are generally higher for less requested languages as well as for languages that require special software to accommodate the characters.

Can I receive a cost estimate before I order the translation?

You can easily estimate the cost if you know what foreign language is involved, using the "Customer Charges" sheet. If you need a more exact estimate, simply mark the "SEND QUOTE BEFORE PROCEEDING WITH TRANSLATION" box on the document translation order form. You will be contacted with a quote. Keep in mind, preparing a quote may delay your translation request.

How long will a translation take?

Language Line Services will do all it can to ensure a speedy turn-around time for your document. A short document translation of one or two pages will take less than two business days, on average. Length and difficulty of the original text, as well as method of transmission and delivery, will affect turnaround time of each project. Language Line Services is able to offer "EXPEDITED" translation at an additional cost.

What will my translated document look like?

Several options are available. Standard translations are delivered as unformatted, word-processed documents or e-mails. If requested, your document can be formatted to look like the original. Nominal formatting charges apply. Any special formatting needs can be reviewed with a document translation representative by calling 1 888 763-3364.

How will I be billed?

If you have an existing account for Language Line' Over-the-phone Interpretation Service, translation fees will appear in the "Miscellaneous Charges" section of your regular Language Line Services monthly bill. If you do not have an account with Language Line Services, the translation can be charged to a major credit card.

How do I get a document translated?

If you are an existing customer, use your Language Line Services Client ID number on your document translation service order form. If you have mis-

placed your Client ID number, contact us by calling customer service at 1 800 752-6096, option 1 or e-mail customerservice@LanguageLine.com. If you do not have an account with Language Line Services, you may use a major credit card to charge the document translation. All documents must be accompanied by a document translation order form. To receive an order form:

- **On-line** at www.LanguageLine.com fill out the order form on-line or print it out
- **Call** 1 888 763-3364 and a form will be faxed to you

To submit your document for translation, complete your order form and:

- **On-line** submit your order with an attachment of the document to be translated to www.LanguageLine.com
- **Fax** to 1 800 648-0170; or
- **E-mail** the text or document (in MS Word 6.0 or higher) to translation@LanguageLine.com

While most documents can be faxed easily, certain languages (Chinese, Japanese, Cambodian, for example) do not fax well, especially if the original is a second or third generation fax. If a document is not completely clear and legible, Language Line Services may request that a more legible copy of the original document be sent by mail or courier service.

More questions?

Contact our Document Translation Department toll free at 1 888 763-3364.



One Lower Ragsdale Drive, Monterey CA 93940-5747 • www.LanguageLine.com
Document Translation Phone: 1 888 763-3364 • Fax: 1 800 648-0170

APPENDIX G

Route Schedules in Spanish

Lebanon Pike



Donelson Regional Rail Station
Hermitage Regional Rail Station
McKendree Village
Music City Central - Bahía 10
Riverfront Regional Rail Station
Walmart



Servicio al Cliente y Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

nashvillemta.org

15-90 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA
11 VIAJES EN FIN DE SEMANA

En efectivo el 30 de marzo del 2014

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

- Andrew Johnson Building, 710 James Robertson Parkway
- Anthem Career College, 560 Royal Parkway
- Belmont University, 1900 Belmont Boulevard
- Bridgestone Arena, 501 Broadway
- City Hall & Metro Courts, 1 Public Square
- Daymar Institute, 340 Plus Park Boulevard
- Davy Crockett Building, 500 James Robertson Parkway
- Justice A.A. Birch Building, 408 2nd Avenue North
- Lentz Public Health Center, 311 23rd Avenue North
- Lincoln College of Technology, 1524 Gallatin Road
- Lookey Center and Library, 2301 Rosa L. Parks Boulevard
- Metro Board of Education, 2601 Bransford Avenue
- Metro General Hospital, 1818 Albion Street
- MTA Madison Headquarters, 430 Myatt Drive
- Music City Central, 400 Charlotte Avenue
- Nashville Downtown Library, 615 Church Street
- Peabody College Post Office, 230 Appleton Place
- Riverfront Regional Rail Station, 108 1st Avenue North
- Tennessee Dept. of Human Services, 1000 2nd Avenue North
- Tennessee Performing Arts Center, 505 Deaderick Street
- Tennessee State University, 3500 John A. Merritt Boulevard
- Vanderbilt University Post Office, 2301 Vanderbilt Place
- Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
- William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al **(615) 862-5950**.

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CH-K America - chkamerica.com

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: **(615) 862-5950**
 6:30 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo
 Cerrado días festivos

Venta de Boletos e Información en Music City Central
 400 Charlotte Ave.
 6:00 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo
 Cerrado días festivos

Music City Central – Horas de Operación
 400 Charlotte Avenue
 5:15 a.m. a 11:15 p.m. – De lunes a viernes
 6:00 a.m. a 10:15 p.m. – Sábado
 6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: **(615) 862-5969**
 430 Myatt Drive, Nashville, TN 37115
 8:00 a.m. a 4:30 p.m. – De lunes a viernes
 Cerrado fines de semana y días festivos

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de oficinas administrativas MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7 a 7 días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31 días.....	\$84.00
Tarifa de joven.....	\$3.50	Pases de 31 días con Descuento.....	\$47.00
Tarifa de jóvenes.....	\$3.25	Pases de 7 a 7 días para jóvenes.....	\$19.00
20-Viajes Locales.....	\$32.00	20-Viajes Locales con Descuento.....	\$17.00
20-Viajes Exprés.....	\$42.00	20-Viajes Exprés con Descuento.....	\$17.00
20-Viajes para Jóvenes.....	\$42.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicará a todas las órdenes por correo, teléfono ó por línea.

Exprés Mejorada: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono **(615) 862-5950**, ó visite nuestro sitio de Internet en nashvillemta.org.

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT \$2.70
 Servicio Exprés..... \$8.15
 Mayores (de 65 años o más) \$8.15
 Personajes con discapacidad (de 65 años o más) \$8.15
 Tarifa de jóvenes (edades de 12 a 19 años) \$1.00
 Niños (edades de 5 a 11 años) Gratis

Personas con tarjetas de Medicare, no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con tarjeta de Medicare.

Personas de 65 años o más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir
- Personas con Discapacidades – "Medicare", "Servicio Especial de MTA", u otra tarjeta de identificación de tránsito para discapacitados.

Los pasajeros con discapacidades les impidió hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono **(615) 880-3970**, ó visite el sitio en Internet en nashvillemta.org.

FINES DE SEMANA Y DIAS FESTIVOS

Music City Central	Lebanon Pike & Fesslers Lane	Donelson Station	McGarrick High School Park & Ride	Knart Entry 4	Opry Mills Building	Wardrobe Entrance	Magnolia Village (arrival)	Music Valley Village (departure)	Knart High School	McGarrick Station	Lebanon Pike & Fesslers Lane	Music City Central	
6:18	7:40	8:03	8:12	6:30	6:40	6:44	6:48	6:52	6:52	8:51	6:59	7:06	7:19
7:40	7:54	8:03	8:12	6:30	6:40	6:44	6:48	6:52	6:52	8:51	6:59	7:06	7:19
9:10	EX P R E S S	EX P R E S S	EX P R E S S	9:25	8:25	8:29	8:33	8:37	8:42	8:51	7:06	7:19	7:36
10:40	10:54	11:04	11:12	9:25	8:25	8:29	8:33	8:37	8:42	8:51	7:06	7:19	7:36
12:10	EX P R E S S	EX P R E S S	EX P R E S S	12:25	12:37	12:41	12:45	12:49	12:53	1:00	1:06	1:19	1:35
1:40	1:54	2:04	2:13	12:25	12:37	12:41	12:45	12:49	12:53	1:00	1:06	1:19	1:35
3:10	EX P R E S S	EX P R E S S	EX P R E S S	3:25	3:37	3:41	3:45	3:49	3:57	4:04	4:11	4:23	4:39
4:45	5:01	5:14	5:23	3:25	3:37	3:41	3:45	3:49	3:57	4:04	4:11	4:23	4:39
6:15	EX P R E S S	EX P R E S S	EX P R E S S	6:28	6:40	6:44	6:48	6:52	7:02	7:09	7:15	7:27	7:41
7:45	7:58	8:08	8:15	6:28	6:40	6:44	6:48	6:52	7:02	7:09	7:15	7:27	7:41
9:15	EX P R E S S	EX P R E S S	EX P R E S S	9:28	9:39	9:43	9:47	9:51	8:52	8:58	9:04	9:16	10:30

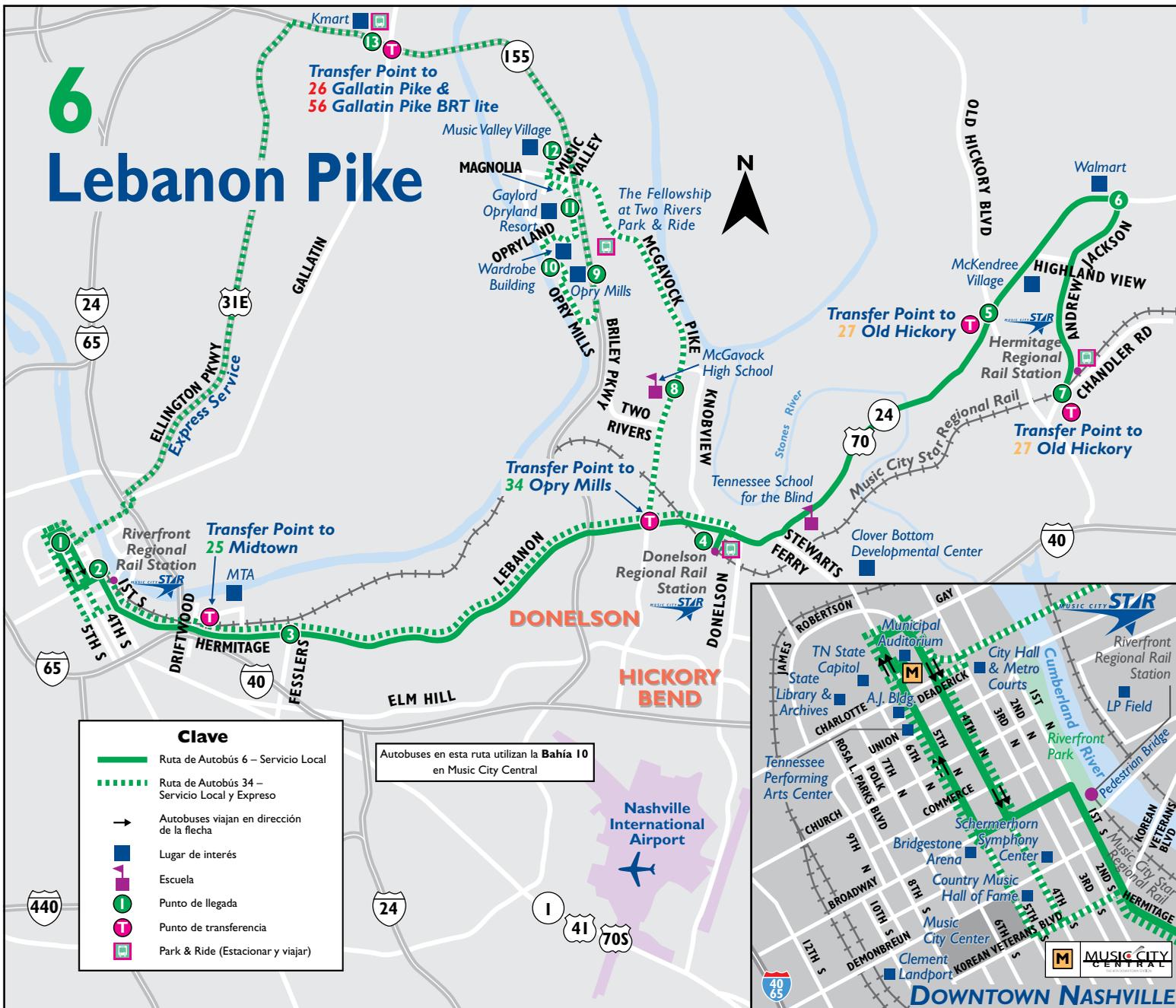
Todos los fines de semana y días festivos este autobús viaja por la Ruta 34 - Opry Mills, y todas las señales de destino en estos autobuses va a leer Ruta 34 – Opry Mills.

viajes por la mañana

viajes por la tarde y la noche

6 Lebanon Pike

Transfer Point to
26 Gallatin Pike &
56 Gallatin Pike BRT lite



Clave

- Ruta de Autobús 6 – Servicio Local
- Ruta de Autobús 34 – Servicio Local y Expreso
- Autobuses viajan en dirección de la flecha
- Lugar de interés
- Escuela
- Punto de Llegada
- Punto de transferencia
- Park & Ride (Estacionar y viajar)

Autobuses en esta ruta utilizan la Bahía 10 en Music City Central



DIAS ENTRE SEMANA

Hacia el centro de la ciudad

Hermitage Station	Walmart	Lebanon Pike & Old Hickory	McGavock High School	Donelson Station	Lebanon Pike & Fesslers Lane	Music City Central
7	6	5	8	4	3	1
7 minutos	15 minutos			29 minutos	43 minutos	58 minutos
5:17	5:24	5:30		5:43	5:57	6:12
5:40	5:47	5:53		6:06	6:20	6:35
6:10	6:18	6:24		6:39	6:53	7:10
6:20	6:28	6:34		6:49	7:03	7:20
			6:59•	7:06	7:19	7:36
6:39	6:47	6:53		7:08	7:22	7:39‡
7:11	7:19	7:25		7:40	7:54	8:11
7:25	7:33	7:39		7:54	8:08	8:25
8:03	8:10	8:15		8:27	8:39	8:54
8:36	8:43	8:48		9:00	9:12	9:27
9:43	9:50	9:55		10:07	10:19	10:34
			10:01•	10:07	10:20	10:36
11:23	11:30	11:35		11:47	11:59	12:14
			1:00•	1:06	1:19	1:35
1:03	1:10	1:15		1:27	1:39	1:54
2:48	2:55	3:00		3:12	3:24	3:39
3:42	3:49	3:54		4:06	4:18	4:34
			4:04•	4:11	4:23	4:39
4:09	4:16	4:21		4:33	4:45	5:01
4:28	4:35	4:40		4:52	5:04	5:20
4:44	4:51	4:56		5:08	5:20	5:36
5:16	5:23	5:28		5:39	5:50	6:06
6:14	6:21	6:26		6:37	6:48	7:04
			7:09•	7:15	7:27	7:41
7:14	7:21	7:26		7:37	7:48	8:04
8:05	8:12	8:17		8:28	8:39	8:55
9:05	9:12	9:17		9:28	9:39	9:55
			9:58•	10:04	10:16	10:30

• Este autobús viaja por la vía Ruta 34 - Opry Mills.
 ‡ Este autobús llegará en Music City Bay Central 2 y continuar el servicio en la Ruta 9 MetroCenter.

DIAS ENTRE SEMANA

Desde el centro de la ciudad

Music City Central Bahía 10	1st & Broadway	Lebanon Pike & Fesslers Lane	Donelson Station	McGavock High School	Lebanon Pike & Old Hickory	Lebanon Pike & Andrew Jackson Pkwy	Hermitage Station
1	2	3	4	8	5	6	7
7 minutos	13 minutos	26 minutos	30 minutos	36 minutos	40 minutos	45 minutos	
5:50	5:57	6:03	6:15		6:25	6:29	6:34
6:15	6:22	6:28	6:40		6:50	6:54	6:59
6:38	6:45	6:51	7:04		7:15	7:19	7:24
7:15	7:22	7:29	7:42		7:53	7:58	8:03
7:40•		7:54	8:03	8:12			
7:45	7:52	7:59	8:12		8:23	8:28	8:33
8:15	8:22	8:29	8:42		8:53	8:58	9:03
8:55	9:02	9:09	9:22		9:33	9:38	9:43
10:35	10:42	10:49	11:02		11:13	11:18	11:23
10:40•		10:54	11:04	11:12			
12:15	12:22	12:29	12:42		12:53	12:58	1:03
1:40•		1:54	2:04	2:13			
1:55	2:02	2:09	2:22		2:33	2:38	2:43
2:43	2:51	2:59	3:14		3:27	3:32	3:39
3:12	3:20	3:28	3:43		3:56	4:01	4:08
3:28*	3:36	3:44	3:59		4:12	4:17	4:24
3:45	3:53	4:01	4:16		4:29	4:34	4:41
4:08	4:16	4:24	4:39		4:52	4:57	5:04
4:25	4:34	4:44	4:59		5:12	5:17	5:24
4:37	4:46	4:56	5:11		5:24	5:29	5:36
4:45•		5:01	5:14	5:23			
4:50	4:59	5:09	5:24		5:37	5:42	5:49
5:05	5:14	5:24	5:39		5:52	5:57	6:04
5:23	5:32	5:42	5:57		6:10	6:15	6:22
5:40	5:49	5:59	6:14		6:27	6:32	6:39
6:18	6:25	6:32	6:44		6:55	7:00	7:07
7:15	7:22	7:28	7:40		7:50	7:54	8:00
7:45•		7:58	8:08	8:15			
8:15	8:22	8:28	8:40		8:50	8:54	9:00

* Solo en días de escuela, este autobús comienza su servicio en la escuela Head Middle Magnet a las 3:15 p.m. y va directamente a Music City Central.
 • Este autobús viaja por la vía Ruta 34 - Opry Mills.

FINES DE SEMANA Y DIAS FESTIVOS *Hacia el centro de la ciudad*

Walmart	Charlotte & Annex	Premier & American	White Bridge & Charlotte	Charlotte & 46th	28th & Charlotte	20th & Church	Music City Central
8	7	6	5	4	3	2	1
7 minutos	7 minutos	11 minutos	14 minutos	19 minutos	23 minutos	28 minutos	39 minutos
5:33	5:40	5:44	5:47	5:51	5:55	6:00	6:10
6:13	6:20	6:24	6:27	6:31	6:35	6:40	6:50
6:58	7:05	7:09	7:12	7:16	7:20	7:25	7:35
7:41	7:48	7:52	7:55	8:00	8:04	8:09	8:20
8:26	8:33	8:37	8:40	8:45	8:49	8:54	9:05
9:11	9:18	9:22	9:25	9:30	9:34	9:39	9:50
9:56	10:03	10:07	10:10	10:15	10:19	10:24	10:35
10:40	10:47	10:51	10:54	10:59	11:04	11:09	11:20
11:26	11:33	11:37	11:40	11:45	11:49	11:54	12:05
12:12	12:19		12:24	12:29	12:33	12:38	12:50
12:58	1:05		1:10	1:15	1:19	1:24	1:35
1:43	1:50		1:55	2:00	2:04	2:09	2:20
2:26	2:35		2:40	2:45	2:49	2:54	3:05
3:10	3:19		3:24	3:29	3:34	3:39	3:50
3:57	4:04		4:09	4:14	4:19	4:24	4:35
4:43	4:50		4:55	5:00	5:05	5:10	5:20
5:29	5:36		5:40	5:45	5:50	5:55	6:05
6:15	6:22		6:26	6:31	6:35	6:40	6:50
7:00	7:07		7:11	7:16	7:20	7:25	7:35
7:47	7:54		7:58	8:02	8:06	8:10	8:20
8:31	8:38		8:42	8:46	8:50	8:55	9:05
9:30	9:37		9:41	9:46	9:50	9:55	10:05

• Este autobús funciona los sábados y el día de Martin Luther King Jr. solamente.

FINES DE SEMANA Y DIAS FESTIVOS *Desde el centro de la ciudad*

Music City Bahía I	20th & Church	28th & Charlotte	Charlotte & 46th	White Bridge & Charlotte	Premier & American	Charlotte & Annex	Walmart
1	2	3	4	5	6	7	8
10 minutos	13 minutos	18 minutos	21 minutos	27 minutos	31 minutos	37 minutos	
6:15	6:25	6:28	6:33	6:35	6:41	6:46	
7:00	7:10	7:13	7:18	7:20	7:26	7:35	
7:45	7:54	7:57	8:03	8:05	8:11	8:16	
8:30	8:40	8:43	8:48	8:51	8:57	9:02	
9:15	9:25	9:28	9:33	9:36	9:42	9:47	
10:00	10:10	10:13	10:19	10:22	10:28	10:35	
10:45	10:55	10:58	11:04	11:07	11:13	11:20	
11:30	11:39	11:42	11:48	11:51	11:57	12:04	
12:15	12:24	12:27	12:33	12:36	12:42	12:46	12:53
1:00	1:09	1:12	1:18	1:21	1:28	1:34	1:40
1:45	1:55	1:58	2:03	2:06	2:12	2:16	2:24
2:30	2:40	2:43	2:49	2:52	2:58	3:02	3:10
3:15	3:25	3:28	3:34	3:37	3:43	3:47	3:54
4:00	4:10	4:13	4:19	4:22	4:28	4:32	4:39
4:45	4:54	4:57	5:02	5:05	5:12	5:16	5:22
5:30	5:40	5:43	5:48	5:51	5:56	6:00	6:06
6:15	6:25	6:28	6:34	6:36	6:41	6:44	6:50
7:00	7:10	7:13	7:17	7:20	7:25	7:28	7:34
7:45	7:55	7:58	8:02	8:04	8:09	8:12	8:18
8:30	8:40	8:43	8:47	8:49	8:54	8:57	9:03
9:15	9:24	9:27	9:32	9:34	9:39	9:42	9:47
10:15	10:23	10:26	10:31	10:33	10:38	10:41	10:46

• Este autobús funciona los sábados y el día de Martin Luther King Jr. solamente.

viajes por la mañana viajes por la tarde y la noche

Charlotte

En Español

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Centennial Medical Center
Centennial Park
Cohn Alternative Learning Center
Music City Central - Bahía I
Nashville Electric Service
Nashville West
St. Thomas Midtown Hospital
Walmart

25 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA/
45 MINUTOS ENTRE SERVICIO DURANTE EL FIN DE SEMANA

Servicio al Cliente y
Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970



nashvillemta.org

En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martin Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950
6:30 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Venta de Boletos e Información en Music City Central
400 Charlotte Ave.
6:00 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Music City Central – Horas de Operación
400 Charlotte Avenue
5:15 a.m. a 11:15 p.m. – De lunes a viernes
6:00 a.m. a 10:15 p.m. – Sábado
6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969
430 Myatt Drive, Nashville, TN 37115
8:00 a.m. a 4:30 p.m. – De lunes a viernes
Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamericam.com

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org o por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven todo el día.....	\$3.50	Pases de 31-Días con Descuento.....	\$44.00
20-Viajes Locales.....	\$32.00	Pases de 7-Días para Jóvenes.....	\$16.00
20-Viajes Exprés.....	\$42.00	Pases de 31-Días para Jóvenes.....	\$58.50
20-Viajes con Descuento.....	\$17.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicará a todas las órdenes por correo, teléfono o por línea.

Exprés Mejorador: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús exprés.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, o visite nuestro sitio de Internet en nashvillemta.org.

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

- Andrew Johnson Building, 710 James Robertson Parkway
- Antheim Career College, 560 Royal Parkway
- Belmont University, 1900 Belmont Boulevard
- Bridgestone Arena, 501 Broadway
- City Hall & Metro Courts, 1 Public Square
- Daymar Institute, 340 Plus Park Boulevard
- Davy Crockett Building, 500 James Robertson Parkway
- Justice A.A. Birch Building, 408 2nd Avenue North
- Lentz Public Health Center, 311 23rd Avenue North
- Lincoln College of Technology, 1524 Gallatin Road
- Lobby Center and Library, 2301 Rosa L. Parks Boulevard
- Metro Board of Education, 2601 Branford Avenue
- Metro General Hospital, 1818 Albion Street
- MTA Madison Headquarters, 430 Myatt Drive
- Music City Central, 400 Charlotte Avenue
- Nashville Downtown Library, 615 Church Street
- Peabody College Post Office, 230 Appleton Place
- Riverfront Regional Rail Station, 108 1st Avenue North
- Tennessee Dept. of Human Services, 1000 2nd Avenue North
- Tennessee Performing Arts Center, 505 Deaderick Street
- Tennessee State University, 3500 John A. Merritt Boulevard
- Vanderbilt University Post Office, 2301 Vanderbilt Place
- Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
- William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al (615) 862-5950.

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1.70
Servicio Exprés..... \$2.25
Mayores..... \$.....
(de 65 años o más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)
Personas con discapacidades..... \$.....
(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)
Tarifa de Jóvenes..... \$1.00
(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)
Niños menores de 4 años..... Gratis

Servicios para las personas con tarjetas de Medicare, mayores o con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad o no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", o su licencia de conducir • Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de tránsito para discapacitados.

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, o visite el sitio en Internet en nashvillemta.org.

Ventajas para los usuarios del Programa EasyRide

- **Beneficios a empleadores**
- **Ahorra fondos de taxes**
- **No tiene más problemas con el estacionamiento**
- **Empleados menos estresados**
- **Beneficios para empleados**
- **Corta impuestos**
- **Reduce los gastos por carros**
- **Llega al trabajo relajado**

Para más información llame a MTA al (615) 862-5969 o pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.



Paradas de autobús

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal está localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA está marcado con un número de ruta así como también el nombre del destino o área. Todas las rutas exprés están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride" como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, o simplemente llame al servicio al cliente al teléfono (615) 862-5950 o visite nuestro sitio en Internet en nashvillemta.org.

SABADOS/DIA DE MLK JR. Hacia el centro de la ciudad

Dollar General	Wallace Loop	Grassmere Business Park	Walmart	Thompson Lane	State Fairgrounds	Music City Central
7	6	5	4	3	2	1
9 minutos	24 minutos	33 minutos	41 minutos	47 minutos	60 minutos	
5:10	5:19	5:34	5:43	5:51	5:57	6:10
5:51	6:00	6:15	6:24	6:32	6:38	6:50
6:30	6:39	6:54	7:03	7:11	7:17	7:30
6:51	7:02	7:18	7:38	7:46	7:52	8:05
7:30	7:41	7:57	8:17	8:25	8:31	8:45
8:10	8:21	8:38	8:57	9:05	9:11	9:25
8:50	9:01	9:18	9:37	9:45	9:51	10:05
9:31	9:42	9:59	10:16	10:25	10:31	10:45
10:12	10:23	10:40	10:56	11:05	11:11	11:25
10:51	11:03	11:20	11:36	11:45	11:51	12:05
11:31	11:43	12:00	12:16	12:25	12:31	12:45
12:11	12:23	12:40	12:56	1:05	1:11	1:25
12:51	1:03	1:20	1:36	1:45	1:51	2:05
1:31	1:43	2:00	2:16	2:25	2:31	2:45
2:12	2:24	2:41	2:56	3:05	3:11	3:25
2:52	3:04	3:21	3:37	3:45	3:51	4:05
3:32	3:44	4:01	4:17	4:25	4:31	4:45
4:12	4:24	4:41	4:57	5:05	5:11	5:25
4:51	5:02	5:19	5:37	5:45	5:51	6:05
5:31	5:42	5:59	6:32	6:40	6:46	7:00
6:53	7:04	7:20	7:34	7:41	7:47	8:00
7:53	8:04	8:20	8:34	8:41	8:47	9:00
8:52	9:03	9:19	9:34	9:41	9:47	10:00
9:52	10:03	10:20	10:28	10:35	10:41	10:54

SABADOS/DIA DE MLK JR. Desde el centro de la ciudad

Music City Central Bahía 19	State Fairgrounds	Thompson Lane	Walmart	Dollar General	Wallace Loop	Grassmere Business Park	Walmart
1	2	3	4	7	6	5	4
12 minutos	18 minutos	27 minutos	36 minutos	47 minutos	64 minutos	75 minutos	
6:15	6:27	6:33	6:42	6:51	7:02	7:18	7:29
6:55	7:06	7:12	7:21	7:30	7:41	7:57	8:08
7:35	7:46	7:52	8:01	8:10	8:21	8:38	8:49
8:15	8:27	8:33	8:41	8:50	9:01	9:18	9:29
8:55	9:07	9:13	9:22	9:31	9:42	9:59	10:10
9:35	9:47	9:54	10:03	10:12	10:23	10:40	10:51
10:15	10:27	10:33	10:42	10:51	11:03	11:20	11:31
10:55	11:07	11:13	11:22	11:31	11:43	12:00	12:11
11:35	11:47	11:53	12:02	12:11	12:23	12:40	12:51
12:15	12:27	12:33	12:42	12:51	1:03	1:20	1:31
12:55	1:07	1:13	1:22	1:31	1:43	2:00	2:11
1:35	1:48	1:54	2:03	2:12	2:24	2:41	2:52
2:15	2:28	2:34	2:43	2:52	3:04	3:21	3:32
2:55	3:08	3:14	3:23	3:32	3:44	4:01	4:12
3:35	3:48	3:54	4:03	4:12	4:24	4:41	4:52
4:15	4:27	4:33	4:42	4:51	5:02	5:19	5:30
4:55	5:07	5:13	5:22	5:31	5:42	5:59	6:10
5:35	5:47	5:53	6:02	6:11	6:22	6:39	6:50
6:15	6:29	6:35	6:44	6:53	7:04	7:20	7:29
7:15	7:29	7:35	7:44	7:53	8:04	8:20	8:28
8:15	8:29	8:35	8:43	8:52	9:03	9:19	9:27
9:15	9:29	9:35	9:43	9:52	10:03	10:20	10:28
10:15	10:28	10:32	10:40	10:49	11:00	11:16	

DOMINGOS Y DIAS FESTIVOS Hacia el centro de la ciudad

Dollar General	Wallace Loop	Grassmere Business Park	Walmart	Thompson Lane	State Fairgrounds	Music City Central
7	6	5	4	3	2	1
11 minutos	28 minutos	45 minutos	53 minutos	60 minutos	73 minutos	
5:09	5:20	5:35	5:44	5:52	5:58	6:10
6:09	6:20	6:35	6:44	6:52	6:58	7:10
6:51	7:02	7:19	7:34	7:42	7:49	8:02
7:51	8:02	8:19	8:34	8:42	8:49	9:02
8:51	9:02	9:19	9:34	9:42	9:49	10:02
9:51	10:02	10:19	10:34	10:42	10:49	11:02
10:51	11:02	11:19	11:34	11:42	11:49	12:02
11:51	12:02	12:19	12:34	12:42	12:49	1:02
12:51	1:02	1:19	1:34	1:42	1:49	2:02
1:51	2:02	2:19	2:34	2:42	2:49	3:02
2:51	3:02	3:19	3:34	3:42	3:49	4:02
3:51	4:02	4:19	4:34	4:42	4:49	5:02
4:51	5:02	5:19	5:34	5:42	5:49	6:02
5:51	6:02	6:19	6:34	6:42	6:49	7:02
6:51	7:02	7:19	7:34	7:42	7:49	8:02
7:51	8:02	8:19	8:34	8:42	8:49	9:02
8:49	8:59	9:14	9:22	9:30	9:37	9:50

DOMINGOS Y DIAS FESTIVOS Desde el centro de la ciudad

Music City Central Bahía 19	State Fairgrounds	Thompson Lane	Walmart	Dollar General	Wallace Loop	Grassmere Business Park	Walmart
1	2	3	4	7	6	5	4
12 minutos	18 minutos	27 minutos	36 minutos	47 minutos	64 minutos	73 minutos	
6:15	6:27	6:33	6:42	6:51	7:02	7:19	7:28
7:15	7:27	7:33	7:42	7:51	8:02	8:19	8:28
8:15	8:27	8:33	8:42	8:51	9:02	9:19	9:28
9:15	9:27	9:33	9:42	9:51	10:02	10:19	10:28
10:15	10:27	10:33	10:42	10:51	11:02	11:19	11:28
11:15	11:27	11:33	11:42	11:51	12:02	12:19	12:28
12:15	12:27	12:33	12:42	12:51	1:02	1:19	1:28
1:15	1:27	1:33	1:42	1:51	2:02	2:19	2:28
2:15	2:27	2:33	2:42	2:51	3:02	3:19	3:28
3:15	3:27	3:33	3:42	3:51	4:02	4:19	4:28
4:15	4:27	4:33	4:42	4:51	5:02	5:19	5:28
5:15	5:27	5:33	5:42	5:51	6:02	6:19	6:28
6:15	6:27	6:33	6:42	6:51	7:02	7:19	7:28
7:15	7:27	7:33	7:42	7:51	8:02	8:19	8:28
8:15	8:26	8:32	8:40	8:49	8:59	9:14	9:22
9:15	9:26	9:32	9:40	9:49	9:59	10:14	

viajes por la mañana

viajes por la tarde y la noche

Nolensville Pike

En Español

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- Country Music Hall of Fame
- Dollar General
- Grassmere Business Park
- Greyhound Bus Station
- Hickory Plaza
- Music City Central - Bahía 19
- Nashville Zoo
- Richard H. Fulton Complex
- Schermerhorn Symphony Center
- Southern Hills Medical Center
- Tennessee State Fairgrounds
- Walmart

10-20 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA/
40 MINUTOS ENTRE SERVICIO LOS SABADOS/
1 HORA ENTRE SERVICIO LOS DOMINGOS

Servicio al Cliente y
Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950
6:30 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Venta de Boletos e Información en Music City Central
400 Charlotte Ave.
6:00 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Music City Central – Horas de Operación
400 Charlotte Avenue
5:15 a.m. a 11:15 p.m. – De lunes a viernes
6:00 a.m. a 10:15 p.m. – Sábado
6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969
430 Myatt Drive, Nashville, TN 37115
8:00 a.m. a 4:30 p.m. – De lunes a viernes
Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamericat.com

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.) en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

- Tarifa de todo el día... \$5.25
- Pases de 7-Días..... \$24.00
- Pases de 31-Días..... \$84.00
- con Descuento.....
- Tarifa de joven
- con Descuento..... \$44.00
- todo el día.....
- Pases de 7-Días
- 20-Viajes Locales..... \$32.00 para Jóvenes..... \$16.00
- 20-Viajes Exprés..... \$42.00
- Pases de 31-Días para Jóvenes..... \$58.50
- con Descuento..... \$17.00

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicara a todas las órdenes por correo, teléfono ó por línea.

Exprés Mejorado: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús exprés.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, ó visite nuestro sitio de Internet en nashvillemta.org.

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Tarifas

- Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1.70
- Servicio Exprés..... \$2.25
- Mayores..... \$.85
- (de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)
- Personas con discapacidades..... \$.85
- (favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)
- Tarifa de Jóvenes..... \$1.00
- (edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)
- Niños menores de 4 años..... Gratis

Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir • Personas con Discapacidades – "Medicare", "Servicio Especial de MTA, u otra tarjeta de identificación de tránsito para discapacitados.

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, ó visite el sitio en Internet en nashvillemta.org.

Paradas de autobús

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA esta marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas exprés están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride" como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en Internet en nashvillemta.org.

12 Nolensville Pike

Clave

- Ruta de Autobús 12 – Servicio Local
- Ruta de Autobús 72 – Servicio Local
- Autobuses viajan en dirección de la flecha
- Lugar de interés
- Hospital
- Punto de llegada
- Punto de transferencia
- Park & Ride (Estacionar y viajar)



DIAS ENTRE SEMANA Hacia el centro de la ciudad

Dollar General	Wallace Loop	Grassmere Business Park	Walmart	Thompson Lane	State Fairgrounds	Music City Central	
7	6	5	4	3	2	1	
		13 minutos		22 minutos		28 minutos	42 minutos
4:59		5:09	5:18	5:23	5:35	5:35	
5:32		5:43	5:52	5:58	6:10	6:10	
	6:01	6:12	6:23	6:29	6:43	6:27	
6:00		6:22	6:31	6:40	6:46	7:00	
	6:28	6:41	6:50	6:56	7:10		
6:56		7:06	7:10	7:19	7:25	7:39	
	7:06	7:21	7:30	7:36	7:50		
7:25		7:39	7:49	7:55	8:10		
	7:57	8:10	8:19	8:25	8:40		
8:28		8:41	8:50	8:56	9:10		
	8:40	8:51	9:00	9:07	9:20		
8:58		9:11	9:20	9:27	9:40		
	9:30	9:41	9:50	9:57	10:10		
9:58		10:10	10:19	10:26	10:39		
	10:30	10:41	10:50	10:57	11:10		
10:58		11:11	11:20	11:27	11:40		
	11:30	11:41	11:50	11:57	12:10		
11:58		12:11	12:20	12:27	12:40		
	12:15	12:41	12:50	12:57	1:10		
12:58		1:11	1:20	1:27	1:40		
	1:29	1:40	1:50	1:57	2:10		
1:56		1:52	2:02	2:09	2:23		
	2:15	2:10	2:20	2:27	2:40		
2:57		2:30	2:40	2:47	3:01		
	2:45	2:56	3:05	3:11	3:27		
3:45		3:10	3:20	3:27	3:42		
	3:17	3:34	3:44	3:51	4:06		
4:31		3:58	4:08	4:15	4:30		
	4:10	4:06	4:16	4:23	4:38		
5:16		4:25	4:35	4:42	4:57		
	4:47	4:44	4:54	5:01	5:16		
6:06		5:13	5:23	5:30	5:45		
	5:20	5:29	5:38	5:45	6:00		
	6:30	5:37	5:45	5:52	6:07		
		6:17	6:25	6:32	6:45		
		6:42	6:50	6:57	7:10		
		7:08	7:16	7:22	7:34		
6:49	7:00	7:18	7:39	7:47	7:53	8:05	
7:49	8:00	8:18	8:39	8:47	8:53	9:05	
8:49	9:00	9:18	9:34	9:42	9:48	10:00	
9:49	10:00	10:18	10:34	10:42	10:48	11:00	

DIAS ENTRE SEMANA Desde el centro de la ciudad

Music City Central Bahia 19	State Fairgrounds	Thompson Lane	Walmart	Dollar General	Wallace Loop	Grassmere Business Park	Walmart				
1	2	3	4	7	6	5	4				
		11 minutos		17 minutos		25 minutos		35 minutos	31 minutos	37 minutos	50 minutos
5:40	5:50	5:56	6:03	6:12							
6:15	6:26	6:32	6:40	6:50							
6:32	6:43	6:49	6:59	7:04	7:04		7:21				
6:47	6:59	7:05	7:15	7:24							
7:05	7:17	7:23	7:33		7:48	7:43	8:10				
7:15	7:27	7:33	7:43								
7:35	7:47	7:53	8:02	8:11							
7:55	8:07	8:13	8:22			8:32					
8:15	8:26	8:32	8:41	8:50							
8:45	8:56	9:02	9:11		9:16		9:41				
9:15	9:26	9:32	9:41	9:50							
9:45	9:56	10:02	10:11			10:21					
10:15	10:26	10:32	10:41	10:50							
10:45	10:56	11:02	11:11		11:16		11:41				
11:15	11:26	11:32	11:41	11:50							
11:45	11:56	12:02	12:11		12:15		12:27				
12:15	12:26	12:32	12:41	12:50							
12:45	12:56	1:02	1:11			1:21					
1:15	1:26	1:32	1:41	1:51							
1:45	1:56	2:02	2:11		2:15		2:27				
2:15	2:26	2:33	2:42	2:53			3:29				
2:45	2:57	3:04	3:13		3:17						
3:05	3:17	3:25	3:34	3:45							
3:15	3:27	3:35	3:44			3:54					
3:25	3:37	3:45	3:54				4:22				
3:35	3:47	3:56	4:06		4:10						
3:47	4:00	4:09	4:19	4:30		4:42					
4:00*	4:13	4:22	4:32				5:00				
4:10	4:23	4:32	4:43		4:47						
4:20	4:33	4:42	4:53	5:04							
4:35	4:48	4:57	5:09	5:20			5:34				
4:42	4:55	5:04	5:16		5:20						
5:02	5:15	5:23	5:35			5:46					
5:20	5:33	5:41	5:53	6:04							
5:35	5:47	5:54	6:05		6:09		6:21				
5:50	6:02	6:09	6:19			6:29					
6:15	6:25	6:30	6:40	6:49	7:00	7:18	7:26				
7:15	7:25	7:30	7:40	7:49	8:00	8:18	8:26				
8:15	8:25	8:30	8:40	8:49	9:00	9:18	9:26				
9:15	9:25	9:30	9:40	9:49	10:00	10:18	10:26				
10:15	10:25	10:30	10:39	10:48	10:58	11:14					
11:15	11:25	11:30	11:39	11:48	11:58	12:14					

* Solo en días de escuela, este autobús comienza su servicio en la escuela Creswell Middle Arts Magnet a las 3:15 p.m. y va directamente a Music City Central.

SABADOS/DIA DE MLK JR. *Hacia el centro de la ciudad*

Hickory Hollow	Bell Road	Donelson Pike/Dell Pkwy	Thompson Lane	Wharf	Music City Central
7	6	5	3	2	1
Tiempo promedio de viaje desde este paradero					
5:36	5:43	5:49	5:56	6:06	6:20
6:36	6:43	6:49	6:56	7:06	7:20
7:32	7:40	7:47	7:54	8:05	8:20
8:32	8:40	8:47	8:54	9:05	9:20
9:32	9:40	9:47	9:54	10:05	10:20
10:31	10:39	10:46	10:54	11:05	11:20
11:31	11:39	11:46	11:54	12:05	12:20
12:31	12:39	12:46	12:54	1:05	1:20
1:31	1:39	1:46	1:54	2:05	2:20
2:29	2:37	2:44	2:53	3:04	3:20
3:29	3:37	3:44	3:53	4:04	4:20
4:29	4:37	4:44	4:53	5:04	5:20
5:29	5:37	5:44	5:53	6:04	6:20
6:29	6:37	6:44	6:53	7:04	7:20
7:33	7:40	7:46	7:54	8:05	8:20
8:33	8:40	8:46	8:54	9:05	9:20

Para servicio adicional en esta area, por favor ver el horario de la Ruta 55 - Murfreesboro Pike BRT lite.

SABADOS/DIA DE MLK JR. *Desde el centro de la ciudad*

Music City Central Bahía 17	Wharf	Thompson Lane	Donelson Pike/Dell Pkwy	Bell Road	Hickory Hollow
1	2	3	5	6	7
Tiempo promedio de viaje desde este paradero					
6:30	6:39	6:50	6:55	7:02	7:10
7:30	7:40	7:52	7:58	8:05	8:14
8:30	8:40	8:52	8:58	9:05	9:14
9:30	9:40	9:52	9:58	10:05	10:14
10:30	10:41	10:53	10:59	11:07	11:16
11:30	11:41	11:53	11:59	12:07	12:16
12:30	12:41	12:53	12:59	1:07	1:16
1:30	1:42	1:54	2:00	2:08	2:18
2:30	2:42	2:54	3:00	3:08	3:18
3:30	3:42	3:54	4:00	4:08	4:18
4:30	4:42	4:54	5:00	5:08	5:18
5:30	5:42	5:54	6:00	6:08	6:18
6:30	6:42	6:53	6:59	7:06	7:15
7:30	7:42	7:53	7:59	8:06	8:15
8:30	8:41	8:52	8:58	9:05	9:13
9:30	9:41	9:52	9:58	10:05	10:13

DOMINGOS Y DIAS FESTIVOS *Hacia el centro de la ciudad*

Hickory Hollow	Bell Road	Donelson Pike/Dell Pkwy	Thompson Lane	Wharf	Music City Central
7	6	5	3	2	1
Tiempo promedio de viaje desde este paradero					
5:21	5:28	5:34	5:41	5:51	6:05
6:01	6:08	6:14	6:21	6:31	6:45
6:41	6:48	6:54	7:01	7:11	7:25
7:17	7:25	7:32	7:39	7:50	8:05
7:57	8:05	8:12	8:19	8:30	8:45
8:37	8:45	8:52	8:59	9:10	9:25
9:17	9:25	9:32	9:39	9:50	10:05
9:57	10:05	10:12	10:19	10:30	10:45
10:36	10:44	10:51	10:59	11:10	11:25
11:16	11:24	11:31	11:39	11:50	12:05
11:56	12:04	12:11	12:19	12:30	12:45
12:36	12:44	12:51	12:59	1:10	1:25
1:16	1:24	1:31	1:39	1:50	2:05
1:56	2:04	2:11	2:19	2:30	2:45
2:34	2:42	2:49	2:58	3:09	3:25
3:14	3:22	3:29	3:38	3:49	4:05
3:54	4:02	4:09	4:18	4:29	4:45
4:34	4:42	4:49	4:58	5:09	5:25
5:14	5:22	5:29	5:38	5:49	6:05
6:14	6:22	6:29	6:38	6:49	7:05
7:18	7:25	7:31	7:39	7:50	8:05
8:18	8:25	8:31	8:39	8:50	9:05

DOMINGOS Y DIAS FESTIVOS *Desde el centro de la ciudad*

Music City Central Bahía 15	Wharf	Thompson Lane	Donelson Pike/Dell Pkwy	Bell Road	Hickory Hollow
1	2	3	5	6	7
Tiempo promedio de viaje desde este paradero					
6:15	6:24	6:35	6:40	6:47	6:55
6:55	7:04	7:15	7:20	7:27	7:35
7:35	7:45	7:57	8:03	8:10	8:19
8:15	8:25	8:37	8:43	8:50	8:59
8:55	9:05	9:17	9:23	9:30	9:39
9:35	9:45	9:57	10:03	10:10	10:19
10:15	10:26	10:38	10:44	10:52	11:01
10:55	11:06	11:18	11:24	11:32	11:41
11:35	11:46	11:58	12:04	12:12	12:21
12:15	12:26	12:38	12:44	12:52	1:01
12:55	1:06	1:18	1:24	1:32	1:41
1:35	1:47	1:59	2:05	2:13	2:23
2:15	2:27	2:39	2:45	2:53	3:03
2:55	3:07	3:19	3:25	3:33	3:43
3:35	3:47	3:59	4:05	4:13	4:23
4:15	4:27	4:39	4:45	4:53	5:03
4:55	5:07	5:19	5:25	5:33	5:43
5:35	5:47	5:59	6:05	6:13	6:23
6:15	6:27	6:38	6:44	6:51	7:00
7:15	7:27	7:38	7:44	7:51	8:00
8:15	8:27	8:38	8:44	8:51	9:00
9:15	9:26	9:37	9:43	9:50	9:58

Todos los domingos y días festivos este autobús sale de la Bahía 15 en Music City Central.

viajes por la mañana | viajes por la tarde y la noche

Murfreesboro Pike

En Español

15

Country Music Hall of Fame
Dell
Global Mall at The Crossings
Greyhound Bus Station
Music City Center
Convention Center
Music City Central - Bahía 17
Nashville School of the Arts
Schermerhorn Symphony Center
Tennessee Department of Safety
Trevecca Nazarene University

Para servicio adicional en esta area, ver el horario de la Ruta 55 - Murfreesboro Pike

40 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA/
1 HORA ENTRE SERVICIO LOS SABADOS/
40 MINUTOS ENTRE SERVICIO LOS DOMINGOS

Servicio al Cliente y
Coordinador de ADA
(615) 862-5950

AccessRide

(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950
6:30 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Venta de Boletos e Información en Music City Central
400 Charlotte Ave.
6:00 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Music City Central – Horas de Operación
400 Charlotte Avenue
5:15 a.m. a 11:15 p.m. – De lunes a viernes
6:00 a.m. a 10:15 p.m. – Sábado
6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969
430 Myatt Drive, Nashville, TN 37115
8:00 a.m. a 4:30 p.m. – De lunes a viernes
Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkameric.com

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.) en línea en nashvillemta.org o por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven todo el día.....	\$3.50	Pases de 31-Días con Descuento.....	\$44.00
20-Viajes Locales.....	\$32.00	Pases de 7-Días para Jóvenes.....	\$16.00
20-Viajes Exprés.....	\$42.00	Pases de 31-Días para Jóvenes.....	\$58.50
20-Viajes con Descuento.....	\$17.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicara a todas las órdenes por correo, teléfono o por línea.

Exprés Mejorador: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús exprés.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, o visite nuestro sitio de Internet en nashvillemta.org.

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1.70
Servicio Exprés..... \$2.25
Mayores (de 65 años o más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)..... \$.85
Personas con discapacidades (favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)..... \$.85

Tarifa de jóvenes (edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden) menores de 4 años..... Gratis

Servicios para las personas con tarjetas de Medicare, mayores o con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad o no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", o su licencia de conducir • Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de tránsito para discapacitados.

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, o visite el sitio en Internet en nashvillemta.org.

Paradas de autobús

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA esta marcado con un número de ruta así como también el nombre del destino o área. Todas las rutas exprés están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

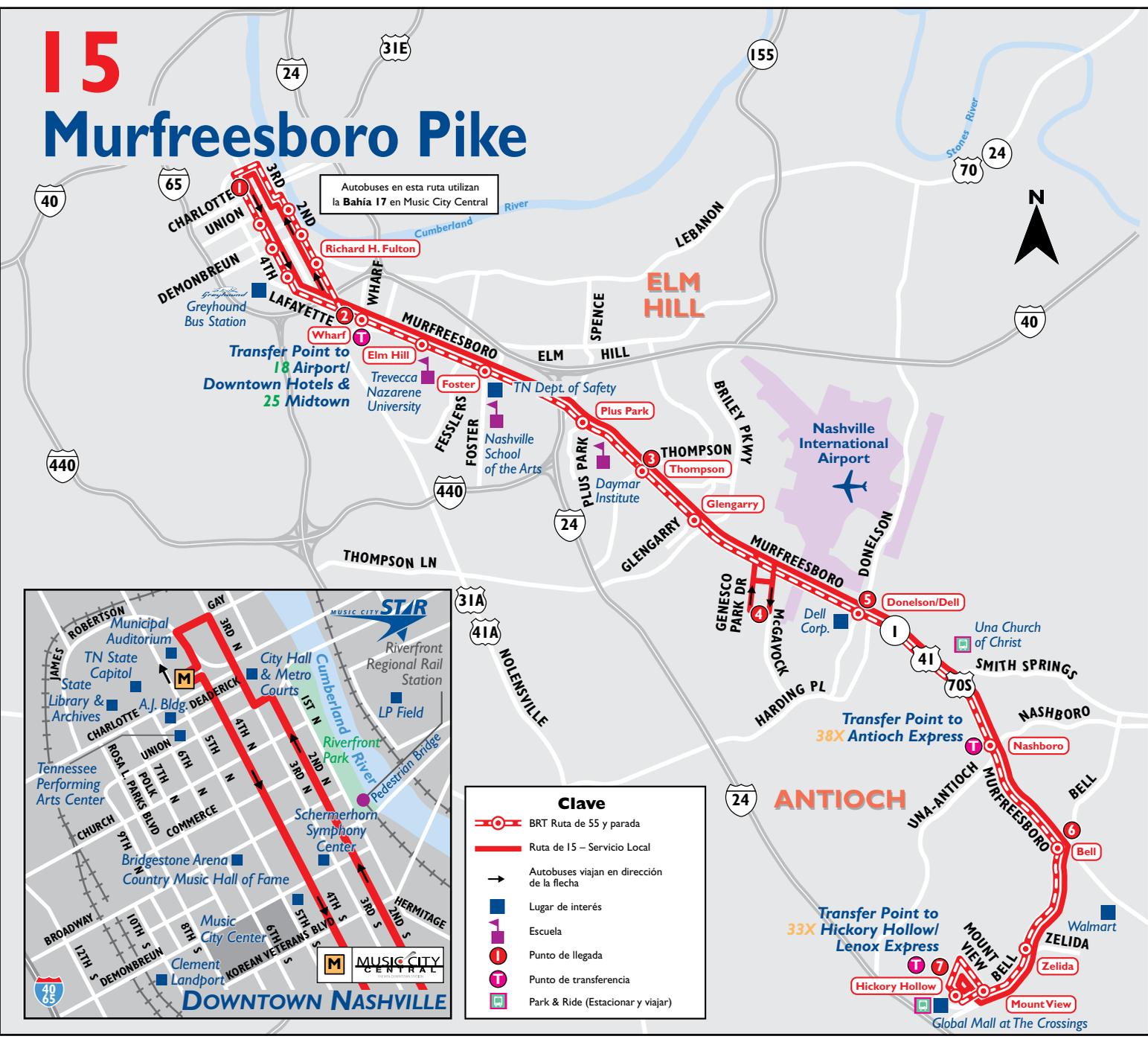
Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride" como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, o simplemente llame al servicio al cliente al teléfono (615) 862-5950 o visite nuestro sitio en Internet en nashvillemta.org.

15 Murfreesboro Pike



Ruta 15 - Murfreesboro Pike autobuses paran en todas las paradas de autobús.
Route 55 - Murfreesboro Pike autobuses solo se detienen en las paradas de BRT lite.

DIAS ENTRE SEMANA Hacia el centro de la ciudad

Hickory Hollow	Bell Road	Donelson Pike/ Dell Pkwy	Metro Southeast	Thompson Lane	Wharf	Music City Central
7	6	5	4	3	2	1
4:54	5:02	5:09		5:17	5:28	5:42
5:34	5:42	5:49		5:57	6:08	6:22
6:08	6:16	6:24		6:34	6:46	7:02
6:41	6:50	6:59	7:05	7:11	7:25	7:42
7:16	7:25	7:34		7:44	8:05	8:22
8:05	8:13	8:21	8:27	8:33	8:46	9:02
8:51	8:58	9:04	9:09	9:15	9:27	9:42
9:31	9:38	9:44	9:49	9:55	10:07	10:22
10:11	10:18	10:24	10:29	10:35	10:47	11:02
10:46	10:53	10:59		11:08	11:27	11:42
11:31	11:38	11:44	11:49	11:55	12:07	12:22
12:09	12:17	12:24	12:29	12:35	12:47	1:02
12:49	12:57	1:04	1:09	1:15	1:27	1:42
1:29	1:37	1:44	1:49	1:55	2:07	2:22
2:07	2:15	2:22	2:28	2:34	2:46	3:02
2:43	2:51	2:58		3:07	3:27	3:42
3:27	3:35	3:42	3:48	3:54	4:06	4:22
4:07	4:15	4:22	4:28	4:34	4:46	5:02
4:47	4:55	5:02	5:08	5:14	5:26	5:42
5:29	5:37	5:43	5:48	5:54	6:05	6:20
6:31	6:39	6:45		6:54	7:05	7:20
7:31	7:39	7:45		7:54	8:05	8:20
8:31	8:39	8:45		8:54	9:05	9:20
9:21	9:28	9:33		9:42	9:51	10:05
10:22	10:29	10:34		10:42	10:51	11:05

« Este autobús hace paradas adicionales enfrente de Tennessee Department of Safety y Nashville School of the Arts.

DIAS ENTRE SEMANA Desde el centro de la ciudad

Music City Central Bahía 17	Wharf	Thompson Lane	Metro Southeast	Donelson Pike/ Dell Pkwy	Bell Road	Hickory Hollow
1	2	3	4	5	6	7
5:47	5:58	6:10		6:17	6:24	6:32
6:27	6:38	6:50		6:57	7:04	7:12
7:07	7:19	7:32	7:37	7:41	7:49	7:58
7:45	7:57	8:16		8:23	8:31	8:40
8:27	8:39	8:52	8:57	9:01	9:09	9:18
9:07	9:19	9:31	9:36	9:40	9:47	9:56
9:47	9:59	10:11	10:16	10:20	10:27	10:36
10:27	10:39	10:51	10:56	11:00	11:07	11:16
11:05	11:17	11:35		11:42	11:49	11:58
11:47	11:59	12:11	12:16	12:20	12:27	12:36
12:27	12:39	12:51	12:56	1:00	1:07	1:16
1:07	1:20	1:33	1:38	1:42	1:50	2:00
1:47	2:00	2:13	2:18	2:22	2:30	2:40
2:27	2:40	2:53	2:58	3:02	3:10	3:20
3:05	3:18	3:38		3:45	3:54	4:06
3:47	4:00	4:15	4:20	4:24	4:33	4:45
4:27	4:40	4:55	5:00	5:04	5:13	5:25
5:07	5:20	5:35	5:40	5:44	5:53	6:05
5:47	5:59	6:12		6:18	6:25	6:35
6:30	6:42	6:55		7:01	7:08	7:18
7:30	7:42	7:55		8:01	8:08	8:18
8:30	8:41	8:53		8:59	9:06	9:14
9:30	9:40	9:51		9:57	10:04	10:12
10:15	10:25	10:36		10:42	10:49	10:57
11:15	11:25	11:36		11:42	11:49	11:57

‡ Este autobús hace paradas adicionales enfrente de Tennessee Department of Safety y Nashville School of the Arts.

• Este autobús sale de la Bahía 15 en Music City Central.

Para servicio adicional en esta area, por favor ver el horario de la Ruta 55 - Murfreesboro Pike BRT lite.

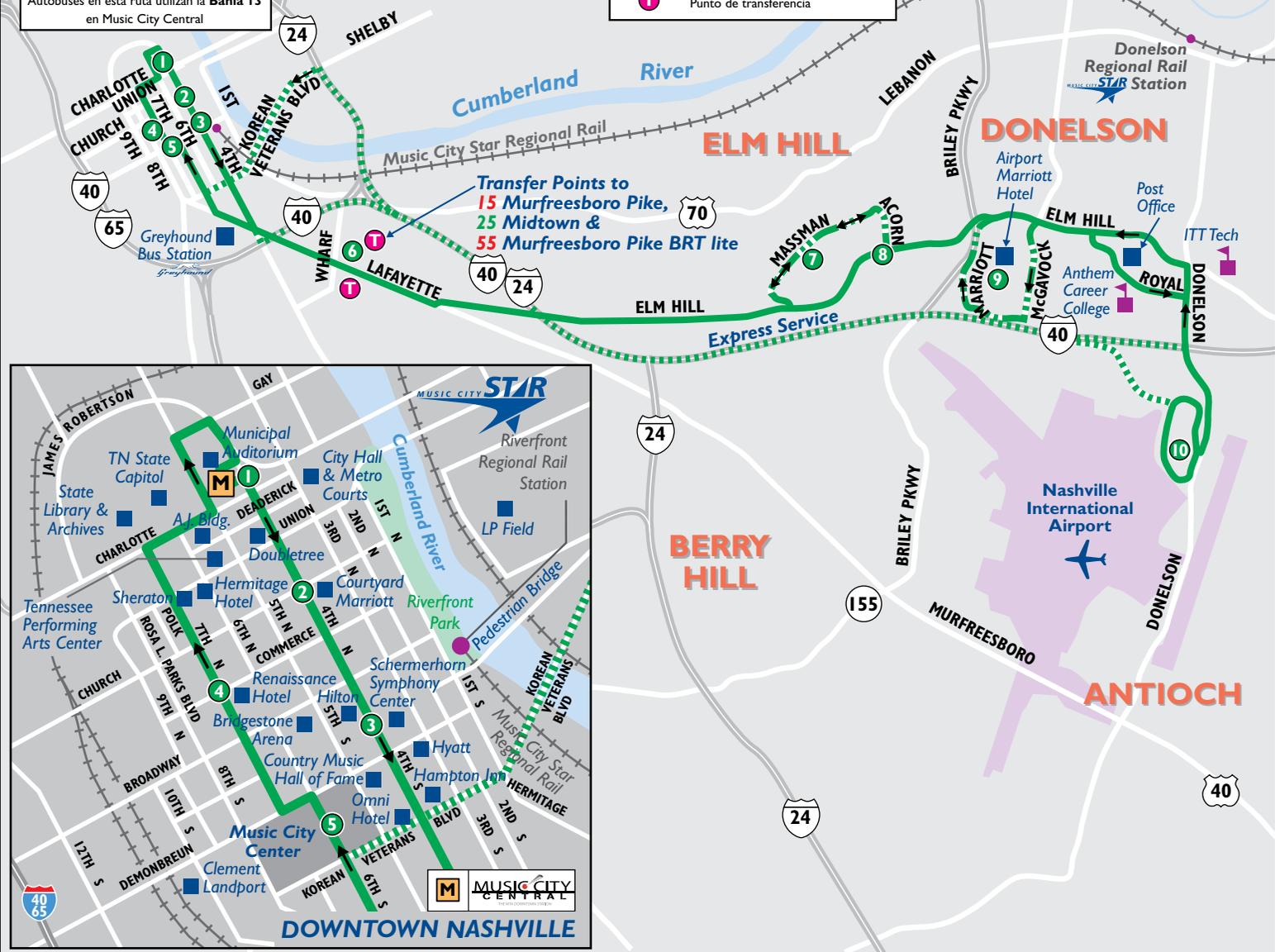
viajes por la mañana | viajes por la tarde y la noche

18 Airport/ Downtown Hotels

Clave

- Ruta de Autobús – Servicio Local
- Ruta de Autobús – Servicio Limitado
- Ruta de Autobús – Servicio Expreso
- Autobuses viajan en dirección de la flecha
- Lugar de interés
- Escuela
- Punto de llegada
- Punto de transferencia

Autobuses en esta ruta utilizan la Bahía 13 en Music City Central



DIAS ENTRE SEMANA Hacia el centro de la ciudad

Airport BNA	Marriott Hotel	Elm Hill & Acorn	Massman Drive Loop	Lafayette & Wharf	Music City Center	Renaissance Hotel	Music City Central
10	9	8	7	6	5	4	1
5:45		EXPRESS			6:00	6:02	6:10
7:10		EXPRESS			7:30	7:32	7:40
8:12		EXPRESS			8:32	8:34	8:42
9:07		EXPRESS			9:22	9:24	9:33
10:09		EXPRESS			10:24	10:26	10:35
11:09		EXPRESS			11:24	11:26	11:35
12:10		EXPRESS			12:24	12:26	12:35
1:15	1:29	1:35	1:37	1:49	1:53	1:55	2:03
2:26	2:40	2:46	2:48	3:00	3:04	3:06	3:14
3:47	4:01	4:07	4:09	4:21	4:25	4:27	4:35
4:12	4:26	4:32	4:34	4:46	4:50	4:52	5:00
5:31		5:45		5:56	6:00	6:02	6:10
6:40		EXPRESS			6:55	6:57	7:05
7:40		EXPRESS			7:55	7:57	8:05
8:40		EXPRESS			8:55	8:57	9:05
9:40		EXPRESS			9:55	9:57	10:05
10:40		EXPRESS			10:55	10:57	11:03
11:40		EXPRESS			11:55	11:57	12:03

DIAS ENTRE SEMANA Hacia el aeropuerto

Music City Center	Renaissance Hotel	Music City Central Bahía 13	Courtyard Marriott Hotel	Hilton Hotel	Lafayette & Wharf	Massman Drive Loop	Elm Hill & Acorn	Airport Marriott Hotel	Airport BNA
5	4	1	2	3	6	7	8	9	10
5:07	5:09	5:25	5:27	5:28		EXPRESS			5:45
6:00	6:02	6:17	6:19	6:20	6:26	6:38	6:41	6:48	6:59
7:10	7:12	7:25	7:27	7:28	7:34	7:44	7:46	7:54	8:07
8:10	8:12	8:25	8:27	8:28	8:33	8:44	8:44	8:54	8:58
9:22	9:24	9:35	9:37	9:38	9:43	9:54	9:54	10:04	10:08
10:24	10:26	10:35	10:37	10:38	10:43	10:54	10:54	11:04	11:08
11:24	11:26	11:35	11:37	11:38	11:43	11:54	11:54	12:04	12:08
12:39	12:41	12:50	12:52	12:53		EXPRESS			1:11
1:53	1:55	2:05	2:07	2:08		EXPRESS			2:26
3:04	3:06	3:15	3:17	3:18		EXPRESS			3:36
3:30	3:32	3:45	3:47	3:48		EXPRESS			4:09
4:50	4:52	5:04	5:06	5:07		EXPRESS			5:28
6:00	6:02	6:15	6:17	6:18		EXPRESS			6:36
6:55	6:57	7:15	7:17	7:18		EXPRESS			7:36
7:55	7:57	8:15	8:17	8:18		EXPRESS			8:36
8:55	8:57	9:15	9:17	9:18		EXPRESS			9:36
9:55	9:57	10:15	10:17	10:18		EXPRESS			10:36
10:55	10:57	11:15	11:17	11:18		EXPRESS			11:36

• Los días entre semana, este autobús recoge y baja pasajeros en Music City Central en la parada de la 5ta Avenida al norte de Charlotte, entre las 2 bahías a la entrada de MCC.
 « Tome este autobús de servicio local en la porción de regreso a ningún costo adicional.

« Tome este autobús de servicio local en la porción de regreso a ningún costo adicional.

FINES DE SEMANA Y DIAS FESTIVOS via Jo Johnston

Music City Central Bahía 23	Metro General Hospital	25th & Patterson	Edgehill & 21st	Edgehill & 8th	Chestnut & 1st	Riverfront Station	Music City Central
1	2	3	4	5	6	7	1
10 minutos	17 minutos	25 minutos	31 minutos	35 minutos	48 minutos	55 minutos	
6:15	6:25	6:32	6:40	6:46	6:50	7:03	7:10
7:15	7:25	7:32	7:40	7:46	7:50	8:03	8:10
8:15	8:25	8:32	8:40	8:46	8:50	9:03	9:10
9:11	9:21	9:28	9:36	9:42	9:46	10:00	10:08
10:11	10:21	10:28	10:36	10:42	10:46	11:00	11:08
11:11	11:21	11:28	11:36	11:42	11:46	12:00	12:08
12:11	12:21	12:28	12:36	12:42	12:46	1:00	1:08
1:11	1:21	1:28	1:36	1:42	1:46	2:00	2:08
2:11	2:21	2:28	2:36	2:42	2:46	3:00	3:08
3:11	3:21	3:28	3:36	3:42	3:46	4:00	4:08
4:15	4:25	4:32	4:40	4:46	4:50	5:03	5:10
5:15	5:25	5:32	5:40	5:46	5:50	6:03	6:10
6:15	6:25	6:32	6:40	6:46	6:50	7:03	7:10

FINES DE SEMANA Y DIAS FESTIVOS via Hart Street

Music City Central Bahía 21	1st & Broadway	Chestnut & 1st	Edgehill & 8th	Edgehill & 21st	25th & Patterson	Metro General Hospital	Music City Central
8	7	6	5	4	3	2	8
5 minutos	18 minutos	22 minutos	27 minutos	35 minutos	42 minutos	53 minutos	
6:15	6:20	6:33	6:37	6:42	6:50	6:06	6:15
7:15	7:20	7:33	7:37	7:42	7:50	7:57	8:08
8:15	8:20	8:33	8:37	8:42	8:50	8:57	9:08
9:15	9:20	9:33	9:37	9:42	9:50	9:57	10:08
10:17	10:22	10:36	10:40	10:45	10:53	11:00	11:11
11:17	11:22	11:36	11:40	11:45	11:53	12:00	12:11
12:17	12:22	12:36	12:40	12:45	12:53	1:00	1:11
1:17	1:22	1:36	1:40	1:45	1:53	2:00	2:11
2:17	2:22	2:36	2:40	2:45	2:53	3:00	3:11
3:17	3:22	3:36	3:40	3:45	3:53	4:00	4:11
4:17	4:22	4:36	4:40	4:45	4:53	5:00	5:11
5:15	5:20	5:33	5:37	5:42	5:50	5:57	6:08
6:15	6:20	6:33	6:37	6:42	6:50	6:57	7:08
7:15	7:20	7:33	7:37	7:42	7:50	7:57	8:08

• Este autobús funciona los sábados y el día de Martin Luther King Jr. solamente.

viajes por la mañana

viajes por la tarde y la noche

Para una lista de otras localidades y áreas específicas favor de llamar al Servicio al Cliente de MTA al (615) 862-5950.

- Andrew Johnson Building, 710 James Robertson Parkway
- Antem Career College, 560 Royal Parkway
- Belmont University, 1900 Belmont Boulevard
- Bridgestone Arena, 501 Broadway
- City Hall & Metro Courts, 1 Public Square
- Daymar Institute, 340 Plus Park Boulevard
- Davy Crockett Building, 500 James Robertson Parkway
- Justice AA, Birch Building, 408 2nd Avenue North
- Lentz Public Health Center, 311 23rd Avenue North
- Lincoln College of Technology, 1524 Gallatin Road
- Loozy Center and Library, 2301 Rosa L. Parks Boulevard
- Metro Board of Education, 2601 Bransford Avenue
- Metro General Hospital, 1818 Albion Street
- MTA Madison Headquarters, 430 Myatt Drive
- Music City Central, 400 Charlotte Avenue
- Nashville Downtown Library, 615 Church Street
- Peabody College Post Office, 230 Appleton Place
- Riverfront Regional Rail Station, 108 1st Avenue North
- Tennessee Dept. of Human Services, 1000 2nd Avenue North
- Tennessee Performing Arts Center, 505 Deaderick Street
- Tennessee State University, 3500 John A. Merritt Boulevard
- Vanderbilt University Post Office, 2301 Vanderbilt Place
- Watkins College of Art, Design & Film, 2299 Rosa L. Parks Boulevard
- William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950. También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven todo el día.....	\$3.50	Pases de 31-Días con Descuento.....	\$44.00
20-Viajes Locales.....	\$32.00	Pases de 7-Días para Jóvenes.....	\$16.00
20-Viajes Exprés.....	\$42.00	Pases de 31-Días para Jóvenes.....	\$58.50
20-Viajes con Descuento.....	\$17.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicará a todas las órdenes por correo, teléfono ó por línea.

Exprés Mejorada: Deposite 50 centavos más para usar las tarjetas de 20-Viajes Locales en un autobús expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, ó visite nuestro sitio de Internet en nashvillemta.org.

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT.....	\$1.70
Servicio Exprés.....	\$2.25
Mayores (de 65 años ó más) ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa (favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa).....	\$.85
Personas con discapacidades.....	\$.85
Tarifa de jóvenes.....	\$1.00

Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare. Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir
- Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de transito para discapacitados.

 Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, ó visite el sitio en Internet en nashvillemta.org.

Ventajas para los usuarios del Programa EasyRide

Beneficios a empleados

- Ahorra fondos de taxes
- No tiene más problemas con el estacionamiento
- Empleados menos estresados

Beneficios para empleados

- Corta impuestos
- Reduce los gastos por carros
- Llega al trabajo relajado

Para más información llame a MTA al (615) 862-5969 ó pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.

MTA-RITA COMMUTER PROGRAM

Midtown

25

En Español

- Centennial Medical Center
- Fisk University
- Greer Stadium
- Head Middle Magnet School
- Martin Luther King Jr. Magnet School
- Meharry Medical College
- Metro General Hospital
- Music City Central - Bahía 21 y Bahía 23
- St. Thomas Midtown Hospital
- Vanderbilt University
- Vanderbilt University Medical Center

30-60 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA/
60 MINUTOS ENTRE SERVICIO DURANTE EL FIN DE SEMANA

Servicio al Cliente y Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

nashvillemta.org

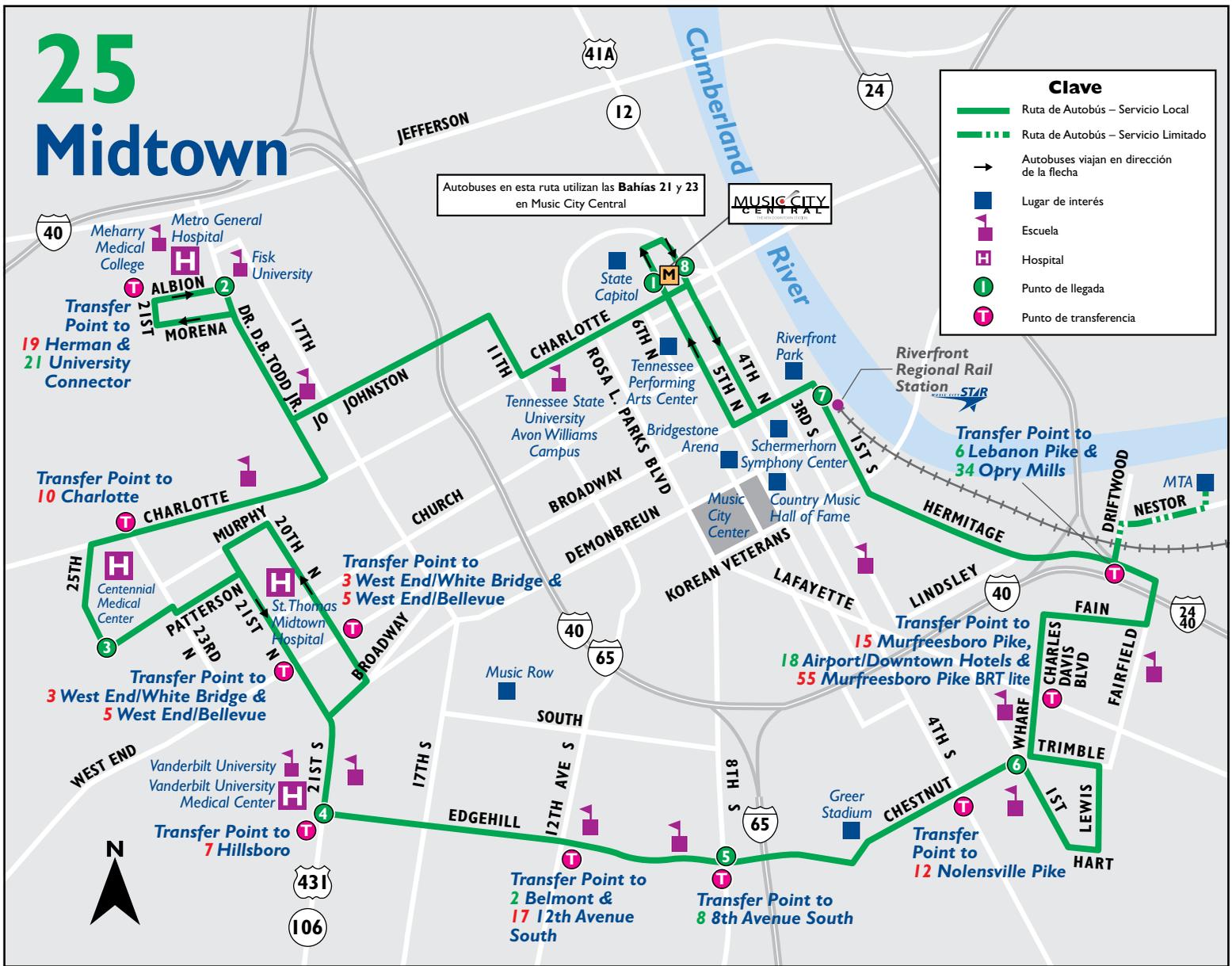


En efectivo el 30 de marzo del 2014

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamerica.com

25 Midtown



DIAS ENTRE SEMANA via Jo Johnston

Music City Central Bahía 23	Metro General Hospital	25th & Patterson	Edgehill & 21st	Edgehill & 8th	Chestnut & 1st	Riverfront Station	Music City Central	
1	2	3	4	5	6	7	1	
							5:21	5:32
							6:12	6:23
5:40	5:52	6:00	6:08	6:14	6:20	6:39	6:46	
6:32	6:45	6:53	7:01	7:08	7:13	7:33	7:39	
6:49	7:02	7:10	7:18	7:25	7:30	7:50	7:56	
7:40	7:53	8:01	8:09	8:16	8:21	8:41	8:47	
8:00	8:12	8:20	8:29	8:35	8:40	8:56	9:03	
8:50	9:02	9:10	9:19	9:25	9:30	9:46	9:53	
9:53	10:05	10:13	10:22	10:28	10:33	10:49	10:56	
10:56	11:08	11:16	11:25	11:31	11:36	11:52	11:59	
11:59	12:11	12:19	12:28	12:34	12:39	12:55	1:02	
1:02	1:14	1:22	1:31	1:37	1:42	1:58	2:05	
2:15	2:27	2:35	2:44	2:51	2:56	3:13	3:21	
2:50	3:02	3:10	3:19	3:26	3:31	3:48	3:56	
3:25	3:38	3:46	3:56	4:03	4:08	4:26	4:33	
4:00	4:13	4:21	4:31	4:38	4:43	5:01	5:08	
4:35	4:48	4:56	5:06	5:13	5:18	5:36	5:43	
5:08	5:21	5:29	5:39	5:46	5:51	6:04	6:15	
6:15	6:27	6:35	6:42	6:48	6:53	7:03	7:10	

DIAS ENTRE SEMANA via Hart Street

Music City Central Bahía 21	1st & Broadway	Chestnut & 1st	Edgehill & 8th	Edgehill & 21st	25th & Patterson	Metro General Hospital	Music City Central
8	7	6	5	4	3	2	8
						5:17	5:30
						6:00	6:13
5:30	5:34	5:51	5:55	6:03	6:13	6:24	6:38
6:15	6:21	6:35	6:39	6:46	6:56	7:07	7:23
6:38	6:44	6:58	7:02	7:09	7:19	7:30	7:46
7:27	7:33	7:50	7:54	8:02	8:11	8:21	8:36
7:55	8:01	8:18	8:22	8:30	8:39	8:49	9:04
9:10	9:15	9:30	9:34	9:40	9:48	9:57	10:10
10:15	10:20	10:35	10:39	10:45	10:53	11:02	11:15
11:20	11:25	11:40	11:44	11:50	11:58	12:07	12:20
12:20	12:25	12:40	12:44	12:50	12:58	1:07	1:20
1:20	1:25	1:40	1:44	1:48	1:58	2:07	2:20
2:20	2:25	2:41	2:45	2:50	3:01	3:10	3:23
2:55	3:00	3:16	3:20	3:25	3:36	3:45	3:58
3:25	3:30	3:46	3:50	3:55	4:06	4:15	4:28
4:00	4:05	4:21	4:25	4:32	4:41	4:50	5:03
4:35	4:43	4:59	5:05	5:11	5:21	5:29	5:44
5:05	5:09	5:24	5:27	5:35	5:44	5:53	6:06
6:15	6:19	6:31	6:35	6:41	6:49	6:56	7:07
7:15	7:19	7:31	7:35	7:41	7:49	7:56	8:07
8:15	8:19	8:31	8:35	8:41	8:49	8:56	9:07
9:15	9:19	9:30	9:33	9:38	9:45	9:52	10:03

viajes por la mañana

viajes por la tarde y la noche

SABADOS/DIA DE MLK JR. Hacia el centro de la ciudad

	Madison Library/ Neely's Bend	Greenfield/ Kroger	Five Points/ East Library	Music City Central	
	5	4	3	2	1
Tempo promedio de viaje desde este paradero	9 minutos	22 minutos	33 minutos	42 minutos	
5:48	5:57	6:07	6:16	6:25	
6:47	6:56	7:06	7:16	7:25	
7:47	7:56	8:06	8:16	8:25	
8:47	8:56	9:06	9:16	9:25	
9:40	9:50	10:05	10:16	10:25	
10:40	10:50	11:05	11:16	11:25	
11:40	11:50	12:05	12:16	12:25	
12:40	12:50	1:05	1:16	1:25	
1:40	1:50	2:05	2:16	2:25	
2:40	2:50	3:05	3:16	3:25	
3:40	3:50	4:05	4:16	4:25	
4:42	4:52	5:06	5:16	5:25	
5:42	5:52	6:06	6:16	6:25	
6:42	6:52	7:06	7:16	7:25	
7:46	7:55	8:08	8:17	8:25	
8:46	8:55	9:08	9:17	9:25	

Para servicio adicional en esta area, por favor ver el horario de la Ruta 56 - Gallatin Pike BRT lite.

SABADOS/DIA DE MLK JR. Desde el centro de la ciudad

	Five Points/ East Library	Greenfield/ Kroger	Madison Library/ Neely's Bend	RiverGate Mall	Walmart	RiverGate Mall	
	1	2	3	4	5	6	5
Tempo promedio de viaje desde este paradero	8 minutos	19 minutos	33 minutos	44 minutos	48 minutos	53 minutos	
6:30	6:38	6:49	7:02	7:11	7:15	7:20	
7:30	7:38	7:49	8:02	8:11	8:15	8:20	
8:30	8:38	8:49	9:02	9:11	9:15	9:20	
9:30	9:39	9:50	10:04	10:14	10:18	10:23	
10:30	10:39	10:50	11:04	11:14	11:18	11:23	
11:30	11:40	11:51	12:05	12:16	12:21	12:27	
12:30	12:39	12:50	1:04	1:14	1:19	1:25	
1:30	1:39	1:50	2:04	2:14	2:19	2:25	
2:30	2:39	2:50	3:04	3:14	3:19	3:25	
3:30	3:39	3:50	4:04	4:14	4:19	4:25	
4:30	4:39	4:50	5:04	5:14	5:19	5:25	
5:30	5:39	5:50	6:04	6:14	6:19	6:25	
6:30	6:38	6:48	7:01	7:10	7:14	7:20	
7:30	7:38	7:48	8:01	8:10	8:14	8:20	
8:30	8:38	8:48	9:01	9:10	9:14	9:20	
9:30	9:37	9:46	9:59	10:06	10:09	10:12	

DOMINGOS Y DIAS FESTIVOS Hacia el centro de la ciudad

	Madison Library/ Neely's Bend	Greenfield/ Kroger	Five Points/ East Library	Music City Central	
	5	4	3	2	1
Tempo promedio de viaje desde este paradero	9 minutos	22 minutos	31 minutos	40 minutos	
5:30	5:38	5:48	5:56	6:05	
6:05	6:14	6:27	6:36	6:45	
6:45	6:54	7:07	7:16	7:25	
7:25	7:34	7:47	7:56	8:05	
8:05	8:14	8:27	8:36	8:45	
8:45	8:54	9:07	9:16	9:25	
9:22	9:32	9:45	9:56	10:05	
10:02	10:12	10:25	10:36	10:45	
10:42	10:52	11:05	11:16	11:25	
11:20	11:31	11:45	11:56	12:05	
12:00	12:11	12:25	12:36	12:45	
12:40	12:51	1:05	1:16	1:25	
1:20	1:31	1:45	1:56	2:05	
2:05	2:14	2:27	2:36	2:45	
2:45	2:54	3:07	3:16	3:25	
3:25	3:34	3:47	3:56	4:05	
4:05	4:14	4:27	4:36	4:45	
4:45	4:54	5:07	5:16	5:25	
5:27	5:36	5:48	5:57	6:05	
6:27	6:36	6:48	6:57	7:05	
7:27	7:36	7:48	7:57	8:05	
8:30	8:38	8:49	8:57	9:05	

DOMINGOS Y DIAS FESTIVOS Desde el centro de la ciudad

	Five Points/ East Library	Greenfield/ Kroger	Madison Library/ Neely's Bend	RiverGate Mall	Walmart	RiverGate Mall	
	1	2	3	4	5	6	5
Tempo promedio de viaje desde este paradero	8 minutos	18 minutos	30 minutos	39 minutos	44 minutos	49 minutos	
6:15	6:23	6:33	6:45	6:54	6:58	7:02	
6:55	7:03	7:13	7:25	7:34	7:38	7:42	
7:35	7:43	7:53	8:05	8:14	8:18	8:22	
8:15	8:23	8:33	8:45	8:54	8:58	9:02	
8:55	9:04	9:15	9:29	9:39	9:44	9:49	
9:35	9:44	9:55	10:09	10:19	10:24	10:29	
10:15	10:24	10:35	10:49	10:59	11:04	11:09	
10:55	11:04	11:15	11:29	11:39	11:44	11:49	
11:35	11:44	11:55	12:09	12:19	12:24	12:29	
12:15	12:24	12:35	12:49	12:59	1:04	1:09	
12:55	1:04	1:15	1:29	1:39	1:44	1:49	
1:35	1:44	1:55	2:09	2:19	2:24	2:29	
2:15	2:24	2:35	2:49	2:59	3:04	3:09	
2:55	3:04	3:15	3:29	3:39	3:44	3:49	
3:35	3:44	3:55	4:09	4:19	4:24	4:29	
4:15	4:24	4:35	4:49	4:59	5:04	5:09	
4:55	5:04	5:15	5:28	5:37	5:41	5:46	
5:35	5:44	5:55	6:08	6:17	6:21	6:26	
6:15	6:24	6:35	6:48	6:57	7:01	7:06	
7:15	7:24	7:35	7:48	7:57	8:01	8:06	
8:15	8:22	8:32	8:45	8:53	8:57	9:01	
9:15	9:22	9:32	9:45	9:53	9:57	10:01	

viajes por la mañana

viajes por la tarde y la noche

Gallatin Pike

En Español

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East Nashville Magnet School
Kmart
Madison Library
Madison Square
Meigs Magnet School
Music City Central - Bahía 18
National Cemetery
RiverGate Mall
Social Security Office
Spring Hill Cemetery
Walmart

Para servicio adicional en esta area, ver el horario de la Ruta 56 - Gallatin Pike

40 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA/
1 HORA ENTRE SERVICIO LOS SABADOS/
40 MINUTOS ENTRE SERVICIO LOS DOMINGOS

Servicio al Cliente y
Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950
6:30 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Venta de Boletos e Información en Music City Central
400 Charlotte Ave.
6:00 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo
Cerrado días festivos

Music City Central – Horas de Operación
400 Charlotte Avenue
5:15 a.m. a 11:15 p.m. – De lunes a viernes
6:00 a.m. a 10:15 p.m. – Sábado
6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969
430 Myatt Drive, Nashville, TN 37115
8:00 a.m. a 4:30 p.m. – De lunes a viernes
Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamericat.com

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.) en línea en nashvillemta.org o por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día... \$5.25 Pases de 7-Días..... \$24.00
Tarifa de todo el día con Descuento..... \$3.25 Pases de 31-Días..... \$84.00
Tarifa de joven todo el día..... \$3.50 Pases de 31-Días con Descuento..... \$44.00
20-Viajes Locales..... \$32.00 para Jóvenes..... \$16.00
20-Viajes Expres..... \$42.00 Pases de 31-Días para Jóvenes..... \$58.50 con Descuento..... \$17.00

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicara a todas las órdenes por correo, teléfono o por línea.

Expres Mejorado: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, o visite nuestro sitio de Internet en nashvillemta.org.

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1.70
Servicio Expres..... \$2.25
Mayores (de 65 años o más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)..... \$.85
Personas con discapacidades (favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)..... \$1.00 (edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)
Niños menores de 4 años..... Gratis

Servicios para las personas con tarjetas de Medicare, mayores o con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad o no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", o su licencia de conducir • Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de tránsito para discapacitados.

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, o visite el sitio en Internet en nashvillemta.org.

Paradas de autobús

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA esta marcado con un número de ruta así como también el nombre del destino o área. Todas las rutas expres están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

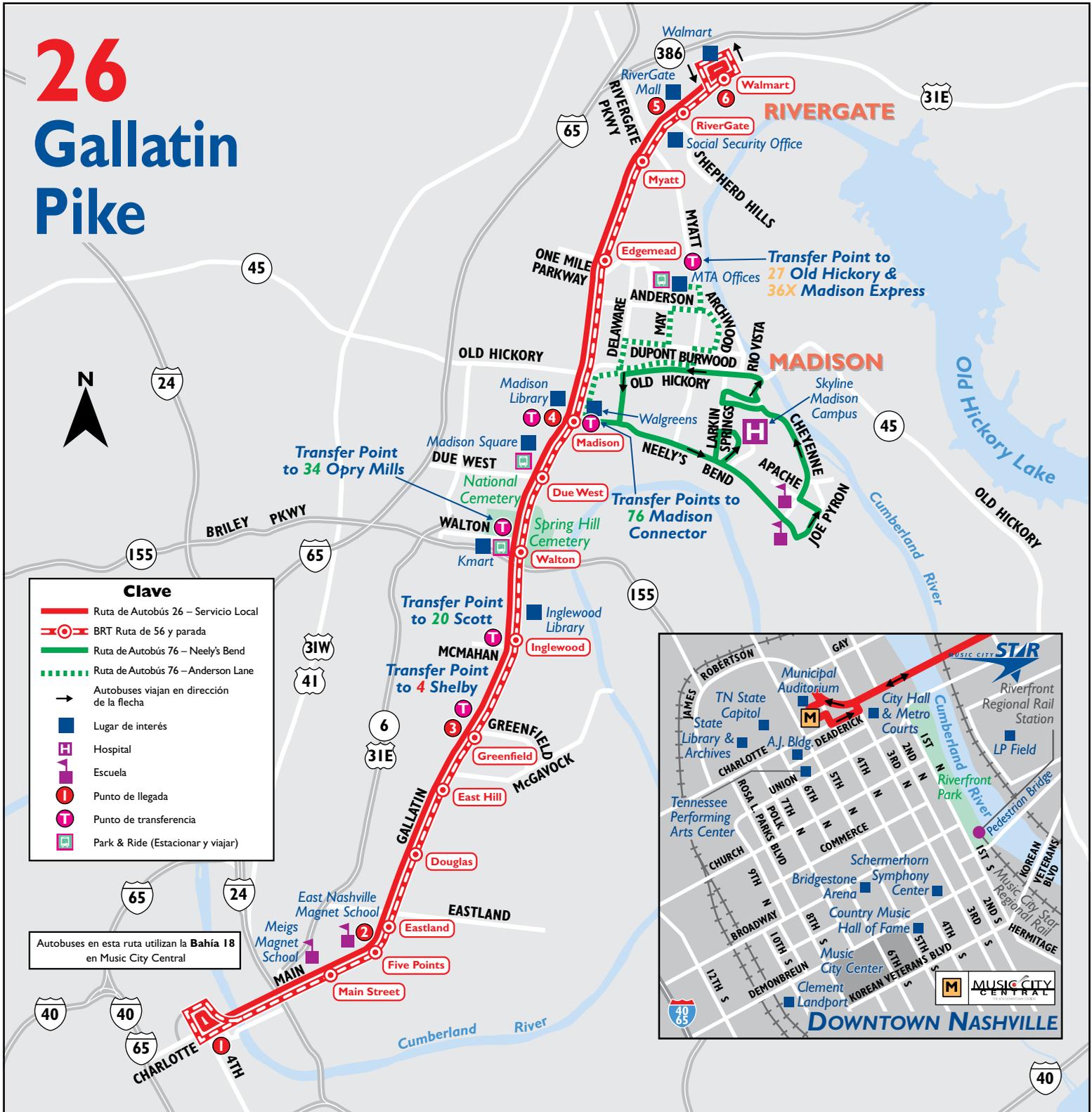
Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride" como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad. En los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en Internet en nashvillemta.org.

26 Gallatin Pike



Clave

- Ruta de Autobús 26 – Servicio Local
- BRT Ruta de 56 y parada
- Ruta de Autobús 76 – Neely's Bend
- Ruta de Autobús 76 – Anderson Lane
- Autobuses viajan en dirección de la flecha
- Lugar de interés
- Hospital
- Escuela
- Punto de Llegada
- Punto de transferencia
- Park & Ride (Estacionar y viajar)

Autobuses en esta ruta utilizan la Bahía 18 en Music City Central



Ruta 26 - Gallatin Pike autobuses paran en todas las paradas de autobús.

Ruta 56 - Gallatin Pike **brt** autobuses solo se detienen en las parandas de BRT lite.

DIAS ENTRE SEMANA *Hacia el centro de la ciudad*

RiverGate Mall	Madison Library/ Neely's Bend	Greenfield/ Kroger	Five Points/ East Library	Music City Central
5	4	3	2	1
11 minutos	27 minutos	38 minutos	50 minutos	
4:36	4:46	4:57	5:06	5:15
4:59	5:09	5:22	5:34	5:45
5:38	5:49	6:02	6:14	6:25
6:14	6:27	6:40	6:52	7:02
6:49	7:01	7:17	7:29	7:42
7:28	7:40	7:56	8:08	8:22
8:13	8:25	8:39	8:51	9:02
8:53	9:05	9:19	9:31	9:42
9:36	9:48	10:02	10:12	10:22
10:16	10:28	10:42	10:52	11:02
10:56	11:08	11:22	11:32	11:42
11:35	11:48	12:02	12:12	12:22
12:16	12:29	12:42	12:52	1:02
12:56	1:09	1:22	1:32	1:42
1:33	1:46	2:01	2:12	2:22
2:13	2:26	2:41	2:52	3:02
2:53	3:06	3:21	3:32	3:42
3:35	3:47	4:02	4:12	4:22
4:14	4:27	4:42	4:52	5:02
4:56	5:08	5:22	5:32	5:42
5:39	5:50	6:04	6:15	6:25
6:47	6:57	7:09	7:18	7:27
7:45	7:55	8:07	8:16	8:25
8:45	8:55	9:07	9:16	9:25
9:31	9:41	9:52	10:01	10:10
10:31	10:41	10:52	11:01	11:10

DIAS ENTRE SEMANA *Desde el centro de la ciudad*

Music City Central Bahía 18	Five Points/ East Library	Greenfield/ Kroger	Madison Library/ Neely's Bend	RiverGate Mall	Walmart	RiverGate Mall
1	2	3	4	5	6	5
11 minutos	22 minutos	35 minutos	44 minutos	49 minutos	54 minutos	
5:20	5:28	5:36	5:48	5:56	6:00	6:04
5:47	5:57	6:07	6:19	6:27	6:31	6:36
6:27	6:38	6:47	6:58	7:07	7:12	7:17
7:07	7:18	7:27	7:39	7:48	7:51	7:56
7:47	7:59	8:11	8:23	8:33	8:37	8:43
8:27	8:38	8:49	9:02	9:12	9:16	9:22
9:07	9:17	9:27	9:40	9:49	9:53	9:58
9:47	9:57	10:07	10:20	10:29	10:33	10:38
10:27	10:37	10:47	11:00	11:09	11:13	11:18
11:07	11:17	11:29	11:42	11:52	11:57	12:03
11:47	11:57	12:09	12:22	12:32	12:37	12:43
12:27	12:37	12:49	1:02	1:12	1:17	1:23
1:07	1:18	1:29	1:43	1:53	1:58	2:04
1:47	1:58	2:09	2:23	2:33	2:38	2:44
2:27	2:37	2:48	3:02	3:12	3:16	3:22
3:07	3:19	3:31	3:45	3:56	4:01	4:07
3:47	3:59	4:12	4:27	4:37	4:42	4:48
4:27	4:40	4:53	5:08	5:19	5:24	5:30
5:07	5:19	5:32	5:45	5:57	6:01	6:06
5:47	5:59	6:12	6:25	6:37	6:41	6:46
6:30	6:39	6:49	7:02	7:11	7:16	7:20
7:30	7:39	7:48	8:01	8:09	8:13	8:17
8:30	8:39	8:48	9:01	9:09	9:13	9:17
9:30	9:38	9:46	9:58	10:06	10:10	10:14
10:15	10:23	10:31	10:43	10:51	10:55	10:59
11:15	11:23	11:31	11:43	11:51	11:55	11:59

Para servicio adicional en esta area, por favor ver el horario de la Ruta 56 - Gallatin Pike BRT lite.

viajes por la mañana

viajes por la tarde y la noche



¡Nosotros apreciamos su negocio!

Gracias por viajar con Nashville MTA.



Para más información llame a MTA al (615) 862-5969 ó pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.

- Ventajas para los usuarios del Programa EasyRide**
- Beneficios a empleados**
- Ahorra fondos de taxes
 - No tiene más problemas con el estacionamiento
 - Empleados menos estresados
- Beneficios para empliados**
- Corta impuestos
 - Reduce los gastos por carros
 - Llega al trabajo relajado

Old Hickory

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En Español

- The Hermitage
- Hermitage Regional Rail Station
- Lakewood Park & Ride
- McKendree Village
- MTA Madison Headquarters
- MTA Madison Park & Ride
- Music City Central - Bahía 6
- Old Hickory Towers
- Summit Medical Center

SERVICIO LIMITADO

Servicio al Cliente y Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: **(615) 862-5950**

6:30 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Venta de Boletos é Información en Music City Central
400 Charlotte Ave.
6:00 a.m. a 6:30 p.m. – De lunes a viernes
8:00 a.m. a 5:00 p.m. – Sábado
10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación
400 Charlotte Avenue
5:15 a.m. a 1:15 p.m. – De lunes a viernes
6:00 a.m. a 10:15 p.m. – Sábado
6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: **(615) 862-5969**
430 Myatt Drive, Nashville, TN 37115
8:00 a.m. a 4:30 p.m. – De lunes a viernes
Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamerica.com

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven		Pases de 31-Días con Descuento.....	\$44.00
todo el día.....	\$3.50	Pases de 7-Días para Jóvenes.....	\$16.00
20-Viajes Locales.....	\$32.00	Pases de 31-Días para Jóvenes.....	\$58.50
20-Viajes Exprés.....	\$42.00		
20-Viajes con Descuento.....	\$17.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicará a todas las órdenes por correo, teléfono ó por línea.

Exprés Mejorador: Deposite 50 centavos más para usar las tarjetas de 20-Viajes Locales en un autobús exprés.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono **(615) 862-5950** ó visite nuestro sitio de Internet en nashvillemta.org.

⚙️ Todos los autobuses son accesibles y equipados con estantes de bicicleta

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono **(615) 862-5950** ó visite nuestro sitio en Internet en nashvillemta.org.

Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride", como un servicio gratis de parte de los dueños de los estacionamientos.

Anuncios de destino

Cada autobús de MTA está marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas exprés están marcadas con una "X", seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

Music City Central

El punto de transferencia principal está localizada en Music City Central (400 Charlotte Ave).

Paradas de autobú

La mayoría de paradas están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobú visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

Andrew Johnson Building, 710 James Robertson Parkway
Anthem Career College, 560 Royal Parkway
Belmont University, 1900 Belmont Boulevard
Bridgestone Arena, 501 Broadway
City Hall & Metro Courts, 1 Public Square
Daymar Institute, 340 Plus Park Boulevard
Davy Crockett Building, 500 James Robertson Parkway
Justice AA, Birch Building, 408 2nd Avenue North
Lentz Public Health Center, 3111 23rd Avenue North
Lincoln College of Technology, 1524 Gallatin Road
Looby Center and Library, 2301 Rosa L. Parks Boulevard
Metro Board of Education, 2601 Bransford Avenue
Metro General Hospital, 1818 Albion Street
MTA Madison Headquarters, 430 Myatt Drive
Music City Central, 400 Charlotte Avenue
Nashville Downtown Library, 615 Church Street
Peabody College Post Office, 230 Appleton Place
Riverfront Regional Rail Station, 108 1st Avenue North
Tennessee Dept. of Human Services, 1000 2nd Avenue North
Tennessee Performing Arts Center, 505 Deaderick Street
Tennessee State University, 3500 John A. Merritt Boulevard
Vanderbilt University Post Office, 2301 Vanderbilt Place
Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al **(615) 862-5950**.

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT.....	\$1.70
Servicio Exprés.....	\$2.25
Mayores.....	\$.85
(de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)	
Personas con discapacidades.....	\$.85
(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)	
Tarifa de Jóvenes.....	\$1.00
(edades de 19 y menores, por favor verse al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)	
Niños menores de 4 años.....	Gratis

Servicios para las personas ó con discapacidades Medicare, mayores ó con discapacidades

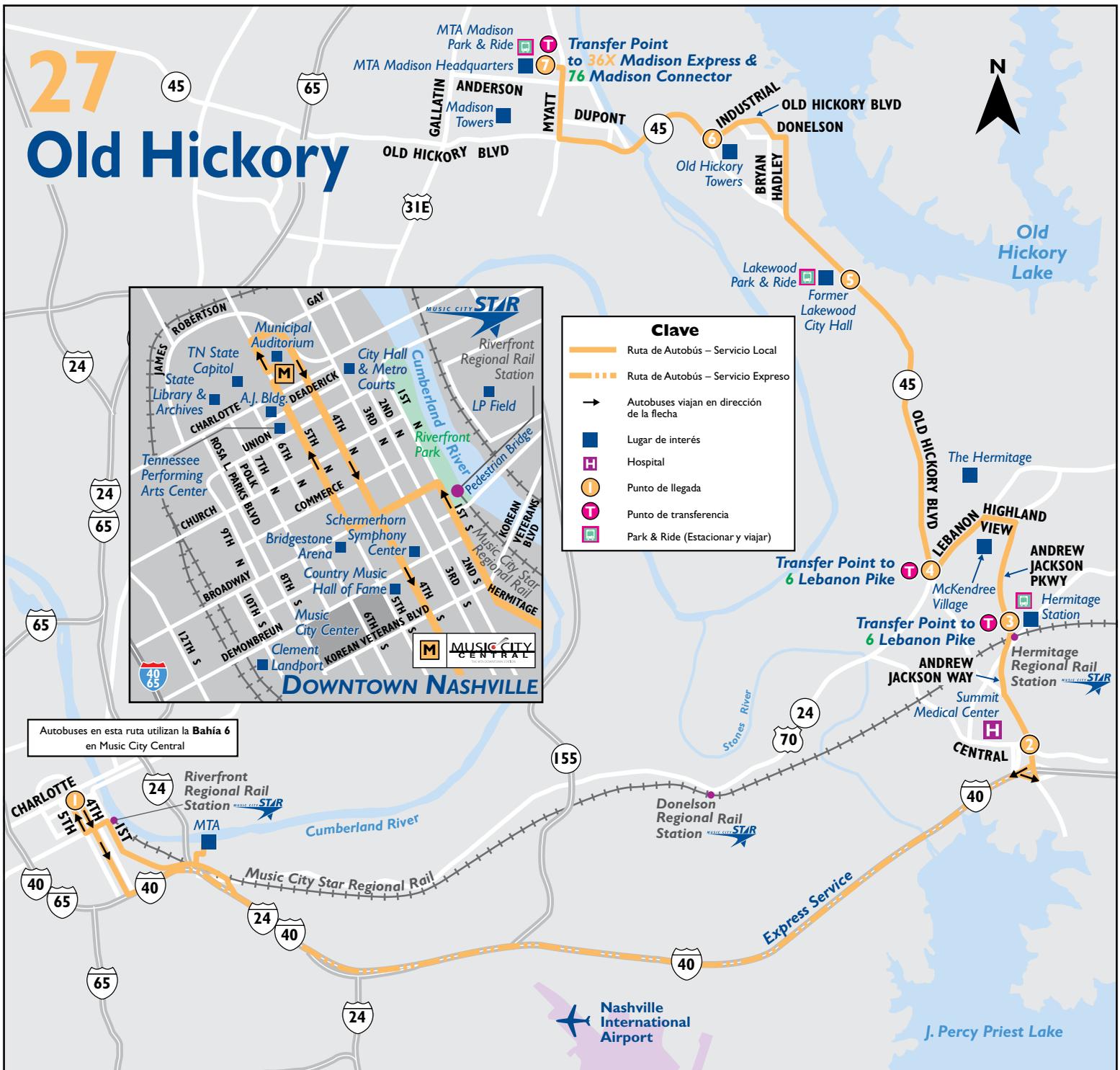
Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir
- Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de transito para discapacitados.

Los pasajeros cuyas discapacidades les impidan hacer el uso de los autobuses grandes de MTA pueden solicitar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono **(615) 880-3970**, ó visite el sitio en Internet en nashvillemta.org.

27 Old Hickory



DIAS ENTRE SEMANA Hacia el centro de la ciudad

MTA Madison Park & Ride	Old Hickory Towers	Lakewood Park & Ride	Old Hickory & Lebanon Pike	Hermitage Station	Old Hickory & Central Pike	Music City Central
7	6	5	4	3	2	1
Tiempo promedio de viaje desde esta parada						
6 minutos	13 minutos	20 minutos	28 minutos	35 minutos	61 minutos	
5:05	5:10	5:17	5:24	5:31	5:38	6:00
6:02	6:09	6:17	6:24	6:32	6:39	7:07
4:50	4:57	5:05	5:12	5:20	5:27	5:53
5:58	6:04	6:11	6:18	6:26	6:33	6:58

DIAS ENTRE SEMANA Desde el centro de la ciudad

Music City Central Bahía 6	Old Hickory & Central Pike	Hermitage Station	Old Hickory & Lebanon Pike	Lakewood Park & Ride	Old Hickory Towers	MTA Madison Park & Ride
1	2	3	4	5	6	7
Tiempo promedio de viaje desde esta parada						
27 minutos	39 minutos	46 minutos	53 minutos	61 minutos	68 minutos	
6:32	6:57	7:08	7:14	7:22	7:30	7:37
7:18	7:42	7:52	7:58	8:06	8:14	8:21
3:37	4:02	4:15	4:21	4:29	4:37	4:44
4:40	5:08	5:21	5:27	5:35	5:43	5:50

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana

viajes por la tarde y la noche



¡Nosotros apreciamos su negocio!

Gracias por viajar con Nashville MTA.



Para más información llame a MTA al (615) 862-5969 ó pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.

- Beneficios para empleados
- Corta impuestos
- Reduce los gastos por carros
- Llega al trabajo relajado

Ventajas para los usuarios del Programa EasyRide

- Beneficios a empleados
- Ahorra fondos de taxes
- No tiene más problemas con el estacionamiento
- Empleados menos estresados

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, ó visite el sitio en internet en nashvillemta.org

Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir.
- Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de transito para discapacitados.

Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

Niños menores de 4 años:..... Gratis

Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1,70

Servicio Expres..... \$2,25

Mayores..... \$.85

(de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)

Personas con discapacidades..... \$.85

(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)

Tarifa de jóvenes..... \$1.00

(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)

Tarifas

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven		Pases de 31-Días con Descuento.....	\$44.00
todo el día.....	\$3.50	Pases de 7-Días	
20-Viajes Locales.....	\$32.00	para jóvenes.....	\$16.00
20-Viajes Expres.....	\$42.00	Pases de 31-Días	
20-Viajes		para jóvenes.....	\$58.50
con Descuento.....	\$17.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicará a todas las órdenes por correo, teléfono ó por línea.

Expres Mejorador. Deposite 50 centavos más para usar las tarjetas de 20-Viajes Locales en un autobús expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950 ó visite nuestro sitio de internet en nashvillemta.org

• Todos los autobuses son accesibles y equipados con estantes de bicicleta

Paradas de autobú

La mayoría de las paradas de autobú están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobú visible en el área donde usted desea tomar el autobú, por favor vaya a la intersección más cercana por la calle donde transita su autobú y haga señales al autobú cuando se esté aproximando.

Music City Central

El punto de transferencia principal está localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobú de MTA está marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas expres están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobú, por favor pregunte al conductor cuando usted suba.

Estacionar y viajar

Varias rutas de autobú proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobú de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride", como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en internet en nashvillemta.org

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950

6:30 a.m. a 6:30 p.m. – De lunes a viernes

8:00 a.m. a 5:00 p.m. – Sábado

10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Venta de Boletos é Información en Music City Central

400 Charlotte Ave.

6:00 a.m. a 6:30 p.m. – De lunes a viernes

8:00 a.m. a 5:00 p.m. – Sábado

10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación

400 Charlotte Avenue

5:15 a.m. a 1:15 p.m. – De lunes a viernes

6:00 a.m. a 10:15 p.m. – Sábado

6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969

430 Myatt Drive, Nashville, TN 37115

8:00 a.m. a 4:30 p.m. – De lunes a viernes

Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamerica.com

Hickory Hollow/ Lenox Express

33X

En Español

Global Mall at The Crossings
Hickory Plaza
Lenox Village
Music City Central - Bahía 13
National College of Business and Technology
Walmart

SERVICIO EXPRESO

Servicio al Cliente y Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

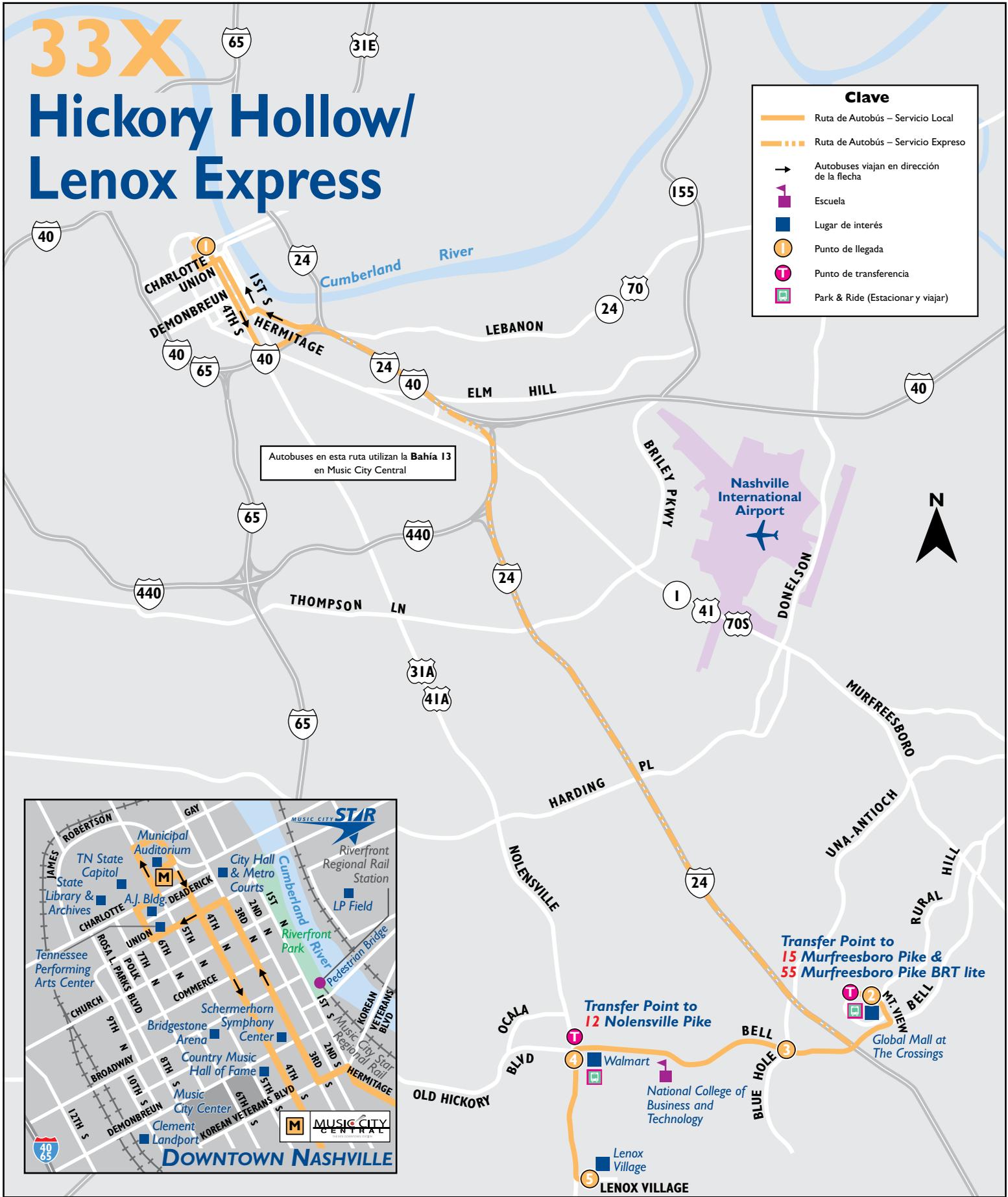
nashvillemta.org



En efectivo el 30 de marzo del 2014

33X

Hickory Hollow/ Lenox Express



DIAS ENTRE SEMANA

Hacia el centro de la ciudad

Lenox Village	Walmart	Bell & Blue Hole Road	Hickory Hollow Park & Ride	Music City Central
5	4	3	2	1
6 minutos		16 minutos		26 minutos
6:17	6:22	6:31	6:42	7:20*
6:36	6:43	6:53	7:03	7:45
1:10	1:15	1:24	1:33	1:57
4:35	4:41	4:51	4:59	5:23

* Solo en días de escuela este autobús va a la escuela Martin Luther King Jr. Magnet.

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana

viajes por la tarde y la noche

DIAS ENTRE SEMANA

Desde el centro de la ciudad

Music City Central	Hickory Hollow Park & Ride	Bell & Blue Hole Road	Walmart	Lenox Village
1	2	3	4	5
30 minutos		37 minutos		46 minutos
12:18*	12:43	12:48	12:56	1:02
3:40~	4:07	4:15	4:24	4:30
4:40	5:15	5:23	5:34	5:42
5:25	5:58	6:05	6:14	6:21

* Solo cuando las escuelas salen temprano este autobús comienza su servicio en la escuela Martin Luther King Jr. Magnet a las 11:50 a.m. y va directamente a Music City Central.

~ Solo en días de escuela, este autobús comienza su servicio en la escuela Martin Luther King Jr. Magnet a las 3:20 p.m. y va directamente a Music City Central.



Gracias por viajar con Nashville MTA.

¡Nosotros apreciamos su negocio!



Para más información llame a MTA al (615) 862-5969 ó pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.

- Beneficios para empleados
- Corta impuestos
- Reduce los gastos por carros
- Llega al trabajo relajado

Ventajas para los usuarios del Programa EasyRide

- Beneficios a empleados
- Ahorra fondos de taxes
- No tiene más problemas con el estacionamiento
- Empleados menos estresados

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Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

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Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1,70

Servicio Expres..... \$2,25

Mayores..... \$1,85

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(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)

Tarifas

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Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

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Estacionar y viajar

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Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobúos de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en internet en nashvillemta.org.

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

Andrew Johnson Building, 710 James Robertson Parkway
Anthem Career College, 560 Royal Parkway
Belmont University, 1900 Belmont Boulevard
Bridgestone Arena, 501 Broadway
City Hall & Metro Courts, 1 Public Square
Daymar Institute, 340 Plus Park Boulevard
Davy Crockett Building, 500 James Robertson Parkway
Justice AA, Birch Building, 408 2nd Avenue North
Lentz Public Health Center, 3111 23rd Avenue North
Lincoln College of Technology, 1524 Gallatin Road
Looby Center and Library, 2301 Rosa L. Parks Boulevard
Metro Board of Education, 2601 Bransford Avenue
Metro General Hospital, 1818 Albion Street
MTA Madison Headquarters, 430 Myatt Drive
Music City Central, 400 Charlotte Avenue
Nashville Downtown Library, 615 Church Street
Peabody College Post Office, 230 Appleton Place
Riverfront Regional Rail Station, 108 1st Avenue North
Tennessee Dept. of Human Services, 1000 2nd Avenue North
Tennessee Performing Arts Center, 505 Deaderick Street
Tennessee State University, 3500 John A. Merritt Boulevard
Vanderbilt University Post Office, 2301 Vanderbilt Place
Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al (615) 862-5950.

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven.....	\$3.50	Pases de 31-Días con Descuento.....	\$44.00
todo el día.....	\$3.50	Pases de 7-Días.....	\$24.00
20-Viajes Locales.....	\$32.00	para jóvenes.....	\$16.00
20-Viajes Expres.....	\$42.00	Pases de 31-Días para jóvenes.....	\$58.50
20-Viajes con Descuento.....	\$17.00		

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicara a todas las órdenes por correo, teléfono ó por línea.

Expres Mejorador: Deposite 50 centavos más para usar las tarjetas de 20-Viajes Locales en un autobúos expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950 ó visite nuestro sitio de internet en nashvillemta.org.

⚠ Todos los autobuses son accesibles y equipados con estantes de bicileta

Opry Mills

En Español

34

- Bridgestone Arena
- Donelson Regional Rail Station
- The Fellowship at Two Rivers Park & Ride
- Gaylord Opryland Resort
- Kmart
- McGavock High School
- Music City Center
- Convention Center
- Music City Central - Bahía 10
- Music Valley Village
- National Cemetery
- Opry Mills
- Ryman Auditorium

¡ MIÉNES TODOS LOS DIAS

Servicio al Cliente y Coordinador de ADA
(615) 862-5950
 AccessRide
(615) 880-3970
nashvillemta.org

En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: **(615) 862-5950**

6:30 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Centro de Boletos é Información en Music City Central
 400 Charlotte Ave.
 6:00 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación

400 Charlotte Avenue
 5:15 a.m. a 1:15 p.m. – De lunes a viernes
 6:00 a.m. a 10:15 p.m. – Sábado
 6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: **(615) 862-5969**

430 Myatt Drive, Nashville, TN 37115
 8:00 a.m. a 4:30 p.m. – De lunes a viernes

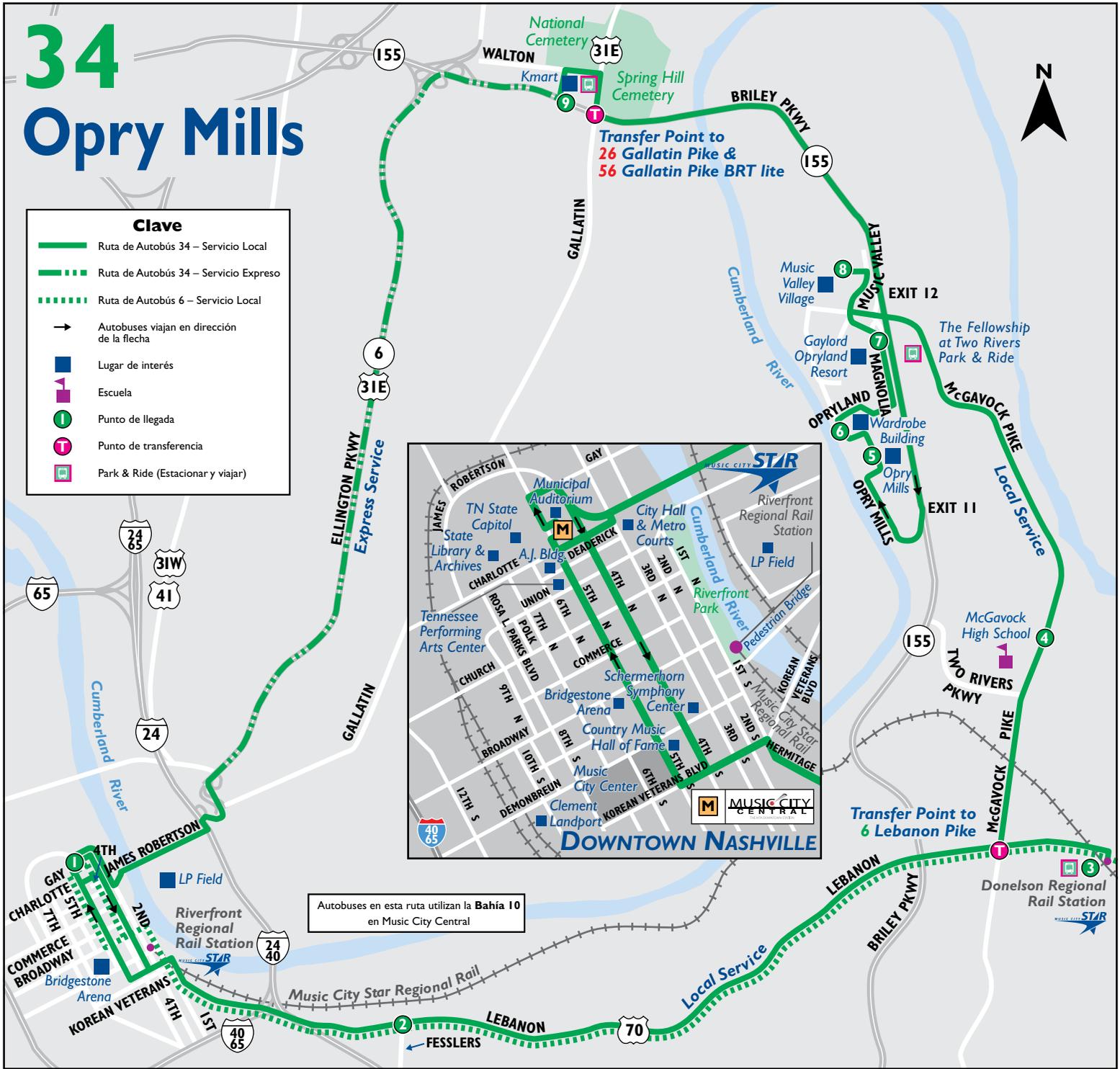
Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115
 diseñado por CHK America – chkamerica.com

34 Opry Mills

Clave

- Ruta de Autobús 34 – Servicio Local
- - - Ruta de Autobús 34 – Servicio Expreso
- - - - - Ruta de Autobús 6 – Servicio Local
- ➔ Autobuses viajan en dirección de la flecha
- Lugar de interés
- 🏫 Escuela
- 📍 Punto de llegada
- 🔄 Punto de transferencia
- 🚗 Park & Ride (Estacionar y viajar)



Autobuses en esta ruta utilizan la Bahía 10 en Music City Central

DIAS ENTRE SEMANA, FINES DE SEMANA Y DIAS FESTIVOS

Circuito														
Music City Central Bahía 10	Lebanon Pike & Fesslers Lane	Donelson Station	McGavock High School	Kmart Park & Ride	Opry Mills Entry 4	Wardrobe Building	Magnolia Entrance	Music Valley Village (arrival)	Music Valley Village (departure)	Kmart Park & Ride	McGavock High School	Donelson Station	Lebanon Pike & Fesslers Lane	Music City Central
1	2	3	4	9	5	6	7	8	8	9	4	3	2	1
6:18					6:30	6:40	6:44	6:48	6:52	6:52	6:59	7:06	7:19	7:36
7:40	7:54	8:03	8:12		8:25	8:29	8:33	8:37	8:42	8:51	EXPRESS			9:04
9:10					9:25	9:37	9:41	9:45	9:49	9:54	10:01	10:07	10:20	10:36
10:40	10:54	11:04	11:12		11:25	11:29	11:33	11:37	11:43	11:52	EXPRESS			12:05
12:10					12:25	12:37	12:41	12:45	12:49	12:53	1:00	1:06	1:19	1:35
1:40	1:54	2:04	2:13		2:26	2:30	2:34	2:38	2:43	2:53	EXPRESS			3:06
3:10					3:25	3:37	3:41	3:45	3:49	3:57	4:04	4:11	4:23	4:39
4:45	5:01	5:14	5:23		5:36	5:40	5:44	5:48	5:48	5:57	EXPRESS			6:09
6:15					6:28	6:40	6:44	6:48	6:52	7:02	7:09	7:15	7:27	7:41
7:45	7:58	8:08	8:15		8:26	8:30	8:34	8:38	8:43	8:52	EXPRESS			9:04
9:15					9:28	9:39	9:43	9:47	9:51	9:51	9:58	10:04	10:16	10:30

viajes por la mañana viajes por la tarde y la noche



¡Nosotros apreciamos su negocio!

Gracias por viajar con Nashville MTA.



Para más información llame a MTA al (615) 862-5969 ó pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.

- Ventajas para los usuarios del Programa EasyRide**
- **Beneficios a empleadores**
 - **Ahorra fondos de taxes**
 - **No tiene más problemas con el estacionamiento**
 - **Empleados menos estresados**
 - **Beneficios para empleados**
 - **Corta impuestos**
 - **Reduce los gastos por carros**
 - **Llega al trabajo relajado**

⚙️ **Todos los autobuses son accesibles y equipados con estantes de bicicleta**

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicará a todas las órdenes por correo, teléfono ó por línea.

Expres Mejorador: Deposite 50 centavos más para usar las tarjetas de 20-Viajes Locales en un autobús expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono **(615) 862-5950** ó visite nuestro sitio de Internet en nashvillemta.org.

20-Viajes con Descuento.....	\$17.00	Pases de 7-Días.....	\$24.00
Tarifa de todo el día.....	\$5.25	Pases de 31-Días.....	\$84.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días con Descuento.....	\$44.00
Tarifa de joven todo el día.....	\$3.50	Pases de 7-Días para Jóvenes.....	\$16.00
20-Viajes Locales.....	\$32.00	Pases de 31-Días para Jóvenes.....	\$58.50

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

Pases disponibles de MTA

Paradas de autobú

La mayoría de paradas de autobú están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobú visible en el área donde usted desea tomar el autobú, por favor vaya a la intersección más cercana por la calle donde transita su autobú y haga señales al autobú cuando se esté aproximando.

Music City Central

El punto de transferencia principal está localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobú de MTA está marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas expres están marcadas con una "X", seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobú, por favor pregunte al conductor cuando usted suba.

Estacionar y viajar

Varias rutas de autobú proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobú de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride", como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono **(615) 862-5950** ó visite nuestro sitio en Internet en nashvillemta.org.

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

Andrew Johnson Building, 710 James Robertson Parkway
Anthem Career College, 560 Royal Parkway
Belmont University, 1900 Belmont Boulevard
Bridgestone Arena, 501 Broadway
City Hall & Metro Courts, 1 Public Square
Daymar Institute, 340 Plus Park Boulevard
Davy Crockett Building, 500 James Robertson Parkway
Justice AA, Birch Building, 408 2nd Avenue North
Lentz Public Health Center, 3111 23rd Avenue North
Lincoln College of Technology, 1524 Gallatin Road
Looby Center and Library, 2301 Rosa L. Parks Boulevard
Metro Board of Education, 2601 Bransford Avenue
Metro General Hospital, 1818 Albion Street
MTA Madison Headquarters, 430 Myatt Drive
Music City Central, 400 Charlotte Avenue
Nashville Downtown Library, 615 Church Street
Peabody College Post Office, 230 Appleton Place
Riverfront Regional Rail Station, 108 1st Avenue North
Tennessee Dept. of Human Services, 1000 2nd Avenue North
Tennessee Performing Arts Center, 505 Deaderick Street
Tennessee State University, 3500 John A. Merritt Boulevard
Vanderbilt University Post Office, 2301 Vanderbilt Place
Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al **(615) 862-5950**.

Servicios para las personas ó con discapacidades Medicare, mayores ó con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir.
- Personas con Discapacidades – "Medicare", "Servicio Especial de MTA", u otra tarjeta de identificación de transito para discapacitados.

Los pasajeros cuyas discapacidades les impidan hacer el uso de los autobuses grandes de MTA pueden solicitar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono **(615) 880-3970**, ó visite el sitio en Internet en nashvillemta.org.

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT.....	\$1.70
Servicio Expres.....	\$2.25
Mayores.....	\$.85
(de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)	
Personas con discapacidades.....	\$.85
(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)	
Tarifa de Jóvenes.....	\$1.00
(edades de 19 y menores, por favor verse al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)	
Niños menores de 4 años.....	Gratis

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: **(615) 862-5950**
 6:30 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Venta de Boletos é Información en Music City Central
 400 Charlotte Ave.
 6:00 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación
 400 Charlotte Avenue
 5:15 a.m. a 1:15 p.m. – De lunes a viernes
 6:00 a.m. a 10:15 p.m. – Sábado
 6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: **(615) 862-5969**

430 Myatt Drive, Nashville, TN 37115
 8:00 a.m. a 4:30 p.m. – De lunes a viernes
 Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamerica.com

Madison Express

36X

En Español

MTA Madison Headquarters
 MTA Madison Park & Ride
Music City Central - Bahía 6
 Riverfront Regional Rail Station

SERVICIO EXPRESO

Servicio al Cliente y Coordinador de ADA

(615) 862-5950

AccessRide

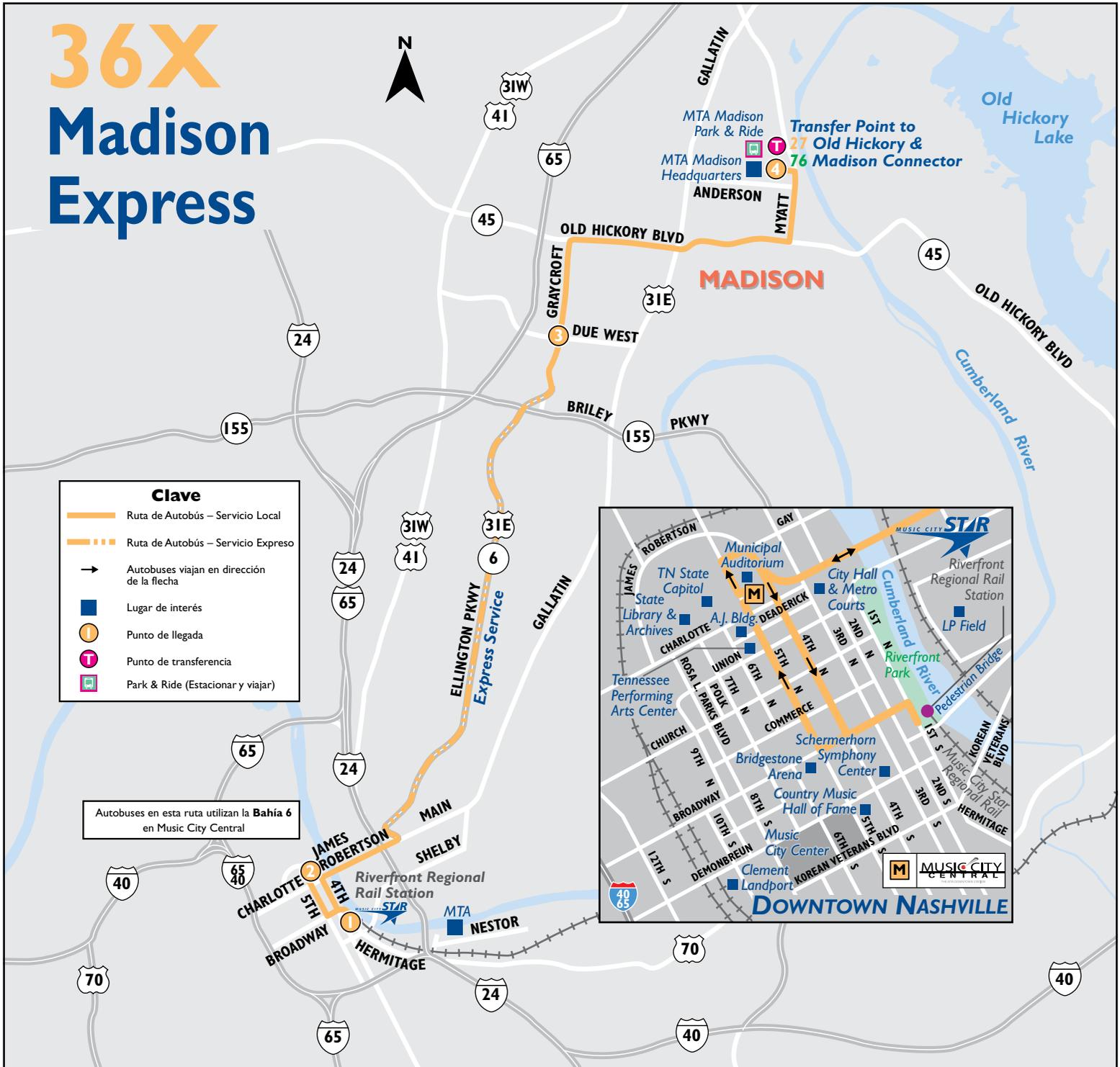
(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

36X Madison Express



DIAS ENTRE SEMANA

Hacia el centro de la ciudad

MTA Madison Park & Ride	Graycroft & Due West	Music City Central Bahía 6	Ist & Broadway
4	3	2	1
Tiempo promedio de viaje desde esta parada			
14 minutos	30 minutos	38 minutos	
5:30	5:41	5:55	
6:22	6:34	6:50	
7:05	7:19	7:35	
11:20	11:33	11:50	
12:55	1:08	1:25	
3:00	3:14	3:30	
4:35	4:49	5:05	5:13
5:20	5:34	5:50	

DIAS ENTRE SEMANA

Desde el centro de la ciudad

Riverfront Station	Music City Central Bahía 6	Graycroft & Due West	MTA Madison Park & Ride
1	2	3	4
Tiempo promedio de viaje desde esta parada			
10 minutos	23 minutos	34 minutos	
6:25	6:35	6:48	6:59
7:32	7:25	7:38	7:49
7:57	7:42	7:55	8:06
	8:07	8:20	8:31
	12:25	12:38	12:49
	1:30	1:43	1:54
	4:00	4:13	4:24
4:42	4:52	5:05	5:16
	5:40	5:53	6:04

Para servicio adicional en esta area, por favor ver los horarios de Ruta 27 - Old Hickory y Ruta 76 - Madison Connector.

viajes por la mañana

viajes por la tarde y la noche

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS



Gracias por viajar con Nashville MTA.

¡Nosotros apreciamos su negocio!



Para más información llame a MTA al (615) 862-5969 ó pregunte a su Director de Recursos Humanos sobre el programa de EasyRide.

- Beneficios para empleados
- Corta impuestos
- Reduce los gastos por carros
- Llega al trabajo relajado

Ventajas para los usuarios del Programa EasyRide

- Beneficios a empleados
- Ahorra fondos de taxes
- No tiene más problemas con el estacionamiento
- Empleados menos estresados

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, ó visite el sitio en internet en nashvillemta.org.

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- Personas con Discapacidades – "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de transito para discapacitados.

Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

Niños menores de 4 años:..... Gratis

Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1,70

Servicio Expres..... \$2,25

Mayores..... \$.85

(de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)

Personas con discapacidades..... \$.85

(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)

Tarifa de jóvenes..... \$1.00

(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)

Tarifas

Paradas de autobúos

La mayoría de las paradas de autobúos están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobúos visible en el área donde usted desea tomar el autobúos, por favor vaya a la intersección más cercana por la calle donde transita su autobúos y haga señales al autobúos cuando se esté aproximando.

Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobúos de MTA esta marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas expres están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobúos, por favor pregunte al conductor cuando usted suba.

Estacionar y viajar

Varias rutas de autobúos proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobúos de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride", como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en internet en nashvillemta.org.

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día.....	\$5.25	Pases de 7-Días.....	\$24.00
Tarifa de todo el día con Descuento.....	\$3.25	Pases de 31-Días.....	\$84.00
Tarifa de joven	\$3.50	Pases de 31-Días con Descuento.....	\$44.00
todo el día.....	\$3.50	Pases de 7-Días	
20-Viajes Locales.....	\$32.00	para jóvenes.....	\$16.00
20-Viajes Expres.....	\$42.00	Pases de 31-Días para jóvenes.....	\$58.50
20-Viajes con Descuento.....	\$17.00		

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al (615) 862-5950.

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

Andrew Johnson Building, 710 James Robertson Parkway
Anthem Career College, 560 Royal Parkway
Belmont University, 1900 Belmont Boulevard
Bridgestone Arena, 501 Broadway
City Hall & Metro Courts, 1 Public Square
Daymar Institute, 340 Plus Park Boulevard
Davy Crockett Building, 500 James Robertson Parkway
Justice AA, Birch Building, 408 2nd Avenue North
Lentz Public Health Center, 3111 23rd Avenue North
Lincoln College of Technology, 1524 Gallatin Road
Looby Center and Library, 2301 Rosa L. Parks Boulevard
Metro Board of Education, 2601 Bransford Avenue
Metro General Hospital, 1818 Albion Street
MTA Madison Headquarters, 430 Myatt Drive
Music City Central, 400 Charlotte Avenue
Nashville Downtown Library, 615 Church Street
Peabody College Post Office, 230 Appleton Place
Riverfront Regional Rail Station, 108 1st Avenue North
Tennessee Dept. of Human Services, 1000 2nd Avenue North
Tennessee Performing Arts Center, 505 Deaderick Street
Tennessee State University, 3500 John A. Merritt Boulevard
Vanderbilt University Post Office, 2301 Vanderbilt Place
Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950

6:30 a.m. a 6:30 p.m. – De lunes a viernes

8:00 a.m. a 5:00 p.m. – Sábado

10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Venta de Boletos é Información en Music City Central

400 Charlotte Ave.

6:00 a.m. a 6:30 p.m. – De lunes a viernes

8:00 a.m. a 5:00 p.m. – Sábado

10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación

400 Charlotte Avenue

5:15 a.m. a 1:15 p.m. – De lunes a viernes

6:00 a.m. a 10:15 p.m. – Sábado

6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969

430 Myatt Drive, Nashville, TN 37115

8:00 a.m. a 4:30 p.m. – De lunes a viernes

Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamerica.com

Antioch Express

38X

En Español

Harbour Town Condominiums
 Lakeview Elementary Design Center
Music City Central - Bahía 7
 Nashboro Village
 Smith Springs Church of Christ Park & Ride

SERVICIO EXPRESO

Servicio al Cliente y Coordinador de ADA
(615) 862-5950

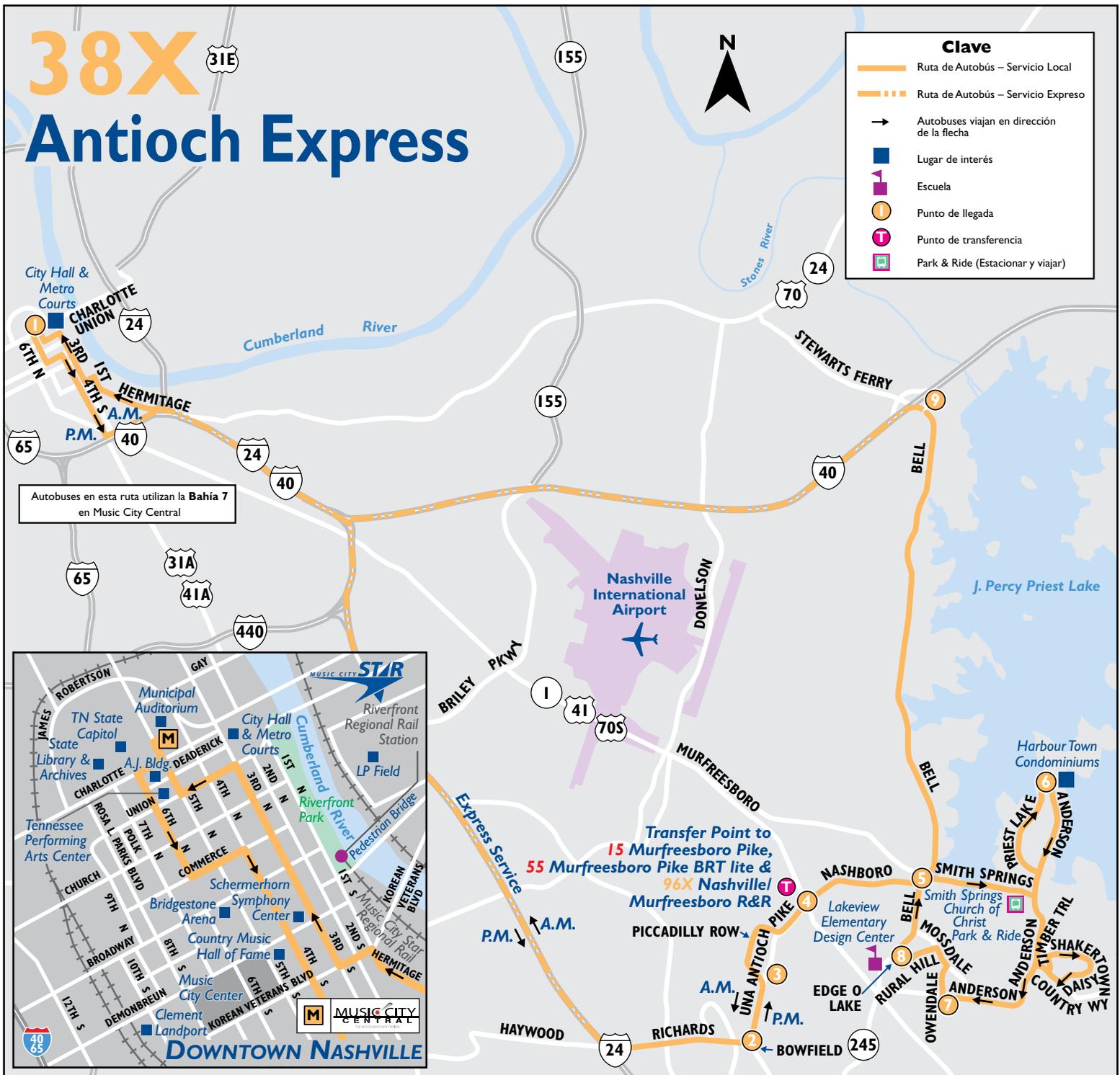
AccessRide
(615) 880-3970



nashvillemta.org

En efectivo el 30 de marzo del 2014

38X Antioch Express



Autobuses en esta ruta utilizan la Bahía 7 en Music City Central

DIAS ENTRE SEMANA Hacia el centro de la ciudad

Stewarts Ferry & Bell Road	Bell Road & Smith Springs	Harbour Town Condos	Anderson & Owendale	Bell Road & Edge O Lake	Una Antioch & Murfreesboro Pike	Piccadilly Row & Una Antioch	Richards Road & Bowfield	Music City Central
9	5	6	7	8	4	3	2	1
Tiempo promedio de viaje desde esta parada								
5:37	5:47	6:00	6:18	6:23	6:31	6:38	6:44	7:15*
5:59	6:12	6:24	6:41	6:46	6:54	6:58	7:07	7:45
1:40	EXPRESS							2:05

• Solo en días de escuela, este autobús va a la escuela Meigs Magnet y luego va hacia Nashville School of the Arts.

DIAS ENTRE SEMANA Desde el centro de la ciudad

Music City Central Bahía 7	Richards Road & Bowfield	Piccadilly Row & Una Antioch	Una Antioch & Murfreesboro Pike	Bell Road & Smith Springs	Harbour Town Condos	Anderson & Owendale	Bell Road & Edge O Lake	Stewarts Ferry & Bell Road	
1	2	3	4	5	6	7	8	9	
Tiempo promedio de viaje desde esta parada									
5:37	EXPRESS								5:59
12:10^	12:35	12:45	12:48	12:54	1:07	1:23	1:29	1:39	
3:40*	4:05	4:15	4:18	4:24	4:37	4:53	4:59	5:09	
4:45	5:16	5:25	5:27	5:34	5:40	5:52	5:56	6:05	
5:10	5:45	5:54	5:57	6:02	6:11	6:24	6:31	6:40	

^ Solo en los días que las escuelas salen temprano, hay un viaje a medio día que comienza su servicio en Nashville School of the Arts a las 11:50 a.m. y va directamente a Music City Central.

* Solo en días de escuela, este autobús empieza su servicio en la escuela Meigs Magnet a las 3:20 p.m. y va directamente a Music City Central.

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana viajes por la tarde y la noche

SABADOS/DIA DE MLK JR. Hacia el centro de la ciudad

Hickory Hollow	Bell Road	Donelson Pike/ Dell Pkwy	Thompson Lane	Wharf	Music City Central
6	5	4	3	2	1
Tiempo promedio de viaje desde este paradero					
	7 minutos	13 minutos	21 minutos	30 minutos	44 minutos
5:30	5:37	5:43	5:50	5:58	6:10
6:00	6:07	6:13	6:20	6:28	6:40
6:30	6:37	6:43	6:50	6:58	7:10
6:56	7:03	7:09	7:17	7:26	7:40
7:26	7:33	7:39	7:47	7:56	8:10
7:56	8:03	8:09	8:17	8:26	8:40
8:26	8:33	8:39	8:47	8:56	9:10
8:56	9:03	9:09	9:17	9:26	9:40
9:26	9:33	9:39	9:47	9:56	10:10
9:56	10:03	10:09	10:17	10:26	10:40
10:19	10:26	10:33	10:41	10:50	11:05

Despues cada 30 minutos

3:19	3:26	3:33	3:41	3:50	4:05
3:49	3:56	4:03	4:11	4:20	4:35
4:19	4:26	4:33	4:41	4:50	5:05
4:49	4:56	5:03	5:11	5:20	5:35
5:19	5:26	5:33	5:41	5:50	6:05
5:49	5:56	6:03	6:11	6:20	6:35
6:19	6:26	6:33	6:41	6:50	7:05
6:52	6:59	7:05	7:12	7:21	7:35
7:22	7:29	7:35	7:42	7:51	8:05
7:52	7:59	8:05	8:12	8:21	8:35
8:22	8:29	8:35	8:42	8:51	9:05
8:55	9:01	9:06	9:13	9:22	9:35
9:25	9:31	9:36	9:43	9:52	10:05

Para servicio adicional en esta area, por favor ver el horario de la Ruta 15 - Murfreesboro Pike.

SABADOS/DIA DE MLK JR. Desde el centro de la ciudad

Music City Central Bahía 15	Wharf	Thompson Lane	Donelson Pike/ Dell Pkwy	Bell Road	Hickory Hollow
1	2	3	4	5	6
Tiempo promedio de viaje desde este paradero					
	9 minutos	20 minutos	25 minutos	31 minutos	41 minutos
6:15	6:23	6:33	6:38	6:44	6:52
6:45	6:53	7:03	7:08	7:14	7:22
7:15	7:24	7:35	7:40	7:46	7:54
7:45	7:54	8:05	8:10	8:16	8:24
8:15	8:24	8:35	8:40	8:46	8:54
8:45	8:54	9:05	9:10	9:16	9:24
9:15	9:24	9:35	9:40	9:46	9:54
9:45	9:54	10:05	10:10	10:16	10:24
10:15	10:25	10:36	10:42	10:49	10:58

Despues cada 30 minutos

5:45	5:56	6:07	6:13	6:20	6:30
6:15	6:25	6:36	6:42	6:49	6:57
6:45	6:55	7:06	7:12	7:19	7:27
7:15	7:25	7:36	7:42	7:49	7:57
7:45	7:55	8:06	8:12	8:19	8:27
8:15	8:25	8:36	8:42	8:49	8:57
8:45	8:54	9:05	9:10	9:17	9:25
9:15	9:24	9:35	9:40	9:47	9:55
9:45	9:54	10:05	10:10	10:17	10:25
10:15	10:24	10:35	10:40	10:47	10:55

DOMINGOS Y DIAS FESTIVOS Hacia el centro de la ciudad

Hickory Hollow	Bell Road	Donelson Pike/ Dell Pkwy	Thompson Lane	Wharf	Music City Central
6	5	4	3	2	1
Tiempo promedio de viaje desde este paradero					
	8 minutos	15 minutos	22 minutos	33 minutos	48 minutos
5:21	5:28	5:34	5:41	5:51	6:05
6:01	6:08	6:14	6:21	6:31	6:45
6:41	6:48	6:54	7:01	7:11	7:25
7:17	7:25	7:32	7:39	7:50	8:05
7:57	8:05	8:12	8:19	8:30	8:45
8:37	8:45	8:52	8:59	9:10	9:25
9:17	9:25	9:32	9:39	9:50	10:05
9:57	10:05	10:12	10:19	10:30	10:45
10:36	10:44	10:51	10:59	11:10	11:25
11:16	11:24	11:31	11:39	11:50	12:05
11:56	12:04	12:11	12:19	12:30	12:45
12:36	12:44	12:51	12:59	1:10	1:25
1:16	1:24	1:31	1:39	1:50	2:05
1:56	2:04	2:11	2:19	2:30	2:45
2:34	2:42	2:49	2:58	3:09	3:25
3:14	3:22	3:29	3:38	3:49	4:05
3:54	4:02	4:09	4:18	4:29	4:45
4:34	4:42	4:49	4:58	5:09	5:25
5:14	5:22	5:29	5:38	5:49	6:05
6:14	6:22	6:29	6:38	6:49	7:05
7:18	7:25	7:31	7:39	7:50	8:05
8:18	8:25	8:31	8:39	8:50	9:05

Los domingos y días festivos, todos los autobuses viajan por la Ruta 15 - Murfreesboro Pike.

DOMINGOS Y DIAS FESTIVOS Desde el centro de la ciudad

Music City Central Bahía 15	Wharf	Thompson Lane	Donelson Pike/ Dell Pkwy	Bell Road	Hickory Hollow
1	2	3	4	5	6
Tiempo promedio de viaje desde este paradero					
	10 minutos	22 minutos	28 minutos	35 minutos	44 minutos
6:15	6:24	6:35	6:40	6:47	6:55
6:55	7:04	7:15	7:20	7:27	7:35
7:35	7:45	7:57	8:03	8:10	8:19
8:15	8:25	8:37	8:43	8:50	8:59
8:55	9:05	9:17	9:23	9:30	9:39
9:35	9:45	9:57	10:03	10:10	10:19
10:15	10:26	10:38	10:44	10:52	11:01
10:55	11:06	11:18	11:24	11:32	11:41
11:35	11:46	11:58	12:04	12:12	12:21
12:15	12:26	12:38	12:44	12:52	1:01
12:55	1:06	1:18	1:24	1:32	1:41
1:35	1:47	1:59	2:05	2:13	2:23
2:15	2:27	2:39	2:45	2:53	3:03
2:55	3:07	3:19	3:25	3:33	3:43
3:35	3:47	3:59	4:05	4:13	4:23
4:15	4:27	4:39	4:45	4:53	5:03
4:55	5:07	5:19	5:25	5:33	5:43
5:35	5:47	5:59	6:05	6:13	6:23
6:15	6:27	6:38	6:44	6:51	7:00
7:15	7:27	7:38	7:44	7:51	8:00
8:15	8:27	8:38	8:44	8:51	9:00
9:15	9:26	9:37	9:43	9:50	9:58

Los domingos y días festivos, todos los autobuses viajan por la Ruta 15 - Murfreesboro Pike.

viajes por la mañana

viajes por la tarde y la noche

Murfreesboro Pike

En Español



Music City Central - Bahía 15

Wharf

Thompson Lane

Donelson Pike

Bell Road

Hickory Hollow

Para servicio adicional en esta area, ver el horario de la Ruta 15 - Murfreesboro Pike.

15 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA
30 MINUTOS ENTRE SERVICIO LOS SABADOS
40 MINUTOS ENTRE SERVICIO LOS DOMINGOS

Servicio al Cliente y Coordinador de ADA
(615) 862-5950

AccessRide

(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martin Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950

6:30 a.m. a 6:30 p.m. – De lunes a viernes

8:00 a.m. a 5:00 p.m. – Sábado

10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Venta de Boletos e Información en Music City Central

400 Charlotte Ave.

6:00 a.m. a 6:30 p.m. – De lunes a viernes

8:00 a.m. a 5:00 p.m. – Sábado

10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación

400 Charlotte Avenue

5:15 a.m. a 11:15 p.m. – De lunes a viernes

6:00 a.m. a 10:15 p.m. – Sábado

6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969

430 Myatt Drive, Nashville, TN 37115

8:00 a.m. a 4:30 p.m. – De lunes a viernes

Cerrado fines de semana y días festivos

Metropolitan Transit Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America – chkamericat.com

Tarifas

Adultos – Local, Aeropuerto y Servicio Ligero BRT..... \$1.70

Servicio Expres..... \$2.25

Mayores..... \$.85

(de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)

Personas con discapacidades..... \$.85

(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)

Tarifa de jóvenes..... \$1.00

(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)

Niños menores de 4 años..... Gratis

Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

• Mayores – "MTA Golden Age", "Medicare", ó su licencia de conducir • Personas con Discapacidades – "iMedicare", Servicio Especial de MTA, u otra tarjeta de identificación de transito para discapacitados.

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA-AccessRide" al teléfono (615) 880-3970, ó visite el sitio en Internet en nashvillemta.org.

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por telefono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día..... \$5.25

Pases de 7-Días..... \$24.00

Tarifa de todo el día con Descuento..... \$84.00

Pases de 31-Días con Descuento..... \$44.00

Tarifa de joven todo el día..... \$3.50

Pases de 7-Días para Jóvenes..... \$16.00

20-Viajes Locales..... \$32.00

20-Viajes Expres..... \$42.00

20-Viajes para Jóvenes..... \$58.50

con Descuento..... \$17.00

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicara a todas las órdenes por correo, teléfono ó por línea.

Expres Mejorado: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús expreso.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, ó visite nuestro sitio de Internet en nashvillemta.org

Todos los autobuses son accesibles y equipados con estantes de bicicleta

Paradas de autobús

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA esta marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas expres están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

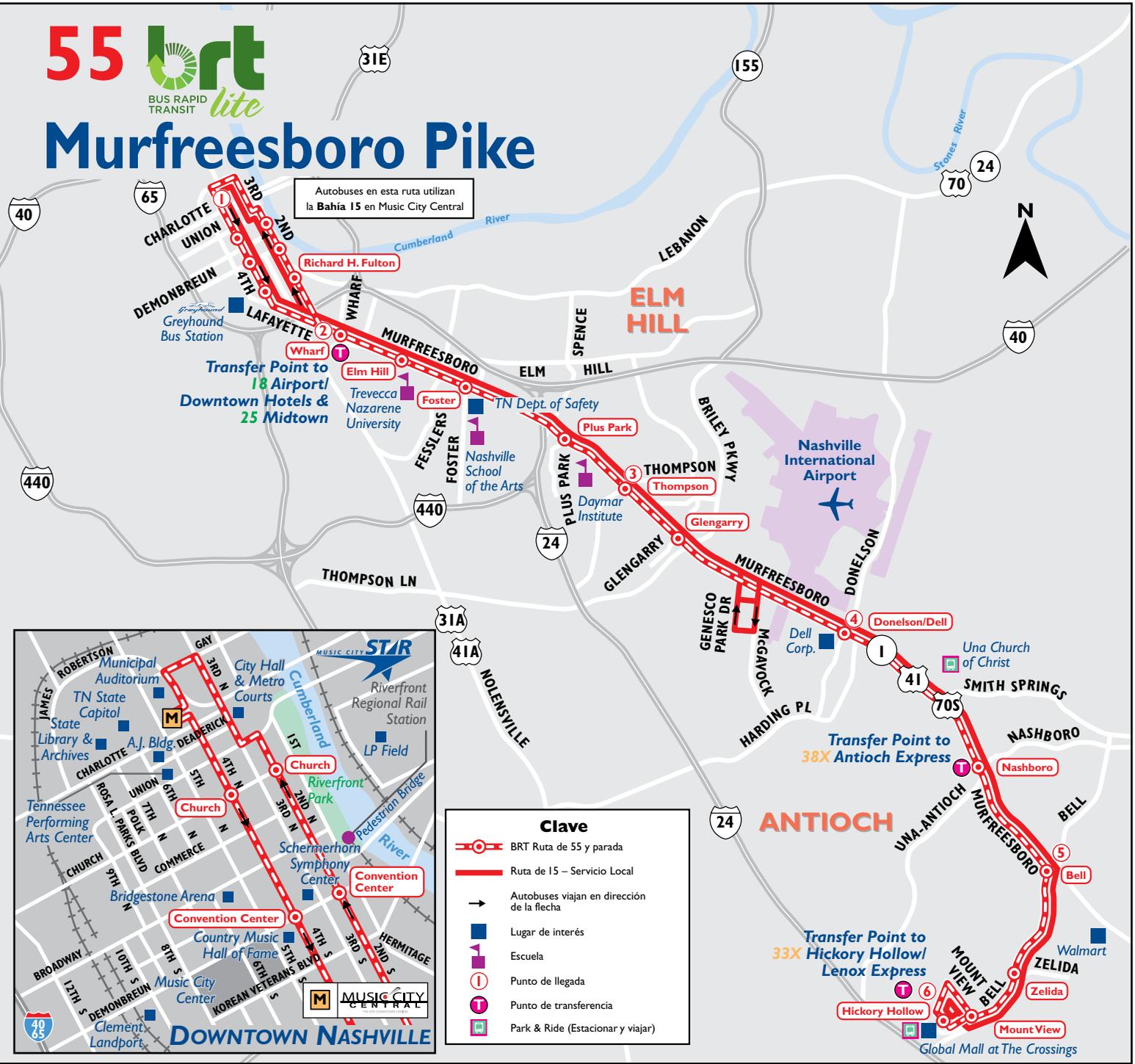
Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride" como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en Internet en nashvillemta.org.

Murfreesboro Pike



Ruta 15 - Murfreesboro Pike autobuses paran en todas las paradas de autobús.

Route 55 - Murfreesboro Pike **brt** autobuses solo se detienen en las paradas de **BRT lite**.

DIAS ENTRE SEMANA

Hacia el centro de la ciudad

Hickory Hollow	Bell Road	Donelson Pike/ Dell Pkwy	Thompson Lane	Wharf	Music City Central
6	5	4	3	2	1
Tiempo promedio de viaje desde esta parada					
	8 minutos	12 minutos	20 minutos	30 minutos	45 minutos
4:47	4:54	4:59	5:07	5:17	5:30
5:07	5:14	5:19	5:27	5:37	5:50
5:15	5:23	5:30	5:39	5:50	6:05
5:30	5:38	5:45	5:54	6:05	6:20
5:45	5:53	6:00	6:09	6:20	6:35
6:00	6:08	6:15	6:24	6:35	6:50
6:15	6:23	6:30	6:39	6:50	7:05
6:30	6:38	6:45	6:54	7:05	7:20
6:42	6:50	6:58	7:07	7:19	7:35
6:57	7:05	7:13	7:22	7:34	7:50
7:12	7:20	7:28	7:37	7:49	8:05
7:27	7:35	7:43	7:52	8:04	8:20
7:45	7:53	8:00	8:09	8:20	8:35
8:00	8:08	8:15	8:24	8:35	8:50
8:15	8:23	8:30	8:39	8:50	9:05
8:30	8:38	8:45	8:54	9:05	9:20
8:50	8:57	9:03	9:11	9:21	9:35
Despues cada 15 minutos					
12:05	12:12	12:18	12:26	12:36	12:50
12:18	12:26	12:33	12:41	12:51	1:05
Despues cada 15 minutos					
2:03	2:11	2:18	2:26	2:36	2:50
2:16	2:24	2:31	2:40	2:50	3:05
Despues cada 15 minutos					
5:01	5:09	5:16	5:25	5:35	5:50
5:20	5:27	5:33	5:41	5:51	6:05
5:50	5:57	6:03	6:11	6:21	6:35
6:20	6:27	6:33	6:41	6:51	7:05
6:50	6:57	7:03	7:11	7:21	7:35
7:20	7:27	7:33	7:41	7:51	8:05
7:50	7:57	8:03	8:11	8:21	8:35
8:20	8:27	8:33	8:41	8:51	9:05

DIAS ENTRE SEMANA

Desde el centro de la ciudad

Music City Central Bahía 15	Wharf	Thompson Lane	Donelson Pike/ Dell Pkwy	Bell Road	Hickory Hollow
1	2	3	4	5	6
Tiempo promedio de viaje desde esta parada					
	11 minutos	22 minutos	28 minutos	36 minutos	42 minutos
5:40	5:49	6:00	6:06	6:12	6:20
6:00	6:09	6:20	6:26	6:32	6:40
6:15	6:24	6:35	6:41	6:47	6:55
6:30	6:39	6:50	6:56	7:02	7:10
6:45	6:54	7:05	7:11	7:17	7:25
7:00	7:10	7:21	7:27	7:34	7:43
7:15	7:25	7:36	7:42	7:49	7:58
7:30	7:40	7:51	7:57	8:04	8:13
7:45	7:55	8:06	8:12	8:19	8:28
8:00	8:10	8:21	8:27	8:34	8:43
Despues cada 15 minutos					
3:00	3:12	3:25	3:32	3:40	3:51
3:15	3:27	3:40	3:47	3:55	4:06
3:30	3:42	3:55	4:02	4:10	4:21
3:45	3:57	4:10	4:17	4:25	4:36
4:00	4:12	4:25	4:32	4:40	4:51
4:15	4:27	4:40	4:47	4:55	5:06
4:30	4:42	4:55	5:02	5:10	5:21
4:45	4:57	5:10	5:17	5:25	5:36
5:00	5:12	5:25	5:32	5:40	5:51
5:15	5:27	5:40	5:47	5:55	6:06
5:30	5:41	5:52	5:58	6:05	6:14
5:45	5:56	6:07	6:13	6:20	6:29
6:00	6:11	6:22	6:28	6:35	6:44
6:15	6:26	6:37	6:43	6:50	6:59
6:45	6:55	7:06	7:12	7:19	7:28
7:15	7:25	7:36	7:42	7:49	7:58
7:45	7:55	8:06	8:12	8:19	8:28
8:15	8:24	8:35	8:40	8:47	8:55
8:45	8:54	9:05	9:10	9:17	9:25
9:15	9:24	9:35	9:40	9:47	9:55

Para servicio adicional en esta area, por favor ver el horario de la Ruta 15 - Murfreesboro Pike.

SABADOS/DIA DE MLK JR.

Hacia el centro de la ciudad

RiverGate Mall	Madison Library/ Neely's Bend	Greenfield/ Kroger	Five Points/ East Library	Music City Central
5	4	3	2	1
Tiempo promedio de viaje desde este paradero				
5:43	5:49	5:57	6:04	6:10
6:12	6:18	6:27	6:34	6:40
6:40	6:47	6:57	7:04	7:10
7:05	7:12	7:22	7:29	7:35
7:34	7:41	7:51	7:58	8:05
8:04	8:11	8:21	8:28	8:35
8:34	8:41	8:51	8:58	9:05
9:03	9:11	9:21	9:28	9:35
9:33	9:41	9:51	9:58	10:05
10:03	10:11	10:21	10:28	10:35
10:34	10:44	10:55	11:03	11:10

Despues cada 30 minutos

3:34	3:44	3:55	4:03	4:10
4:05	4:14	4:25	4:33	4:40
4:36	4:44	4:55	5:03	5:10
5:04	5:12	5:22	5:29	5:35
5:34	5:42	5:52	5:59	6:05
6:04	6:12	6:22	6:29	6:35
6:34	6:42	6:52	6:59	7:05
7:05	7:13	7:22	7:29	7:35
7:35	7:43	7:52	7:59	8:05
8:06	8:13	8:22	8:29	8:35
8:35	8:43	8:52	8:59	9:05
9:06	9:13	9:22	9:29	9:35
9:36	9:43	9:52	9:59	10:05

Para servicio adicional en esta area, por favor ver el horario de la Ruta 26 - Gallatin Pike.

SABADOS/DIA DE MLK JR.

Desde el centro de la ciudad

Music City Central Bahía 16	Five Points/ East Library	Greenfield/ Kroger	Madison Library/ Neely's Bend	RiverGate Mall	Walmart	RiverGate Mall
1	2	3	4	5	6	5
Tiempo promedio de viaje desde este paradero						
6:15	6:22	6:29	6:38	6:46	6:49	6:53
6:45	6:52	6:59	7:09	7:16	7:19	7:23
7:15	7:22	7:29	7:39	7:46	7:49	7:53
7:45	7:52	7:59	8:09	8:16	8:19	8:23
8:15	8:22	8:29	8:39	8:46	8:49	8:53
8:45	8:52	9:00	9:10	9:18	9:21	9:25
9:15	9:22	9:30	9:40	9:48	9:51	9:55
9:45	9:52	10:00	10:10	10:19	10:23	10:27

Despues cada 30 minutos

5:45	5:52	6:00	6:10	6:19	6:23	6:27
6:15	6:22	6:30	6:39	6:48	6:52	6:56
6:45	6:52	7:00	7:09	7:17	7:21	7:25
7:15	7:22	7:30	7:39	7:47	7:51	7:55
7:45	7:52	8:00	8:09	8:17	8:21	8:25
8:15	8:22	8:30	8:39	8:47	8:51	8:55
8:45	8:52	9:00	9:09	9:17	9:20	9:24
9:15	9:22	9:30	9:39	9:47	9:50	9:54
9:45	9:51	9:57	10:06	10:13	10:16	10:20
10:15	10:21	10:27	10:36	10:43	10:46	10:50

DOMINGOS Y DIAS FESTIVOS

Hacia el centro de la ciudad

RiverGate Mall	Madison Library/ Neely's Bend	Greenfield/ Kroger	Five Points/ East Library	Music City Central
5	4	3	2	1
Tiempo promedio de viaje desde este paradero				
5:30	5:38	5:48	5:56	6:05
6:05	6:14	6:27	6:36	6:45
6:45	6:54	7:07	7:16	7:25
7:25	7:34	7:47	7:56	8:05
8:05	8:14	8:27	8:36	8:45
8:45	8:54	9:07	9:16	9:25
9:22	9:32	9:45	9:56	10:05
10:02	10:12	10:25	10:36	10:45
10:42	10:52	11:05	11:16	11:25
11:20	11:31	11:45	11:56	12:05
12:00	12:11	12:25	12:36	12:45
12:40	12:51	1:05	1:16	1:25
1:20	1:31	1:45	1:56	2:05
2:05	2:14	2:27	2:36	2:45
2:45	2:54	3:07	3:16	3:25
3:25	3:34	3:47	3:56	4:05
4:05	4:14	4:27	4:36	4:45
4:45	4:54	5:07	5:16	5:25
5:27	5:36	5:48	5:57	6:05
6:27	6:36	6:48	6:57	7:05
7:27	7:36	7:48	7:57	8:05
8:30	8:38	8:49	8:57	9:05

Los domingos y días festivos, todos los autobuses viajan por la Ruta 26 - Gallatin Pike.

DOMINGOS Y DIAS FESTIVOS

Desde el centro de la ciudad

Music City Central Bahía 18	Five Points/ East Library	Greenfield/ Kroger	Madison Library/ Neely's Bend	RiverGate Mall	Walmart	RiverGate Mall
1	2	3	4	5	6	5
Tiempo promedio de viaje desde este paradero						
6:15	6:23	6:33	6:45	6:54	6:58	7:02
6:55	7:03	7:13	7:25	7:34	7:38	7:42
7:35	7:43	7:53	8:05	8:14	8:18	8:22
8:15	8:23	8:33	8:45	8:54	8:58	9:02
8:55	9:04	9:15	9:29	9:39	9:44	9:49
9:35	9:44	9:55	10:09	10:19	10:24	10:29
10:15	10:24	10:35	10:49	10:59	11:04	11:09
10:55	11:04	11:15	11:29	11:39	11:44	11:49
11:35	11:44	11:55	12:09	12:19	12:24	12:29
12:15	12:24	12:35	12:49	12:59	1:04	1:09
12:55	1:04	1:15	1:29	1:39	1:44	1:49
1:35	1:44	1:55	2:09	2:19	2:24	2:29
2:15	2:24	2:35	2:49	2:59	3:04	3:09
2:55	3:04	3:15	3:29	3:39	3:44	3:49
3:35	3:44	3:55	4:09	4:19	4:24	4:29
4:15	4:24	4:35	4:49	4:59	5:04	5:09
4:55	5:04	5:15	5:28	5:37	5:41	5:46
5:35	5:44	5:55	6:08	6:17	6:21	6:26
6:15	6:24	6:35	6:48	6:57	7:01	7:06
7:15	7:24	7:35	7:48	7:57	8:01	8:06
8:15	8:22	8:32	8:45	8:53	8:57	9:01
9:15	9:22	9:32	9:45	9:53	9:57	10:01

Los domingos y días festivos, todos los viajes salen de Music City Central de la Bahía 18 y viajan por la Ruta 26 - Gallatin Pike.

viajes por la mañana

viajes por la tarde y la noche

Gallatin Pike

En Español



Music City Central - Bahía 16

Five Points

Greenfield

Madison

RiverGate

Walmart

Para servicio adicional en esta area, ver el horario de la Ruta 26 - Gallatin Pike.

15 MINUTOS ENTRE SERVICIO DURANTE LA SEMANA/
30 MINUTOS ENTRE SERVICIO LOS SABADOS/
40 MINUTOS ENTRE SERVICIO LOS DOMINGOS

Servicio al Cliente y Coordinador de ADA
(615) 862-5950

AccessRide
(615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad
- En el Día de Martin Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950

6:30 a.m. a 6:30 p.m. - De lunes a viernes

8:00 a.m. a 5:00 p.m. - Sábado

10:30 a.m. a 2:30 p.m. - Domingo

Cerrado días festivos

Venta de Boletos e Información en Music City Central

400 Charlotte Ave.

6:00 a.m. a 6:30 p.m. - De lunes a viernes

8:00 a.m. a 5:00 p.m. - Sábado

10:30 a.m. a 2:30 p.m. - Domingo

Cerrado días festivos

Music City Central - Horas de Operación

400 Charlotte Avenue

5:15 a.m. a 11:15 p.m. - De lunes a viernes

6:00 a.m. a 10:15 p.m. - Sábado

6:00 a.m. a 9:15 p.m. - Domingo y días festivos

Oficinas Administrativas: (615) 862-5969

430 Myatt Drive, Nashville, TN 37115

8:00 a.m. a 4:30 p.m. - De lunes a viernes

Cerrado fines de semana y días festivos

Metropolitan Transit Authority

430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America - chkamericat.com

Pases disponibles de MTA

Para su conveniencia, los pases se pueden comprar en la estación de buses Music City Central (400 Charlotte Ave.), en línea en nashvillemta.org ó por teléfono llamando al (615) 862-5950.

También se pueden solicitar por correo enviando una petición a la dirección de las oficinas administrativas de MTA.

Tarifa de todo el día..... \$5.25

Pases de 7-Días..... \$24.00

Pases de 31-Días..... \$84.00

Pases de 31-Días con Descuento..... \$44.00

Tarifa de joven todo el día..... \$3.50

20-Viajes Locales..... \$32.00 para Jóvenes..... \$16.00

20-Viajes Exprés..... \$42.00

20-Viajes para Jóvenes..... \$58.50 con Descuento..... \$17.00

Para estas compras se acepta, efectivo, cheques, tarjetas de crédito y "money orders". Un cargo por envío se aplicara a todas las órdenes por correo, teléfono ó por línea.

Exprés Mejorado: Deposite 50 centavos más para usar las tarifas de 20-Viajes Locales en un autobús exprés.

Para más información, por favor llame al Centro de Servicio al Cliente de MTA al teléfono (615) 862-5950, ó visite nuestro sitio de Internet en nashvillemta.org.



Todos los autobuses son accesibles y equipados con estantes de bicicleta

Tarifas

Adultos - Local, Aeropuerto y Servicio Ligero BRT..... \$1.70

Servicio Exprés..... \$2.25

Mayores..... \$.85

(de 65 años ó más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)

Personas con discapacidades..... \$.85

(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)

Tarifa de jóvenes..... \$1.00

(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si que se lo piden)

Niños menores de 4 años..... Gratis

Servicios para las personas con tarjetas de Medicare, mayores ó con discapacidades

Personas con tarjetas de Medicare, que no son mayores de edad ó no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores - "MTA Golden Age", "Medicare", ó su licencia de conducir • Personas con Discapacidades - "Medicare", Servicio Especial de MTA, u otra tarjeta de identificación de tránsito para discapacitados.

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, ó visite el sitio en Internet en nashvillemta.org.

Paradas de autobús

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal esta localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA esta marcado con un número de ruta así como también el nombre del destino ó área. Todas las rutas exprés están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

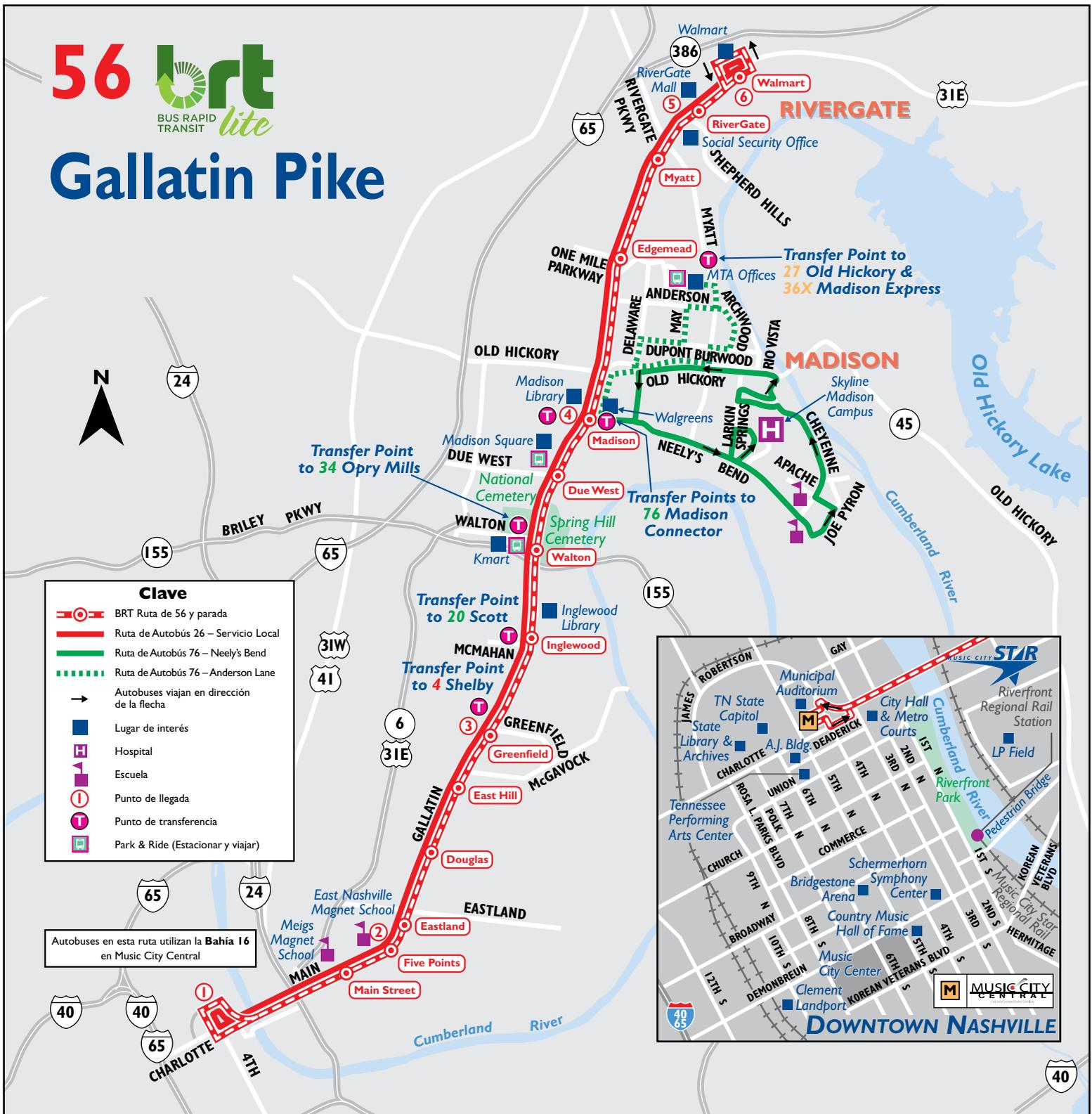
Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride" como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, ó simplemente llame al servicio al cliente al teléfono (615) 862-5950 ó visite nuestro sitio en Internet en nashvillemta.org.

Gallatin Pike



Clave

- BRT Ruta de 56 y parada
- Ruta de Autobús 26 – Servicio Local
- Ruta de Autobús 76 – Neely's Bend
- - - Ruta de Autobús 76 – Anderson Lane
- Autobuses viajan en dirección de la flecha
- Lugar de interés
- H Hospital
- E Escuela
- I Punto de llegada
- T Punto de transferencia
- P Park & Ride (Estacionar y viajar)

Autobuses en esta ruta utilizan la Bahía 16 en Music City Central

Ruta 26 - Gallatin Pike autobuses paran en todas las paradas de autobús.
Ruta 56 - Gallatin Pike **brt autobuses solo se detienen en las parandas de BRT lite.**

DIAS ENTRE SEMANA *Hacia el centro de la ciudad*

RiverGate Mall	Madison Library/ Neely's Bend	Greenfield/ Kroger	Five Points/ East Library	Music City Central
5	4	3	2	1
9 minutos	20 minutos	29 minutos	37 minutos	
5:02	5:10	5:20	5:28	5:35
5:22	5:30	5:40	5:48	5:55
5:35	5:43	5:54	6:03	6:10
5:51	6:00	6:10	6:18	6:25
6:06	6:15	6:25	6:33	6:40
6:19	6:27	6:39	6:48	6:55
6:32	6:40	6:52	7:01	7:10
6:47	6:56	7:08	7:17	7:25
7:03	7:11	7:22	7:31	7:40
7:16	7:25	7:36	7:46	7:55
7:31	7:40	7:51	8:01	8:10
7:49	7:57	8:08	8:17	8:25
8:06	8:14	8:25	8:33	8:40
Despues cada 15 minutos				
4:16	4:25	4:36	4:45	4:53
4:31	4:41	4:52	5:00	5:07
4:46	4:56	5:07	5:16	5:23
5:00	5:10	5:21	5:30	5:38
5:19	5:28	5:37	5:46	5:53
5:32	5:41	5:50	5:58	6:05
6:01	6:10	6:19	6:28	6:35
6:32	6:40	6:49	6:58	7:05
7:03	7:11	7:20	7:28	7:35
7:33	7:41	7:50	7:58	8:05
8:03	8:11	8:20	8:28	8:35
8:33	8:41	8:50	8:58	9:05

DIAS ENTRE SEMANA *Desde el centro de la ciudad*

Music City Central Bahía 16	Five Points/ East Library	Greenfield/ Kroger	Madison Library/ Neely's Bend	RiverGate Mall	Walmart	RiverGate Mall
1	2	3	4	5	6	5
9 minutos	17 minutos	27 minutos	35 minutos	38 minutos	42 minutos	
5:40	5:48	5:55	6:04	6:11	6:15	6:18
6:00	6:08	6:15	6:24	6:31	6:35	6:38
6:15	6:23	6:30	6:39	6:46	6:50	6:53
6:30	6:38	6:45	6:54	7:01	7:05	7:08
6:45	6:53	7:00	7:09	7:16	7:20	7:23
7:00	7:09	7:17	7:27	7:35	7:39	7:43
7:15	7:24	7:32	7:42	7:50	7:54	7:58
7:30	7:40	7:49	7:58	8:07	8:11	8:15
7:45	7:55	8:03	8:13	8:21	8:25	8:29
8:00	8:09	8:18	8:27	8:35	8:40	8:44
Despues cada 15 minutos						
3:00	3:10	3:19	3:30	3:39	3:43	3:47
3:15	3:25	3:34	3:45	3:53	3:57	4:01
3:30	3:40	3:49	4:00	4:09	4:13	4:17
3:45	3:55	4:04	4:15	4:24	4:28	4:32
4:00	4:10	4:20	4:32	4:41	4:45	4:49
4:15	4:24	4:33	4:45	4:54	4:58	5:02
4:30	4:40	4:49	5:01	5:12	5:16	5:20
4:45	4:55	5:04	5:16	5:27	5:31	5:35
5:00	5:09	5:19	5:30	5:40	5:44	5:48
5:15	5:23	5:32	5:43	5:52	5:56	6:00
5:30	5:38	5:48	5:59	6:08	6:12	6:16
5:45	5:53	6:02	6:12	6:21	6:25	6:29
6:00	6:08	6:16	6:26	6:35	6:39	6:43
6:15	6:23	6:31	6:41	6:50	6:54	6:58
6:45	6:53	7:01	7:11	7:19	7:23	7:27
7:15	7:23	7:31	7:41	7:49	7:53	7:57
7:45	7:52	8:00	8:10	8:18	8:22	8:26
8:15	8:21	8:28	8:38	8:46	8:49	8:52
8:45	8:51	8:58	9:08	9:15	9:18	9:21
9:15	9:21	9:28	9:37	9:44	9:47	9:50

Para servicio adicional en esta area, por favor mire el horario de la Ruta 26 - Gallatin Pike.

viajes por la mañana viajes por la tarde y la noche

SABADOS/DIA DE MLK JR.

vía Neely's Bend

Madison Library	Skyline Madison Campus	Cumberland View Towers	Old Hickory & Rio Vista	Walgreens
1	2	3	4	5
Tiempo promedio de viaje desde esta parada				
	7 minutos	16 minutos	21 minutos	30 minutos
9:35	9:42	9:51	9:56	10:05
10:35	10:42	10:51	10:56	11:05
11:35	11:42	11:51	11:56	12:05
12:35	12:42	12:51	12:56	1:05
1:35	1:42	1:51	1:56	2:05
2:35	2:42	2:51	2:56	3:05
3:35	3:42	3:51	3:56	4:05
4:35	4:42	4:51	4:56	5:05

SABADOS/DIA DE MLK JR.

vía Anderson Lane

Walgreens	Madison Towers	Madison Library
5	7	1
Tiempo promedio de viaje desde esta parada		
	11 minutos	19 minutos
10:08	10:19	10:27
11:08	11:19	11:27
12:08	12:19	12:27
1:08	1:19	1:27
2:08	2:19	2:27
3:08	3:19	3:27
4:08	4:19	4:27
5:05	5:16	5:24

NO HAY SERVICIO DOMINGOS Y DIAS FESTIVOS

viajes por la mañana

viajes por la tarde y la noche

Los pasajeros cuyas discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para un servicio que va de puerta a puerta a través del programa de "MTA AccessRide". Para más información por favor llame a la oficina de "MTA AccessRide" al teléfono (615) 880-3970, o visite el sitio en Internet en nashvillemta.org.

Las personas con discapacidades les impiden hacer el uso de los autobuses grandes de MTA pueden calificar para una tarifa de descuento de MTA de 85 centavos en los autobuses de MTA con una de las siguientes tarjetas de identificación:

- Mayores – "MTA Golden Age", "Medicare", o su licencia de conducir.
- Personas con Discapacidades – "Medicare", "Servicio Especial de MTA", u otra tarjeta de identificación de tránsito para discapacitados.

Personas de 65 años y más con discapacidades califican para una tarifa de descuento de MTA de 85 centavos en los autobuses de Medicare.

Personas con tarjetas de Medicare, que no son mayores de edad o no tienen discapacidades, también califican para una tarifa reducida de 85 centavos, en los autobuses de MTA con su tarjeta de Medicare.

Niños menores de 4 años..... Gratis

Servicios para las personas con discapacidades de Medicare, mayores o con discapacidades

Tarifa de jóvenes.....	\$1.00
(edades de 19 y menores, por favor avise al conductor antes de depositar su tarifa y esté preparado para mostrar una prueba de su edad si es que se lo piden)	
Personas con discapacidades.....	\$.85
(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)	
Adultos – Local, Aeropuerto y Servicio Ligero BRT.....	\$1.70
Servicio Expres.....	\$2.25
Mayores.....	\$.85
(de 65 años o más favor de mostrar al conductor una prueba de su edad antes de depositar su tarifa)	
Personas con discapacidades.....	\$.85
(favor de mostrar al conductor la tarjeta especial de identificación antes de depositar su tarifa)	

Tarifas

La mayoría de las paradas de autobús están marcadas con un anuncio de color azul y blanco. Si no hay parada de autobús visible en el área donde usted desea tomar el autobús, por favor vaya a la intersección más cercana por la calle donde transita su autobús y haga señales al autobús cuando se esté aproximando.

Music City Central

El punto de transferencia principal está localizada en Music City Central (400 Charlotte Ave).

Anuncios de destino

Cada autobús de MTA está marcado con un número de ruta así como también el nombre del destino o área. Todas las rutas expres están marcadas con una "X" seguido por el número de ruta. Si usted tiene preguntas hacia donde se dirige el autobús, por favor pregunte al conductor cuando usted suba.

Estacionar y viajar

Varias rutas de autobús proporcionan el servicio de "Park & Ride", el cual les permite estacionar su auto gratis y subir a un autobús de MTA. A los pasajeros de MTA se les permite usar el estacionamiento de "Park & Ride", como un servicio gratis de parte de los dueños de los estacionamientos.

Rutas en días de nieve

Tome hoy mismo su folleto de MTA de los días de nieve y esté preparado para el clima de invierno. La información de la ruta de nieve puede ser encontrada en los tableros de MTA por toda la ciudad, en los autobuses de MTA, o simplemente llame al servicio al cliente al teléfono (615) 862-5950 o visite nuestro sitio en Internet en nashvillemta.org.

Lugares Donde Usted Encontrará Exhibidos los Horarios de MTA por Toda la Ciudad

Andrew Johnson Building, 710 James Robertson Parkway
Anthem Career College, 560 Royal Parkway
Belmont University, 1900 Belmont Boulevard
Bridgestone Arena, 501 Broadway
City Hall & Metro Courts, 1 Public Square
Daymar Institute, 340 Plus Park Boulevard
Davy Crockett Building, 500 James Robertson Parkway
Justice AA, Birch Building, 408 2nd Avenue North
Lentz Public Health Center, 3111 23rd Avenue North
Lincoln College of Technology, 1524 Gallatin Road
Looby Center and Library, 2301 Rosa L. Parks Boulevard
Metro Board of Education, 2601 Bransford Avenue
Metro General Hospital, 1818 Albion Street
MTA Madison Headquarters, 430 Myatt Drive
Music City Central, 400 Charlotte Avenue
Nashville Downtown Library, 615 Church Street
Peabody College Post Office, 230 Appleton Place
Riverfront Regional Rail Station, 108 1st Avenue North
Tennessee Dept. of Human Services, 1000 2nd Avenue North
Tennessee Performing Arts Center, 505 Deaderick Street
Tennessee State University, 3500 John A. Merritt Boulevard
Vanderbilt University Post Office, 2301 Vanderbilt Place
Watkins College of Art, Design & Film, 2298 Rosa L. Parks Boulevard
William R. Snodgrass Tennessee Tower, 311 7th Avenue North

Para una lista de otras localidades y áreas específicas, favor de llamar al Servicio al Cliente de MTA al (615) 862-5950.

Servicio en días festivos

MTA opera con el horario del domingo los siguientes días festivos:

- Día de Año Nuevo • Día Para Recordar a los Soldados Muertos • Día de la Independencia • Día del Trabajo
- Día de Acción de Gracias • Navidad

En el Día de Martín Luther King Jr. MTA opera con el horario del sábado.

Horas de oficina de MTA

Centro de Llamadas: (615) 862-5950

6:30 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Venta de Boletos e Información en Music City Central
 400 Charlotte Ave.
 6:00 a.m. a 6:30 p.m. – De lunes a viernes
 8:00 a.m. a 5:00 p.m. – Sábado
 10:30 a.m. a 2:30 p.m. – Domingo

Cerrado días festivos

Music City Central – Horas de Operación
 400 Charlotte Avenue
 5:15 a.m. a 1:15 p.m. – De lunes a viernes
 6:00 a.m. a 10:15 p.m. – Sábado
 6:00 a.m. a 9:15 p.m. – Domingos y días festivos

Oficinas Administrativas: (615) 862-5969
 430 Myatt Drive, Nashville, TN 37115
 8:00 a.m. a 4:30 p.m. – De lunes a viernes

Cerrado fines de semana y días festivos

Metropolitan Transit Authority
 430 Myatt Drive, Nashville, TN 37115

diseñado por CH2M America – ch2mamerica.com

Madison Connector

76

En Español

Cumberland View Towers
 Kroger
 Madison Library
 Madison Towers
 MTA Madison Headquarters
 MTA Madison Park & Ride
 Skyline Madison Campus
 Riverwood Towers
 Walgreens

60 MINUTOS ENTRE SERVICIO LUNES-SABADO

Servicio al Cliente y
 Coordinador de ADA
 (615) 862-5950

AccessRide
 (615) 880-3970

nashvillemta.org



En efectivo el 30 de marzo del 2014

96X - Nashville/Murfreesboro Relax & Ride

DIAS ENTRE SEMANA

Hacia Nashville

MTSUI James Union Building	Rover Transit Center	Northfield & Broad	Smyrna Kmart	La Vergne Kroger	Bell Road & Murfreesboro Pike	Music City Central Bahía 23	Greyhound Bus Station
9	7	6	5	4	3	1	2
Tiempo promedio de viaje desde esta parada							
5:23	5:32	5:43	6:01	6:10	6:23*	6:52	7:04
8:05	8:14	8:25	8:43	8:52	9:05*	9:31	9:50
9:05	9:14	9:25	9:43	9:52	10:05*	10:31	10:50
11:15	11:24	11:35	11:54	12:04	12:17*	12:43	12:55
12:20	12:29	12:40	12:59	1:08	1:21*	1:47	2:05
2:25	2:34	2:43	3:02#	3:26	3:38†	4:03	4:15
3:35	3:44	3:55	4:14	4:23	4:36†	5:02	5:22
5:10	5:19	5:30	5:49	5:58	6:11†	6:37	7:00
6:50	6:59	7:10	7:28	7:37	7:50*	8:16	8:28
8:30	8:39	8:50	9:08	9:17	9:30*	9:56	10:08

* Desde Bell Road hacia el centro de Nashville, este autobús opera expreso y sólo hace paradas para bajar pasajeros.

† Este autobús sirve a Edge-O-Lake Park & Ride.

Este autobús sirve al centro de Rehabilitación de Tennessee.

DIAS ENTRE SEMANA

Desde Nashville

Music City Central Bahía 23	Greyhound Bus Station	Bell Road & Murfreesboro Pike	La Vergne Kroger	Smyrna Kmart	Northfield & Broad	Rover Transit Center	MTSUI James Union Building
1	2	3	4	5	6	7	9
Tiempo promedio de viaje desde esta parada							
6:18	6:27†	6:50	7:02	7:11	7:31	7:39	7:47
7:20	7:30†	7:53	8:05	8:14	8:33	8:41	8:51
9:40	9:50	10:12	10:23	10:32	10:51	10:59	11:09
10:40	10:50	11:12	11:23	11:32	11:52	12:00	12:10
12:20	12:30	12:52	1:03	1:12#	1:48	1:56	2:03•
1:55	2:05	2:27	2:38	2:47	3:07	3:15	3:25
3:20	3:32	3:56	4:10	4:21	4:41	4:50	5:00
5:10	5:22	5:46	6:00	6:10	6:29	6:37	6:47
6:50	7:00	7:22	7:33	7:42	8:01	8:09	8:19

• Este autobús continua a North Boulevard Church of Christ Park & Ride y a MTSU por pasajeros que viajaron en la ruta 84X – Murfreesboro Express en la mañana y necesitan regresar a medio día.

† Este autobús sirve a Edge-O-Lake Park & Ride.

Este autobús sirve al centro de Rehabilitación de Tennessee.

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana

viajes por la tarde y la noche

Si estas rutas expresas de RTA no satisfacen sus necesidades, pueden ver otras opciones. Llame al programa de viajes compartidos al (615) 862-8833 para averiguar si hay alguna otra forma de viajar.

Viajes compartidos

La tarjeta de 20 viajes R&R Expres mejorado, es una tarjeta de tarifas diseñada para ofrecer comodidad y ahorro en las tarifas para un viaje. Es válida por 20 viajes en la ruta de RTA y en cualquier ruta de MTA. Los boletos están disponibles en todas las ventanillas de MTA y en línea en nashvillemta.org.

Boletos de varios viajes

Si su viaje requiere conectar con otro autobús de MTA de uno de RTA Relax & Ride, usted debe pagar la tarifa correspondiente de MTA para esa porción de su viaje.

Otras Rutas Que Conectan

En los días festivos siguientes, RTA no opera el servicio de días entre semana:

- Día de año nuevo
- Día de Martín Luther King Jr.
- Día para recordar los soldados muertos
- Día de la Independencia
- Día de trabajo
- Día de acción de gracias
- Navidad

Servicio en días festivos

Rutherford County

Usted trabaja duro. Su horario está apretado. El dinero está aún más estricto. Es hora de que alguien haga algo para hacer su vida un poco más fácil.

Así que lo hicimos. Bienvenido a las rutas 84X Murfreesboro Express, 86X Smyrna/La Vergne Express y 96X Nashville/Murfreesboro Relax & Ride — tres convenientes rutas de autobuses al servicio de Nashville y el condado de Rutherford.

Rápido, un servicio cómodo para trabajar, ir de compras y entretenimiento.

Tomar tiempo para leer... organizar su día... o simplemente sentarse y tomar un descanso.



Mascotas

Solamente animales de servicio son permitidos a bordo.

Servicio al cliente

Estamos aquí para ayudarle con su viaje. Si necesita más información, por favor llame al servicio al cliente al (615) 862-5950.

Viajes de emergencia a casa

Pasajeros regulares en Relax & Ride pueden participar en el programa de viajes de emergencia a casa y pueden obtener un viaje gratuito en caso de una emergencia, enfermedad, o tiempo extra inesperado. Llame a RTA al (615) 862-8833 para obtener más detalles.

Estacionar y viajar

Estacionamientos de Park & Ride están disponibles a lo largo de estas rutas. Cada ubicación se ha comprometido a designar una parte de su estacionamiento para los pasajeros. Por favor, estacionese con mucho cuidado para no obstruir el tráfico del centro y sea consciente con los negocios de estos lugares como una expresión de agradecimiento. Recuerde, estos estacionamientos están designados para su conveniencia y usted se estaciona bajo su propio riesgo.

Regional Transportation Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America - chkamerica.com

Rutherford County

En Español

84X
86X
96X

Murfreesboro, TN
Murfreesboro Rover Transit Center
La Vergne, TN
Smyrna, TN
Greyhound Bus Station, Nashville
Middle Tennessee State University
Music City Central - Bahía 23

EXPRESS

Servicio operado por

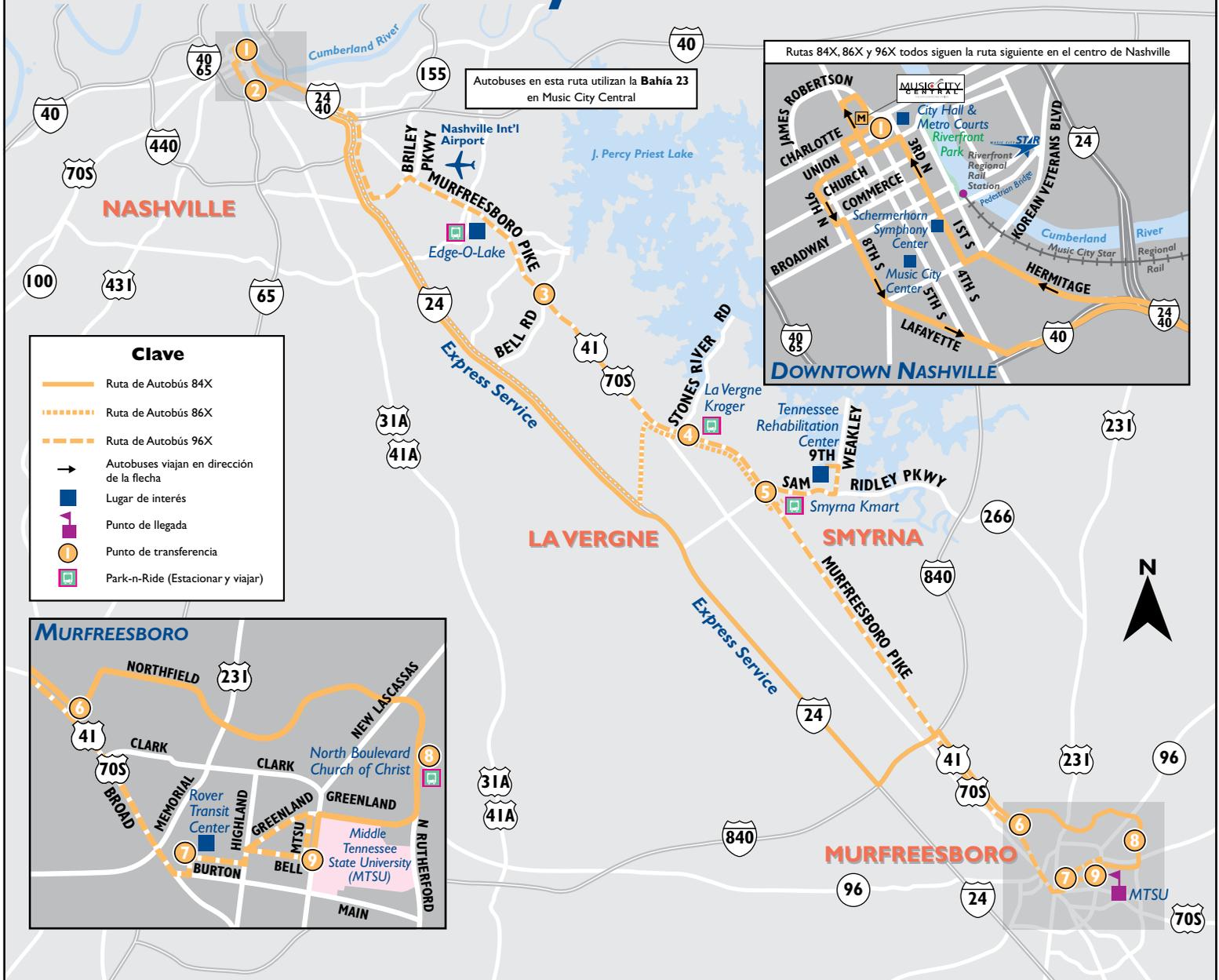


Servicio al Cliente y
Coordinador de ADA
(615) 862-5950
rtarelaxandride.com

En efectivo el 31 de marzo del 2014

84X, 86X, 96X

Rutherford County



84X - Murfreesboro Express

DIAS ENTRE SEMANA *Hacia Nashville*

MTSU/ James Union Building	North Blvd Church of Christ	Northfield & Broad	Music City Central Bahía 23	Greyhound Bus Station
9	8	6	1	2
Tiempo promedio de viaje desde esta parada				
9 minutos	21 minutos	82 minutos	94 minutos	
5:41	5:50	6:01	6:50	7:02
5:55	6:04	6:16	7:20	7:32
6:14	6:24	6:37	7:46	7:58

DIAS ENTRE SEMANA *Desde Nashville*

Music City Central Bahía 23	Greyhound Bus Station	Northfield & Broad	North Blvd Church of Christ	MTSU/ James Union Building
1	2	6	8	9
Tiempo promedio de viaje desde esta parada				
12 minutos	54 minutos	66 minutos	74 minutos	
3:48	3:59	4:39	4:51	4:59
4:14	4:26	5:08	5:20	5:28
4:48	5:00	5:44	5:57	6:05

86X - Smyrna/La Vergne Express

DIAS ENTRE SEMANA *Hacia Nashville*

Smyrna Kmart	La Vergne Kroger	Music City Central Bahía 23	Greyhound Bus Station
5	4	1	2
Tiempo promedio de viaje desde esta parada			
12 minutos	64 minutos	76 minutos	
5:52	6:03	6:52	7:03
6:20	6:32	7:23	7:35
6:26	6:39	7:38	7:50

DIAS ENTRE SEMANA *Desde Nashville*

Music City Central Bahía 23	Greyhound Bus Station	La Vergne Kroger	Smyrna Kmart
1	2	4	5
Tiempo promedio de viaje desde esta parada			
12 minutos	41 minutos	61 minutos	
3:43	3:55	4:20	4:40
4:08	4:20	4:49	5:09
4:43	4:56	5:27	5:47

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana | viajes por la tarde y la noche

96X - Nashville/Murfreesboro Relax & Ride

DIAS ENTRE SEMANA

Hacia Nashville

MTSUI James Union Building	Rover Transit Center	Northfield & Broad	Smyrna Kmart	La Vergne Kroger	Bell Road & Murfreesboro Pike	Music City Central Bahía 23	Greyhound Bus Station
9	7	6	5	4	3	1	2
Tiempo promedio de viaje desde esta parada							
5:23	5:32	5:43	6:01	6:10	6:23*	6:52	7:04
8:05	8:14	8:25	8:43	8:52	9:05*	9:31	9:50
9:05	9:14	9:25	9:43	9:52	10:05*	10:31	10:50
11:15	11:24	11:35	11:54	12:04	12:17*	12:43	12:55
12:20	12:29	12:40	12:59	1:08	1:21*	1:47	2:05
2:25	2:34	2:43	3:02#	3:26	3:38†	4:03	4:15
3:35	3:44	3:55	4:14	4:23	4:36†	5:02	5:22
5:10	5:19	5:30	5:49	5:58	6:11†	6:37	7:00
6:50	6:59	7:10	7:28	7:37	7:50*	8:16	8:28
8:30	8:39	8:50	9:08	9:17	9:30*	9:56	10:08

* Desde Bell Road hacia el centro de Nashville, este autobús opera expreso y sólo hace paradas para bajar pasajeros.

† Este autobús sirve a Edge-O-Lake Park & Ride.

Este autobús sirve al centro de Rehabilitación de Tennessee.

DIAS ENTRE SEMANA

Desde Nashville

Music City Central Bahía 23	Greyhound Bus Station	Bell Road & Murfreesboro Pike	La Vergne Kroger	Smyrna Kmart	Northfield & Broad	Rover Transit Center	MTSUI James Union Building
1	2	3	4	5	6	7	9
Tiempo promedio de viaje desde esta parada							
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7:20	7:30†	7:53	8:05	8:14	8:33	8:41	8:51
9:40	9:50	10:12	10:23	10:32	10:51	10:59	11:09
10:40	10:50	11:12	11:23	11:32	11:52	12:00	12:10
12:20	12:30	12:52	1:03	1:12#	1:48	1:56	2:03•
1:55	2:05	2:27	2:38	2:47	3:07	3:15	3:25
3:20	3:32	3:56	4:10	4:21	4:41	4:50	5:00
5:10	5:22	5:46	6:00	6:10	6:29	6:37	6:47
6:50	7:00	7:22	7:33	7:42	8:01	8:09	8:19

• Este autobús continua a North Boulevard Church of Christ Park & Ride y a MTSU por pasajeros que viajaron en la ruta 84X – Murfreesboro Express en la mañana y necesitan regresar a medio día.

† Este autobús sirve a Edge-O-Lake Park & Ride.

Este autobús sirve al centro de Rehabilitación de Tennessee.

NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana

viajes por la tarde y la noche

Si estas rutas expresas de RTA no satisfacen sus necesidades, pueden ver otras opciones. Llame al programa de viajes compartidos al (615) 862-8833 para averiguar si hay alguna otra forma de viajar.

Viajes compartidos

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Boletos de varios viajes

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Otras Rutas Que Conectan

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- Día de año nuevo
- Día de Martín Luther King Jr.
- Día para recordar los soldados muertos
- Día de la Independencia
- Día de trabajo
- Día de acción de gracias
- Navidad

Servicio en días festivos

Rutherford County

Usted trabaja duro. Su horario está apretado. El dinero está aún más estricto. Es hora de que alguien haga algo para hacer su vida un poco más fácil.

Así que lo hicimos. Bienvenido a las rutas 84X Murfreesboro Express, 86X Smyrna/La Vergne Express y 96X Nashville/Murfreesboro Relax & Ride — tres convenientes rutas de autobuses al servicio de Nashville y el condado de Rutherford.

Rápido, un servicio cómodo para trabajar, ir de compras y entretenimiento.

Tomar tiempo para leer... organizar su día... o simplemente sentarse y tomar un descanso.



Mascotas

Solamente animales de servicio son permitidos a bordo.

Servicio al cliente

Estamos aquí para ayudarle con su viaje. Si necesita más información, por favor llame al servicio al cliente al (615) 862-5950.

Viajes de emergencia a casa

Pasajeros regulares en Relax & Ride pueden participar en el programa de viajes de emergencia a casa y pueden obtener un viaje gratuito en caso de una emergencia, enfermedad, o tiempo extra inesperado. Llame a RTA al (615) 862-8833 para obtener más detalles.

Estacionar y viajar

Estacionamientos de Park & Ride están disponibles a lo largo de estas rutas. Cada ubicación se ha comprometido a designar una parte de su estacionamiento para los pasajeros. Por favor, estacionese con mucho cuidado para no obstruir el tráfico del centro y sea consciente con los negocios de estos lugares como una expresión de agradecimiento. Recuerde, estos estacionamientos están designados para su conveniencia y usted se estaciona bajo su propio riesgo.

Regional Transportation Authority
430 Myatt Drive, Nashville, TN 37115

diseñado por CHK America - chkamerica.com

Rutherford County

En Español

84X
86X
96X

Murfreesboro, TN
Murfreesboro Rover Transit Center
La Vergne, TN
Smyrna, TN
Greyhound Bus Station, Nashville
Middle Tennessee State University
Music City Central - Bahía 23

EXPRESS

Servicio operado por

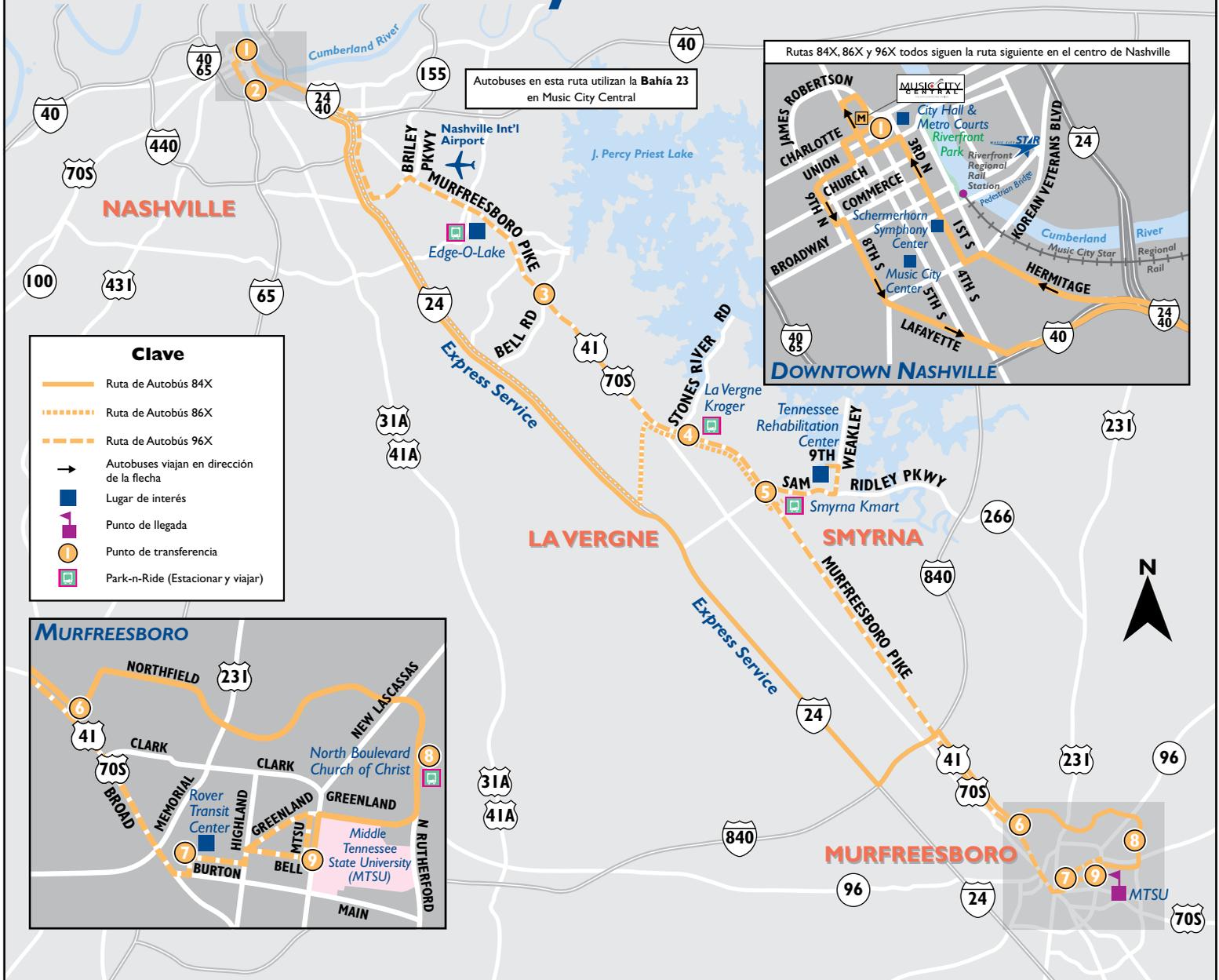


Servicio al Cliente y
Coordinador de ADA
(615) 862-5950
rtare laxandride.com

En efectivo el 31 de marzo del 2014

84X, 86X, 96X

Rutherford County



84X - Murfreesboro Express

DIAS ENTRE SEMANA *Hacia Nashville*

MTSU/ James Union Building	North Blvd Church of Christ	Northfield & Broad	Music City Central Bahía 23	Greyhound Bus Station
9	8	6	1	2
Tiempo promedio de viaje desde esta parada				
9 minutos	21 minutos	82 minutos	94 minutos	
5:41	5:50	6:01	6:50	7:02
5:55	6:04	6:16	7:20	7:32
6:14	6:24	6:37	7:46	7:58

DIAS ENTRE SEMANA *Desde Nashville*

Music City Central Bahía 23	Greyhound Bus Station	Northfield & Broad	North Blvd Church of Christ	MTSU/ James Union Building
1	2	6	8	9
Tiempo promedio de viaje desde esta parada				
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3:48	3:59	4:39	4:51	4:59
4:14	4:26	5:08	5:20	5:28
4:48	5:00	5:44	5:57	6:05

86X - Smyrna/La Vergne Express

DIAS ENTRE SEMANA *Hacia Nashville*

Smyrna Kmart	La Vergne Kroger	Music City Central Bahía 23	Greyhound Bus Station
5	4	1	2
Tiempo promedio de viaje desde esta parada			
12 minutos	64 minutos	76 minutos	
5:52	6:03	6:52	7:03
6:20	6:32	7:23	7:35
6:26	6:39	7:38	7:50

DIAS ENTRE SEMANA *Desde Nashville*

Music City Central Bahía 23	Greyhound Bus Station	La Vergne Kroger	Smyrna Kmart
1	2	4	5
Tiempo promedio de viaje desde esta parada			
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NO HAY SERVICIO SABADOS, DOMINGOS Y DIAS FESTIVOS

viajes por la mañana | viajes por la tarde y la noche

96X - Nashville/Murfreesboro Relax & Ride

DIAS ENTRE SEMANA

Hacia Nashville

MTSUI James Union Building	Rover Transit Center	Northfield & Broad	Smyrna Kmart	La Vergne Kroger	Bell Road & Murfreesboro Pike	Music City Central Bahía 23	Greyhound Bus Station
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DIAS ENTRE SEMANA

Desde Nashville

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viajes por la mañana

viajes por la tarde y la noche

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Servicio en días festivos

Rutherford County

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diseñado por CHK America - chkamerica.com

Rutherford County

En Español

84X
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Murfreesboro, TN
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Middle Tennessee State University
Music City Central - Bahía 23

EXPRESS

Servicio operado por

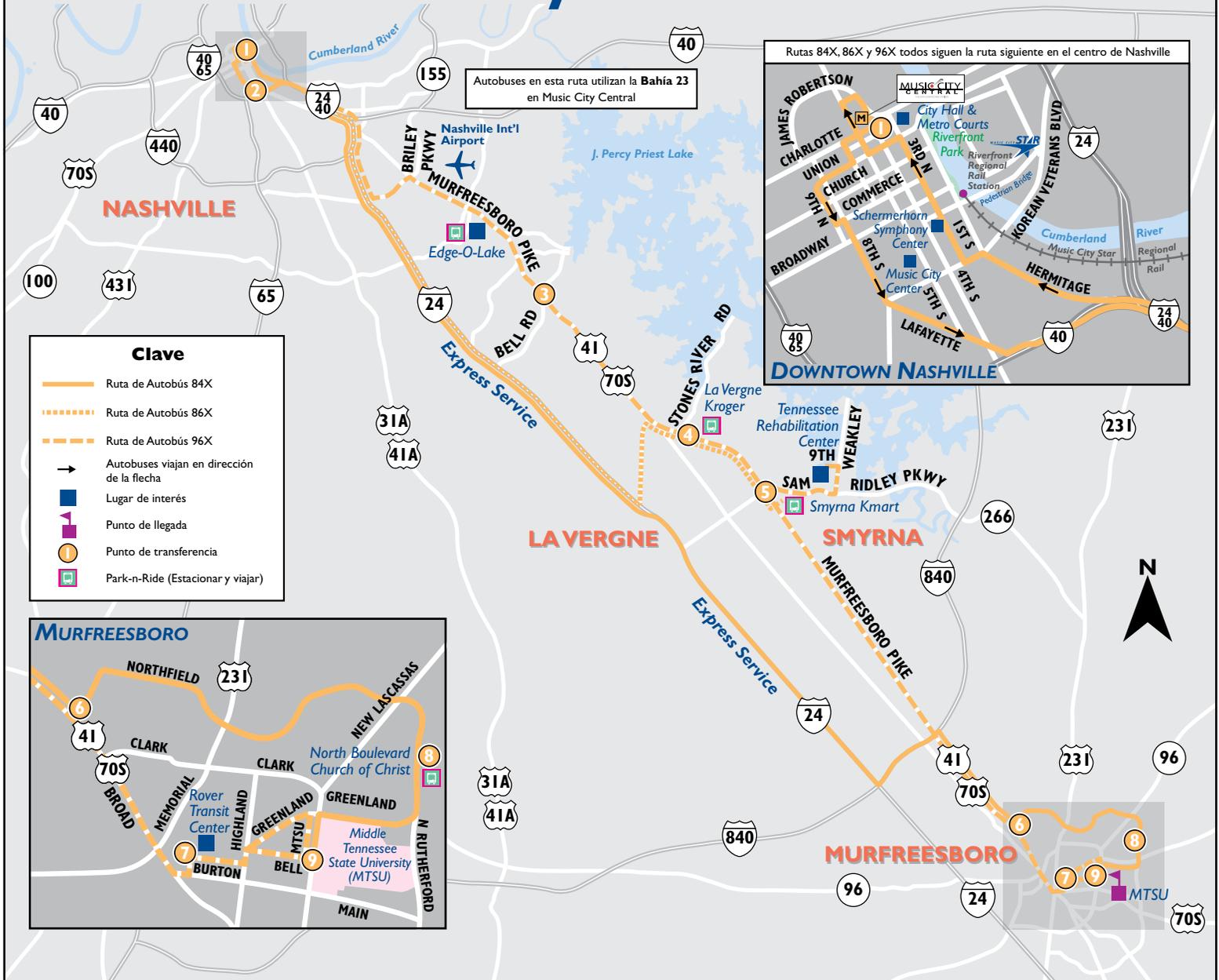


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rtarelaxandride.com

En efectivo el 31 de marzo del 2014

84X, 86X, 96X

Rutherford County



84X - Murfreesboro Express

DIAS ENTRE SEMANA

Hacia Nashville

MTSU/ James Union Building, North Blvd Church of Christ, Northfield & Broad, Music City Central Bahía 23, Greyhound Bus Station

9	8	6	1	2
9 minutos	21 minutos	82 minutos	94 minutos	
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DIAS ENTRE SEMANA

Desde Nashville

Music City Central Bahía 23, Greyhound Bus Station, Northfield & Broad, North Blvd Church of Christ, MTSU/ James Union Building

1	2	6	8	9
12 minutos	54 minutos	66 minutos	74 minutos	
3:48	3:59	4:39	4:51	4:59
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86X - Smyrna/La Vergne Express

DIAS ENTRE SEMANA

Hacia Nashville

Smyrna Kmart, La Vergne Kroger, Music City Central Bahía 23, Greyhound Bus Station

5	4	1	2
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DIAS ENTRE SEMANA

Desde Nashville

Music City Central Bahía 23, Greyhound Bus Station, La Vergne Kroger, Smyrna Kmart

1	2	4	5
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viajes por la mañana

viajes por la tarde y la noche

APPENDIX H

FY 2011-2013 SERVICE CHANGES
TITLE VI ASSESSMENT



Service Changes – Spring 2011

Title VI Assessment

ANTIOCH BUSLINK

MTA previously instituted BusLink service in the Madison area of Davidson County. The BusLink model consists of creating a zone of transit service rather than a specific route. Within this zone, the bus will operate on demand; picking up passengers at designated boarding locations and dropping them off at other designated locations inside the zone. It then connects to a major bus route at a specific time point, enabling convenient connector service to other parts of the city. The Madison BusLink was so popular that it was converted to a fixed connector route. In the Spring, MTA was awarded money to add another BusLink service to the Antioch neighborhood within Davidson County.

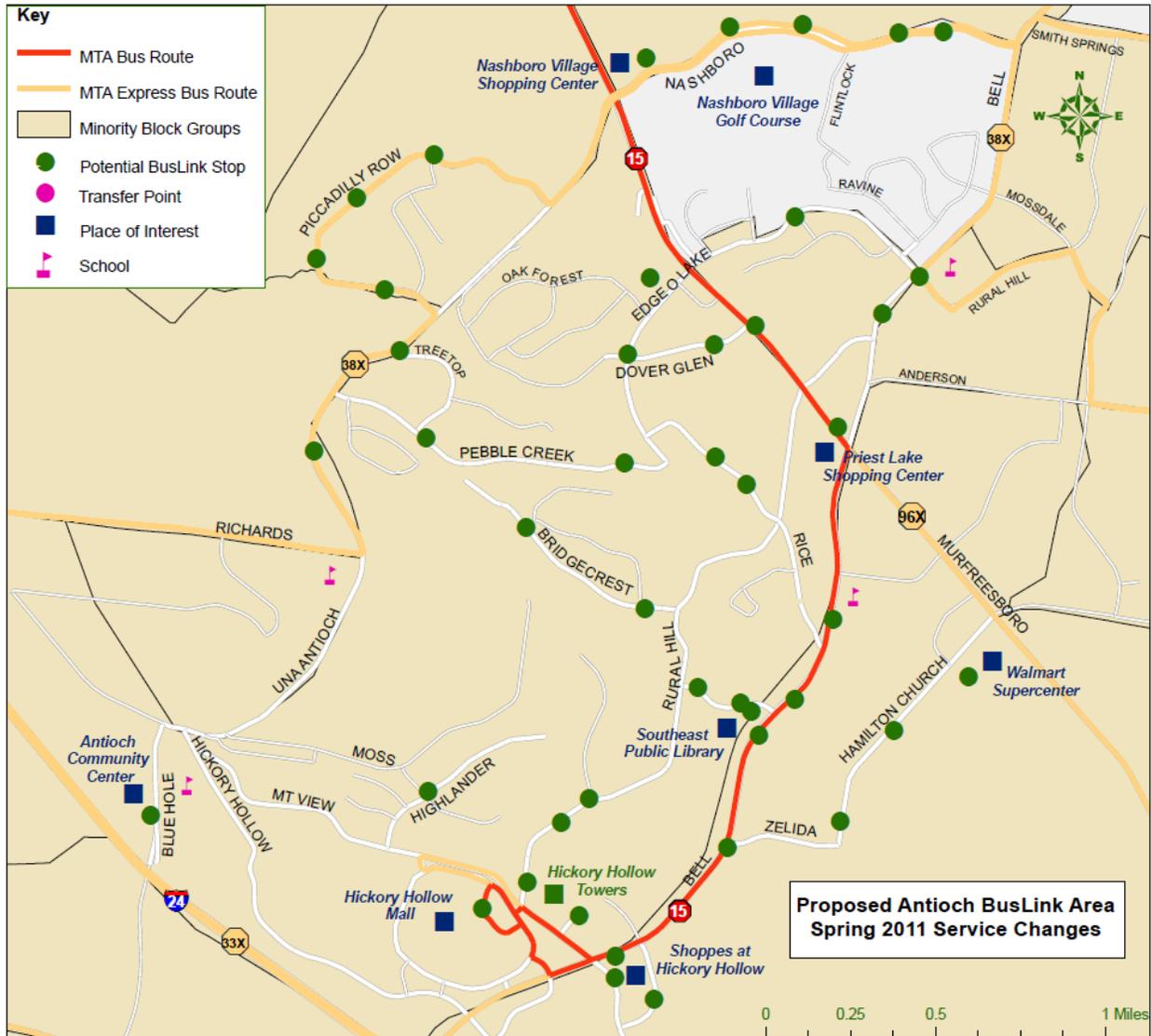
The Antioch neighborhood includes many low-rise apartments and large quantities affordable housing, as well as 3 multi-storied living facilities for persons with disabilities and of the elderly. The public transportation options available in this areas are the #15 Murfreesboro Road bus service, #38X Antioch Express, with very limited service and the MTA AccessRide service for persons with disabilities. Beyond the major transportation of Murfreesboro Road, the level of service for the area is low and the need for affordable transportation options is high. MTA has received numerous requests for additional service in the Antioch area. Current weekday service provided by the Route 15 offers 15-20 minutes headways during rush hours and 20 minute headways in the afternoons, dropping to 1 hour headways in the evenings. For weekends, the Route 15 runs at 40 minute headways on Saturdays and 1 hour Headways on Sundays.

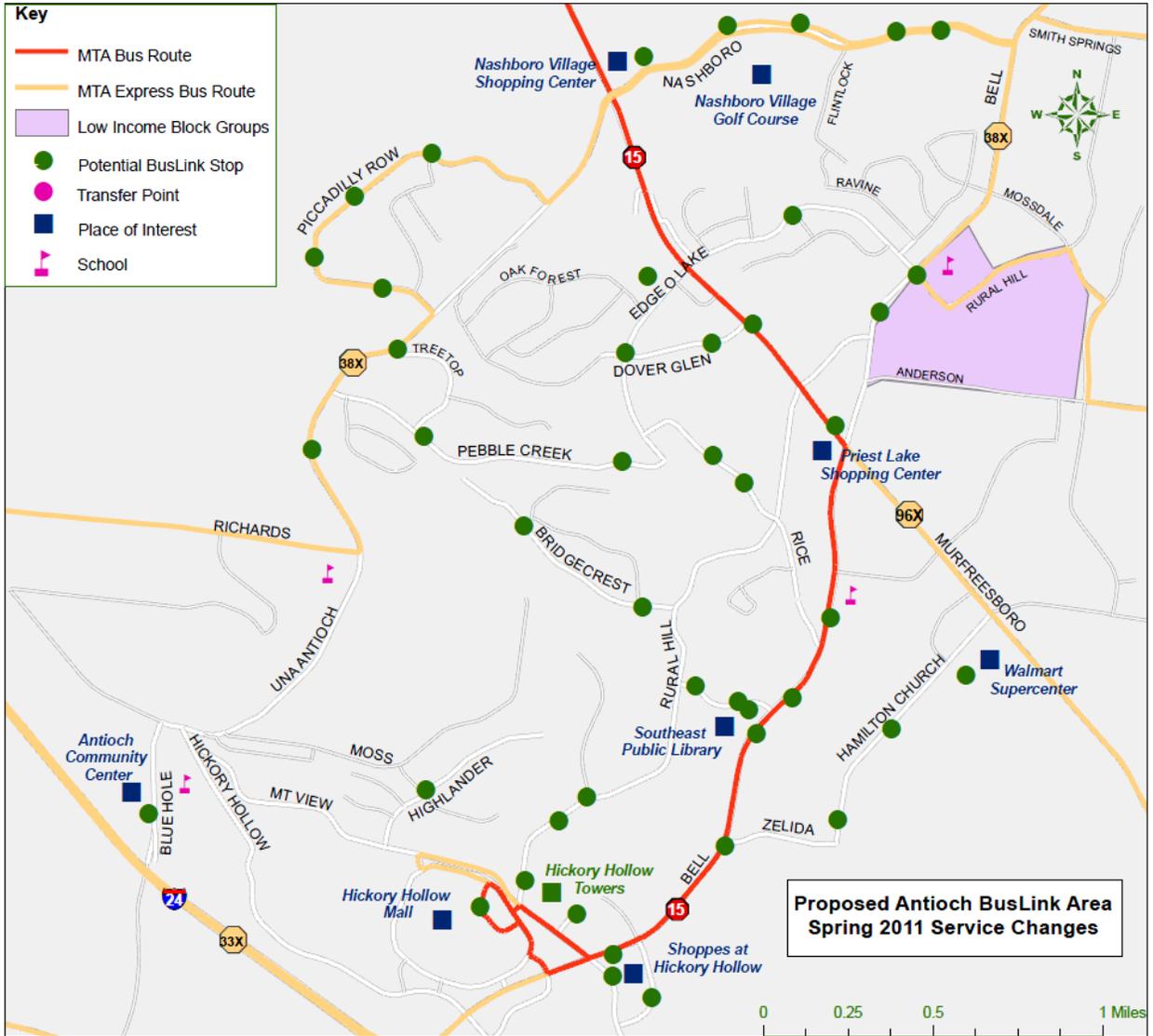
The combination of (3) three congregate elderly living facilities for persons with disabilities and the elderly, existing AccessRide users, the mix of origins and destinations within Antioch as well as the high ridership on Route#15 Murfreesboro Road, illustrates the need for more transportation options and services in the Antioch area.

MTA is proposing to use grant funds to implement and operate the on-demand bus service called BusLink within a defined geographic footprint in Antioch. Passengers wishing to travel outside of the zone will have the ability to transfer to the Route 15 Murfreesboro Road, which continues on to Downtown Nashville, where transfers can be made to bus routes that serve the rest of Davidson County. Additionally, this service will offer a much wider variety of destinations than traditional bus service and will make use of a smaller, fully ADA accessible vehicle. This will allow the service to reach deeper into the Antioch community by traveling on neighborhood streets and will allow on-demand service for AccessRide users who must currently schedule all trips by close of business the prior day.

Maps

MTA produced maps of the Antioch area with potential stops for BusLink service. This area has a higher minority population than the average minority population of our service area. One of the block groups BusLink is planned to serve also has a higher low-income population than the average within our service area.





Analysis

MTA does not currently have another on-demand service to compare the new service with. Because of this, and because we are proposing to add service to a currently unserved area that contains a very high minority population and a portion of it is also low income, we do not find that this will have any disparate impacts to either the minority or low-income population of Nashville/Davidson County.

Conclusion

Service was implemented on March 28, 2011.

MADISON EXPRESS

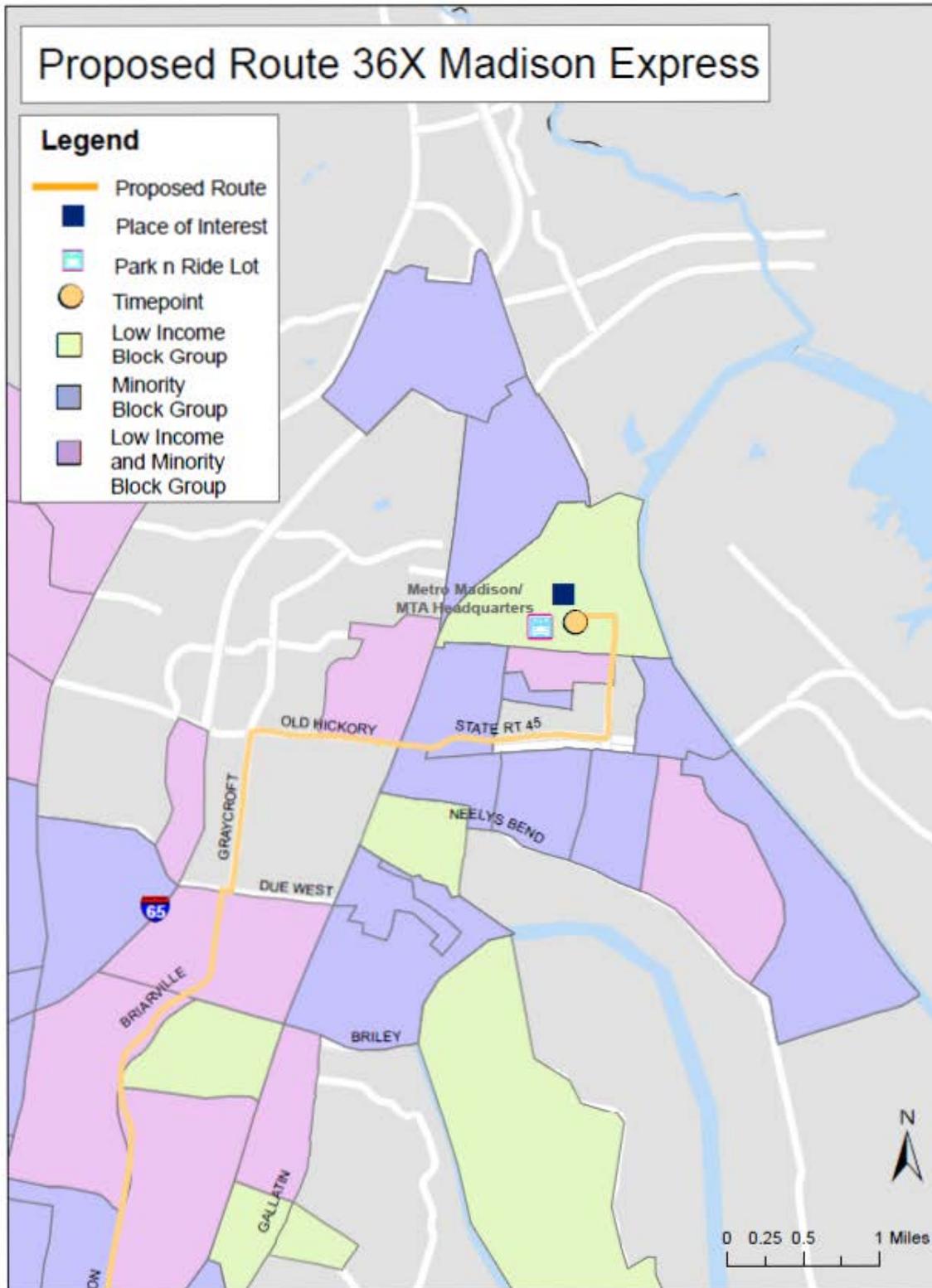
As part of the MTA Master Plan, MTA determined the need for expanded Park and Ride options along outer portions of the county. The outer portions of the county are less dense, and ridership for less dense areas are driven by access to parking. As MTA is in the process of opening its new facility in Madison, it saw the opportunity to utilize some of the space for a Park and Ride lot, and create express service for Madison to serve commuters to downtown Nashville.

Maps

Below is a map of the entire route of the proposed Madison Express.



Since this route will serve a Park and Ride lot, we focused the map on the block groups surrounding the lot.



As is shown on the map, this Park and Ride lot has the potential to serve areas that have both high minority and low-income populations.

Analysis

MTA is not considering adding any other express routes at this time. Since this route is centered on a Park and Ride lot that is serving block groups that contain high levels of minority and low-income populations, we do not foresee any disparate impact.

Conclusion

MTA has been delayed in moving to administrative services to the location on Myatt Drive in Madison. Therefore this route has been delayed but will be proposed again in the next round of service changes, Fall 2011.



BRT LEVEL OF SERVICE ON WEST END

MTA is proposing to use grant funds to implement BRT level of service along the West End corridor. MTA is currently completing an Alternatives Analysis of the corridor to expand transportation options and improve movement and access. The study area begins at Five Points in East Nashville and extends down Broadway, West End and Harding Road to White Bridge Road. The corridor is a major regional employment center and one of Nashville’s most popular corridors for residents and tourists. The grant funding will allow MTA to increase service along the main portion of the corridor to increase demand for the future rapid transit service, as well as extend service on West End.

Route 3 West End

The current Route 3 West End runs from downtown Nashville along Broadway, West End Avenue, and then divides into two branches. The branches separate at Harding Road and White Bridge Pike, with one extending north to White Bridge (at Charlotte Pike) and the other extending west to Bellevue via Harding Road/Memphis-Bristol Highway. We propose the Route 3 West End have all trips end at White Bridge and Charlotte Pike, and create a new Route 5 West End-Bellevue to provide the service to Bellevue. This will provide more service to the area extending past White Bridge Pike to Bellevue, and will make the service easier to use as all trips on the routes would be the same.

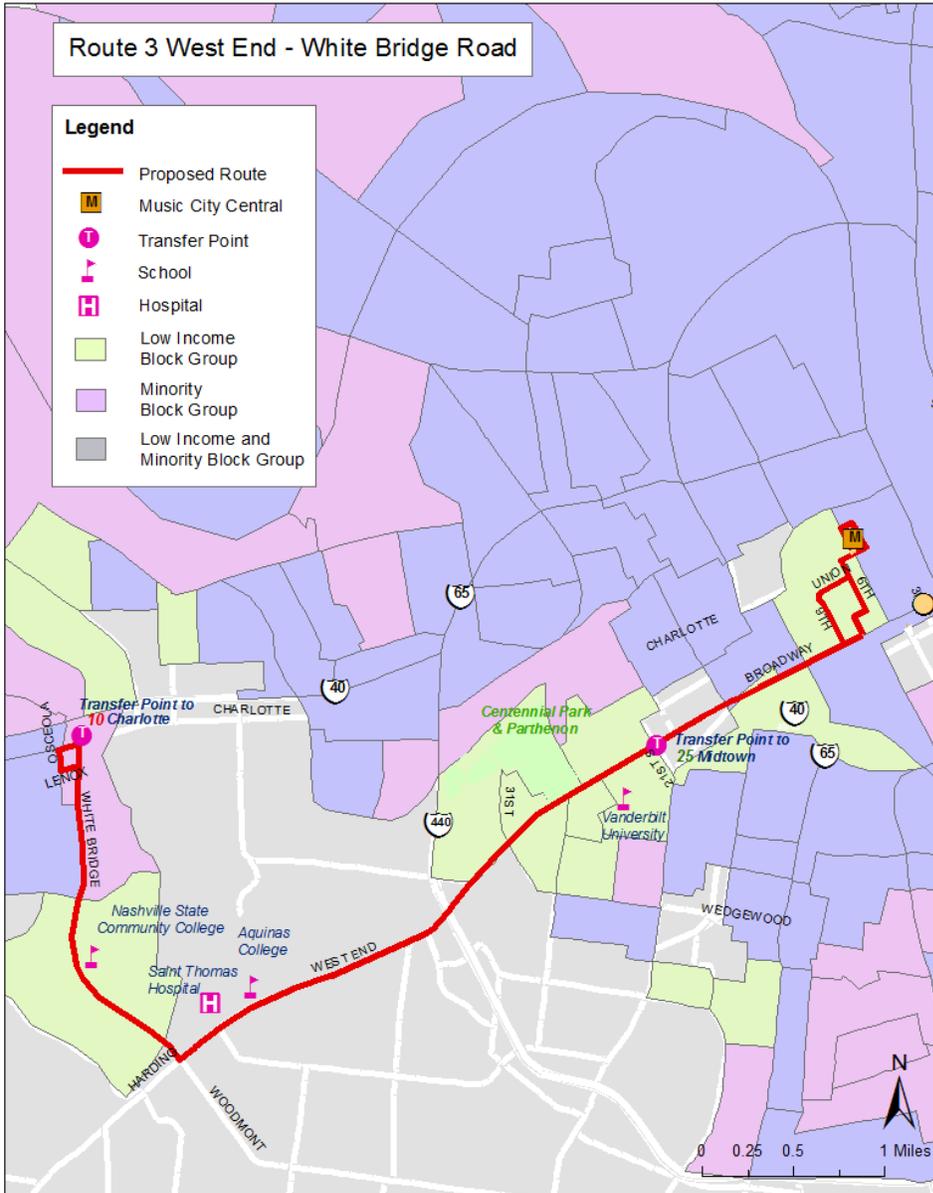
Route 5 West End-Bellevue

MTA proposes the creation of a Route 5 West End-Bellevue to provide higher levels of service along the main portion of the Broadway/West End corridor and extend service to Bellevue on nights and weekends.

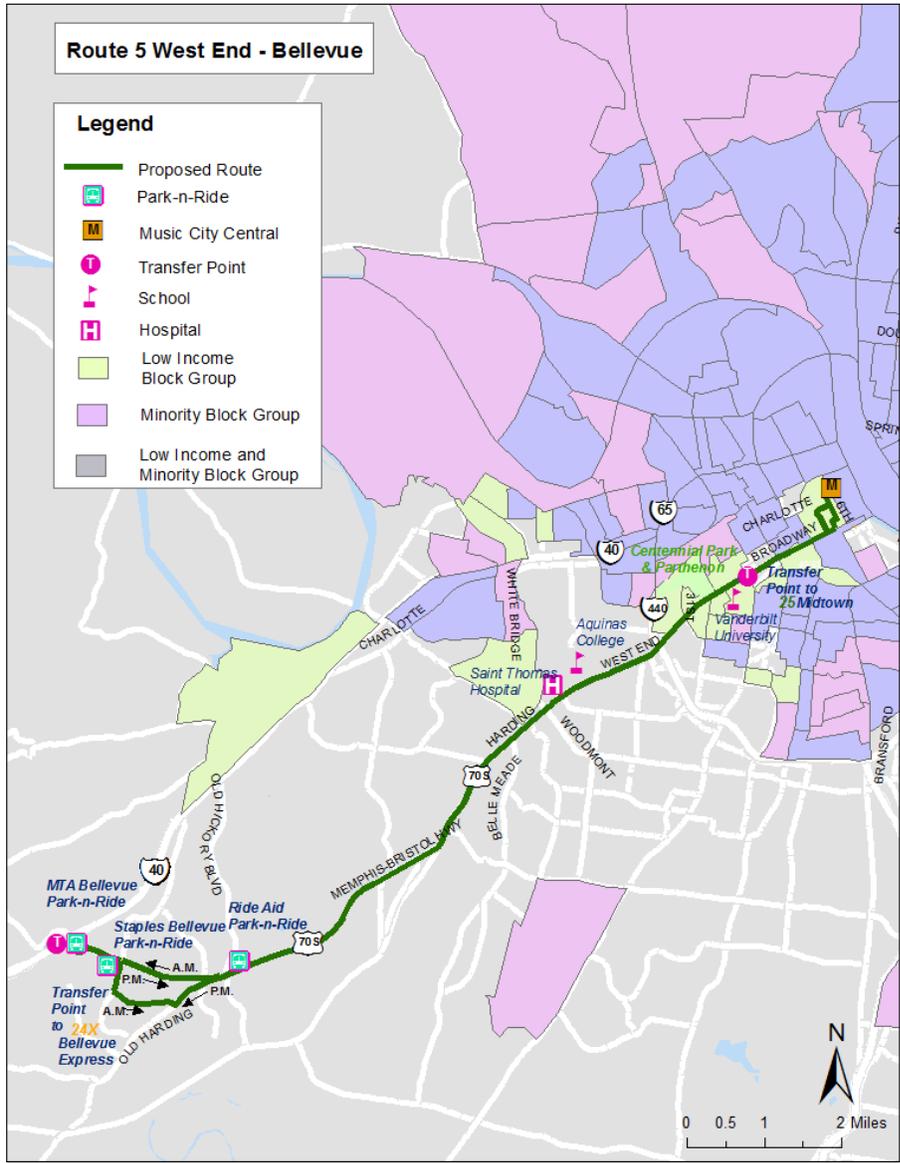
Route 11 West End-Belmont

MTA proposes the creation of a Route 11 West End-Belmont to provide higher levels of service along the main portion of the Broadway/West End corridor to extend service from West End to Belmont University. Metro Public Works is constructing the 28th Ave/31st Ave Connector, a bridge that will connect North Nashville to West Nashville. The project is a planned “complete street,” and will include bus shelters and pedestrian access. MTA plans to create a “University Connector” route once construction is finished that will connect Fisk University, Tennessee State University, Vanderbilt, and Belmont University. The Route 11 West End-Belmont will be a precursor service to the University Connector.

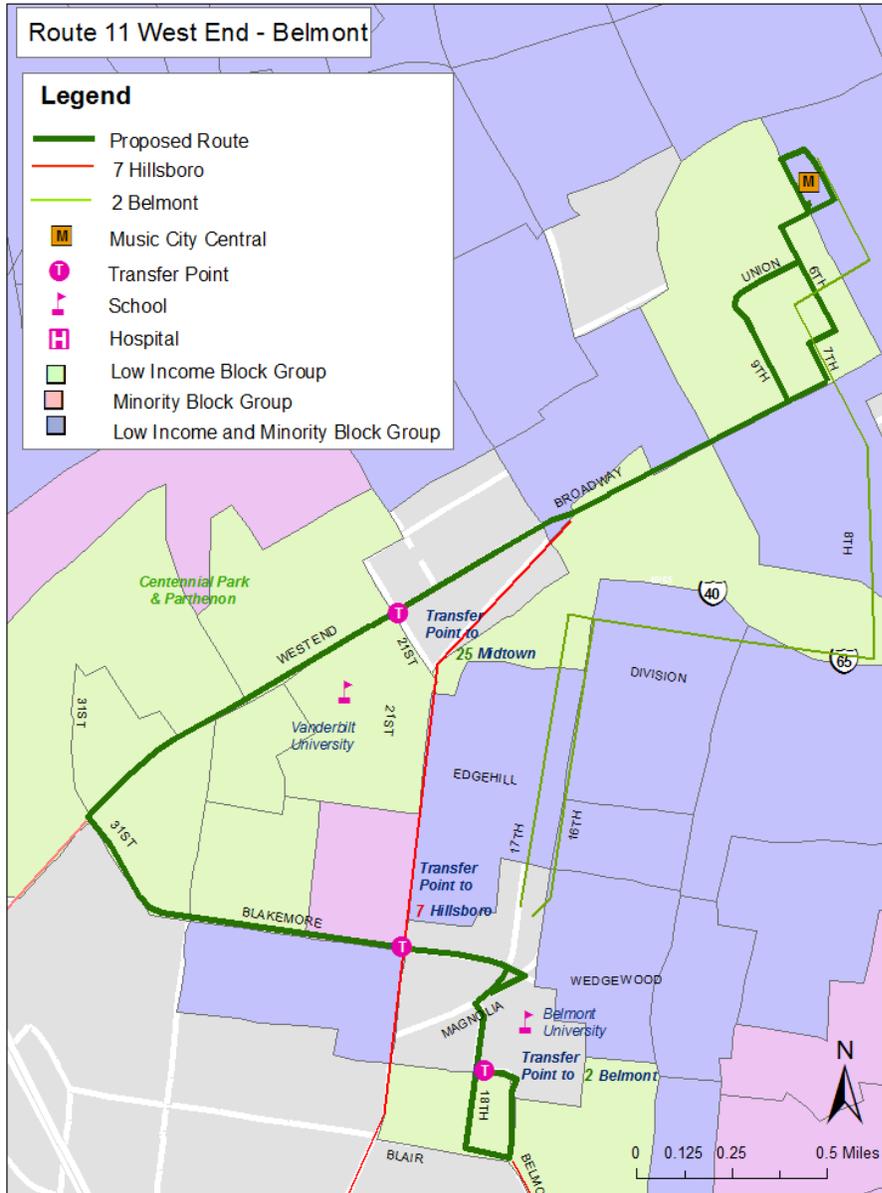
Maps



The map above illustrates the minority and low-income block groups that are served by the Route 3 West End. As MTA is not proposing to eliminate service in any way, and the route provides access to downtown, colleges and universities, hospitals, and many jobs, MTA does not anticipate any adverse impacts from the proposed route change.



The extension of service to Bellevue will provide a link between downtown and West End, where there are predominately low income and minority populations, to West Nashville and the Bellevue area. It will also allow the Route 3 West End to provide more service along the main corridor and White Bridge/Charlotte area.



The map above illustrates the minority and low-income block groups that are proposed to be served by the Route 11 University Connector. The route will serve predominately low-income areas as well as some predominately minority areas. It will provide access to downtown, colleges and universities, hospitals, and many jobs. When the route is proposed to become the University Connector it will be an even stronger connection. MTA does not anticipate any adverse impacts from the proposed new route.

Analysis

As the maps above show, the proposed adjustments and additions to the West End Corridor will give more service and provide more access to predominately low income and minority block groups. We do not find that this will have any disparate impacts to either the minority or low-income population of Nashville/Davidson County.

Conclusion

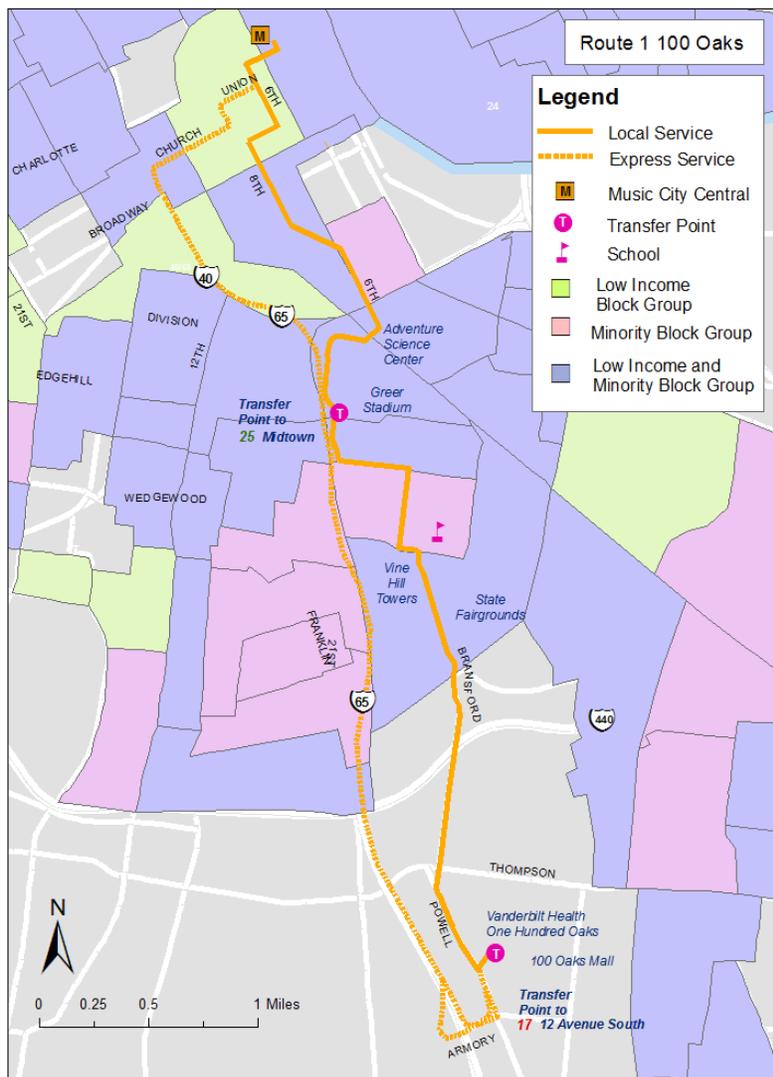
Service was implemented on Sunday September 25, 2011.

ROUTE 1 100 OAKS

MTA is proposing to improve the efficiency of the route 1 100 Oaks by revising the routing to focus on peak direction of travel. We are proposing that the first three trips in the morning run express to 100 Oaks via I-65; then run the local route to Music City Central downtown. In the afternoon the last four trips would run a local route to 100 Oaks, and then run express to Music City Central downtown via I-65.

Maps

Below is a map of the revised express/local routing proposed for the route 1 100 Oaks.



Although the northern portion of the route is not located in a predominately minority or low-income area, the route provides much needed access to the Vine Hill area, which includes the Vine Hill affordable housing community and Vine Hill Community Clinic. There is also a Wal-mart under construction across from the 100 Oaks Mall, as well as the Vanderbilt Health offices at 100 Oaks Mall. The alternative routing will allow people traveling to work in the area to get there quicker, while still serving the neighborhoods.

Analysis

MTA is not proposing to cut the route, just use local/express routing to make it more efficient. Since the route still serves many low-income and minority areas, we do not foresee any disparate impact.

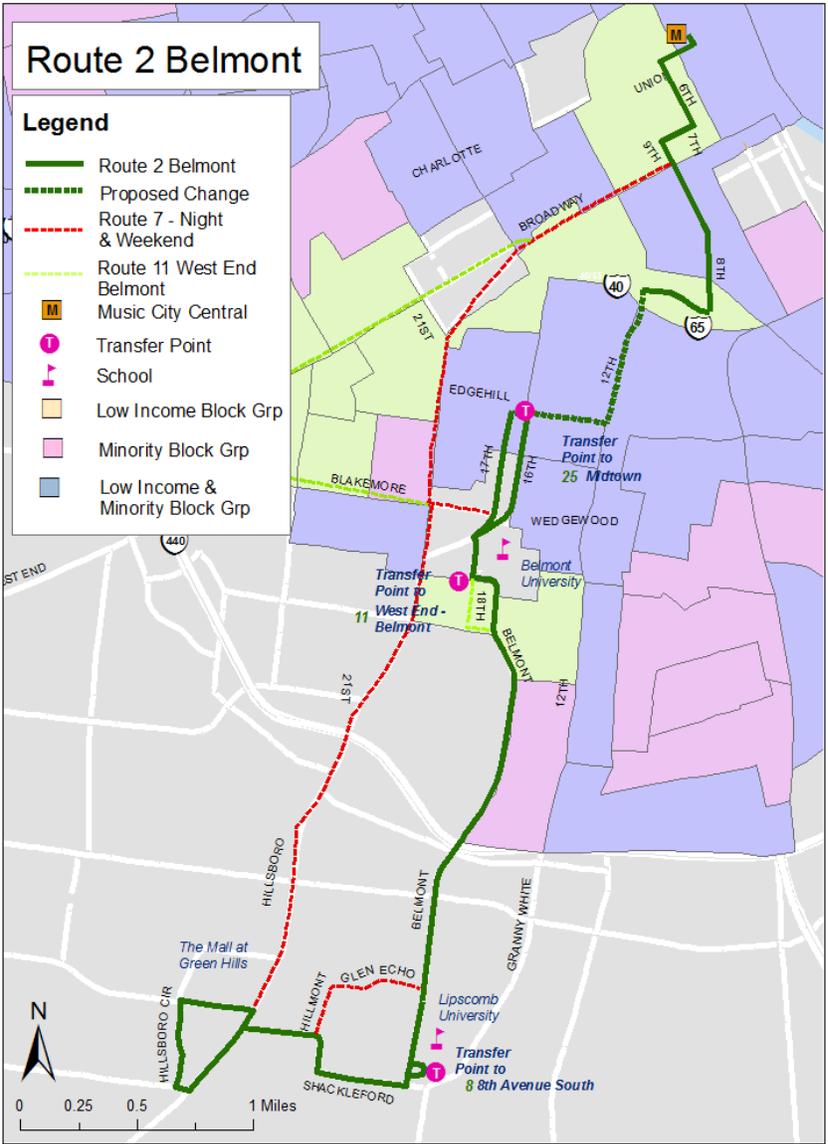
Conclusion

Service was implemented on Sunday September 25, 2011.

ROUTE 2 BELMONT

In response to work with Community Food Advocates, MTA is proposing to re-route the 2 Belmont to serve the Edgehill community. This re-route will provide direct grocery store access to one of the main “food deserts” in Nashville.

Maps



Above is a map of the proposed re-routing of the Route 2 Belmont. The purpose of the re-route is to provide the Edgehill community direct public transportation access with only one-trip to the Kroger at Green Hills.

Analysis

We have worked closely with the Community Food Advocates and Food Policy Council to come up with an option to provide easier access to grocery stores for residents of the Edgehill community. This re-route will better serve that low-income and minority population.

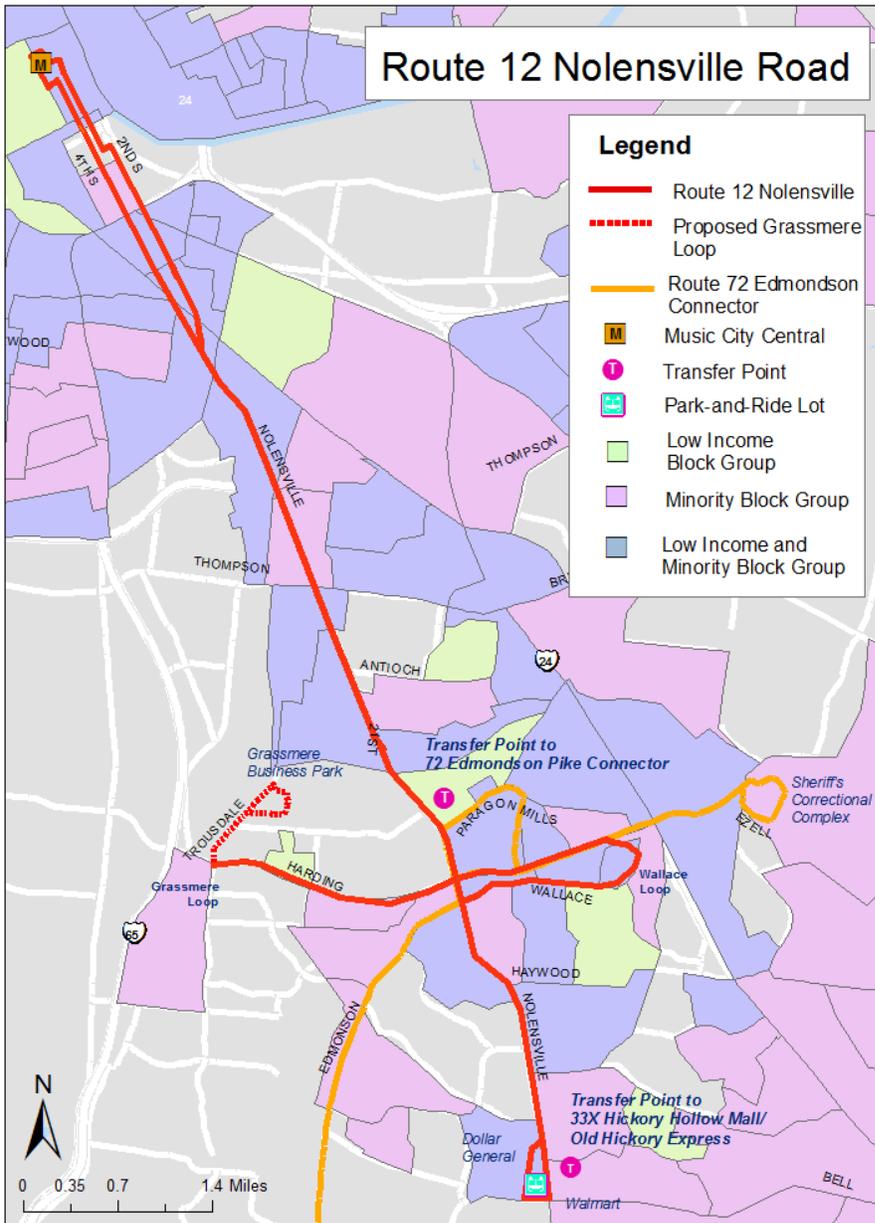
Conclusion

Service was implemented on Sunday September 25, 2011.

ROUTE 12 NOLENSVILLE ROAD

There are many businesses moving to the Grassmere Business Park, located off Trousdale and Harding. MTA proposes to revise the routing of Harding Place trips to serve Grassmere Business Park.

Maps



As the above map shows, the proposed Grassmere Loop veers away from a minority block group, but the block group is still served by the proposed loop. The Grassmere Business Park has several businesses, including Asurion and T-Mobile, that have customer service positions that work all types of shifts. Providing service to the Park will provide access to jobs for people all along the Nolensville Road corridor, which is surrounded by predominately low-income and minority populations.

Analysis

Adjusting the Route 12 Nolensville Road routing to serve the Grassmere Business Park will provide direct access to many jobs for the low income and minority communities along the corridor.

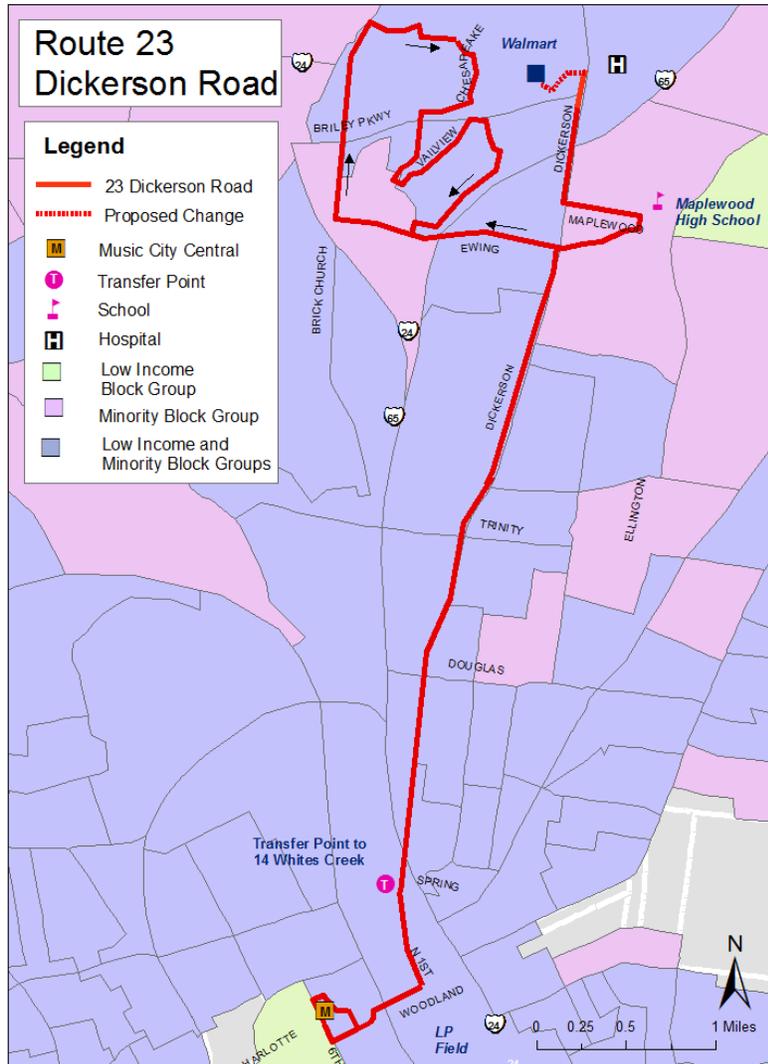
Conclusion

Service was implemented on Sunday September 25, 2011.

ROUTE 23 DICKERSON ROAD

Based on feedback from customers who live in the area, MTA proposes to revise the Route 23 Dickerson Road to pull directly into the Walmart at Skyline Commons.

Maps



As shown in the map above, the 23 Dickerson Road route serves a predominately low-income and minority area. MTA has received numerous requests from residents that are served by the route to provide direct service to the Walmart located in Skyline Commons, as it is located atop a hill and is difficult to walk to from Dickerson Road.

Analysis

The Route 23 Dickerson Road serves predominately low-income and minority areas, and this service change will benefit them by providing more direct access to the Walmart in Skyline Commons- for both retail and job purposes. MTA does not foresee any disparate impact created by this route change.

Conclusion

Service was implemented on Sunday September 25, 2011.

Fare Change Analysis

Proposed for Implementation January 2012

As a result of increasing healthcare costs, diesel fuel and related operating costs, the MTA is proposing fare adjustments. The MTA is considering a 10-cent increase in the basic cash fare from \$1.60 to \$1.70 and a 20-cent increase in the AccessRide cash fare from \$3.20 to \$3.40. The prices of unlimited ride passes and other multi-ride fare media would be adjusted proportionally. MTA's youth fare is proposed to be reduced from \$1.05 to \$1 to encourage more young people to use transit. Table 1 shows the proposed increase by media type.

TABLE 1: PROPOSED FARE INCREASE

Fare Type	Cost		Change	
	Existing	Proposed	Absolute	Percentage
Cash Fare				
Local Fare	\$1.60	\$1.70	\$0.10	6.2%
Reduced Fare	\$0.80	\$0.85	\$0.05	6.2%
Youth Fare	\$1.05	\$1.00	(\$0.05)	-4.8%
Express Fare	\$2.10	\$2.25	\$0.15	7.1%
Multi-Ride Fare Cards				
20-Ride Local	\$28.50	\$32.00	\$3.50	12.3%
20-Ride Discount	\$15.00	\$17.00	\$2.00	13.3%
20-Ride Express	\$38.00	\$42.00	\$4.00	10.5%
Unlimited Ride Passes				
All-Day	\$4.80	\$5.25	\$0.45	9.4%
All-Day Discount	\$3.00	\$3.25	\$0.25	8.3%
All-Day Youth	\$3.30	\$3.50	\$0.20	6.1%
7-Day	\$22.00	\$24.00	\$2.00	9.1%
7-Day Youth	\$14.75	\$16.00	\$1.25	8.5%
31-Day	\$78.00	\$84.00	\$6.00	7.7%
31-Day Discount	\$40.00	\$44.00	\$4.00	10.0%
31-Day Youth	\$55.50	\$58.50	\$3.00	5.4%
Total				

To comply with Title VI regulations 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7) and Appendix C to 49 CFR part 21, as a recipient of Federal Transit Administration (FTA) financial assistance serving large urbanized areas, MTA evaluated the proposed fare changes to determine whether they have a discriminatory impact.

This fare change analysis utilized an On-Board Survey administered through the ETC Institute during the spring of 2011. The survey consisted of all MTA bus routes. There were 3,379 completed surveys. ETC Institute developed a sampling plan to ensure the overall results of the survey would be statistically valid for the service area as a whole.

EFFECTS OF FARE CHANGE ON MINORITY AND LOW-INCOME POPULATIONS

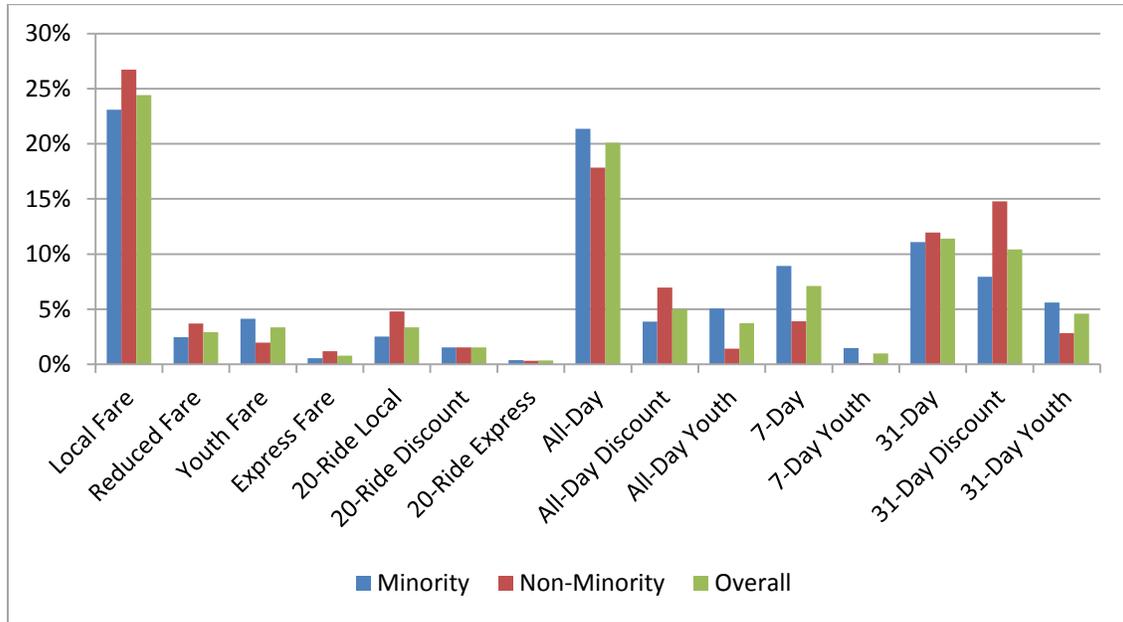
As a result of the survey, low-income riders have a higher percentage of use of unlimited ride passes over the overall ridership population. This includes the All-Day pass, the All-Day Discount pass, and the 31-Day Discount Pass (see Table 1).

TABLE 1: FARE MEDIUM USED BY INCOME STATUS

Fare Type	Low-Income		Non Low-Income		Overall	
	Absolute	Percent	Absolute	Percent	Absolute	Percent
Cash Fare						
Local Fare	290	22%	331	27%	621	24%
Reduced Fare	40	3%	34	3%	74	3%
Youth Fare	37	3%	48	4%	85	3%
Express Fare	3	0%	17	1%	20	1%
Multi-Ride Fare Cards						
20-Ride Local	28	2%	57	5%	85	3%
20-Ride Discount	23	2%	16	1%	39	2%
20-Ride Express	7	1%	2	0%	9	0%
Unlimited Ride Passes						
All-Day	281	21%	230	19%	511	20%
All-Day Discount	87	7%	40	3%	127	5%
All-Day Youth	46	4%	49	4%	95	4%
7-Day	85	6%	96	8%	181	7%
7-Day Youth	11	1%	14	1%	25	1%
31-Day	131	10%	159	13%	290	11%
31-Day Discount	189	14%	76	6%	265	10%
31-Day Youth	51	4%	66	5%	117	5%

As you can see from Chart 1 below, there are some fare media that are in higher use by the minority user group. These include the All-Day Pass, the All-Day Youth Pass, and the 7-Day Pass.

CHART 2: FARE MEDIUM USED BY MINORITY STATUS



ALTERNATIVES AVAILABLE FOR THOSE AFFECTED BY FARE INCREASE

Based on their use of various media, all riders (minority and non-minority, low-income and non-low income) would be adversely impacted by the increase in fares. In addition, it would hit the low income riders (whether minority or non-minority) harder than the non-low income riders since the fare increase would represent a larger portion of their household income compared to non-low income households.

TABLE 2: IMPACT OF POTENTIAL FARE CHANGES ON THE POPULATION

	Minority Proportion of System		Low-Income Proportion of System	
	MTA Riders	Population of Service Area (Census Data)	MTA Riders	Population of Service Area (Census Data)
Nashville/Davidson County	60%	38%	76%	32%

Since the main purpose of a fare increase is to increase system fare revenues, any effort to reduce the potential increase in revenues is counterproductive. Nevertheless, there are several feasible fare options that could be used to help reduce the financial impacts on minority and low-income residents and riders, as a result of implementing a fare increase.

MTA will work with local human services agencies and foundations to attempt to obtain funding to help low income and minority households to offset the financial impacts of increased transit fares. This could potentially be done through our subrecipient programs. Another option is to ramp up outreach efforts through our programs such as Travel Training and Customer Care to ensure that riders are using the fare media that best fits their ridership patterns and budget.

Another mitigation factor is examining ways to balance the budget by further reducing system costs, as an alternative to increasing fares. However, MTA has not increased fares since 2008, and has worked diligently to streamline its services, reduce labor costs and reduce overhead. MTA does not want to cut service to any portion of its ridership population- the majority of which is either minority and/or low income. Cutting service would have a more severe adverse effect than raising fares at this point.

MTA has an extensive and well thought out fare structure in place that provides a wide range of options for customers. It is not clear that improvements could be made to the overall fare structure and the relative use of each individual media by minority riders and low income riders.

PUBLIC MEETING RESPONSE

In order to gather input on the fare proposal, MTA held four public meetings to discuss the fare adjustments. All meetings were held at the main transit station, Music City Central, with one early morning, one early afternoon, one late afternoon, one early evening and one late meeting. There were a total of 30 attendees and we received 23 comment forms at the meetings. We also received 10 emails regarding the proposed MTA fare adjustments. In addition, the fare changes were presented to various stakeholder groups, including the Hispanic Chamber of Commerce, Black Chamber of Commerce, and other agencies representing disadvantaged populations.

Overall, the initial response at the public meetings was a general sentiment against fare increases, however, after discussion and dialogue, most attendees understood the reasoning and a few spoke in support of the increases. At each of the public hearings there were numerous requests for more service, and in most cases this was the primary topic of interest. Although MTA received broad media coverage of the proposed fare changes through print and television, and although we had reasonable turnout at the public meetings, the response was lower than expected. To some extent, this lack of interest from the community, nor a strong opposition to the fare increases, provides an indication that the proposed fare increases are not unreasonable.

Fare Type	Cost		Change		Usage by Group				Overall	
	Existing	Proposed	Absolute	Percentage	Low-Income		Non Low-Income			
Cash Fare					Absolute	Percent	Absolute	Percent	Absolute	Percent
Local Fare	\$1.60	\$1.70	\$0.10	6.2%	290	22%	331	27%	621	24%
Reduced Fare	\$0.80	\$0.85	\$0.05	6.2%	40	3%	34	3%	74	3%
Youth Fare	\$1.05	\$1.00	(\$0.05)	-4.8%	37	3%	48	4%	85	3%
Express Fare	\$2.10	\$2.25	\$0.15	7.1%	3	0%	17	1%	20	1%
Multi-Ride Fare Cards										
20-Ride Local	\$28.50	\$32.00	\$3.50	12.3%	28	2%	57	5%	85	3%
20-Ride Discount	\$15.00	\$17.00	\$2.00	13.3%	23	2%	16	1%	39	2%
20-Ride Express	\$38.00	\$42.00	\$4.00	10.5%	7	1%	2	0%	9	0%
Unlimited Ride Passes										
All-Day	\$4.80	\$5.25	\$0.45	9.4%	281	21%	230	19%	511	20%
All-Day Discount	\$3.00	\$3.25	\$0.25	8.3%	87	7%	40	3%	127	5%
All-Day Youth	\$3.30	\$3.50	\$0.20	6.1%	46	4%	49	4%	95	4%
7-Day	\$22.00	\$24.00	\$2.00	9.1%	85	6%	96	8%	181	7%
7-Day Youth	\$14.75	\$16.00	\$1.25	8.5%	11	1%	14	1%	25	1%
31-Day	\$78.00	\$84.00	\$6.00	7.7%	131	10%	159	13%	290	11%
31-Day Discount	\$40.00	\$44.00	\$4.00	10.0%	189	14%	76	6%	265	10%
31-Day Youth	\$55.50	\$58.50	\$3.00	5.4%	51	4%	66	5%	117	5%
Total					1309	100.0%	1235	100.0%	2544	100.0%

0.514544

Fare Type	Cost		Change		Usage by Group				Overall	
	Existing	Proposed	Absolute	Percentage	Minority		Non-Minority			
Cash Fare					Absolute	Percent	Absolute	Percent	Absolute	Percent
Local Fare	\$1.60	\$1.70	\$0.10	6.2%	375	23%	246	27%	621	24%
Reduced Fare	\$0.80	\$0.85	\$0.05	6.2%	40	2%	34	4%	74	3%
Youth Fare	\$1.05	\$1.00	(\$0.05)	-4.8%	67	4%	18	2%	85	3%
Express Fare	\$2.10	\$2.25	\$0.15	7.1%	9	1%	11	1%	20	1%
Multi-Ride Fare Cards										
20-Ride Local	\$28.50	\$32.00	\$3.50	12.3%	41	3%	44	5%	85	3%
20-Ride Discount	\$15.00	\$17.00	\$2.00	13.3%	25	2%	14	2%	39	2%
20-Ride Express	\$38.00	\$42.00	\$4.00	10.5%	6	0%	3	0%	9	0%
Unlimited Ride Passes										
All-Day	\$4.80	\$5.25	\$0.45	9.4%	347	21%	164	18%	511	20%
All-Day Discount	\$3.00	\$3.25	\$0.25	8.3%	63	4%	64	7%	127	5%
All-Day Youth	\$3.30	\$3.50	\$0.20	6.1%	82	5%	13	1%	95	4%
7-Day	\$22.00	\$24.00	\$2.00	9.1%	145	9%	36	4%	181	7%
7-Day Youth	\$14.75	\$16.00	\$1.25	8.5%	24	1%	1	0%	25	1%
31-Day	\$78.00	\$84.00	\$6.00	7.7%	180	11%	110	12%	290	11%
31-Day Discount	\$40.00	\$44.00	\$4.00	10.0%	129	8%	136	15%	265	10%
31-Day Youth	\$55.50	\$58.50	\$3.00	5.4%	91	6%	26	3%	117	5%
Total					1624	100.0%	920	100%	2544	100.0%



Service Changes – Spring 2012

Title VI Assessment

MADISON EXPRESS ROUTE

An express route to Madison was first proposed in March 2011 but was delayed due to construction of the MTA facility on Myatt Drive, where the Park-and-Ride lot would be located. Now that construction is almost complete, MTA is proposing to establish the service.

As part of the MTA Master Plan, MTA determined the need for expanded Park and Ride options along outer portions of the county. The outer portions of the county are less dense, and ridership for less dense areas are driven by access to parking. As MTA is in the process of opening its new facility in Madison, it saw the opportunity to utilize some of the space for a Park and Ride lot, and create express service for Madison to serve commuters to downtown Nashville.

Maps

Below is a map of the entire route of the proposed Madison Express.

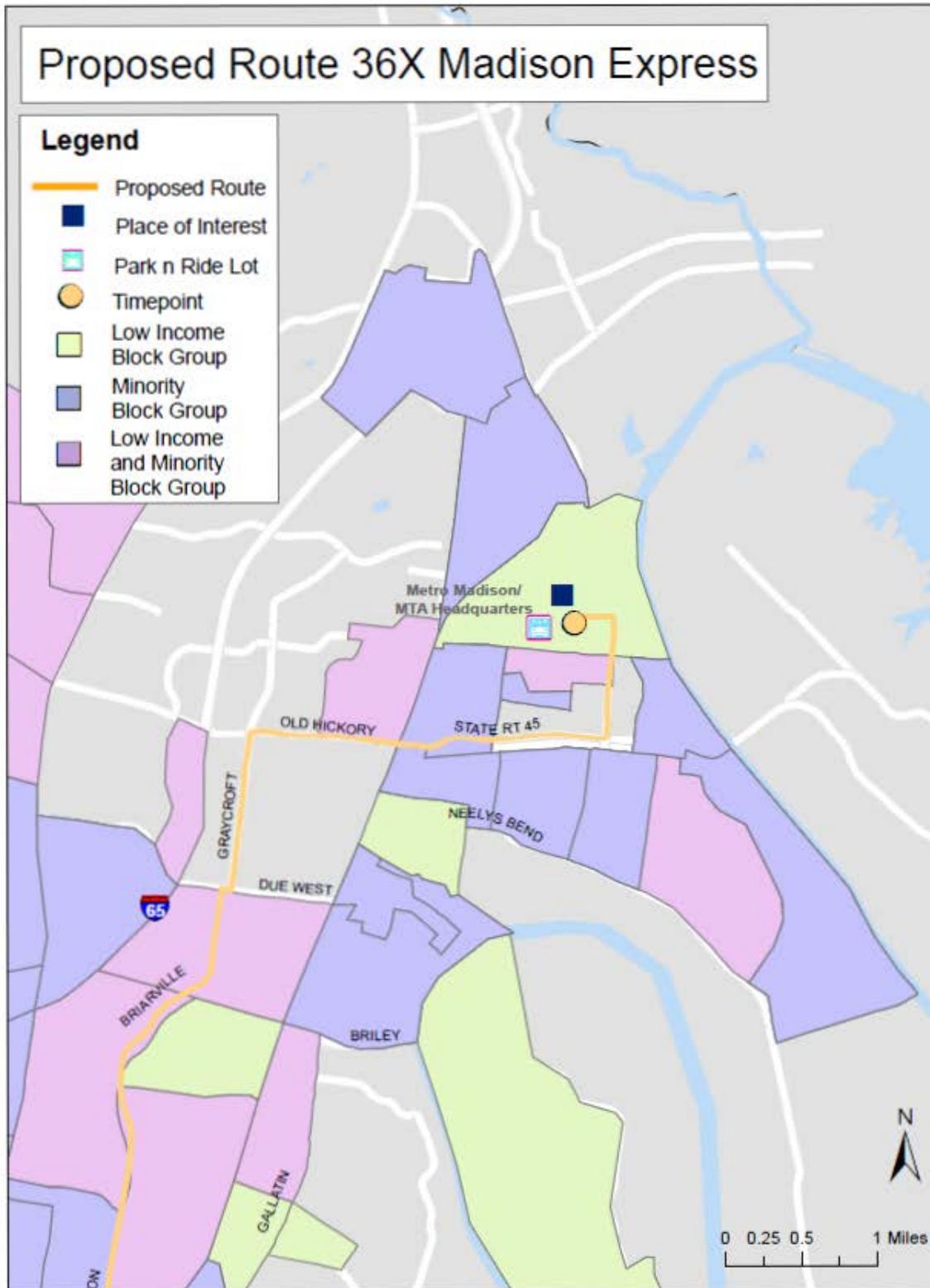
36X - Madison Express

Legend

- Proposed Route
- Place of Interest
- Park n Ride Lot
- Timepoint



Since this route will serve a Park and Ride lot, we focused the map on the block groups surrounding the lot.



As is shown on the map, this Park and Ride lot has the potential to serve areas that have both high minority and low-income populations.

Analysis

MTA is not considering adding any other express routes at this time. Since this route is centered on a Park and Ride lot that is serving block groups that contain high levels of minority and low-income populations, we do not foresee any disparate impact.

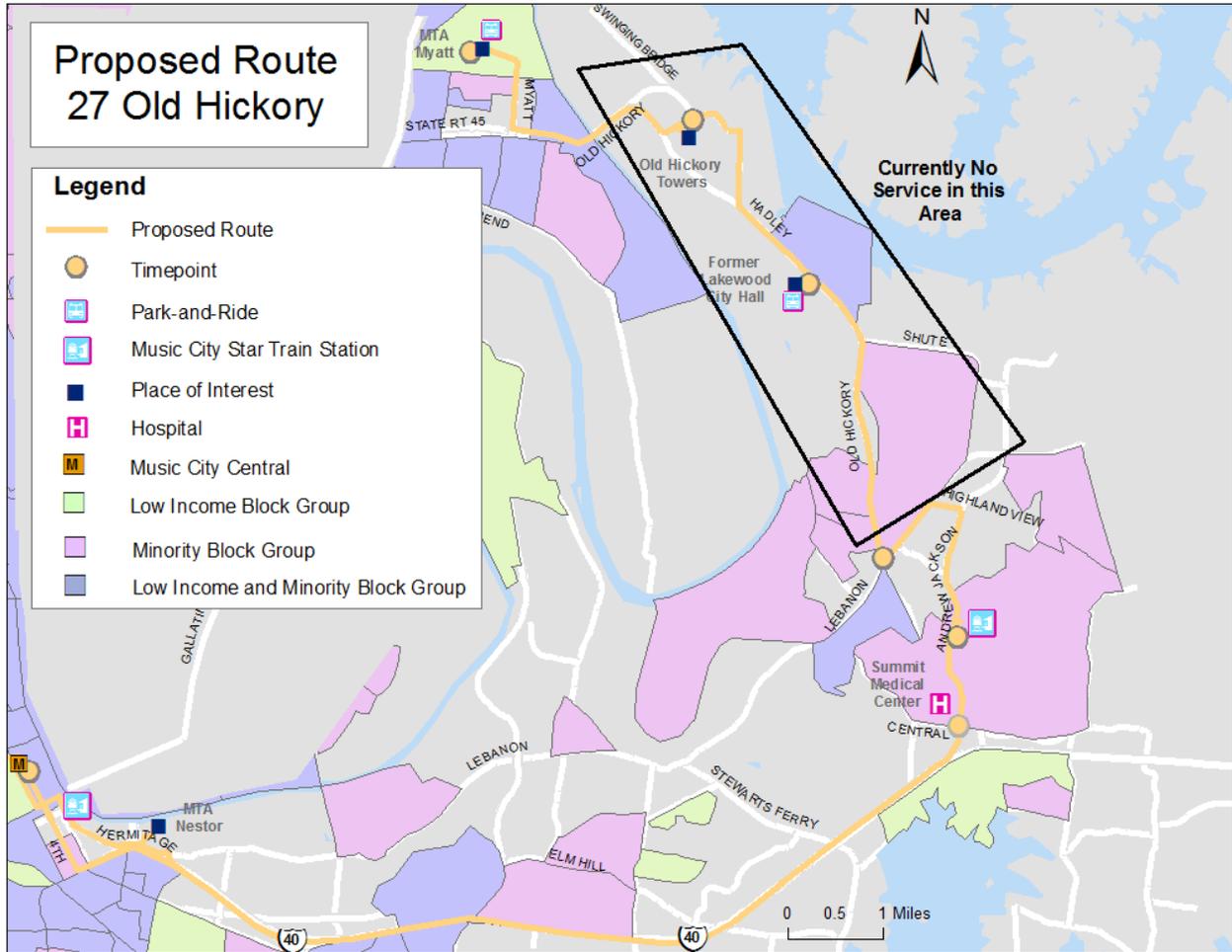
Conclusion

The 36X Madison Express route went into effect on April 30, 2012.

ADDITIONAL SERVICE TO LAKEWOOD AND HERMITAGE

As part of the same grant funding used for the newly created Madison Express route, MTA is proposing to also add service to the Lakewood and Hermitage areas- the former which is currently not served by any routes. The service is proposed to also serve the new Park-and-Ride lot at the MTA facility on Myatt Drive. MTA is also working to establish a Park-and-Ride lot at the former Lakewood City Hall. This service, though limited due to funding, will also provide direct access to Summit Medical Center. It will also serve the Old Hickory Towers, which is also currently not served by fixed-route public transportation.

Maps



As shown in the map above, the proposed route will add service to an area that is currently unserved. Part of this area contains both low-income and minority communities. The route will add direct service to Summit Medical Center, as well as a direct connection to downtown and MTA's other 44 fixed-routes.

Analysis

This route will provide new service to low-income and minority communities in the Old Hickory area. We are not proposing to add or remove any other service at this time. MTA foresees no disparate impact from the addition of this route.

Conclusion

The 27 Old Hickory route went into effect on April 30, 2012.



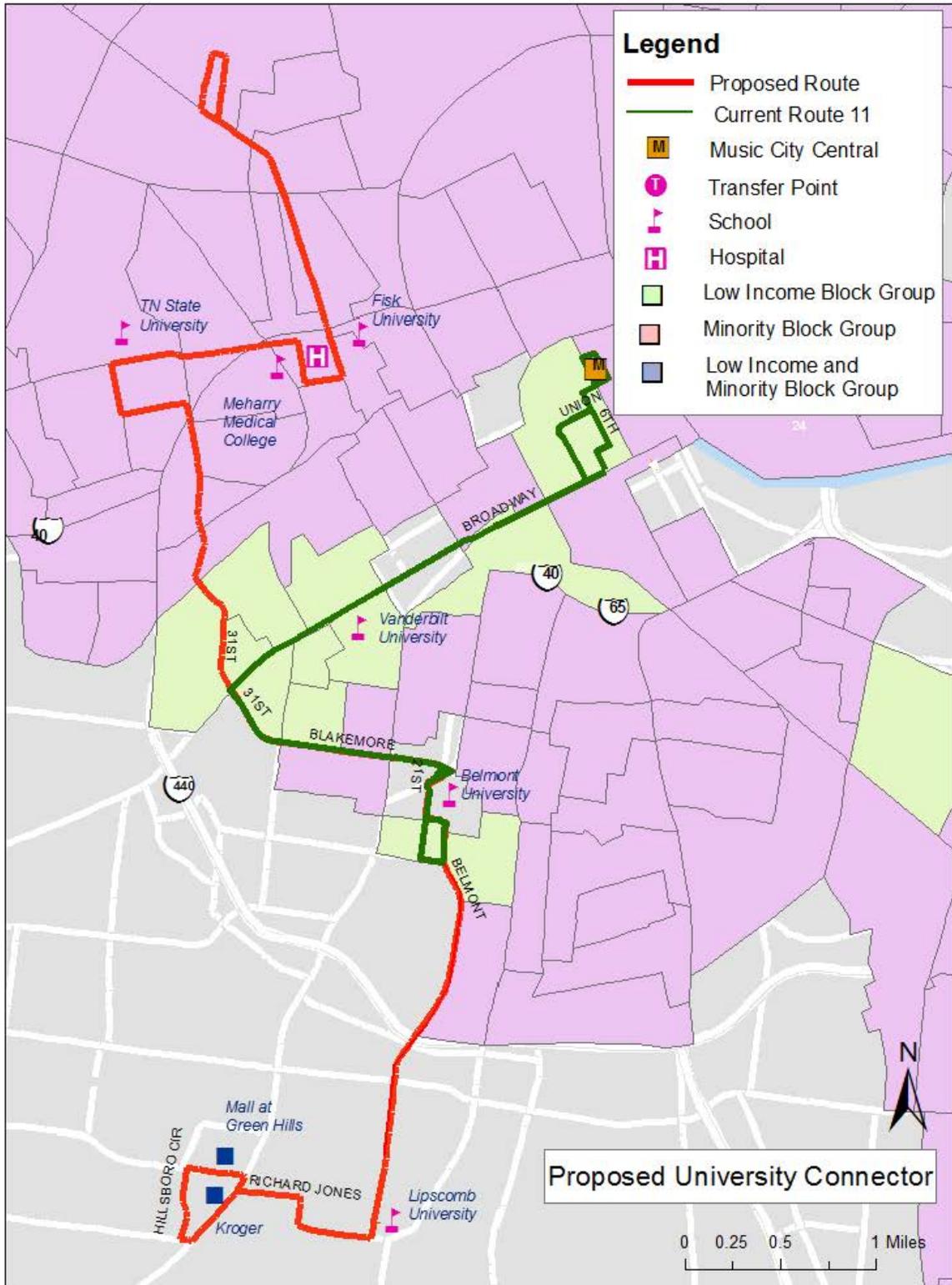
Service Changes – Fall 2012

Title VI Assessment

PROPOSED NEW UNIVERSITY CONNECTOR

MTA implemented the Route 11 West End-Belmont to temporarily extend service from West End to Belmont University prior to the construction of the 28th Ave/31st Ave Connector, a bridge that connects North Nashville to West Nashville. The project is a “complete street,” and includes bus shelters and pedestrian access. Since the anticipated completion date of construction coincides with this round of service changes, MTA proposes to convert the Route 11 West End-Belmont to the University Connector. The proposed route connects North Nashville to West Nashville. It provides service to and from Fisk University, Meharry Medical College, Tennessee State University, Vanderbilt, Belmont University, and Lipscomb University.

Map: Proposed University Connector



The map above illustrates the important cross-town connections this route will make. It connects minority and low-income neighborhoods, while creating a direct route to and from Metro General Hospital, Meharry Medical College, and Tennessee State University to and from Centennial Medical Center, HCA, and Vanderbilt- some of the area's largest employers as well as the major universities. MTA does not anticipate any adverse impacts from the route change and implementation.

Action

Service was implemented on September 30, 2012.

ROUTE 3 and 5 WEST END CORRIDOR

With the proposed conversion of Route 11 West End-Belmont to the University Connector, described above, more service will be added to the Route 3 West End-White Bridge and Route 5 West End-Bellevue to maintain current frequencies.

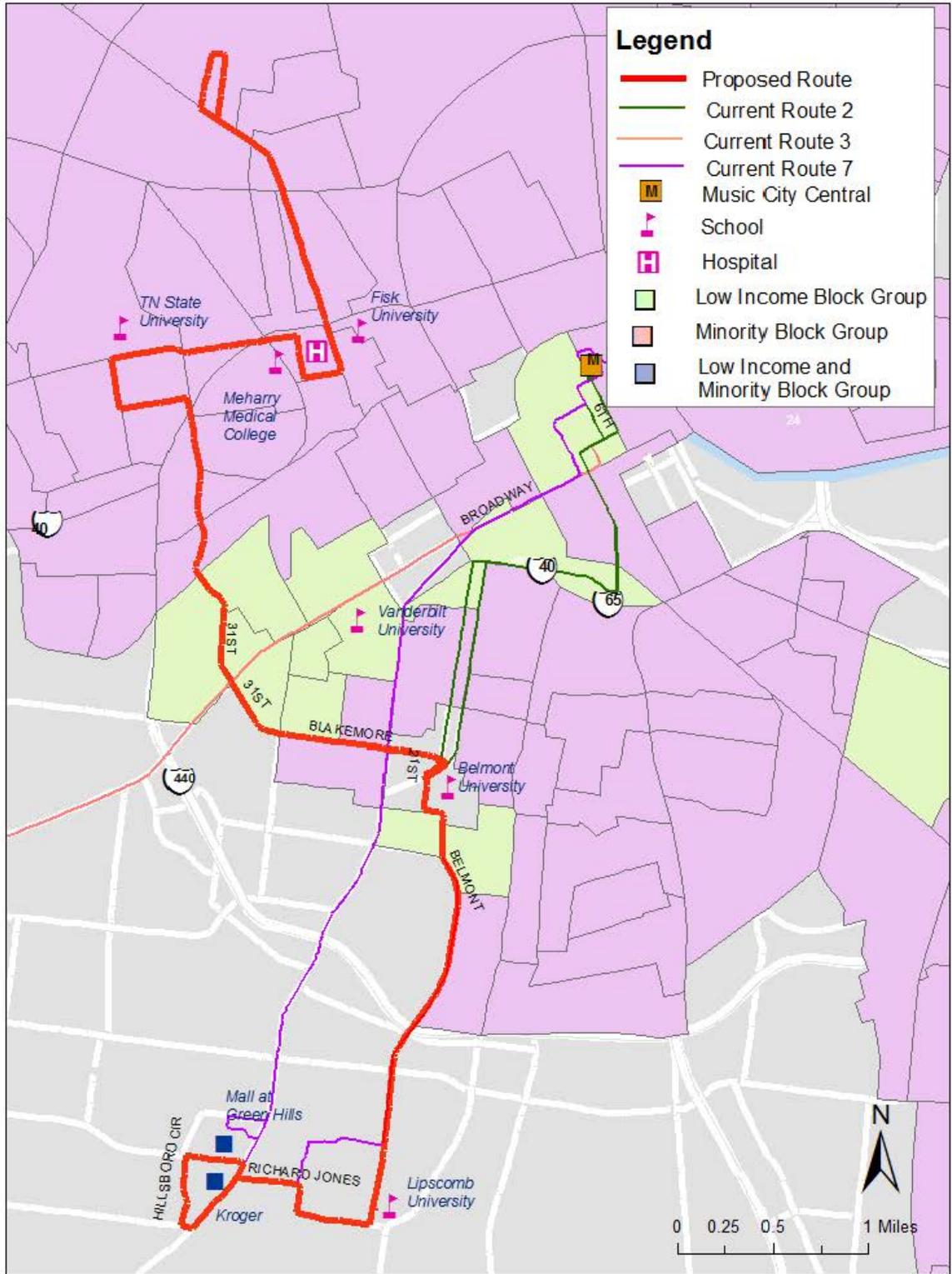
Action

Service was adjusted on September 30, 2012.

ROUTE 2 BELMONT

With the additional service that the proposed University Connector route will provide, MTA proposes revising the Route 2 Belmont to provide 40 minute service weekdays during peak time only. Below is a map showing the new proposed service and the current Belmont route.

Map: Route 2 Belmont, Proposed New University Connector Route, and Other Area Service



The importance of the connections that the proposed University Connector route will make is explained in the first section above. The Route 2 Belmont serves much of the same portion of the southern segment of the new route, from Wedgewood Avenue to Belmont, down to Lipscomb and Green Hills. MTA proposes to continue peak weekday service, which will still provide access to jobs both downtown and in the Green Hills area for residents and students along the current Belmont corridor. In addition, the map shows that the area is also served by the Route 3 West End and the Route 7 Hillsboro, both of which provide service classified as “most frequent.” We will monitor the changes, but we do not anticipate any adverse effect to the low-income or minority population.

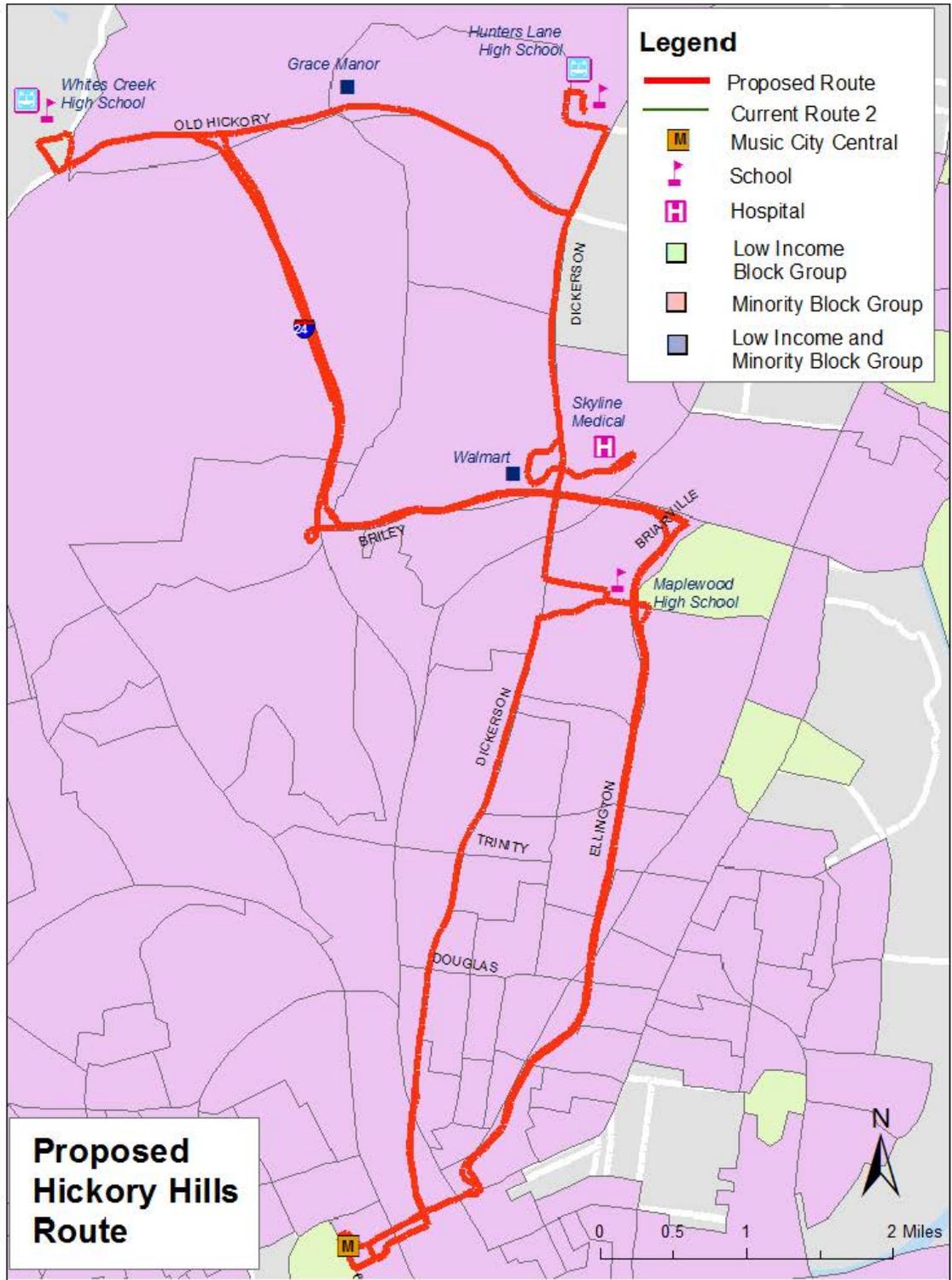
Action

Service was adjusted on September 30, 2012.

PROPOSED NEW SERVICE TO WHITES CREEK/DICKERSON ROAD

The Dickerson Road corridor has one of our highest ridership levels, and as such MTA looked for ways to expand service. MTA was awarded funding through the New Freedoms program to extend Dickerson Road service north to the Grace Manor assisted living facility. The new route will also help us to streamline the main corridor service- Route 23 Dickerson Road- by providing service to Skyline Hospital, Walmart, Maplewood High School, and Whites Creek High School. The proposed service will be on weekdays and will provide a combination of local and express trips.

Map



As the map above illustrates, the proposed route will serve a predominately minority area. It will add service along an already busy corridor, and extend service where there is none previously. The route lines shown along I-24 and Briley Parkway are planned to provide express

service to commuters, serving park-n-ride lots at the high schools. MTA has received numerous requests to expand service along Dickerson Road, and it was identified as a priority in the Master Plan. As this will provide new service to a primarily minority community, we do not see any adverse impacts.

Action

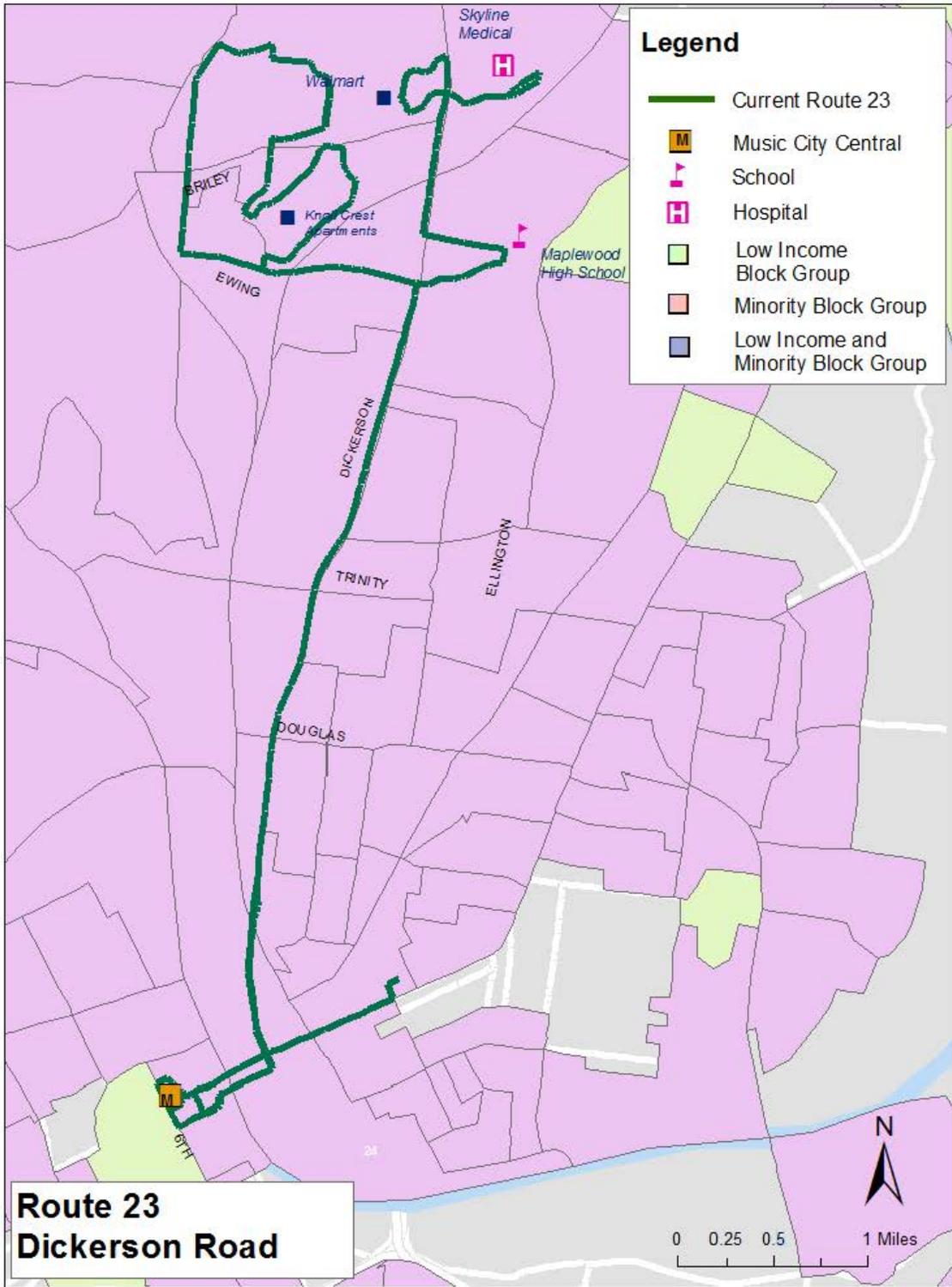
Service was implemented on September 30, 2012.

ROUTE 23 DICKERSON ROAD

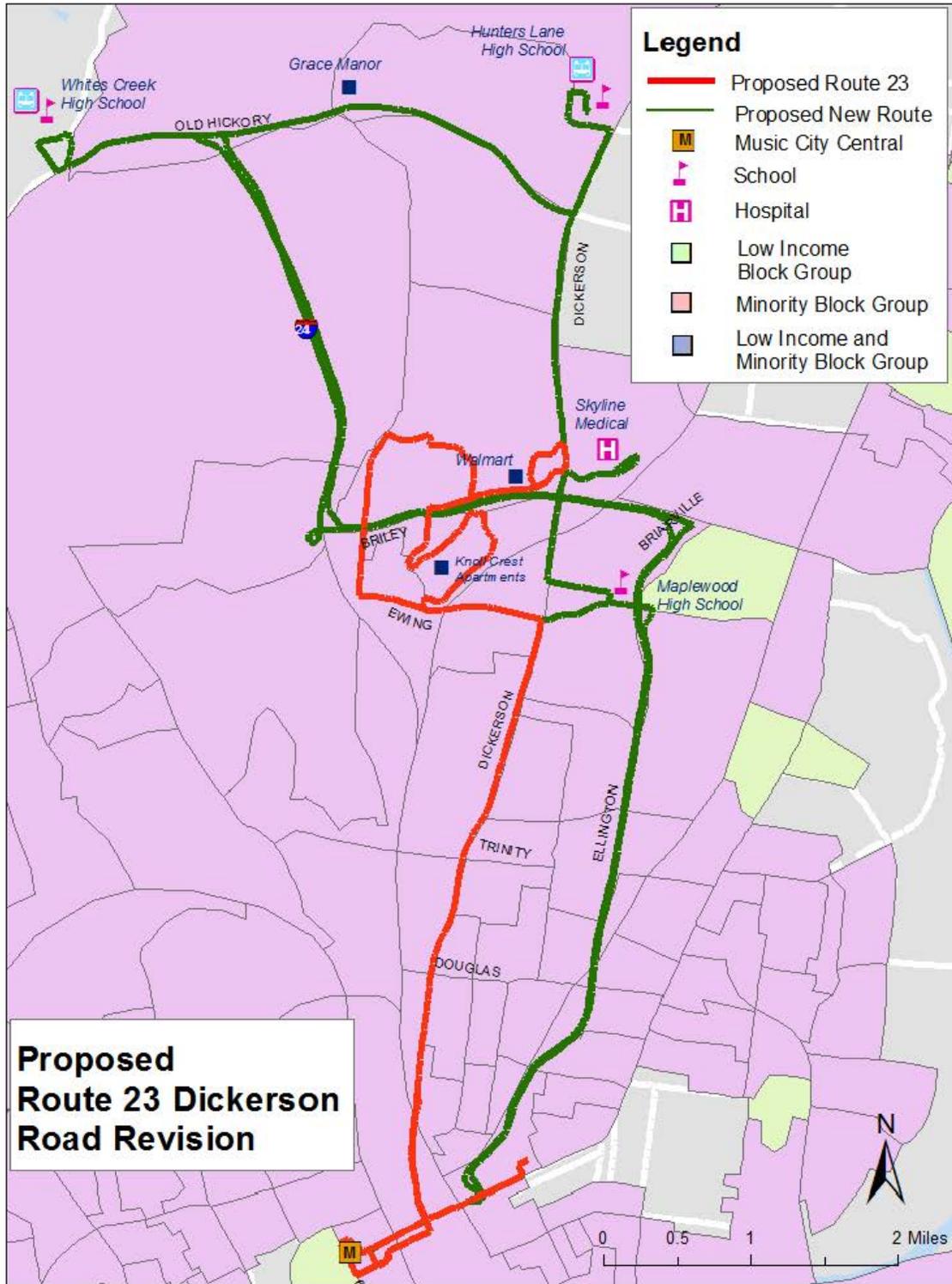
With the additional service proposed along Dickerson Road, MTA proposes to streamline the Route 23 Dickerson Road based on customer feedback. MTA proposes that all trips serve the Dickerson Walmart. The Parkwood Loop will be split into two legs- Knoll Crest and Chesapeake. This will allow residents from both neighborhoods to have direct access to the Walmart and to downtown. MTA received Jobs Access Reverse Commute funding to serve the Walmart, and residents in the area have been requesting more direct access over the last few years.

Maps

The first map shows the current routing of the Route 23 Dickerson. There are currently two loops on the route- one loop serves the residential area of Knoll Crest and Chesapeake, and the other loop serves the Walmart and Skyline Hospital. MTA has been receiving feedback for some time on the lack of connectivity between the residential area and the Walmart.



The second map shows the proposed re-routing of the 23 Dickerson Road, along with the proposed new route to serve Dickerson Road and Hickory Hills.



The new route is proposed to serve Skyline Hospital and Maplewood High School, allowing the Dickerson Road route to become more “streamlined” travel along the main corridor. The two

loops will convert into two “legs” serving the residential community, and all trips will serve the Walmart. This will increase connectivity for passengers. The route lies within a predominately minority community. Given the nature of the changes and numerous discussions with the community, MTA does not anticipate any adverse impact from the implementation of the route changes.

Action

Service was adjusted on September 30, 2012.

ROUTE 7 HILLSBORO

Currently the Route 7 Hillsboro travels the Route 2 Belmont loop to Lipscomb and the Green Hills Kroger on nights and weekends. In the past this was done in order to cut service without eliminating coverage, and it is still in effect on some routes- include the route 2 and 7. The route-pairing increases the complexity of service. Passengers may have to ride out on one route and back in part-way to reach their destination. Breaking up the route-pairs was identified in the Strategic Master Plan as a top priority when funding is available, in order to make service easier to use. With the proposed addition of the Route 21 University Connector and the changes in service to the Route 2 Belmont, MTA proposes to take the opportunity to split the Route 2 and 7 pair. The Route 7 would keep the same routing at all times of day, night and weekends and each trip would serve Hillsboro High School. MTA has requested funding to separate the other route pairs in the next service change cycle. Since all routes will be separated within a year, MTA does not anticipate any adverse impact from the split of the Hillsboro and Belmont routes.

Action

Service was adjusted on September 30, 2012.

ANTIOCH BUSLINK

The current BusLink service went into effect in March 2011. The BusLink model consists of creating a zone of transit service rather than a specific route. Within this zone, the bus will operate on demand; picking up passengers at designated boarding locations and dropping them off at other designated locations inside the zone. It then connects to a major bus route at a specific time point, enabling convenient connector service to other parts of the city. Currently BusLink is located in the Antioch area, which includes many low-rise apartments and large quantities affordable housing, as well as 3 multi-storied living facilities for persons with disabilities and of the elderly. It connects every hour to the route 15 Murfreesboro Road. The

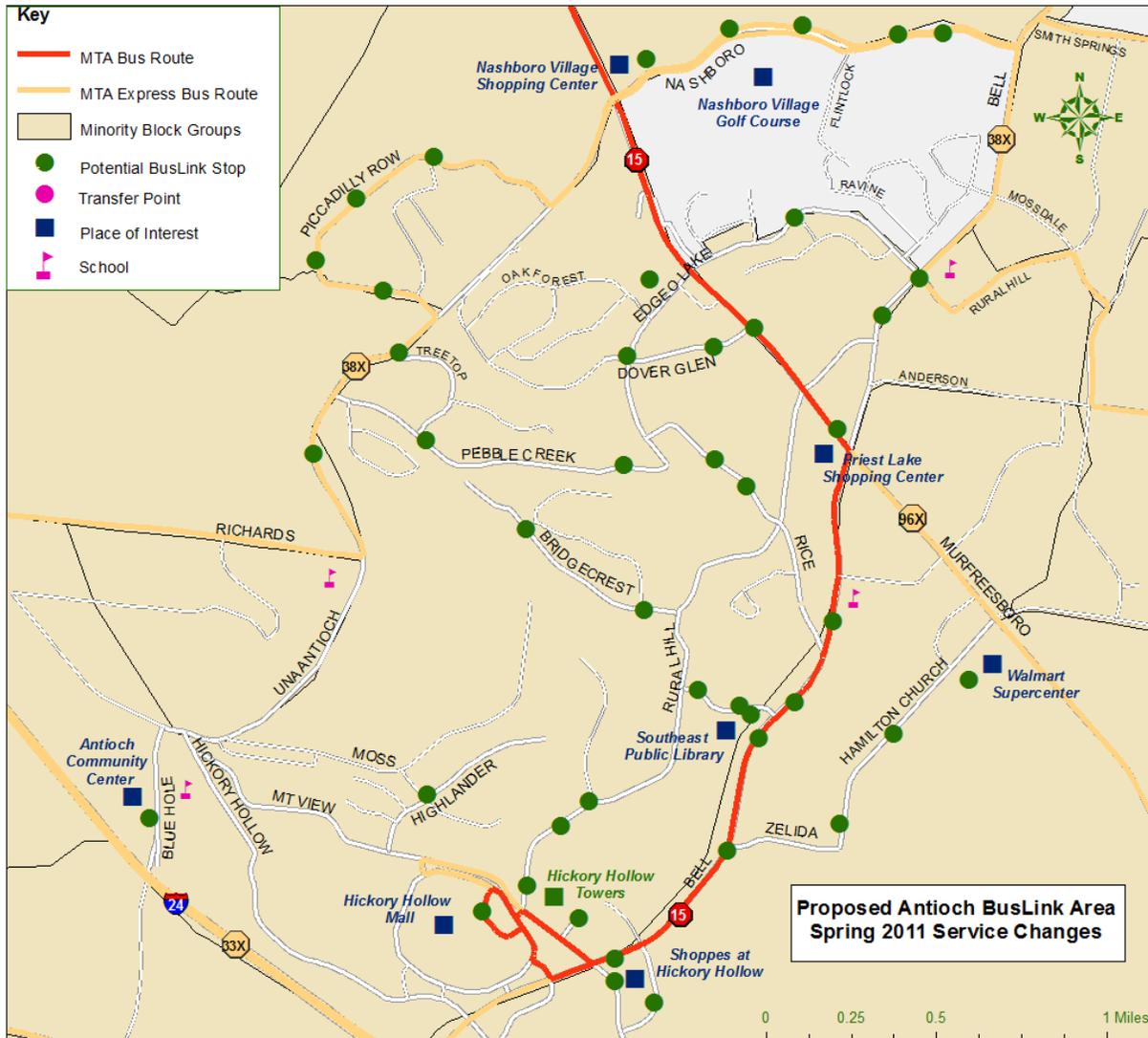
current service has not performed as expected and is not meeting the anticipated passengers per hour mark.

A group consisting of Operations, Planning, AccessRide, and Scheduling department employees met to revamp the service to reach more riders and increase ridership. AccessRide staff, who take BusLink calls, spoke with many passengers regarding their thoughts on how to improve the service. Operations staff met with some of the apartment communities to discuss expanded service. Planning staff had received numerous requests to expand service along Smith Springs Road at previous public meetings. Our Council Liaison also met with the area representatives to discuss the service options.

Based on this work, MTA proposes that some lower ridership stops be eliminated and the service area expanded to serve Smith Springs Road and Anderson Lane. The expanded service will provide direct access to Weatherly Ridge Apartments and Hamilton Creek Apartments, both of which management and residents support and want public transportation access in their neighborhood.

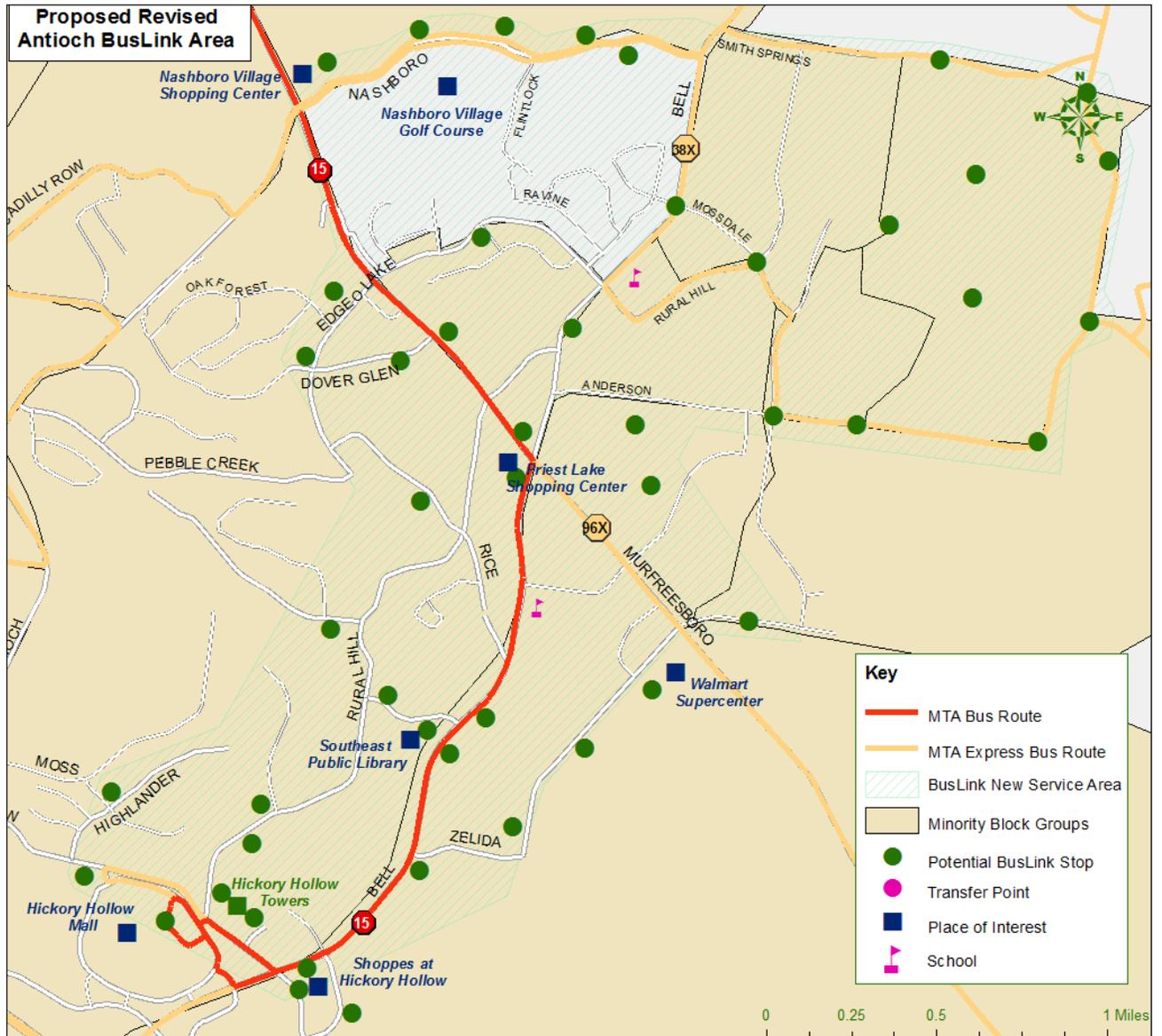
Maps

The map below illustrates the current BusLink area that began service in March 2011.



The entire area is a predominately minority community, but there was little-to-no ridership in the northwestern portion of the demand zone. MTA proposes to eliminate that zone and expand the area to the northeast. The northwestern portion is still served by a very frequent route- the Route 15 Murfreesboro Road, as well as an express commuter route- the Route 38X Antioch Express.

The map below illustrates the proposed expansion.



The expanded area is still a predominately minority community, and it is not close to any local fixed-route service. MTA believes the shift in the demand zone will better serve the community, benefit current passengers, and draw in new passengers. We do not anticipate any adverse affects to the community, but we will continue to monitor the service.

Action

Service was implemented on September 30, 2012.

APPENDIX I

Subrecipient On-Site Visit Questionnaire

Subrecipient On-Site Visit Questionnaire

Dear [enter agency/organization name],

Your agency/organization is being sent this document because it is a CHSTP subrecipient under a FTA grant program. Whether you are operating an accessible van or minibus, or providing bus passes to members, your agency needs to take appropriate actions in order to comply with Title VI requirements. Because you are an MTA subrecipient of federal funds you are required to undergo two on-site visits per fiscal year.

By now you should have either adopted MTA's Title VI Plan (if deemed appropriate) or MTA has approved a Title VI Plan of your own creation. We have given you a number of guidelines in order to help you comply with Title VI as well as a check-list outlining your responsibilities under Title VI. Below is the check-list you were provided with before entering into a contract with us:

The following is a list of Title VI requirements that a subrecipient is responsible for and that Nashville MTA will either ask you to certify, verify, and/or document:

1. Have an adopted Title VI Plan
2. Annual Certifications and Assurances are signed and filed with Nashville MTA
3. Subrecipient has a written Title VI Complaint Procedure
4. Subrecipient has a written record of Title VI investigations, complaints, or law suits
5. Subrecipient has made an effort to review up to date demographic data of minority populations in their service area as well as Limited English Proficiency (LEP) populations and has taken reasonable steps to ensure that LEP persons have access to services.
6. Subrecipient has notified beneficiaries of their rights under Title VI by using the Title VI Notice to the Public that MTA has provided in this packet

In order to streamline the on-site visit process we ask you to please fill out the following questionnaire and submit it to the MTA via mail, email, or fax two weeks prior to your scheduled on-site visit on [enter date].

Thank you for your cooperation. Should you have any questions please contact us.

QUESTIONNAIRE ON THE FOLLOWING PAGE

QUESTIONNAIRE

Agency/Organization Name:

Date:

1. Who is the Title VI contact person for your agency? Does this person accept complaints from the public? If not, who does? Please include title, email and telephone number for each person you list.
2. In the past three years, has your agency been named in a discrimination complaint or lawsuit? If so, when and what was the nature of the complaint or lawsuit and what was the outcome? If so, please supply a copy of your complaint log as an attachment.
3. Does your agency have a written Title VI complaint procedure? If so, please provide a copy as an attachment.
4. Has your agency made the public aware of the right to file a complaint under Title VI? If so, by what means? Please provide the Notice to the Public and any other materials as an attachment.
5. Does your agency provide free translation services for persons with Limited English Proficiency? Please explain and provide attachments if applicable.
6. In the Past twelve months, what has your agency done to receive and consider input from all citizen groups, especially minority, low income, disabled, and transit dependent? Please provide attachments if applicable.
7. Does your agency have a method to collect racial and ethnic data on citizens impacted by your projects? If so please describe.
8. Has your agency provided written Title VI Assurances to MTA? Please attach a copy.

APPENDIX J

Bus Stop Guidelines

Nashville MTA Bus Stop Guidelines

The purpose of this policy is to establish guidelines locating bus stops and amenities (benches, shelters, etc.) along fixed routes operated by the Nashville MTA. These guidelines have been developed with the following goals in mind:

1. Formalize the decision-making process for stop and amenity placement
2. Ensure the safety of passengers, operators, and the general public
3. Maximize the number of persons with access to our services while maintaining operational efficiency
4. Locate amenities and enhancements based on customer utilization
5. Provide greater access to fixed route transit for persons with disabilities

This policy is to serve as a guide for future bus stops as well as evaluation criteria for stops and amenities already in place. Any existing stop or amenity that does not meet the basic requirements outlined in this policy will be redesigned, relocated or removed as soon as possible.

Bus Stops and Amenities :

--Stop Spacing:

Bus stop spacing is a delicate balance between operational requirements, speed of service, and passenger access to transit. Regularly utilized stops that are spaced too close together slow down service, increasing average passenger travel time. More stops also introduces greater variability into trip-to-trip travel times, leading to bus bunching on frequent routes and lowering ontime performance. These factors have the potential to discourage customers from using the bus system. More bus stops generally translate to higher maintenance and operational costs, as well. However, stops spaced too far apart reduce the total number of potential customers within walking distance to the bus line, and can cause elderly and disabled passengers to lose access to transportation or utilize resource-intensive paratransit services.

The following guidelines for stop spacing will be utilized within the context of the area being served. There may be occasions when it is necessary to deviate from the spacing guidelines listed below in response to local conditions. For example, if there is a high ridership generator or location frequented by persons with disabilities or the elderly that has poor pedestrian and/or ADA access to surrounding areas, it may be necessary to locate a stop there regardless of proximity to surrounding bus stops. Conversely, there may a long stretch of route with no ridership generators or safe stop locations, leading to a decision to exceed the maximum spacing guidelines for the area.

Bus Stop Spacing – General Guidelines:

- a. Central Business District:
 - i. Target spacing: 400-800 feet
 - ii. Minimum spacing: 300 feet
 - iii. Maximum spacing: 1,000 feet
- b. Urban areas and major arterials:
 - i. Target spacing: 600-1,000 feet
 - ii. Minimum spacing: 500 feet
 - iii. Maximum spacing: 1,500 feet
- c. Suburban areas and feeder lines:
 - i. Target spacing: 800-1500 feet

- ii. Minimum spacing: 600 feet
 - iii. Maximum spacing: 2,000 feet
- d. Rural, low-density areas:
 - i. Place stops as needed at potential ridership generators and near major intersections, but no closer than 650 feet
- e. Bus Rapid Transit without overlapping local service:
 - i. Target spacing: ½ mile
 - ii. Minimum spacing: ¼ mile
 - iii. Maximum spacing: 1 mile
- f. Bus Rapid Transit with overlapping local service:
 - i. Target spacing: ¾ mile
 - ii. Minimum spacing: ½ mile
 - iii. Maximum spacing: depending on demand

If an existing pair of stops is found to violate the minimum spacing guidelines listed above and there are no justifying local factors (such as pedestrian access issues, proximity to a major ridership generator, nursing home, school, or hospital), one stop will be removed and the other will either remain as-is or be repositioned to a location in between the two original stops.

If an existing stop violates the minimum spacing guidelines with both the previous and next stop on the route, it is preferable to remove the two outside stops and keep the middle stop. If it is determined that one of the outside stops must remain, then the middle stop will be removed.

In the event that more than three stops in a row are closer than the minimum recommended spacing, the entire section of route will be re-evaluated and adjustments made to bring the section of route back into compliance with the policy.

If a portion of route exists that violates the maximum spacing guidelines for the area, and safe stop locations exist near potential ridership generators or residences, stops will be added to bring the route into compliance with the maximum spacing guidelines.

--Stop Location:

Stops may be located nearside, farside, or midblock. A nearside stop is one placed before the vehicle crosses an intersection, farside is after the intersection, and midblock is not at an intersection. When determining the exact location of a stop, MTA staff members will examine local traffic flow and pedestrian infrastructure while utilizing the guidelines regarding stop placement outlined in TCRP (Transit Cooperative Research Program) Report 19.

--Shelters:

Bus shelters establish a greater appearance of permanence for bus line. They provide an additional level of comfort and security to customers while giving the transit agency a means of displaying route information or advertising. As such, bus shelters will ideally be placed in locations where they will be most heavily utilized by waiting passengers. These are generally in areas with the highest passenger boardings, but special considerations will also be made for transfer points between routes or locations where ridership is steady but buses run infrequently and average wait time is greater. Special consideration will also be given to stops frequented by elderly and disabled persons. All future MTA bus shelters must be ADA compliant. All stops on BRT routes must have a shelter and passenger information display sign (PID) showing scheduled or real-time bus departure information.

The minimum average number of boardings required for bus shelter placement at existing bus stops is 40 persons per day (as calculated through manual check, farebox, or automated passenger count data). A stop meeting the minimum boardings requirement will be

given consideration for shelter construction, but meeting the minimum ridership requirements alone does not guarantee the placement of a shelter at that location.

--Route map/schedule schematics:

Efficient dissemination of route and schedule information to the public is critical to the success of a transit network. One potentially effective way of providing this information is through the posting of route maps and schedules at bus stops, referred to as route schematics. These schematic signs will be placed at the following locations along a route: transfer points, timepoints, and existing stops with greater than 25 boardings per day.

--Bus stop benches:

Bus stop benches provide advantages to the transit agency and the customer. They are a means to generate advertising revenue for the agency while providing greater comfort for waiting passengers. Benches are also similar to shelters in that they establish a greater sense of permanence for the bus line over bus stops with just a sign. Benches will be placed at all bus stops with greater than 25 boardings per day when possible. Benches may also be placed at other existing stops with lower ridership levels for advertising purposes. MTA benches may not be placed at locations that have not been approved as MTA bus stops.

Evaluation Procedure:

In an effort to streamline the bus stop evaluation process, one individual shall be responsible for initial processing of all stop and amenity requests. The GIS Specialist shall serve in this role, hereafter referred to as the Bus Stop Manager. In addition, a Bus Stop Evaluation Committee shall be established, consisting of one voting representative member from each of the following departments: Maintenance, Operations, and Scheduling. The representative from the Maintenance department shall be the Transit Stop Field Service Coordinator. The representatives from the other departments shall be appointed by their respective department heads. The Committee will meet once per month. The Bus Stop Manager shall serve as the Chair of the Committee and will be responsible for preparing agendas and recording minutes.

All external or internal requests for stop and amenity placements shall be provided in writing to the Bus Stop Manager. The Bus Stop Manager will then evaluate the request to determine if the requested stop or amenity meets the basic requirements of the policy. If the requested stop or amenity does not meet the basic requirements of the policy and there are no exceptional circumstances that warrant consideration, the Bus Stop Manager shall issue a written response to the requestor denying the stop request and indicating the specific requirement(s) of the policy that the proposed stop or amenity does not meet. If the requestor still believes that the stop or amenity is warranted, they may resubmit their request as an appeal documenting why an exception to the policy is warranted.

If the Bus Stop Manager determines that the stop or amenity meets all of the basic requirements of the policy, or if a written appeal of a stop or amenity request denial is received, the stop request shall be furnished to all Committee members for review. The Committee will evaluate the request, taking the following into consideration:

- Passenger safety
- Pedestrian access
- Potential ridership generators
- Traffic conditions
- Existing ridership (for amenity placement)
- Any other factors deemed relevant by the Committee

Upon completion of their review, the Committee members will vote by simple majority to approve or deny the stop or amenity request. A written summary of the Committee's findings is then drafted by the Bus Stop Manager and sent to the original requestor.

If the request is for a new bus stop, the Committee must also determine the placement of the stop – either nearside, farside, or midblock – depending on traffic and pedestrian considerations. A trip will then be scheduled consisting of the Maintenance and Operations representatives to site the exact location of the bus stop and geocode the stop into the database.

For new routes only, an initial stop location list will be drafted by the scheduling department and provided to the committee for review. The above process will then be followed as written.

The guidelines outlined in TCRP Report 19 will be used by the committee as a detailed supplemental reference when making decisions regarding stop placement. This report can be accessed through the following link:

<http://apps.trb.org/cmsfeed/TRBNetProjectDisplay.asp?ProjectID=992>.

APPENDIX K

2011 Nashville On-Board Transit Survey



2011 NASHVILLE REGIONAL ON-BOARD TRANSIT SURVEY

DRAFT REPORT

Developed by:



In Association with:



June 1, 2011

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CHAPTER 1: OVERVIEW

ETC Institute administered an On-Board Transit Survey for The Nashville Metropolitan Transit Authority (MTA) during the spring of 2011. The primary objective for conducting the On-Board Transit Survey was to gather accurate travel data from transit riders to update the regional travel demand model.

The universe for the survey consisted of 43 bus routes and the Music City Star Regional Rail system operated by the Regional Transportation Authority (RTA). This system includes trains that run to/from Riverfront, Donelson, Hermitage, Mt. Juliet, Martha and Lebanon. The goal was to obtain usable surveys from at least 3605 transit riders, which represented approximately 10% of the system ridership. The actual number of completed, usable surveys was 3,936.

This overview contains a description of the data requirements, sampling methodology including the sampling plan, survey administration/quality control procedures, and data entry/editing procedures. More detailed information is provided in subsequent chapters of this report:

- A detailed description of the administration of the on-board survey is provided in Chapter 2.
- Characteristics of transit riders and select findings are provided in Chapter 3.
- Major results of the survey are shown as charts and graphs in Chapter 4.
- A detailed description of the final survey database is provided in Chapter 5.
- Tabular data is provided in Chapter 6.
- Copies of the survey instruments are provided in Chapter 7.

Data Requirements

ETC Institute worked closely with Nashville MTA staff to design the survey instrument. Some of the specific types of information that were gathered on the survey included:

- The location where the rider initially started his/her trip
- How the rider traveled from their starting place to the bus
- The location where the rider boarded the bus
- The location where the rider got off the bus
- How the rider traveled from the bus to his/her final destination
- The location of the rider's final destination
- Household information (number of people in the household, vehicles, etc)
- Personal information (gender, employment status, etc.)

The survey was administered as a face-to-face interview. While most respondents completed the survey during their trip, postage-paid return reply envelopes were available for riders who did not have time to complete the survey during their trip. This was done to ensure that short-trips were captured in the survey administration.

Each survey contained a serial number that was used by ETC Institute to track the route and sequence in which surveys were completed.

Initial Test of the Survey Instrument. ETC Institute conducted a pilot test of the survey to ensure the survey worked properly. The pilot test was conducted with a total of 50 riders on 2 different routes. No problems with the survey instrument or sampling procedures were identified during the pilot test.

Sampling Methodology and Report on Complete and Usable Surveys

ETC Institute developed a sampling plan to ensure that the overall results of the survey would be statistically valid for the region as a whole. The sampling plan identifies the number of completed surveys that were needed from each route. The sampling plan was designed to obtain completed surveys on from approximately 10% of the ridership on each bus route. Oversampling was done on selected routes during the evening hours to ensure evening ridership was captured.

A copy of the report of the goals and the completed versus the usable surveys is provided on the following page.

2011 Nashville Regional On-Board Transit Survey
Report on Completed and Useable Surveys

ROUTE #	ROUTE/STATION NAME	Goal for Completed Survey	Actual Number of Completed Surveys from the		# Surveys Useable (Passed Initial QA/OC Checks and all 5 Key Addresses Geocoded)	% Administered Surveys that Were Useable
			Field	Goal Met		
1	100 Oaks	25	51	YES	47	92.2%
10	Charlotte	225	232	YES	215	92.7%
12	Nolensville Road	233	239	YES	216	90.4%
14	Whites Creek	55	67	YES	65	97.0%
15	Murfreesboro Road	341	349	YES	328	94.0%
17	12th Avenue South	82	109	YES	101	92.7%
18	Airport/Elm Hill Pike (includes 18X)	46	51	YES	46	90.2%
19	Herman	96	100	YES	94	94.0%
2	Belmont	33	39	YES	37	94.9%
20	Scott	28	38	YES	35	92.1%
22	Bordeaux	196	205	YES	195	95.1%
23	Dickerson Road	183	184	YES	162	88.0%
24X	Bellevue Express	27	67	YES	62	92.5%
25	Midtown	66	71	YES	69	97.2%
26	Gallatin Road	161	164	YES	152	92.7%
28	Meridian	50	58	YES	54	93.1%
29	Jefferson	86	93	YES	90	96.8%
3	West End	214	221	YES	191	86.4%
30	McFerrin	25	35	YES	35	100.0%
33X	Hickory Hollow Mall/Old Hickory Express	25	25	YES	19	76.0%
34	Opry Mills	25	40	YES	38	95.0%
35X	Rivergate Express	25	44	YES	43	97.7%
37X	Tusculum/McMurray Express	23	23	YES	21	91.3%
38X	Antioch Express	25	25	YES	20	80.0%
39X	Cane Ride Express	5	19	YES	19	100.0%
4	Shelby	137	142	YES	133	93.7%
41	Golden Valley	22	23	YES	22	95.7%
42	St. Cecilia/Cumberland	43	53	YES	51	96.2%
56	Gallatin Road BRT	288	296	YES	270	91.2%
6	Lebanon Road	75	77	YES	73	94.8%
60, 61, 62	Music City Circuit Routes (Blue, Green, Purple)	78	81	YES	79	97.5%
7	Hillsboro	171	183	YES	178	97.3%
72	Edmondson Pike Connector	20	22	YES	22	100.0%
76*	Madison Connector	25	25	YES	22	88.0%
8	8th Avenue South	37	49	YES	48	98.0%
89X	Springfield/Joelton Express	30	83	YES	81	97.6%
9	Metrocenter	55	55	YES	44	80.0%
91X	Franklin/Brentwood Express	30	63	YES	61	96.8%
92X	Gallatin/Hendersonville Express	30	63	YES	60	95.2%
93	Music City Star West End Shuttle	29	67	YES	65	97.0%
95X	Spring Hill Express	30	36	YES	34	94.4%
96X	Nashville/Murfreesboro Relax & Ride	36	78	YES	74	94.9%
	DONELSON	14	14	YES	10	71.4%
	HERMITAGE	30	34	YES	39	114.7%
	LEBANON	13	37	YES	33	89.2%
	MARTHA	6	6	YES	8	133.3%
	MT JULIET	26	42	YES	44	104.8%
	RIVERFRONT	81	142	YES	131	92.3%
	TOTAL	3605	4220	YES	3936	93.3%

Survey Administration/Quality Control Procedures

Some of the survey administration and quality control procedures utilized by ETC Institute are listed below.

- Each interviewer was trained to understand the purpose of the survey so they could explain the importance of the survey to riders.
- One interviewer was assigned per bus and at least one bus was selected from each route.
- Interviewers conducted surveys on their assigned bus for the entire day that the route was in operation in accordance with the hours shown in the sampling plan. Short breaks were allowed for interviewers in conjunction with breaks that were taken by the driver.
- The interviewer asked every “nth” rider to complete the survey in accordance with the sampling plan.
- If the survey participant was still onboard the bus, interviewers were required to conduct “exit” interviews with participants to ensure the survey was complete and the questions were answered correctly.
- Following the completion of each run along a route, the interviewer would briefly get off the bus and take completed surveys from that route to ETC Institute’s Team Leader. The Team Leader worked at the transit center.
- ETC Institute’s Team Leader and two assistants reviewed all the completed surveys that were submitted by interviewers to ensure the usability, accuracy, and completeness of the data collected.
- ETC Institute’s Team Leader ensured that the total number of usable surveys exceeded the sampling goals for each route.

Data Entry and Editing Procedures

Following the administration of the survey, ETC Institute’s Team Leader and the interviewing team conducted a secondary review of the completed surveys. Errors that were identified during the secondary review were corrected when possible. When data was missing, incomplete, or illegible, internet research was conducted to retrieve the data. Specific procedures that were followed by ETC Institute are described below:

- ETC Institute personnel conducted a 100% review of all completed surveys.
- If an entry on a survey form did not conform to the specifications established for the field, was incomplete, or illegible, ETC Institute employees took one of two actions:
 - they corrected the entry; the corrections were sometimes easy to make given the data provided; or

- they utilized the internet to research origin/destination addresses and intersections to ensure they were complete as possible. When ETC Institute personnel took these actions, the employee noted the action taken and reported the action to the project supervisor. This review process was done prior to data entry to ensure all survey data was as complete as possible before the information was entered into the database.
- ETC Institute personnel conducted dual data entry for 100% of the records. All completed surveys were entered into two independent databases by different people. After data entry was completed for each database, the files were compared and screened for records that did not match. Records that did not match were corrected in each of the databases by different people. The files were then merged again, and records that still did not match were corrected again. This process was repeated until all records in each of the two databases matched.

CHAPTER 2: ADMINISTRATION OF THE ON-BOARD TRANSIT SURVEY

Conduct the Pretest

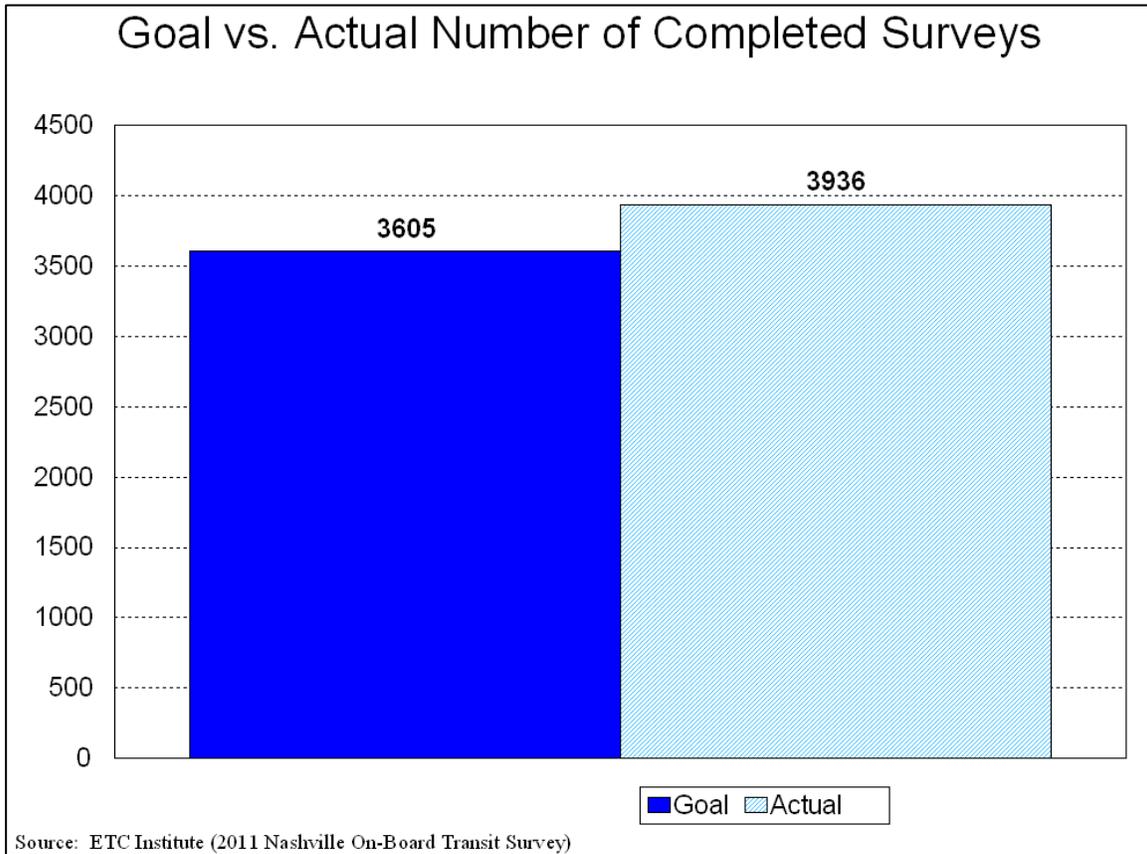
ETC Institute conducted a pre-test with 50 riders on 2 different routes. The pre-test was designed to ensure the survey worked properly and the process covered all aspects of the survey administration procedures including:

- placing surveyors on the transit vehicles at the designated time
- recording the total number of people who boarded the bus
- asking every “nth” rider to complete the survey
- conducting “exit” interviews with riders to ensure the survey were complete and the questions were answered correctly
- briefly exiting the bus after each route to give completed surveys to ETC Institute’s Team Leader

No problems with the survey instrument were found from the pilot test. Based upon these findings, the survey administration procedures and survey instrument were finalized. A copy of the survey instrument is provided in Chapter 4 of this report.

Administer the On-Board Passenger Survey

ETC Institute fielded a survey administration team on weekdays between March 30, 2011 and April 14, 2011. The survey team consisted of ETC Institute employees who had previous experience with the administration of on-board transit surveys and local employees hired and trained by ETC Institute. The surveys were administered in accordance with the procedures that were previously described (Page 4). A total of 3,936 useable surveys were obtained. The goal and actual number of surveys that were completed are shown in the chart on the following page.



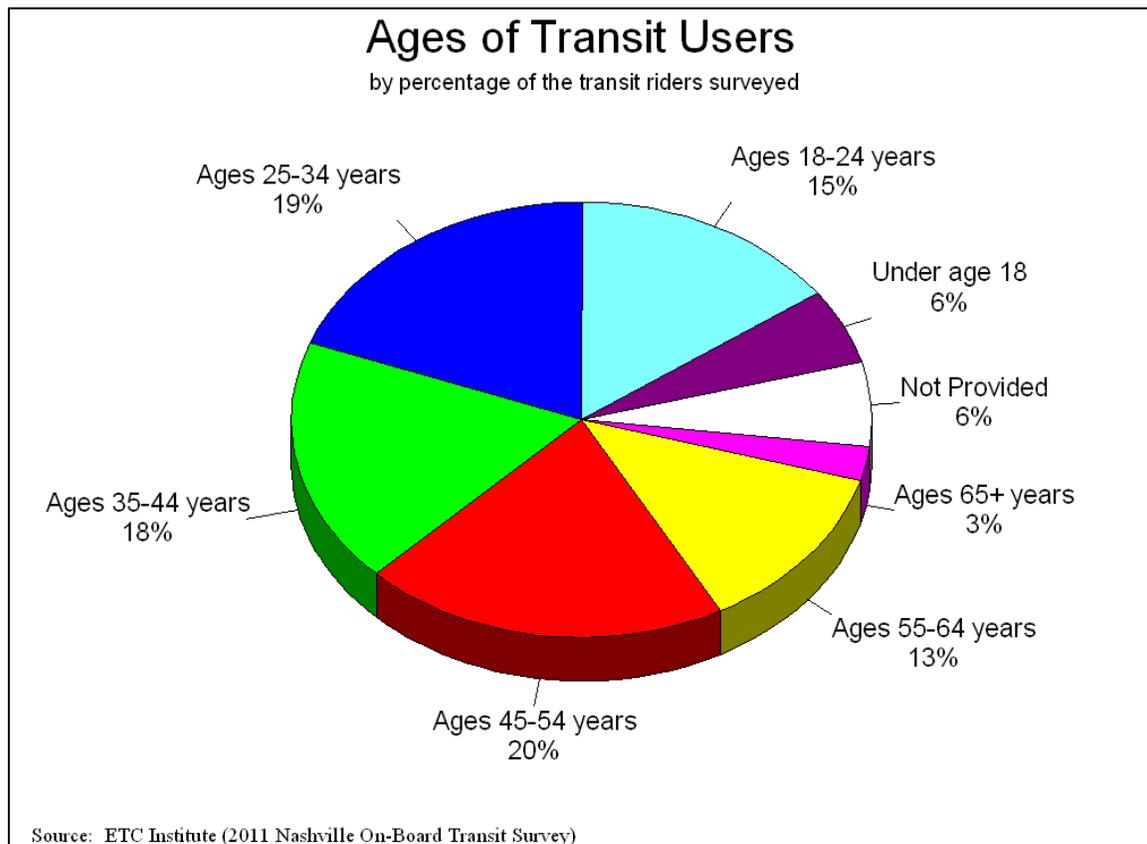
Alternative Methods of Completing the Survey

Although most surveys were completed by riders during their trip, riders who did not have time to complete a survey were given a survey and a postage-paid return-reply envelope to return to ETC Institute by mail after it had been completed. Any time an interviewer distributed a mail survey, the serial number of the survey was recorded for quality control purposes. A total of 58 surveys were returned by mail.

CHAPTER 3: CHARACTERISTICS OF TRANSIT RIDERS AND SELECT FINDINGS

Age of Transit Riders

More than half (52%) of the riders surveyed were 18-44 years of age. Thirty-three percent (33%) of the riders were age 45-64 years, 3% were age 65 or older, 6% were under age 18 and 6% did not provide their age. The chart below shows the age distribution of riders.



Percentage of Transit Users with a Valid Driver's License

More than half (53%) of the transit users surveyed DID have a valid driver's license; 41% DID NOT have a valid driver's license and 6% did not provide a response.

Employment Status of Transit Users

Two-thirds (66%) of the transit users surveyed were employed full-time (51%) or part time (15%). Twenty-four percent (24%) of transit users were either not employed but seeking work (16%) or not employed and NOT seeking work (8%); 3% of the riders surveyed were retired and 7% did not provide a response.

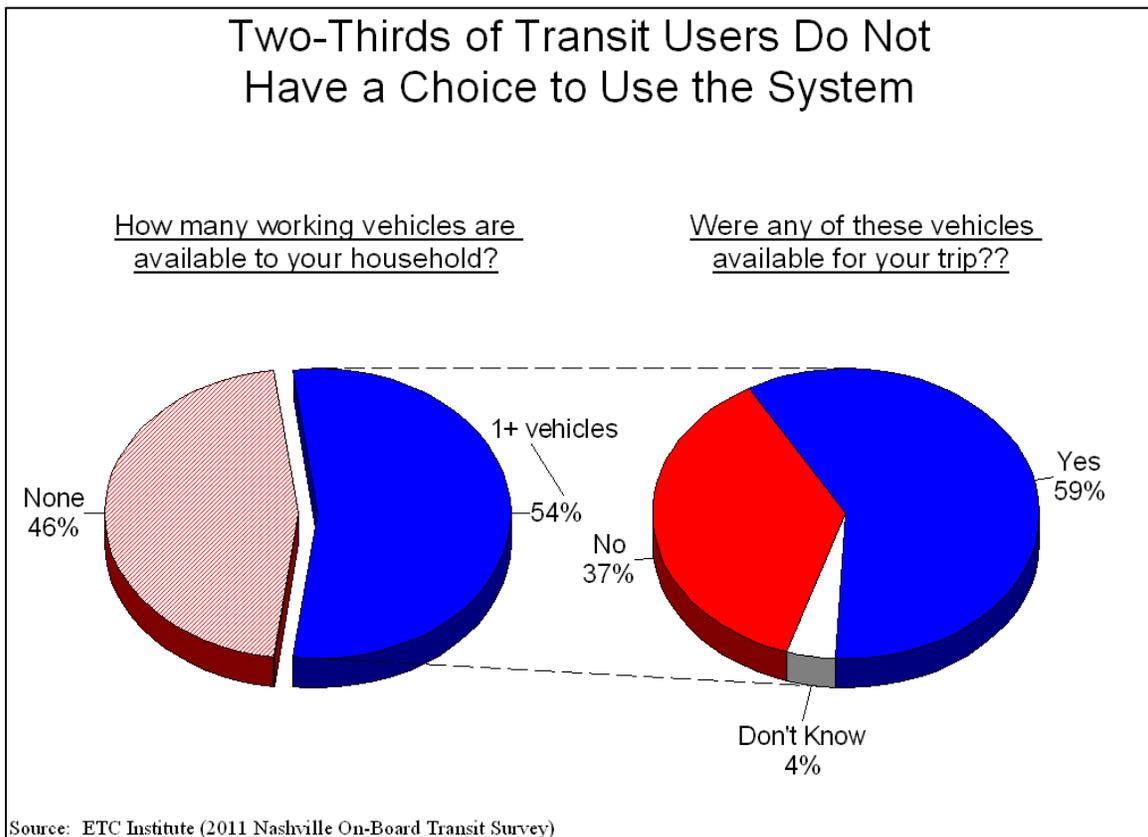
Percentage of Students Using Public Transportation

Seventy-four percent (74%) of the transit riders surveyed were NOT students; 20% of the transit riders surveyed were either college/university students (12%), students through the 12th grade (6%) or students of some other institution (2%).

Vehicle Availability

Forty-six percent (46%) of the riders surveyed did not have a vehicle in the household. Twenty-eight percent (28%) of the riders surveyed indicated they had at least one vehicle in the household; 19% had two vehicles in the household, 5% had three vehicles in the household, and 2% had four or more vehicles in the household.

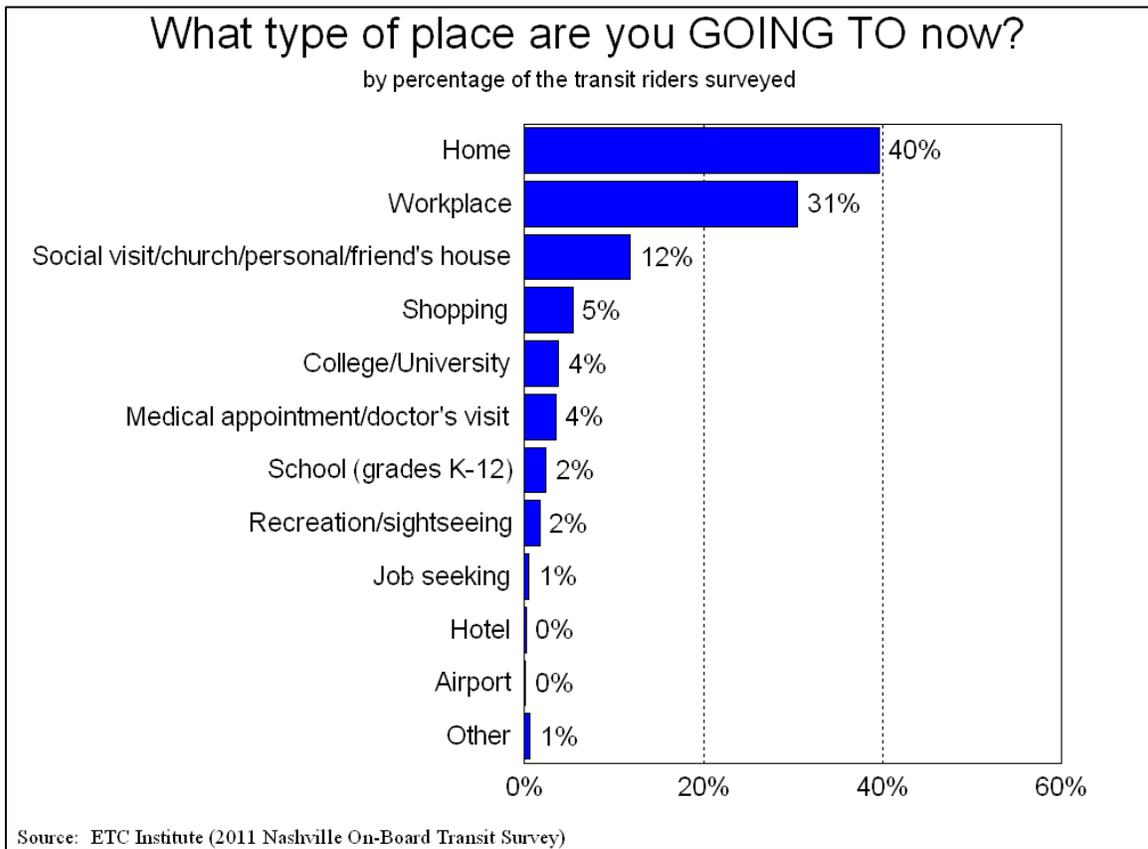
Sixty-six percent (66%) of those surveyed either did not have any vehicles available to their household or their vehicle was not available for their trip. Thirty-two (32%) of those surveyed were “choice riders,” which means they could have driven their car instead of riding the bus. The chart below displays these findings.



When participants were asked how they would have made their trip if public transit had not been available, twenty-eight percent (28%) of riders indicated they could not have made the trip if there were no public transit available. The modes that riders would have used to make the trip were: drive (28%), ride with someone else (26%), walk (11%), use a taxi (5%) or bike (2%).

Where Transit Riders Were Going

Forty percent (40%) of the trips completed by transit riders in the region involve a return trip to the rider’s home. Thirty-one percent (31%) involved a trip to work and 12% involved a social or personal trip. The chart below shows the complete listing of



destinations for transit riders.

How Transit Riders Got to the Bus

Eighty-five percent (85%) of those surveyed indicated that they got to their bus by walking; 8% drove alone, 4% were dropped off by someone going somewhere else, 1% carpoled, 1% biked and 1% used some other mode.

How Transit Riders Got to Their Destination

When asked how they would get to their destination once they exited the transit system, most (87%) of the riders surveyed indicated they would walk; 8% were going to drive and 5% were going to get picked up.

Frequency of Transit Use

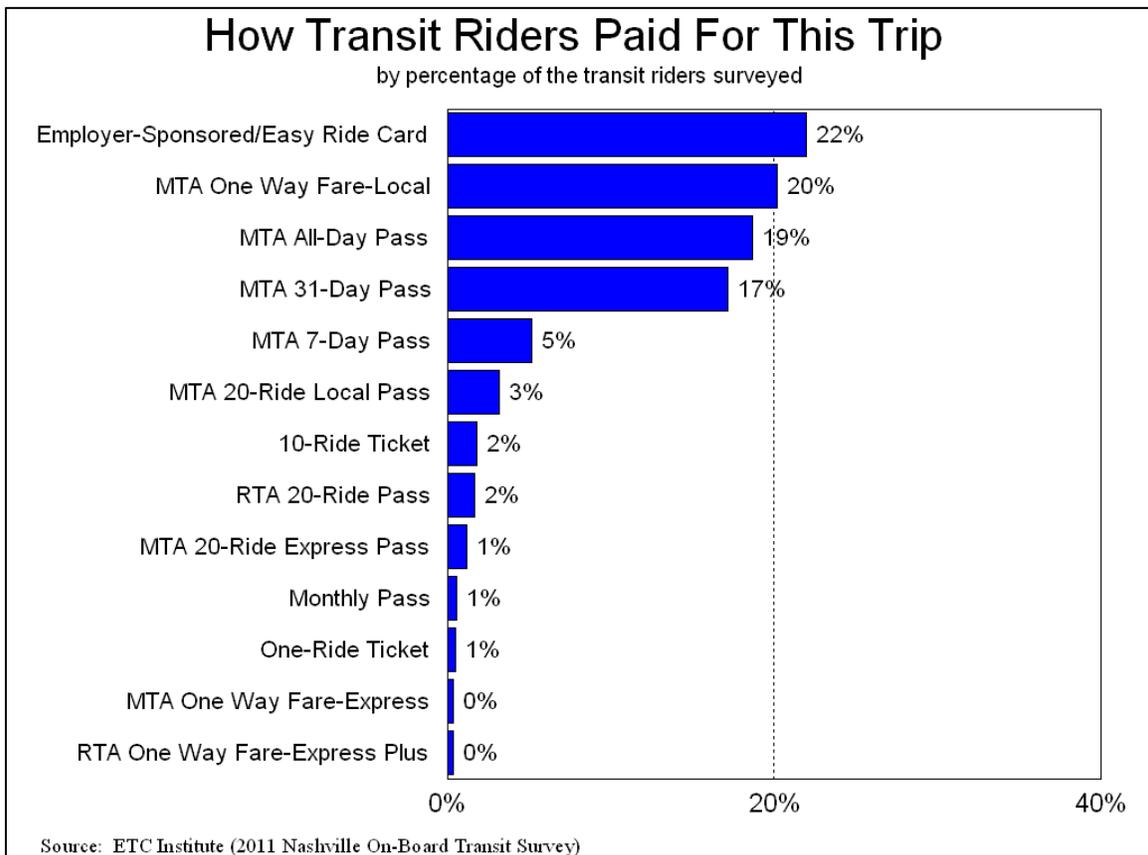
Seventy-two percent (72%) of the transit users surveyed ride some form of public transit in the Nashville region at least once a day, 17% use public transit at least once a week, 3% use it once a month, 1% use it once a year, 1% of riders indicated it was their first time riding and 6% did not provide a response.

How Long Riders Had Been Using MTA/RTA Services

Twenty-four percent (24%) of the transit riders surveyed had been using MTA/RTA services for less than one year; 19% had been using it one to two years, 15% had been using it two to four years, 34% had been using it more than four years, 2% of riders indicated it was their first day using MTA/RTA services and 6% did not provide a response.

How Transit Users Paid for Their Trip

Twenty-two percent (22%) of riders paid for their trip with an Employer-Sponsored/Easy Ride Card, 20% paid for their trip at a MTA One Way Fare-Local rate, 19% paid for their trip with a MTA All-Day Pass and 17% paid for their trip with a MTA 31-Day Pass. Some of the other rates that riders paid for their trip were: MTA 7-Day Pass (5%), MTA 20-Ride Local Pass (3%) and a 10-Ride Ticket (2%). The chart below shows all the different ways that users paid for their trip.



Sixty-one percent (61%) of the transit riders surveyed DID NOT receive any kind of fare discounts. Twelve percent (12%) of riders received a disabled discount, 9% received a youth discount, 3% received a senior discount, 2% received some other form of fare discount and 13% did not provide a response.

Other Findings

- Sixty-three percent (63%) of riders indicated they HAVE NOT changed their travel behaviors in recent months because of the rising fuel prices and 37% indicated they DID change their travel behaviors.
- Seven percent (7%) of transit riders indicated they DID speak a language other than English at home, 87% indicated they DID NOT speak a language other than English at home and 6% did not provide a response.

LIMITATIONS OF THE DATA

Although the sampling and completeness goals for this survey were met or exceeded in all areas, the survey database does have limitations. The limitations listed below are intended to provide guidance to persons who will use data from this survey to conduct analysis in the future. The list is not all inclusive, and anyone using the database should consider other limitations that are common to databases that are obtained from random or stratified random sampling.

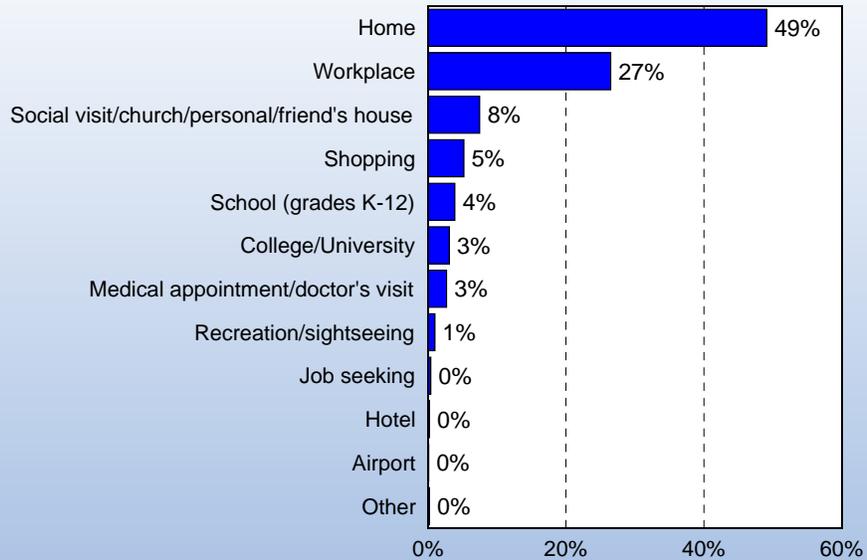
- There may be some under-representation of very short-trips in the database. The survey took most people about 5-7 minutes to complete. Although alternative methods of responding to the survey were provided (mail), it is possible that people who made very short trips were less likely to complete the survey, which would mean short trips could be under-represented.
- Low volume route data may not be statistically representative of individual low volume routes. Since many low volume routes have unique characteristics, the data for low volume routes may not be representative of the routes that were not included in the sample. Every effort was made to select a representative cross-section of low volume routes, but the resources for the survey were not adequate to ensure that all low volume routes were included in the survey.
- Weekend travel patterns are not represented in this database. This survey did not include weekend trips. Although weekend trips may have similar characteristics to trips completed during weekdays, this survey only included trips that were completed Monday through Friday.

CHAPTER 4: CHARTS AND GRAPHS

Charts and graphs displaying the results of selected questions on the survey are provided on following pages.

What type of place are you COMING FROM now?

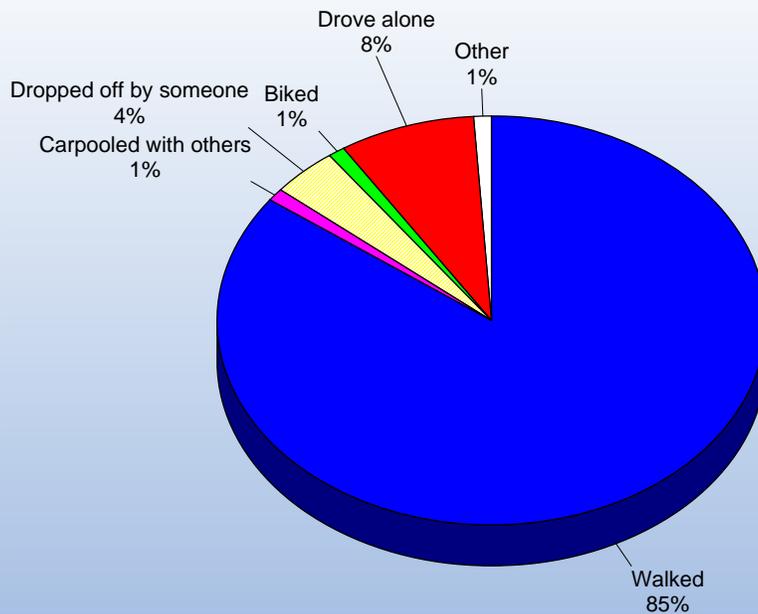
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

How Transit Riders Got to the First Bus or Train Used

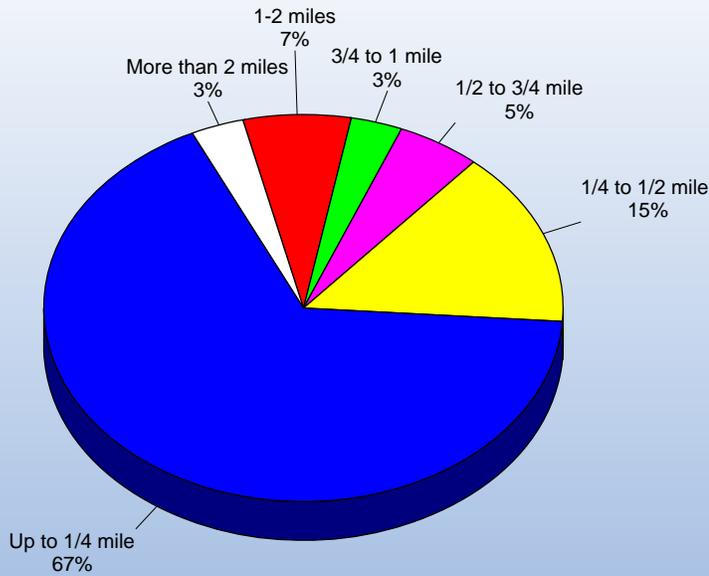
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

How Far Transit Riders Walked to Access the First or Bus or Train Used

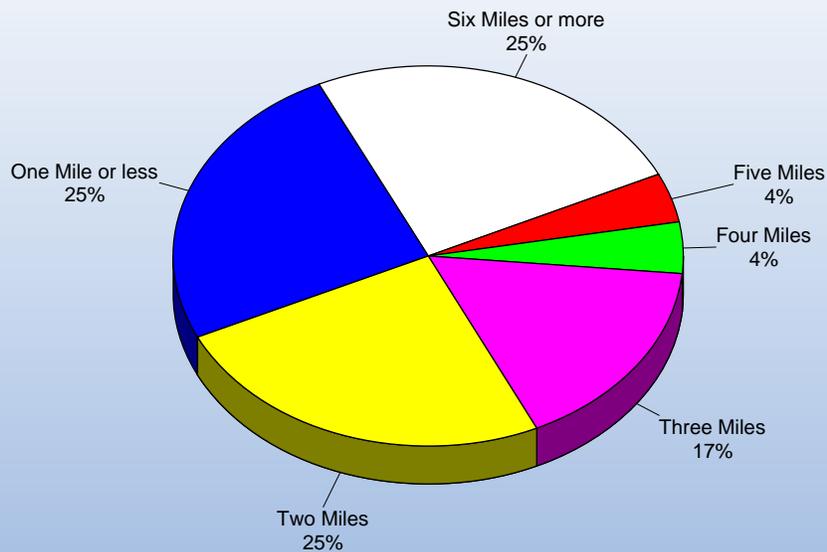
by percentage of the transit riders surveyed who walked to the first bus or train used



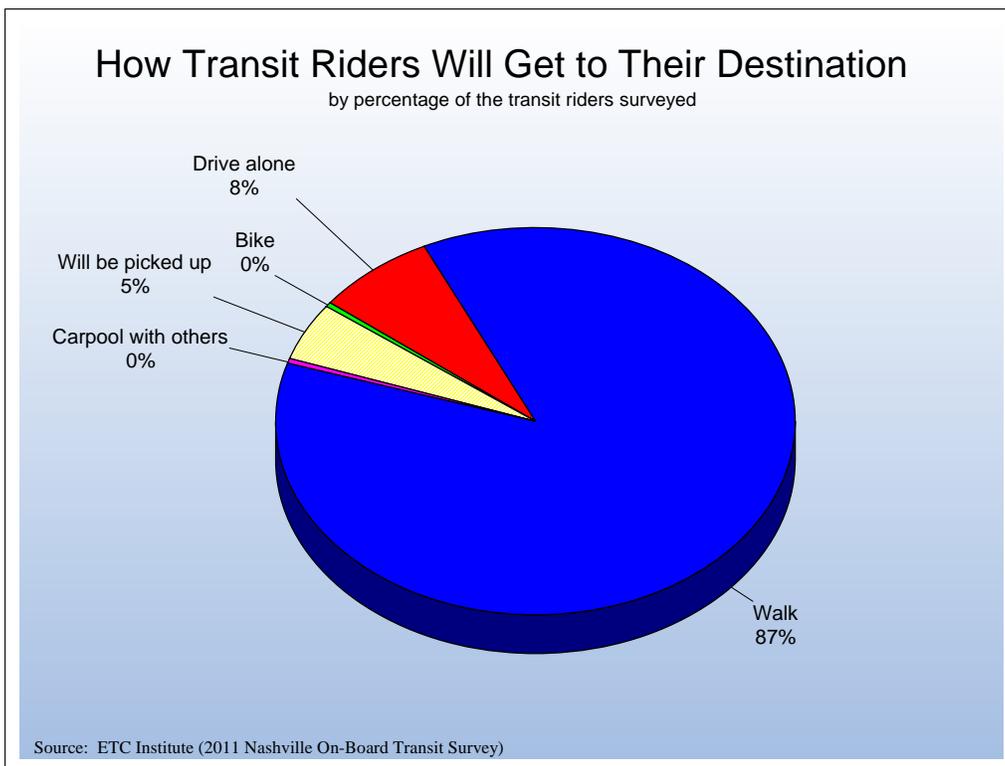
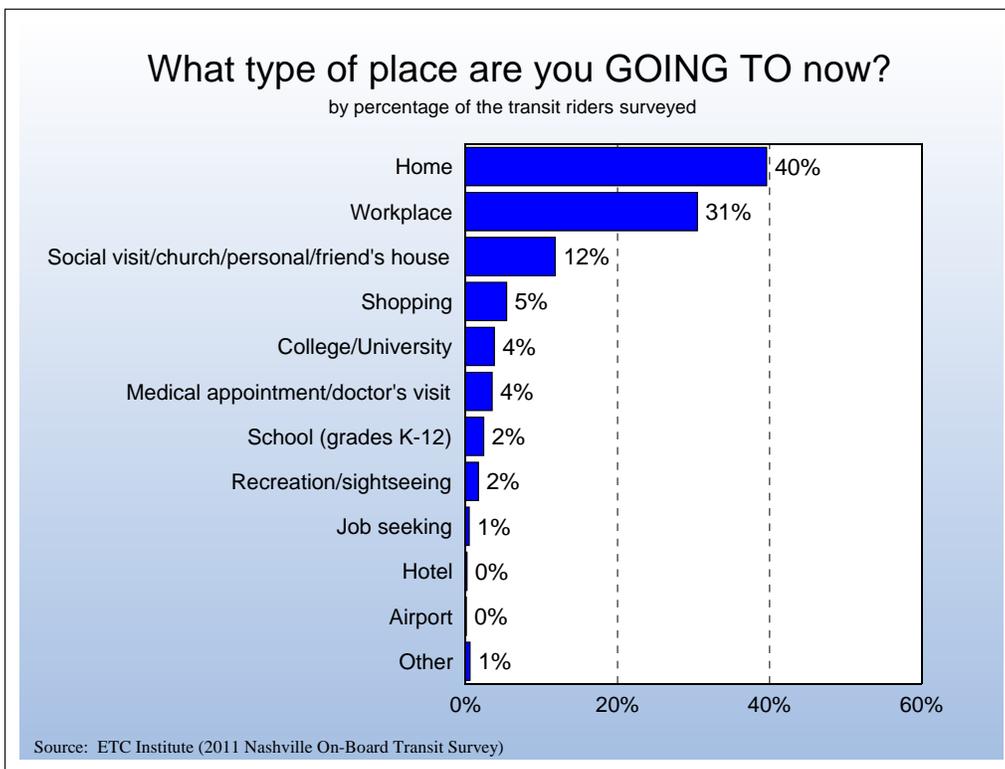
Source: ETC Institute (2011 Nashville On-Board Transit Survey)

How Far Transit Riders Will Bike to Access the First or Bus or Train Used

by percentage of the transit riders surveyed who indicated they will walk to their destination once they exit the transit system

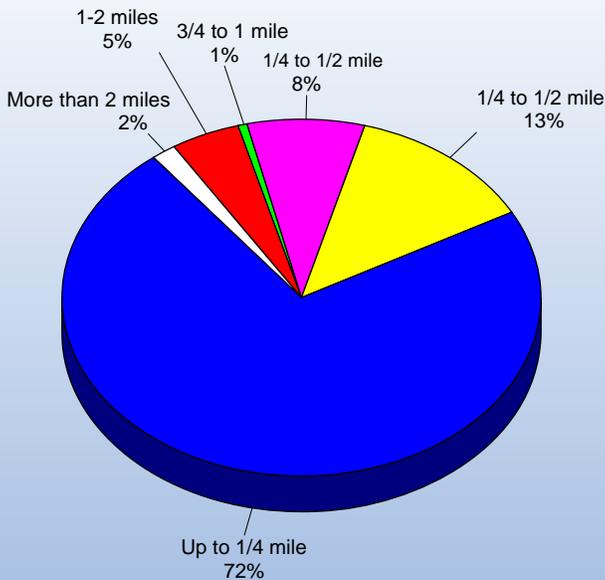


Source: ETC Institute (2011 Nashville On-Board Transit Survey)



How Far Transit Riders Will Walk to Their Destination

by percentage of the transit riders surveyed who indicated they will walk to their destination once they exit the transit system



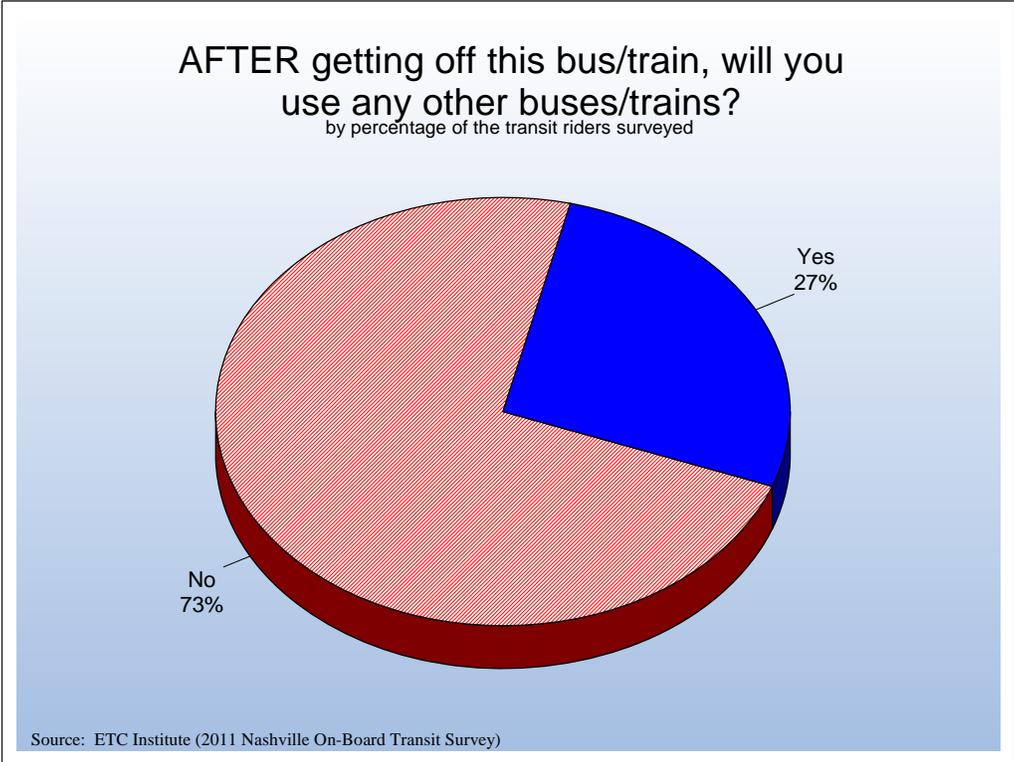
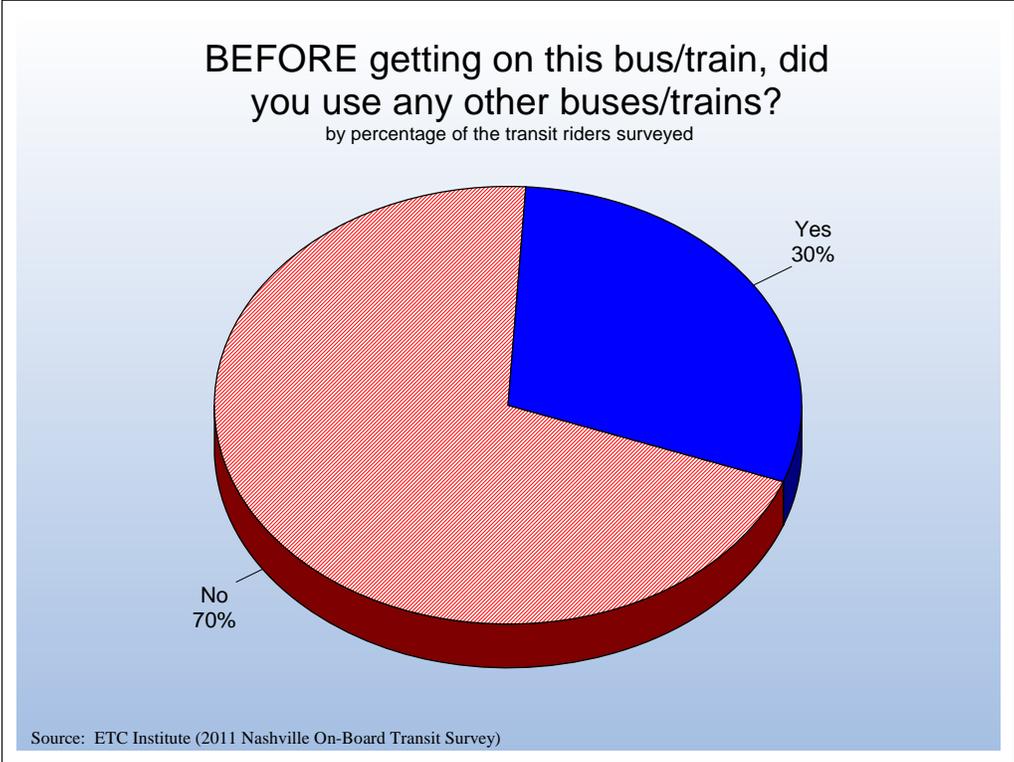
Source: ETC Institute (2011 Nashville On-Board Transit Survey)

How Far Transit Riders Will Bike to Their Destination

by percentage of the transit riders surveyed who indicated they will bike to their destination once they exit the transit system

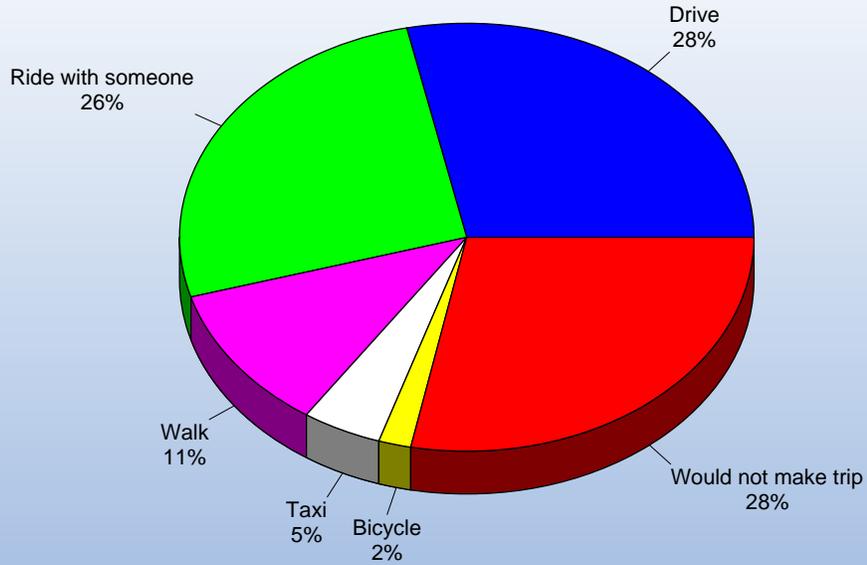


Source: ETC Institute (2011 Nashville On-Board Transit Survey)



If TRANSIT SERVICE WAS NOT AVAILABLE, how would you make THIS TRIP?

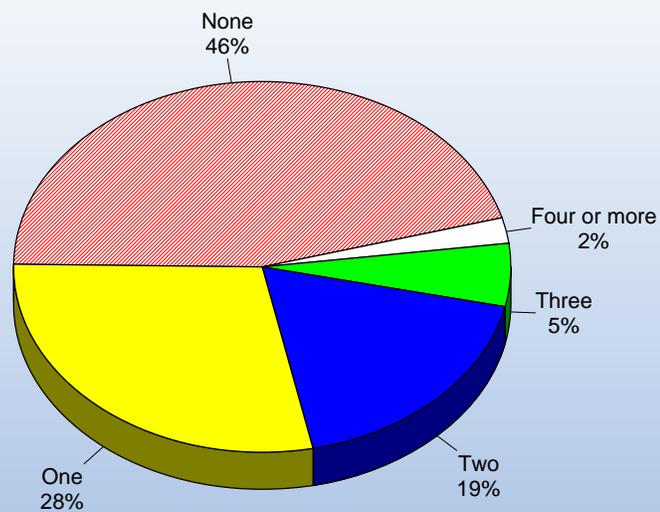
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

Number of Vehicles in the Household

by percentage of the transit riders surveyed

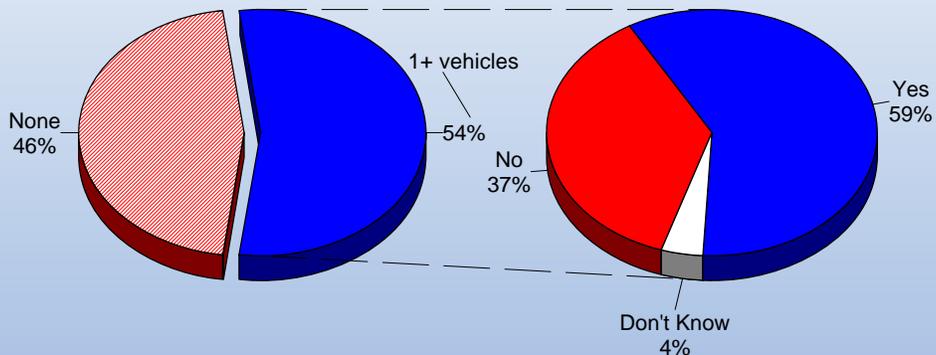


Source: ETC Institute (2011 Nashville On-Board Transit Survey)

Two-Thirds of Transit Users Do Not Have a Choice to Use the System

How many working vehicles are available to your household?

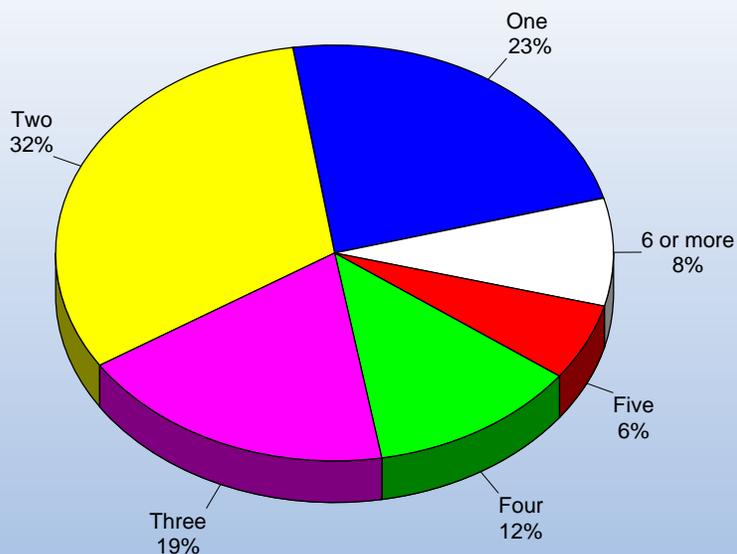
Were any of these vehicles available for your trip??



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

Number of People Living in the Household

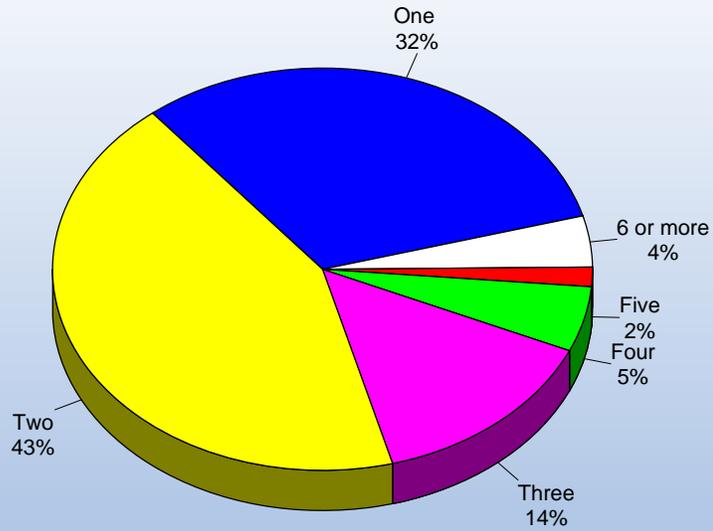
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

Number of Adults Living in the Household

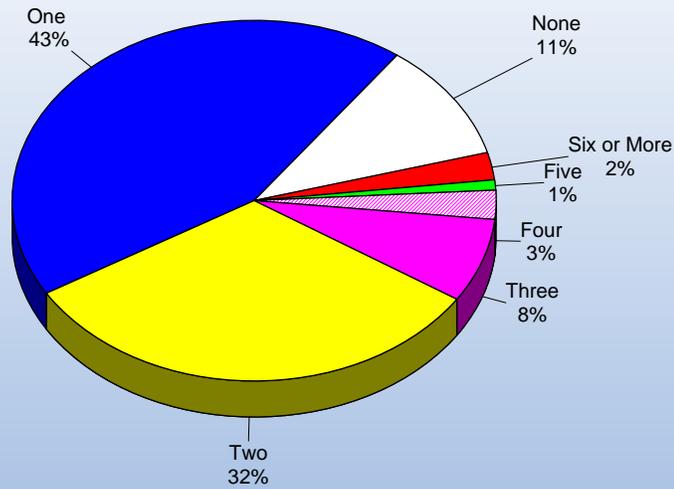
by percentage of the transit riders surveyed



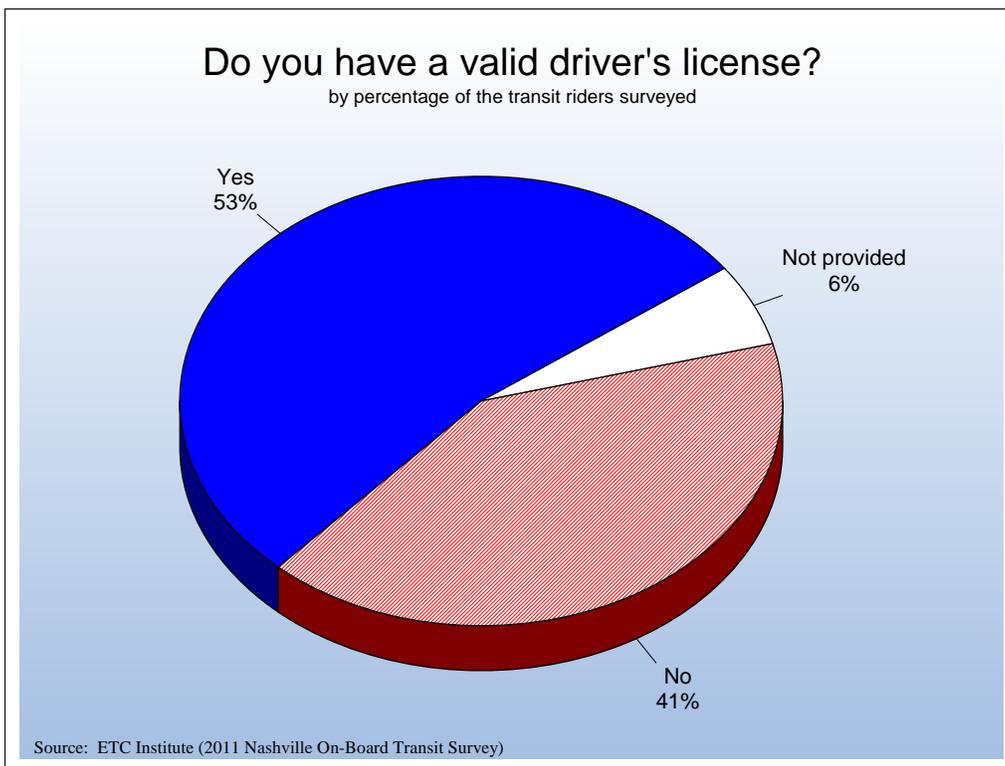
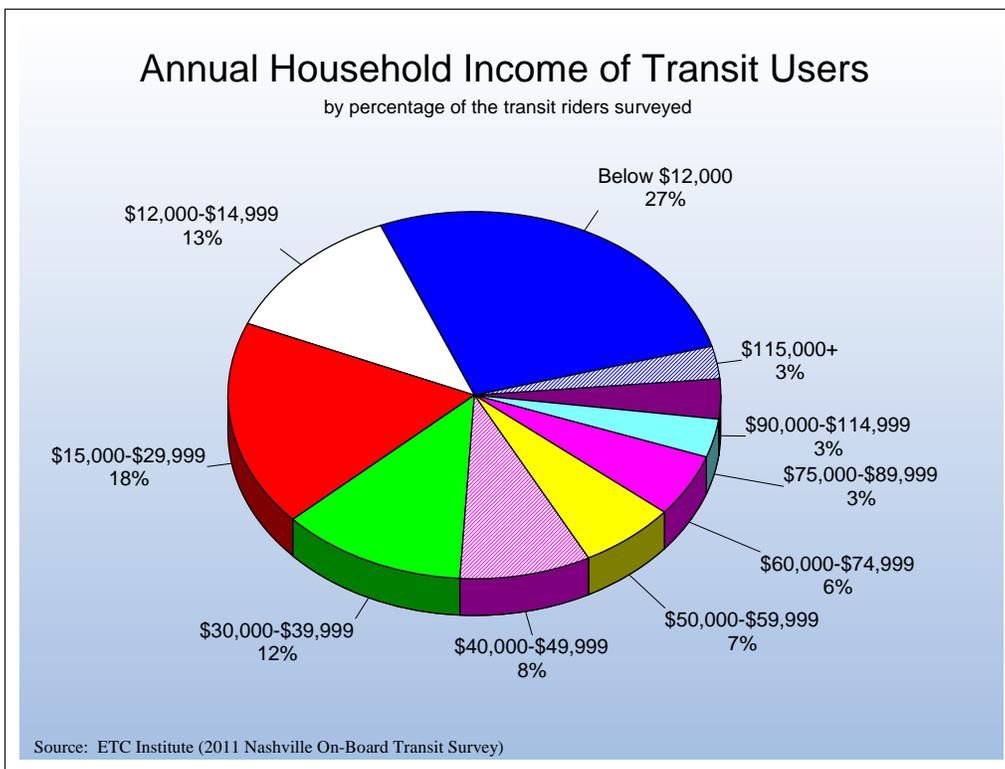
Source: ETC Institute (2011 Nashville On-Board Transit Survey)

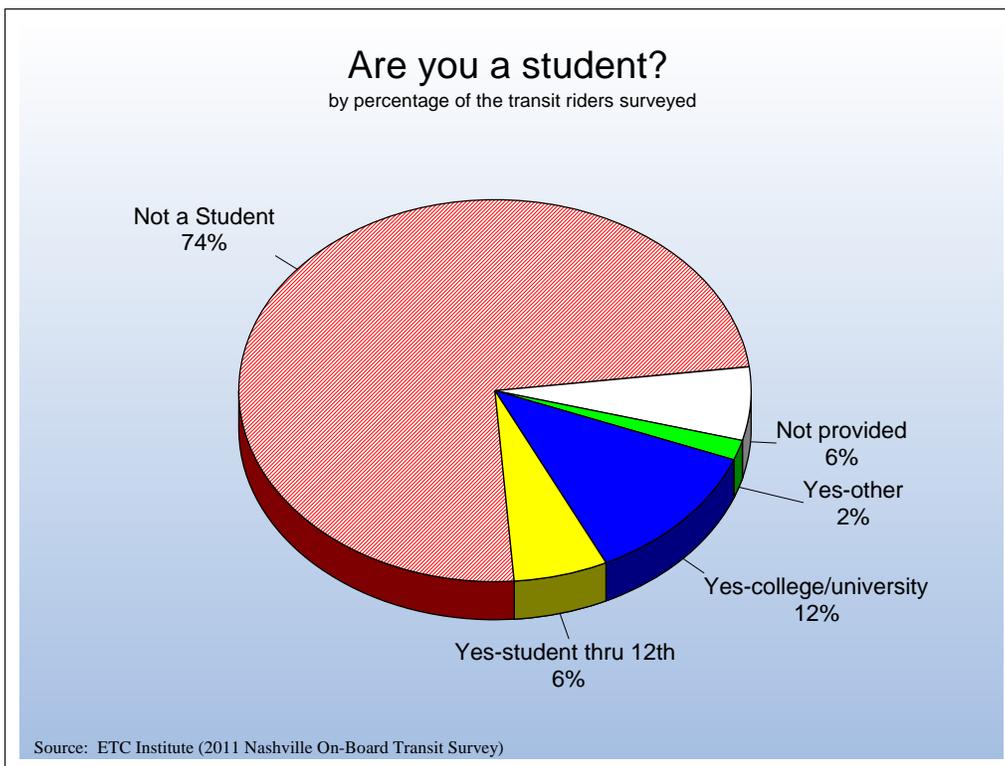
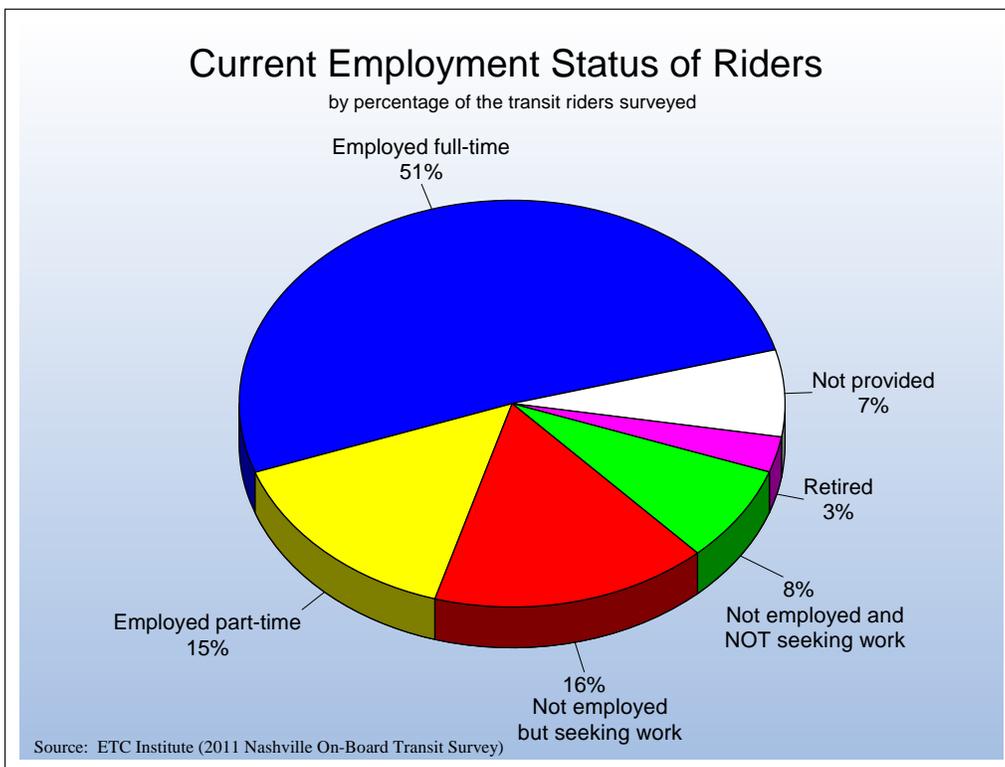
Number of Household Members Employed Outside the Home

by percentage of the transit riders surveyed



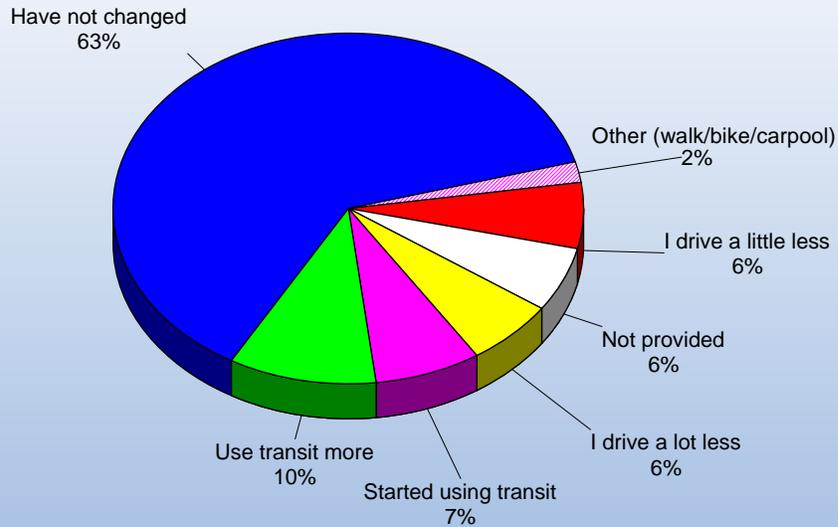
Source: ETC Institute (2011 Nashville On-Board Transit Survey)





How have you changed your travel behaviors in recent months in response to rising fuel prices?

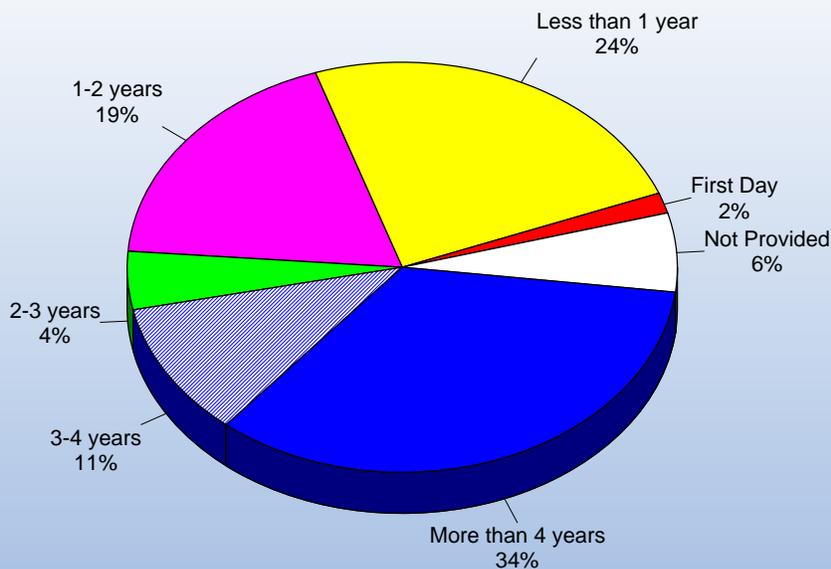
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

How long have you been using MTA/RTA services?

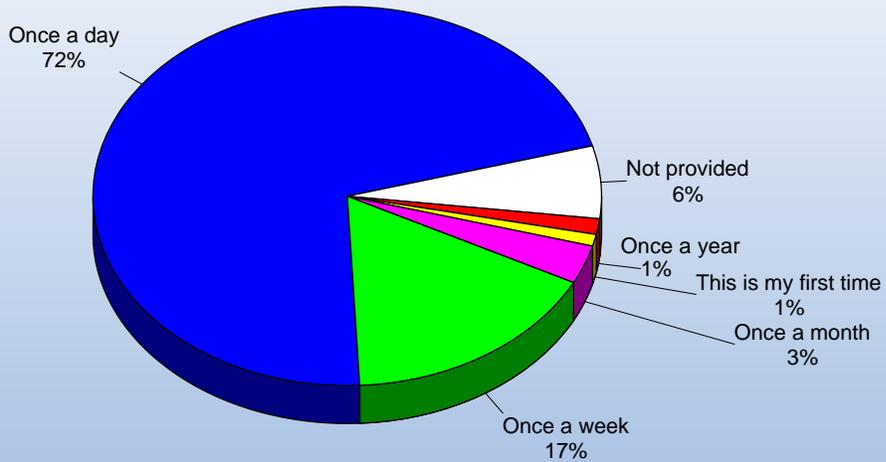
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

How often do you ride some form of public transit in the Nashville Region?

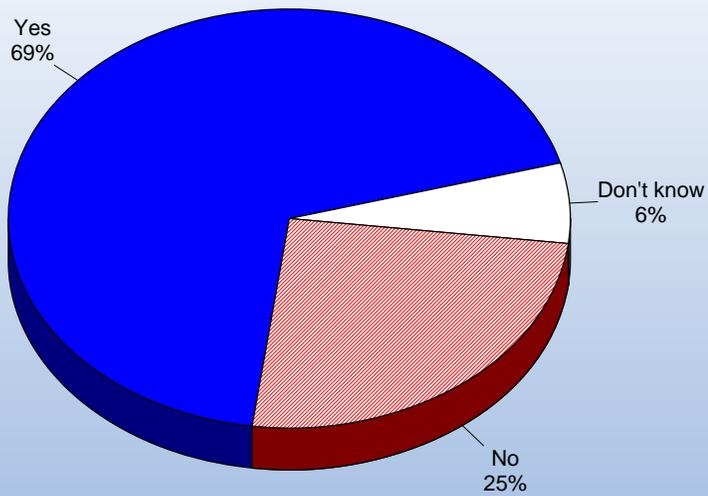
by percentage of the transit riders surveyed



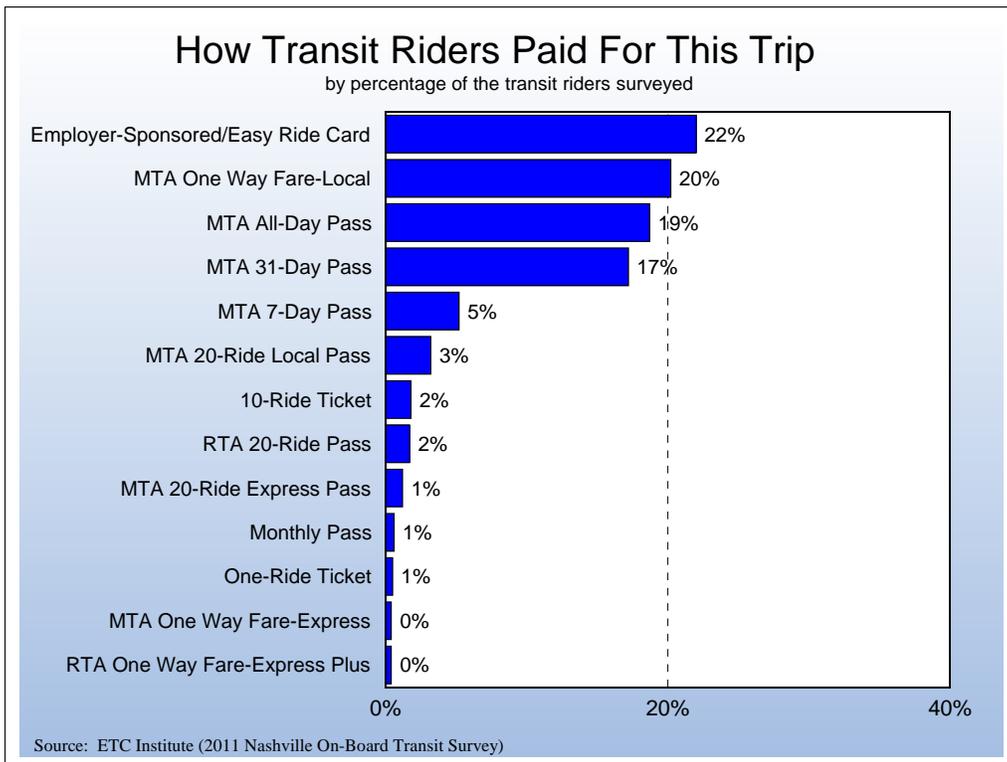
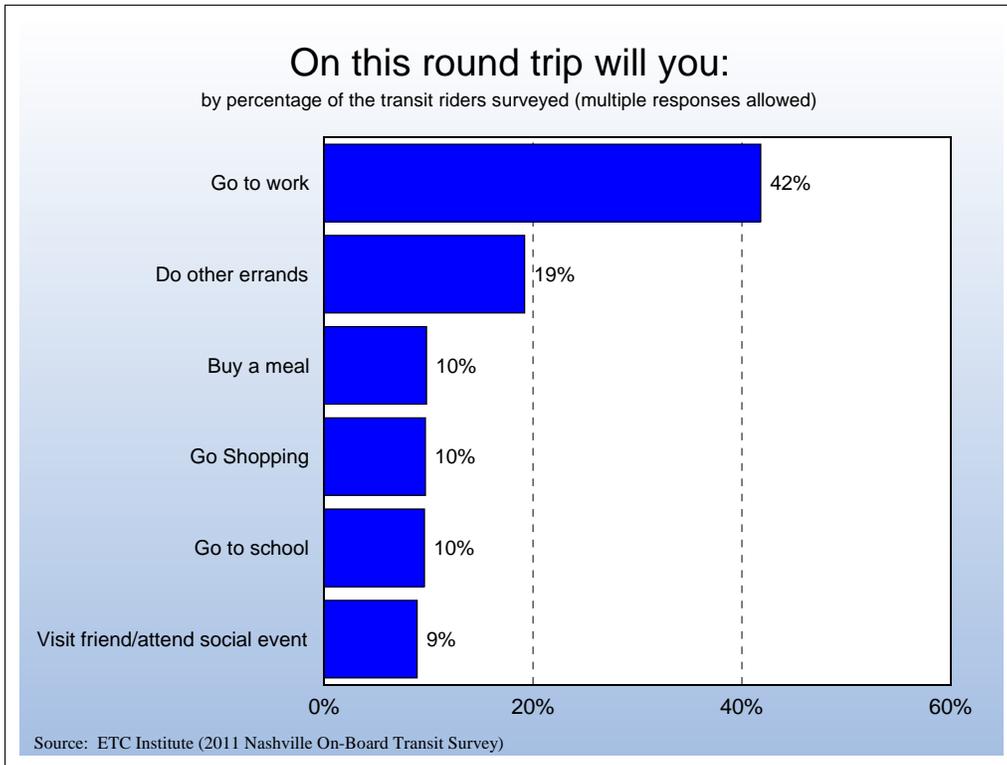
Source: ETC Institute (2011 Nashville On-Board Transit Survey)

Did you or will you make this trip in EXACTLY the opposite direction today?

by percentage of the transit riders surveyed

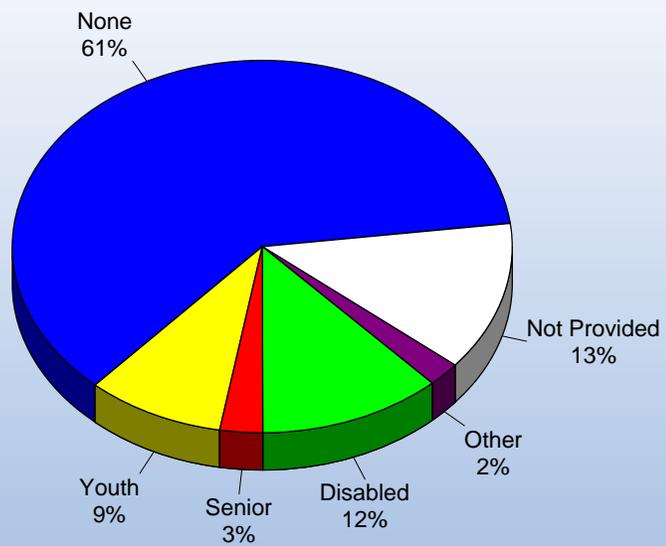


Source: ETC Institute (2011 Nashville On-Board Transit Survey)



Fare Discounts That Transit Users Receive

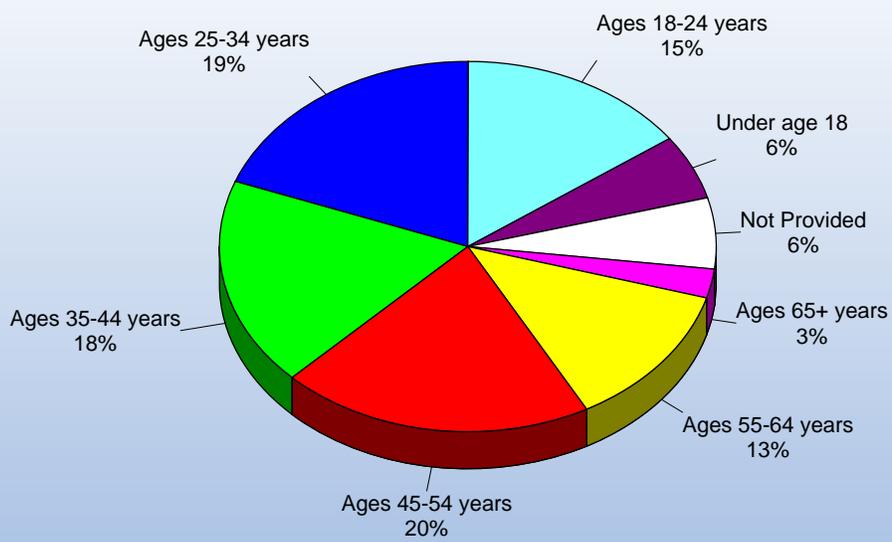
by percentage of the transit riders surveyed



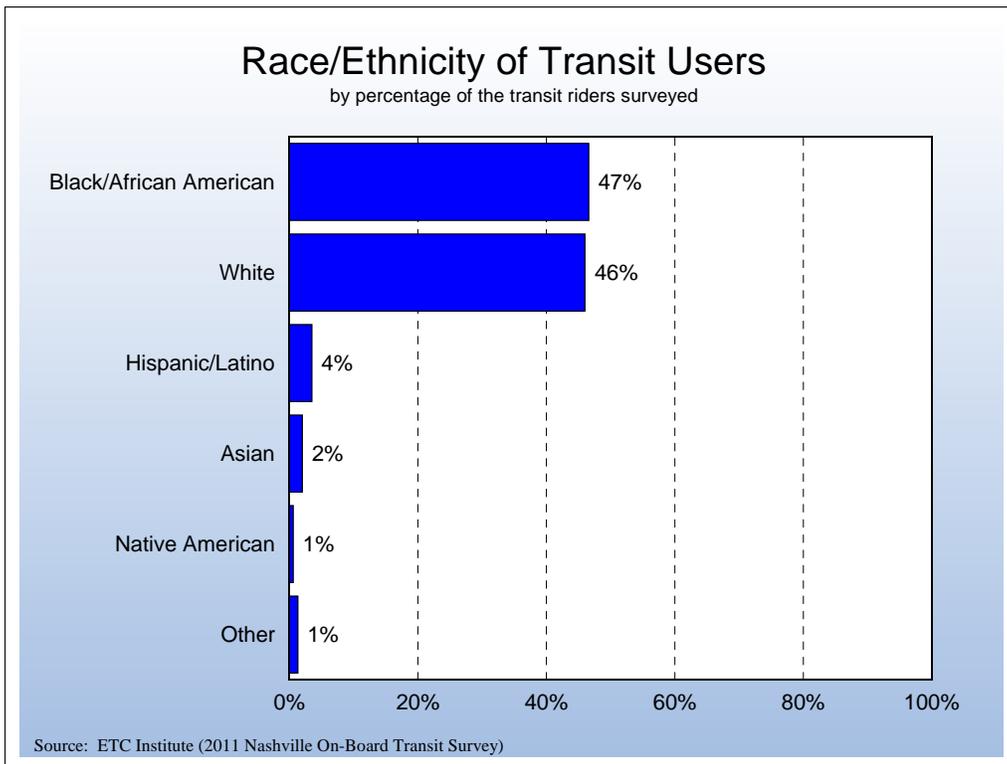
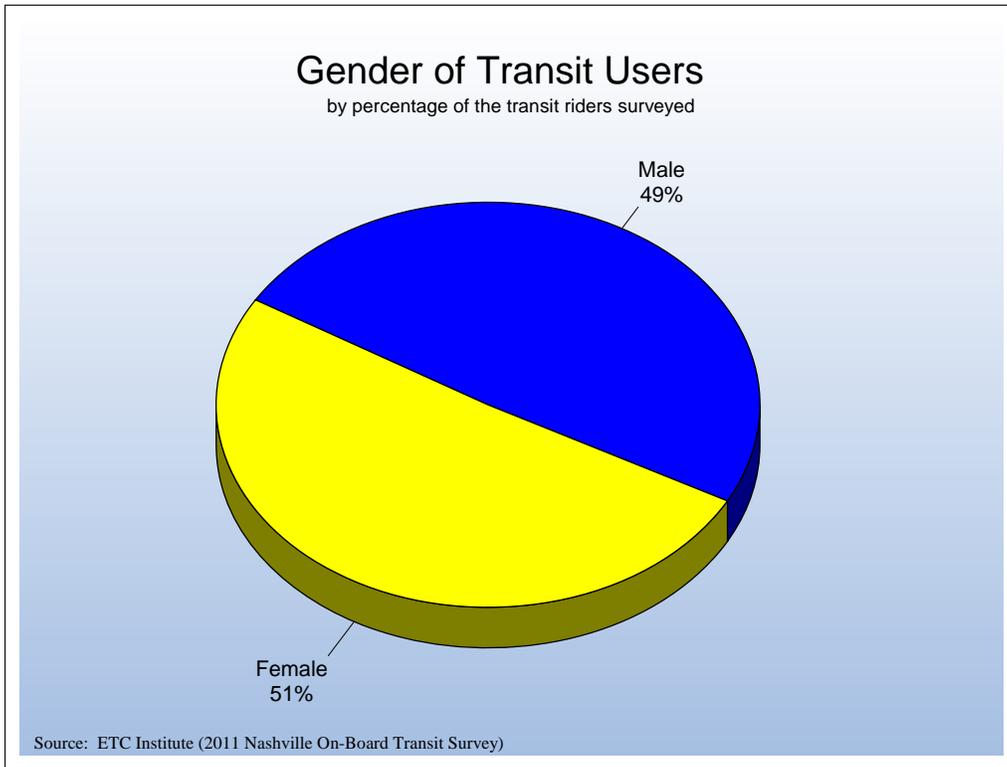
Source: ETC Institute (2011 Nashville On-Board Transit Survey)

Ages of Transit Users

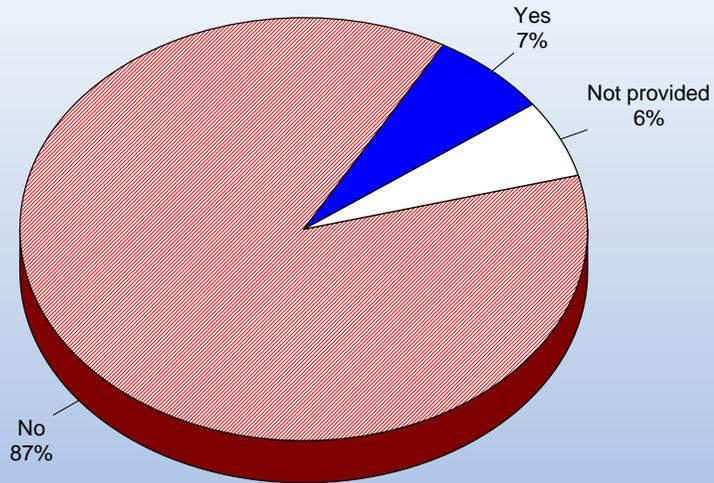
by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

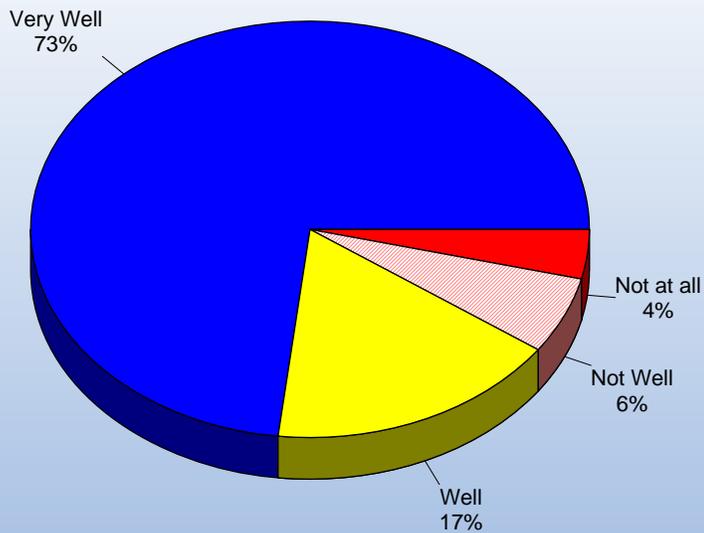


Do you speak a language other than English at home? by percentage of the transit riders surveyed



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

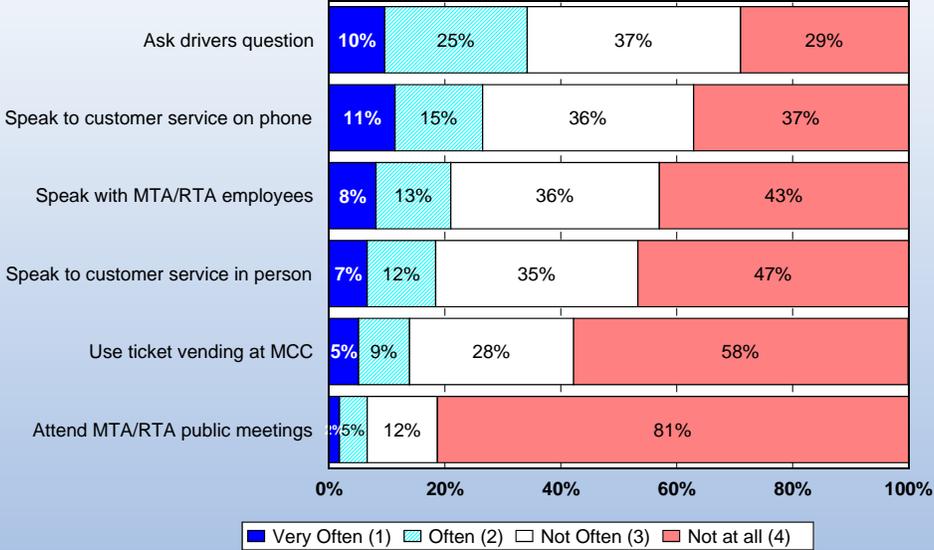
How well do you speak and understand English? by percentage of the transit riders surveyed who speak a language other than English at home



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

If yes, how often do you use the following services?

by percentage of the transit riders surveyed who speak a language other than English at home
respondents rated the items on as a 1 to 4 on a 4-point scale



Source: ETC Institute (2011 Nashville On-Board Transit Survey)

CHAPTER 5: DATABASE DESCRIPTION

A copy of the database description is provided below and on the following pages.

VARIABLE NAME	DESCRIPTION	Values
ID_MAIN	Unique Identification Number	
DUMMY	Is this record a dummy record to simulate trips that were not captured in the survey (1=Yes 2=No)	
BUS_RAIL	Bus or Rail Record	
ROUTE_STATION	Route or Station Name	
ROUTE_STATION_NUM	Route of Station Code (Number)	
DIR_TRAVEL	Direction of Travel	
DIR_TRAVEL_CODE	Direction of Travel Code	O=Outbound from Transit Center I=Inbound Toward Transit Center N=No Stop at Riverfront S=Stop at Riverfront R=Toward Riverfront L=Toward Lebanon
DATE	Date Survey Was Administered	
TIME_GOT_ON_THIS_BUS	Time The Respondent Boarded	
TIME_GOT_ON_THIS_BUS_CODE	Time The Respondent Boarded Code	5=Before 6am 6=6am-6:59am 7=7am-7:59am 8=8am-8:59am 9=9am-9:59am 10=10am-10:59am 11=11am-11:59am 12=12pm-12:59pm 13=1pm-1:59pm 14=2pm-2:59pm 15=3pm-3:59pm 16=4pm-4:59pm 17=5pm-5:59pm 18=6pm-6:59pm 19=7pm or later
TIME SURVEY COMPLETED	This is the time recorded by the tablet PC to the nearest 15 minutes when the survey began; hours are shown on a 24-hour clock	
TIME_PERIOD	Time Period to which the record was expanded (A=Before 9am; M=9am-3pm; P=3-7pm; E=after 7pm)	
WGT_FACTOR_NAME	Name of the weight factor that was used to expand the database First Portion=ROUTE NUMBER; TIME OF DAY, and THEN DIRECTION	
UNLINKED TRIP MULTIPLIER	Expansion factor used to expand the data to unlinked trips (boardings)	
LINKED TRIP MULTIPLIER	Expansion factor used to expand the data to linked trips [value is equal to 1/(1+# of transfers), if transfers=1, factor=0.5]	
HOME_ADDRESS	Home Address	
HOME_CITY	Home City	
HOME_STATE	Home State	
HOME_ZIP	Home Zip Code	
HOME_LONNUM	Home Longitude	
HOME_LATNUM	Home Latitude	
ORIGIN_TYPE	Origin Type of Place	

ORIGIN_TYPE_CODE	Origin Type of Place Code	1=Airport 2=College/University 3=Hotel 4=Medical appointment/doctor's visit 5=Recreation/sightseeing 6=School (grades K-12) 7=Shopping 8=Social visit/church/personal/friend's house 9=Home 10=Workplace 11=Job seeking 12=Other 99=Not provided
ORIGIN_NAME	Origin Place Name	
ORIGIN_ADDRESS	Origin Address	
ORIGIN_CITY	Origin City	
ORIGIN_STATE	Origin State	
ORIGIN_ZIP	Origin Zip Code	
ORIGIN_LONNUM	Origin Longitude	
ORIGIN_LATNUM	Origin Latitude	
ACCESS_MODE_FROM_ORIGIN	Mode of Access from the Origin to the Transit System	
ACCESS_MODE_FROM_ORIGIN_CODE	Mode of Access from the Origin to the Transit System Code	1=Biked 2=Carpooled with others 3=Drove alone 4=Walked 5=Dropped off by someone going someplace else 6=Other 9=Not provided
ACCESS_MODE_FROM_ORIGIN_OTHER	Mode of Access from Origin if OTHER	
FROM_ORIGIN_WALK_DIST	Distance walked from Origin to Transit System	
FROM_ORIGIN_WALK_DIST_CODE	Distance walked from Origin to Transit System Code	1=Up to 1/4 mile (0-2 blocks) 2=1/4 to 1/2 mile (3-4 blocks) 3=1/2 to 3/4 mile (5-6 blocks) 4=3/4 to 1 mile (7-8 blocks) 5=1-2 miles (9-16 blocks) 6=More than 2 miles (17+ blocks)
FROM_ORIGIN_BIKED_MILES	Distance bike from Origin to Transit System in miles	1=One 2=Two 3=Three 4=Four 5=Five 6=Six or more
FROM_ORIGIN_PARK_AND_RIDE	Park and Ride Location if Drove/Carpooled to the Transit System	
FROM_TRANSFERS	Did the Passenger Transfer FROM another route before boarding the route on which the survey was conducted	
FROM_TRANSFERS_CODE	Did the Passenger Transfer FROM another route before boarding the route on which the survey was conducted (Code)	1=Yes 2=No 9=Not provided
1st Transfer FROM	1st Route/Station Transfer FROM	
2nd Transfer FROM	2nd Route/Station Transfer FROM	
3rd Transfer FROM	3rd Route/Station Transfer FROM	
ON_LOCATION	Description of the location where the respondent BOARDED	
ON_LONNUM	Boarding Longitude	
ON_LATNUM	Boarding Latitude	
OFF_LOCATION	Description of the location where the respondent GOT OFF	
OFF_LONNUM	Alighting Longitude	
OFF_LATNUM	Alighting Latitude	
TO_TRANSFER	Will the respondent transfer TO another route	

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TO_TRANSFER_CODE	Will the respondent transfer TO another route (code)	1=Yes 2=No 9=Not provided
1st Transfer TO	1st Route/Station Transfer TO	
2nd Transfer TO	2nd Route/Station Transfer TO	
3rd Transfer TO	3rd Route/Station Transfer TO	
DESTIN_TYPE	Destination Type of Place	
DESTIN_TYPE_CODE	Destination Type of Place Code	1=Airport 2=College/University 3=Hotel 4=Medical appointment/doctor's visit 5=Recreation/sightseeing 6=School (grades K-12) 7=Shopping 8=Social visit/church/personal/friend's house 9=Home 10=Workplace 11=Job seeking 12=Other 99=Not provided
DESTIN_NAME	Destination Place Name	
DESTIN_ADDRESS	Destination Address	
DESTIN_CITY	Destination City	
DESTIN_STATE	Destination State	
DESTIN_ZIP	Destination Zip Code	
DESTIN_LONNUM	Destination Longitude	
DESTIN_LATNUM	Destination Latitude	
ACCESS_MODE_TO_DESTIN	Mode of Access to the Destination from the Transit System	
ACCESS_MODE_TO_DESTIN_CODE	Mode of Access to the Destination from the Transit System Code	1=Biked 2=Carpooled with others 3=Drove alone 4=Walked 5=Will be picked up by someone 6=Other 9=Not provided
ACCESS_MODE_TO_DESTIN_OTHER	Mode of Access to Destination if OTHER	
TO_DESTIN_WALK_DISTANCE	Distance walked to Destination from Transit System	
TO_DESTIN_WALK_DISTANCE_CODE	Distance walked to Destination from Transit System Code	1=Up to 1/4 mile (0-2 blocks) 2=1/4 to 1/2 mile (3-4 blocks) 3=1/2 to 3/4 mile (5-6 blocks) 4=3/4 to 1 mile (7-8 blocks) 5=1-2 miles (9-16 blocks) 6=More than 2 miles (17+ blocks)
TO_DESTIN_BIKED_MILES	Distance bike to Destination from Transit System in miles	1=One 2=Two 3=Three 4=Four 5=Five 6=Six or more
DESTIN_PARK_AND_RIDE	Park and Ride Location if the Respondent will Drive/Carpool from the Transit System	
IF_NO_TRANSIT_HOW_TRAVEL	If Transit was not available, how would the respondent have completed the trip	
IF_NO_TRANSIT_HOW_TRAVEL_CODE	If Transit was not available, how would the respondent have completed the trip Code	1=Drive 2=Ride with someone 3=Walk 4=Taxi 5=Bicycle 6=Would not have made this trip 9=Not provided
VEH_IN_HH	Vehicles in the household	

VEH_IN_HH_CODE	Vehicles in the household Code	0=None 1=One 2=Two 3=Three 4=Four or more 99=Refused
VEH_AVAIL_FOR_TRIP	If more than 0 vehicles in household, was a vehicle available for the trip	
VEH_AVAIL_FOR_TRIP_CODE	If more than 0 vehicles in household, was a vehicle available for the trip code	1=Yes 2=No 3=Don't know
PEOPLE_IN_HH	Number of people in the household	
PEOPLE_IN_HH_CODE	Number of people in the household Code	1=One 2=Two 3=Three 4=Four 5=Five 6=Six or more 99=Refused
ADULTS_IN_HH	Number of adults in the household	
ADULTS_IN_HH_CODE	Number of adults in the household Code	1=One 2=Two 3=Three 4=Four 5=Five 6=Six or more 99=Refused
EMPLOYED_OUTSIDE	Number of employed persons in the household	
EMPLOYED_OUTSIDE_CODE	Number of employed persons in the household Code	0=None 1=One 2=Two 3=Three 4=Four 5=Five 6=Six or more 99=Refused
INCOME	Annual household income	
INCOME_CODE	Annual household income Code	1=Below \$12,000 2=\$12,000-\$14,999 3=\$15,000-\$29,999 4=\$30,000-\$39,999 5=\$40,000-\$49,999 6=\$50,000-\$59,999 7=\$60,000-\$74,999 8=\$75,000-\$89,999 9=\$90,000-\$114,999 10=\$115,000+ 88=Don't know 99=Refused
HAVE_TIME_TO_COMPLETE_FULL_SURVEY	Did the respondent have time to finish the remaining questions on the survey (asked to be sure short trips were represented)	
HAVE_TIME_TO_COMPLETE_FULL_SURVEY_CODE	Did the respondent have time to finish the remaining questions on the survey (asked to be sure short trips were represented) Code	
DRIVERS_LIC	Does the respondent have a valid drivers license	
DRIVERS_LIC_CODE	Does the respondent have a valid drivers license code	1=Yes 2=No 9=Not provided
EMPLOYMENT_STATUS	Employment status of the respondent	

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EMPLOYMENT_STATUS_CODE	Employment status of the respondent code	1=Employed full-time 2=Employed part-time 3=Not currently (seeking work) 4=Not currently employed (not seeking work) 5=Retired 6=Refused Answer 9=Not provided
STUDENT_STATUS	Student status of the respondent	
STUDENT_STATUS_CODE	Student status of the respondent code	1=Not a student 2=Yes-student thru 12th grade 3=Yes-college/university 4=Yes-other 9=Not provided
SCHOOL_NAME	If a Student - name of school attended	
TRAVEL_BEHAVIOR	Types of behavior respondent did during his/her roundtrip	
TRAVEL_BEHAVIOR_CODE	Types of behavior respondent did during his/her roundtrip codes (multiple responses allowed)	1=I have not changed 2=I drive a little less 3=I drive a lot less 4=I started carpooling 5=I carpool more often 6=I started using transit 7=I use transit more often 8=I walk or bike more 9=Not provided
HOW_LONG_USING_MTA_RTA	How long the respondent has been using MTA/RTA services	
HOW_LONG_USING_MTA_RTA_CODE	How long the respondent has been using MTA/RTA services code	1=Today is my first day 2=Less than 1 year 3=1-2 years 4=2-3 years 5=3-4 years 6=More than 4 years 9=Not provided
HOW_OFTEN_USE_TRANSIT	How often the respondent uses transit	
HOW_OFTEN_USE_TRANSIT_CODE	How often the respondent uses transit code	1=Once a day 2=At least once per week 3=At least once per month 4=At least once per year 5=Less than once per year 6=This is my first time 9=Not provided
WILL_MAKE_SAME_TRIP_OPPOSITE_DIRECTION	Will the respondent make exactly the same trip in the opposite direction on the day he/she was surveyed	
WILL_MAKE_SAME_TRIP_OPPOSITE_DIRECTION_CODE	Will the respondent make exactly the same trip in the opposite direction on the day he/she was surveyed code	1=Yes 2=No 9=Not provided
OPPOSITE_DIRECTION_TRIP_TIME_OF_DAY	What time the opposite trip will occur	
OPPOSITE_DIRECTION_TRIP_TIME_OF_DAY_CODE	What time the opposite trip will occur code	
ROUND_TRIP_ACTIVITIES	Types of activities respondent did during his/her roundtrip	
ROUND_TRIP_ACTIVITIES_CODE_1	Types of activities respondent did during his/her roundtrip_1st activity code	1=Go to work 2=Go to school 3=Go shopping 4=Visit friend/attend social event 5=Buy a meal 6=Do other errands 7=Other 9=Don't know/Not sure

ROUND_TRIP_ACTIVITIES_CODE_2	Types of activities respondent did during his/her roundtrip_2nd activity code	1=Go to work 2=Go to school 3=Go shopping 4=Visit friend/attend social event 5=Buy a meal 6=Do other errands 7=Other 9=Don't know/Not sure
ROUND_TRIP_ACTIVITIES_CODE_3	Types of activities respondent did during his/her roundtrip_3rd activity code	1=Go to work 2=Go to school 3=Go shopping 4=Visit friend/attend social event 5=Buy a meal 6=Do other errands 7=Other 9=Don't know/Not sure
ROUND_TRIP_ACTIVITIES_CODE_4	Types of activities respondent did during his/her roundtrip_4th activity code	1=Go to work 2=Go to school 3=Go shopping 4=Visit friend/attend social event 5=Buy a meal 6=Do other errands 7=Other 9=Don't know/Not sure
ROUND_TRIP_ACTIVITIES_CODE_5	Types of activities respondent did during his/her roundtrip_5th activity code	1=Go to work 2=Go to school 3=Go shopping 4=Visit friend/attend social event 5=Buy a meal 6=Do other errands 7=Other 9=Don't know/Not sure
ROUND_TRIP_ACTIVITIES_CODE_6	Types of activities respondent did during his/her roundtrip_6th activity code	1=Go to work 2=Go to school 3=Go shopping 4=Visit friend/attend social event 5=Buy a meal 6=Do other errands 7=Other 9=Don't know/Not sure
HOW_PAID_FOR_TRIP	How the respondent paid for his/her trip	
HOW_PAID_FOR_TRIP_CODE	How the respondent paid for his/her trip code	1=Employer-Sponsored/Easy Ride Card 2=MTA 20-Ride Express Pass 3=MTA 20-Ride Local Pass 4=MTA 31-Day Pass 5=MTA 7-Day Pass 6=MTA All-Day Pass 7=MTA One Way Fare-Express 8=MTA One Way Fare-Local 9=RTA 20-Ride Pass 10=RTA One Way Fare-Express Plus 21=10-Ride Ticket 23=Monthly Pass 24=One-Ride Ticket 99=Not provided
WHERE_GOT_TRAIN_TICKET	Where rail riders purchased their rail ticket	
WHERE_GOT_TRAIN_TICKET_CODE	Where rail riders purchased their rail ticket code	
FARE_DISCOUNTS	Types of Fare Discounts used	

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FARE_DISCOUNTS_CODE	Types of Fare Discounts used code	1=None 2=Youth 3=Senior 4=Disabled 5=Other 9=Not provided
FARE_DISCOUNTS_OTHER	Types of Fare Discounts used if OTHER	
AGE	Age of Respondent	
AGE_CODE	Age of Respondent Code	1=Under 18 2=18-24 3=25-34 4=35-44 5=45-54 6=55-64 7=65+ 9=Not provided
LANGUAGE	Does the respondent speak a language other than English	
LANGUAGE_CODE	Does the respondent speak a language other than English code	1=Yes 2=No 9=Not provided
HOW_WELL_KNOW_ENGLISH	How well the respondent speaks English (among those who do not speak English as their primary language)	
HOW_WELL_KNOW_ENGLISH_CODE	How well the respondent speaks English (among those who do not speak English as their primary language) code	1=Very well 2=Well 3=Not well 4=Not at all
CUST_SVC_CALL_FREQ	How often non-english speaking riders speak to Customer Service on the telephone	
CUST_SVC_CALL_FREQ_CODE	How often non-english speaking riders speak to Customer Service on the telephone code	1=Very often 2=Often 3=Not often 4=Not at all
MUSIC_CITY_CUST_SVC_FREQ	How often non-english speaking riders Speak to Customer Service at Music City Central	
MUSIC_CITY_CUST_SVC_FREQ_CODE	How often non-english speaking riders Speak to Customer Service at Music City Central code	1=Very often 2=Often 3=Not often 4=Not at all
MCC_TICKET_VEND_FREQ	How often non-english speaking riders Use the Ticket Vending Machines at Music City Central	
MCC_TICKET_VEND_FREQ_CODE	How often non-english speaking riders Use the Ticket Vending Machines at Music City Central code	1=Very often 2=Often 3=Not often 4=Not at all
MTA_RTASPEAK_FREQ	How often non-english speaking riders Speak to the MTA/RTA Bus Drivers with questions	
MTA_RTASPEAK_FREQ_CODE	How often non-english speaking riders Speak to the MTA/RTA Bus Drivers with questions code	1=Very often 2=Often 3=Not often 4=Not at all
SPEAK_2_OTHER_EMPL_FREQ	How often non-english speaking riders Speak with other MTA/RTA employees	
SPEAK_2_OTHER_EMPL_FREQ_CODE	How often non-english speaking riders Speak with other MTA/RTA employees code	1=Very often 2=Often 3=Not often 4=Not at all
ATTEND_MTA_RTASPEAK_FREQ	How often non-english speaking riders Attend MTA/RTA Public Meetings	
ATTEND_MTA_RTASPEAK_FREQ_CODE	How often non-english speaking riders Attend MTA/RTA Public Meetings code	1=Very often 2=Often 3=Not often 4=Not at all
GENDER	Gender	

GENDER_CODE	Gender code	1=Male 2=Female 9=Not provided
ETHNICITY	Race/Ethnicity of respondent	
ETHNICITY_CODE_1	Race/Ethnicity Code 1	1=White 2=Black/African American 3=Asian 4=Native American 5=Hispanic/Latino 6=Other
ETHNICITY_CODE_2	Race/Ethnicity Code 2	1=White 2=Black/African American 3=Asian 4=Native American 5=Hispanic/Latino 6=Other
ETHNICITY_CODE_3	Race/Ethnicity Code 3	1=White 2=Black/African American 3=Asian 4=Native American 5=Hispanic/Latino 6=Other
Total Addresses Geocoded Out of 5	Number of the five key addresses (home, origin, boarding, alighting, and destination) that were geocoded) out of five	
TOTAL REPORTED TRANSFERS	Total number of transfers reported by the respondent	
HOME_TAZ	TAZ Number of the Home location	
ORIGIN_TAZ	TAZ Number of the Origin location	
ON_TAZ	TAZ Number of the Boarding location	
OFF_TAZ	TAZ Number of the Alighting location	
DESTIN_TAZ	TAZ Number of the Destination location	

CHAPTER 6: TABULAR DATA

The tabular data is provided on the following pages.

Surveys by Route

<u>Route Station</u>	<u>Number</u>	<u>Percent</u>
1 100 Oaks	47	1.2 %
10 Charlotte	215	5.5 %
12 Nolensville Road	216	5.5 %
14 Whites Creek	65	1.7 %
15 Murfreesboro Road	328	8.3 %
17 12th Avenue South	101	2.6 %
18 Airport - Elm Hill Pike	36	0.9 %
18xAirport - Elm Hill Pike (Express)	11	0.3 %
19 Herman	94	2.4 %
2 Belmont	37	0.9 %
20 Scott	35	0.9 %
22 Bordeaux	195	5.0 %
23 Dickerson Road	162	4.1 %
24X Bellevue Express	62	1.6 %
25 Midtown	69	1.8 %
26 Gallatin Road	152	3.9 %
28 Meridian	54	1.4 %
29 Jefferson	90	2.3 %
3 West End	190	4.8 %
30 McFerrin	35	0.9 %
33X Hickory Hollow Mall - Old Hickory Exp...	19	0.5 %
34 Opry Mills	38	1.0 %
35X Rivergate Express	43	1.1 %
37X Tusculum - McMurray Express	21	0.5 %
38X Antioch Express	20	0.5 %
39X Cane Ridge Express	19	0.5 %
4 Shelby	133	3.4 %
41 Golden Valley	22	0.6 %
42 St. Cecilia - Cumberland	51	1.3 %
56 Gallatin Road BRT	270	6.9 %
6 Lebanon Road	73	1.9 %
60 Blue Circuit	39	1.0 %
61 Green Circuit	27	0.7 %
62 Purple Circuit	13	0.3 %
7 Hillsboro	178	4.5 %
72 Edmondson Pike Connector	22	0.6 %

Route (Continued)

<u>Route Station</u>	<u>Number</u>	<u>Percent</u>
76 Madison Connector	22	0.6 %
8 8th Avenue South	48	1.2 %
89X Springfield - Joelton Express	81	2.1 %
9 MetroCenter	44	1.1 %
91X Franklin - Brentwood Express	61	1.5 %
92X Gallatin - Hendersonville Express	60	1.5 %
93 Music City Star West End Shuttle	65	1.7 %
95X Spring Hill Express	34	0.9 %
96X Nashville - Murfreesboro Relax & Ride	74	1.9 %
Donelson	10	0.3 %
Hermitage	39	1.0 %
Lebanon	33	0.8 %
Martha	8	0.2 %
Mt. Juliet	44	1.1 %
Riverfront	131	3.3 %
Total	3936	100.0 %

What is your HOME City?

<u>Home City</u>	<u>Number</u>	<u>Percent</u>
Antioch	70	1.8 %
Adams	5	0.1 %
Alexandria	3	0.1 %
Ashland City	5	0.1 %
Auburntown	1	0.0 %
Bellevue	1	0.0 %
Bethpage	1	0.0 %
BNA AIRPORT	1	0.0 %
Brentwood	13	0.3 %
Cane Ridge	2	0.1 %
Castalian Springs	2	0.1 %
Cottonwood	1	0.0 %
Cedar Hill	2	0.1 %
Chapmansboro	2	0.1 %
Clarksville	1	0.0 %
Columbia	13	0.3 %
Cookeville	5	0.1 %
Cottage Grove	1	0.0 %
DONELSON	3	0.1 %
Dowelltown	1	0.0 %
Fairview	2	0.1 %
Franklin	51	1.3 %
Gallatin	18	0.5 %
Goodlettsville	24	0.6 %
Greenbrier	7	0.2 %
Hartsville-Trousdale County	5	0.1 %
Hendersonville	35	0.9 %
Hermitage	43	1.1 %
Joelton	11	0.3 %
Kingston Springs	1	0.0 %
Lascassas	2	0.1 %
La Vergne	21	0.5 %
Lebanon	82	2.1 %
Madisonville	7	0.2 %
Martha	1	0.0 %
Mount Juliet	92	2.3 %
Murfreesboro	32	0.8 %
Nashville	3190	81.0 %

What is your HOME City?

<u>Home City</u>	<u>Number</u>	<u>Percent</u>
Old Hickory	21	0.5 %
Pegram	1	0.0 %
Pleasant View	10	0.3 %
Portland	2	0.1 %
Rockvale	1	0.0 %
Rutherford	4	0.1 %
Smithville	1	0.0 %
Smyrna	14	0.4 %
Spring Hill	12	0.3 %
Springfield	37	0.9 %
Thompson's Station	8	0.2 %
Watertown	2	0.1 %
Westport	1	0.0 %
White Bluff	1	0.0 %
White House	6	0.2 %
White's Creek	1	0.0 %
Williston	1	0.0 %
Wilson	2	0.1 %
Woodbury	2	0.1 %
<u>Madison</u>	<u>52</u>	<u>1.3 %</u>
Total	3936	100.0 %

What is your HOME Zip Code?

Home Zip Code	Number	Percent
3703	1	0.0 %
6880	1	0.0 %
37002	1	0.0 %
37010	2	0.1 %
37012	6	0.2 %
37013	151	3.8 %
37015	8	0.2 %
37016	1	0.0 %
37017	1	0.0 %
37022	3	0.1 %
37023	2	0.1 %
37026	3	0.1 %
37027	16	0.4 %
37028	1	0.0 %
37031	3	0.1 %
37032	2	0.1 %
37035	2	0.1 %
37037	1	0.0 %
37042	1	0.0 %
37043	1	0.0 %
37046	2	0.1 %
37048	2	0.1 %
37055	1	0.0 %
37059	1	0.0 %
37062	3	0.1 %
37064	20	0.5 %
37065	1	0.0 %
37066	26	0.7 %
37067	26	0.7 %
37069	5	0.1 %
37072	39	1.0 %
37073	8	0.2 %
37074	8	0.2 %
37075	49	1.2 %
37076	100	2.5 %
37077	1	0.0 %
37079	1	0.0 %
37080	14	0.4 %
37082	4	0.1 %
37085	3	0.1 %

What is your HOME Zip Code?

Home Zip Code	Number	Percent
37086	26	0.7 %
37087	73	1.9 %
37090	16	0.4 %
37091	1	0.0 %
37103	2	0.1 %
37106	1	0.0 %
37107	1	0.0 %
37113	1	0.0 %
37115	187	4.8 %
37116	1	0.0 %
37117	1	0.0 %
37120	1	0.0 %
37122	108	2.7 %
37126	2	0.1 %
37127	2	0.1 %
37128	9	0.2 %
37129	12	0.3 %
37130	13	0.3 %
37138	41	1.0 %
37143	2	0.1 %
37146	11	0.3 %
37148	4	0.1 %
37153	1	0.0 %
37155	1	0.0 %
37166	1	0.0 %
37167	16	0.4 %
37169	1	0.0 %
37172	36	0.9 %
37174	10	0.3 %
37179	9	0.2 %
37184	2	0.1 %
37187	1	0.0 %
37188	5	0.1 %
37189	3	0.1 %
37190	2	0.1 %
37200	2	0.1 %
37201	17	0.4 %
37202	7	0.2 %
37203	180	4.6 %
37204	84	2.1 %

What is your HOME Zip Code?

<u>Home Zip Code</u>	<u>Number</u>	<u>Percent</u>
37205	19	0.5 %
37206	328	8.3 %
37207	414	10.5 %
37208	287	7.3 %
37209	234	5.9 %
37210	143	3.6 %
37211	241	6.1 %
37212	65	1.7 %
37213	9	0.2 %
37214	59	1.5 %
37215	52	1.3 %
37216	110	2.8 %
37217	123	3.1 %
37218	128	3.3 %
37219	25	0.6 %
37220	2	0.1 %
37221	83	2.1 %
37224	1	0.0 %
37228	12	0.3 %
37232	1	0.0 %
37235	4	0.1 %
37243	2	0.1 %
37270	1	0.0 %
37274	1	0.0 %
37307	1	0.0 %
37357	1	0.0 %
37502	1	0.0 %
37717	1	0.0 %
37807	1	0.0 %
38401	14	0.4 %
38501	4	0.1 %
38570	1	0.0 %
<u>Not provided/Don't know</u>	<u>154</u>	<u>3.9 %</u>
Total	3936	100.0 %

Q1. What type of place are you COMING FROM now?

<u>Origin Type</u>	<u>Number</u>	<u>Percent</u>
1=Airport	5	0.1 %
2=College/University	122	3.1 %
3=Hotel	8	0.2 %
4=Medical appointment/doctor's visit	108	2.7 %
5=Recreation/sightseeing	40	1.0 %
6=School (grades K-12)	152	3.9 %
7=Shopping	205	5.2 %
8=Social visit/church/personal/friend's house	295	7.5 %
9=Home	1933	49.1 %
10=Workplace	1042	26.5 %
11=Job seeking	17	0.4 %
12=Other	9	0.2 %
<u>Total</u>	<u>3936</u>	<u>100.0 %</u>

Q3a. What is the City of the place you are coming from?

<u>Origin City</u>	<u>Number</u>	<u>Percent</u>
Antioch	47	1.2 %
Adams	2	0.1 %
Alexandria	1	0.0 %
Ashland City	2	0.1 %
Bellevue	1	0.0 %
Brentwood	5	0.1 %
Cane Ridge	2	0.1 %
Castalian Springs	1	0.0 %
Cedar Hill	2	0.1 %
Chapmansboro	1	0.0 %
Charlotte	2	0.1 %
Columbia	8	0.2 %
Cookeville	2	0.1 %
Cottage Grove	1	0.0 %
Donelson	3	0.1 %
Dickson	1	0.0 %
Dowelltown	1	0.0 %
Fairview	2	0.1 %
Franklin	30	0.8 %
Gallatin	25	0.6 %
Goodlettsville	17	0.4 %
Greenbrier	4	0.1 %
Hartsville	1	0.0 %
Hendersonville	19	0.5 %
Hermitage	14	0.4 %
Joelton	9	0.2 %
Kingston Springs	1	0.0 %
Lascassas	2	0.1 %
La Vergne	9	0.2 %
Lebanon	44	1.1 %
Madisonville	4	0.1 %
Mount Juliet	35	0.9 %
Murfreesboro	13	0.3 %
Nashville	3514	89.3 %
Old Hickory	5	0.1 %
Pegram	1	0.0 %
Pleasant View	5	0.1 %
Portland	2	0.1 %
Rutherford	3	0.1 %
Smithville	1	0.0 %

Q3a. What is the City of the place you are coming from?

<u>Origin City</u>	<u>Number</u>	<u>Percent</u>
Smyrna	8	0.2 %
Spring Hill	8	0.2 %
Springfield	25	0.6 %
Thompson's Station	2	0.1 %
White's Creek	1	0.0 %
Wilson	2	0.1 %
Watertown	1	0.0 %
White Bluff	1	0.0 %
White House	1	0.0 %
Williston	1	0.0 %
Woodbury	1	0.0 %
Madison	43	1.1 %
Total	3936	100.0 %

Q3b. What is the Zip Code of the place you are coming from?

Origin Zip Code	Number	Percent
3721	1	0.0 %
37002	1	0.0 %
37012	3	0.1 %
37013	96	2.4 %
37015	4	0.1 %
37017	1	0.0 %
37019	1	0.0 %
37022	1	0.0 %
37026	1	0.0 %
37027	7	0.2 %
37028	2	0.1 %
37029	1	0.0 %
37031	2	0.1 %
37032	2	0.1 %
37035	1	0.0 %
37037	1	0.0 %
37040	1	0.0 %
37043	1	0.0 %
37046	1	0.0 %
37048	1	0.0 %
37059	1	0.0 %
37062	3	0.1 %
37064	13	0.3 %
37065	1	0.0 %
37066	19	0.5 %
37067	16	0.4 %
37069	1	0.0 %
37072	26	0.7 %
37073	5	0.1 %
37074	4	0.1 %
37075	21	0.5 %
37076	57	1.4 %
37077	1	0.0 %
37079	1	0.0 %
37080	11	0.3 %
37082	2	0.1 %
37085	2	0.1 %
37086	11	0.3 %
37087	48	1.2 %
37090	6	0.2 %

Q3b. What is the Zip Code of the place you are coming from?

Origin Zip Code	Number	Percent
37112	1	0.0 %
37115	118	3.0 %
37120	1	0.0 %
37122	51	1.3 %
37126	1	0.0 %
37127	1	0.0 %
37128	2	0.1 %
37129	5	0.1 %
37130	6	0.2 %
37136	1	0.0 %
37137	1	0.0 %
37138	14	0.4 %
37143	3	0.1 %
37146	6	0.2 %
37148	3	0.1 %
37166	1	0.0 %
37167	9	0.2 %
37169	1	0.0 %
37172	25	0.6 %
37174	7	0.2 %
37179	3	0.1 %
37184	1	0.0 %
37187	1	0.0 %
37189	2	0.1 %
37190	1	0.0 %
37200	1	0.0 %
37201	26	0.7 %
37202	5	0.1 %
37203	196	5.0 %
37204	75	1.9 %
37205	21	0.5 %
37206	203	5.2 %
37207	244	6.2 %
37208	209	5.3 %
37209	193	4.9 %
37210	104	2.6 %
37211	178	4.5 %
37212	69	1.8 %
37213	8	0.2 %
37214	51	1.3 %

Q3b. What is the Zip Code of the place you are coming from?

<u>Origin Zip Code</u>	<u>Number</u>	<u>Percent</u>
37215	59	1.5 %
37216	54	1.4 %
37217	76	1.9 %
37218	94	2.4 %
37219	65	1.7 %
37220	1	0.0 %
37221	54	1.4 %
37224	1	0.0 %
37228	23	0.6 %
37232	62	1.6 %
37234	4	0.1 %
37235	3	0.1 %
37238	2	0.1 %
37240	6	0.2 %
37241	1	0.0 %
37242	9	0.2 %
37243	123	3.1 %
37246	2	0.1 %
37279	1	0.0 %
37307	1	0.0 %
37313	1	0.0 %
37322	1	0.0 %
37357	1	0.0 %
37502	1	0.0 %
37717	1	0.0 %
37807	1	0.0 %
38115	1	0.0 %
38401	9	0.2 %
38501	2	0.1 %
Not provided/Don't know	1051	26.7 %
Total	3936	100.0 %

Q4. How did you get from the place in Question #1 to the very FIRST bus or train you used for this one-way trip?

Access Mode	Number	Percent
1=Biked	24	0.6 %
2=Carpoled with others	18	0.5 %
3=Drove alone	334	8.5 %
4=Walked	3360	85.4 %
5=Dropped off by someone going someplace else	179	4.5 %
6=Other	21	0.5 %
Total	3936	100.0 %

Q4a. IF WALKED: How far did you walk?

Walk Distance	Number	Percent
1=Up to 1/4 mile (0-2 blocks)	2251	67.0 %
2=1/4 to 1/2 mile (3-4 blocks)	494	14.7 %
3=1/2 to 3/4 mile (5-6 blocks)	179	5.3 %
4=3/4 to 1 mile (7-8 blocks)	109	3.2 %
5=1-2 miles (9-16 blocks)	217	6.5 %
6=More than 2 miles (17+ blocks)	110	3.3 %
Total	3360	100.0 %

Q4a. IF BIKED: How many miles?

Bike Distance	Number	Percent
1=One miles or less	6	25.0 %
2=Two miles	6	25.0 %
3=Three miles	4	16.7 %
4=Four miles	1	4.2 %
5=Five miles	1	4.2 %
6=Six or more miles	6	25.0 %
Total	24	100.0 %

Q5. What type of place are you GOING TO now?

<u>Destination Type</u>	<u>Number</u>	<u>Percent</u>
1=Airport	4	0.1 %
2=College/University	150	3.8 %
3=Hotel	7	0.2 %
4=Medical appointment/doctor's visit	136	3.5 %
5=Recreation/sightseeing	67	1.7 %
6=School (grades K-12)	96	2.4 %
7=Shopping	211	5.4 %
8=Social visit/church/personal/friend's house	464	11.8 %
9=Home	1558	39.6 %
10=Workplace	1202	30.5 %
11=Job seeking	19	0.5 %
12=Other	22	0.6 %
<u>Total</u>	<u>3936</u>	<u>100.0 %</u>

Q7a. What is the City of the place where you are going?

<u>Destination City</u>	<u>Number</u>	<u>Percent</u>
Madison	52	1.3 %
Woodbury	1	0.0 %
White House	4	0.1 %
Watertown	1	0.0 %
West End Blvd	1	0.0 %
West End Ave	1	0.0 %
Thompson's Station	6	0.2 %
Springfield	14	0.4 %
Spring Hill	4	0.1 %
Smyrna	5	0.1 %
Rutherford	1	0.0 %
Rockvale	1	0.0 %
Portland	1	0.0 %
Pleasant View	5	0.1 %
Old Hickory	16	0.4 %
Nashville	3482	88.5 %
Murfreesboro	38	1.0 %
Mount Juliet	60	1.5 %
Mason	1	0.0 %
Madisonville	5	0.1 %
Martha	1	0.0 %
Lebanon	42	1.1 %
La Vergne	13	0.3 %
Joelton	3	0.1 %
Hermitage	29	0.7 %
Hendersonville	19	0.5 %
Hartsville-Trousdale County	4	0.1 %
Greenbrier	3	0.1 %
Goodlettsville	14	0.4 %
Gallatin	6	0.2 %
Franklin	21	0.5 %
DONELSON	3	0.1 %
Cookeville	3	0.1 %
Columbia	5	0.1 %
Chattanooga	1	0.0 %
Chapmansboro	1	0.0 %
Cottonwood	1	0.0 %
Castalian Springs	1	0.0 %
Brentwood	8	0.2 %
Belle Meade	1	0.0 %

Q7a. What is the City of the place where you are going?

<u>Destination City</u>	<u>Number</u>	<u>Percent</u>
Bethpage	1	0.0 %
Auburntown	1	0.0 %
Ashland City	3	0.1 %
Antioch	46	1.2 %
Alexandria	2	0.1 %
Adams	5	0.1 %
Total	3936	100.0 %

Q7b. What is the Zip Code of the place where you are going?

<u>Destination Zip Code</u>	<u>Number</u>	<u>Percent</u>
3703	1	0.0 %
37005	1	0.0 %
37010	2	0.1 %
37012	4	0.1 %
37013	76	1.9 %
37015	4	0.1 %
37016	1	0.0 %
37018	1	0.0 %
37019	1	0.0 %
37022	2	0.1 %
37023	1	0.0 %
37026	1	0.0 %
37027	10	0.3 %
37028	1	0.0 %
37031	1	0.0 %
37032	1	0.0 %
37035	1	0.0 %
37040	1	0.0 %
37041	1	0.0 %
37042	1	0.0 %
37043	2	0.1 %
37046	1	0.0 %
37048	2	0.1 %
37055	1	0.0 %
37063	1	0.0 %
37064	7	0.2 %
37066	8	0.2 %
37067	10	0.3 %
37069	4	0.1 %
37072	21	0.5 %
37073	3	0.1 %
37074	4	0.1 %
37075	26	0.7 %
37076	43	1.1 %
37077	1	0.0 %
37080	4	0.1 %
37082	1	0.0 %
37085	1	0.0 %
37086	15	0.4 %
37087	28	0.7 %

Q7b. What is the Zip Code of the place where you are going?

<u>Destination Zip Code</u>	<u>Number</u>	<u>Percent</u>
37090	10	0.3 %
37091	1	0.0 %
37103	2	0.1 %
37106	1	0.0 %
37107	1	0.0 %
37113	1	0.0 %
37115	119	3.0 %
37116	1	0.0 %
37117	1	0.0 %
37122	61	1.5 %
37127	2	0.1 %
37128	7	0.2 %
37129	8	0.2 %
37130	8	0.2 %
37132	1	0.0 %
37138	24	0.6 %
37146	5	0.1 %
37148	1	0.0 %
37153	1	0.0 %
37155	1	0.0 %
37167	6	0.2 %
37172	16	0.4 %
37174	3	0.1 %
37179	6	0.2 %
37184	1	0.0 %
37188	5	0.1 %
37189	1	0.0 %
37190	1	0.0 %
37200	1	0.0 %
37201	48	1.2 %
37202	9	0.2 %
37203	195	5.0 %
37204	51	1.3 %
37205	29	0.7 %
37206	160	4.1 %
37207	191	4.9 %
37208	200	5.1 %
37209	158	4.0 %
37210	103	2.6 %
37211	142	3.6 %

Q7b. What is the Zip Code of the place where you are going?

<u>Destination Zip Code</u>	<u>Number</u>	<u>Percent</u>
37212	62	1.6 %
37213	13	0.3 %
37214	53	1.3 %
37215	42	1.1 %
37216	61	1.5 %
37217	80	2.0 %
37218	60	1.5 %
37219	95	2.4 %
37221	37	0.9 %
37222	1	0.0 %
37228	16	0.4 %
37232	51	1.3 %
37234	3	0.1 %
37235	3	0.1 %
37238	1	0.0 %
37240	4	0.1 %
37242	4	0.1 %
37243	144	3.7 %
37246	4	0.1 %
37247	1	0.0 %
37248	2	0.1 %
37270	1	0.0 %
37274	1	0.0 %
37288	1	0.0 %
37423	1	0.0 %
37615	1	0.0 %
38401	5	0.1 %
38501	2	0.1 %
38570	1	0.0 %
Don't know/not provided	1309	33.3 %
Total	3936	100.0 %

Q8. How will you get to your destination (the place listed in Question #5) once you get off the LAST bus (or train) you are using for this one-way trip?

Access Mode	Number	Percent
1=Bike	14	0.4 %
2=Carpool with others	14	0.4 %
3=Drive alone	299	7.6 %
4=Walk	3408	86.6 %
5=Will be picked up by someone	192	4.9 %
6=Other	9	0.2 %
Total	3936	100.0 %

Q8a. IF WALKED: How far did you walk?

Walk Distance	Number	Percent
1=Up to 1/4 mile (0-2 blocks)	2463	72.3 %
2=1/4 to 1/2 mile (3-4 blocks)	444	13.0 %
3=1/2 to 3/4 mile (5-6 blocks)	261	7.7 %
4=3/4 to 1 mile (7-8 blocks)	22	0.6 %
5=1-2 miles (9-16 blocks)	160	4.7 %
6=More than 2 miles (17+ blocks)	58	1.7 %
Total	3408	100.0 %

Q8b. IF BIKED: How many miles?

Bike Distance	Number	Percent
1=One mile or less	5	35.7 %
2=Two miles	4	28.6 %
3=Three miles	2	14.3 %
5=Five miles	1	7.1 %
6=Six miles or more	2	14.3 %
Total	14	100.0 %

Q9. Did you transfer FROM another bus or train BEFORE getting on this bus?

<u>From Transfer</u>	<u>Number</u>	<u>Percent</u>
1=Yes	1163	29.5 %
2=No	2773	70.5 %
Total	3936	100.0 %

Q13. Will you transfer TO another bus or train AFTER getting off this bus?

<u>To Transfer</u>	<u>Number</u>	<u>Percent</u>
1=Yes	1057	26.9 %
2=No	2879	73.1 %
Total	3936	100.0 %

Q14. If bus service had not been available today, how would you have made this trip?

<u>How make trip</u>	<u>Number</u>	<u>Percent</u>
1=Drive	1105	28.1 %
2=Ride with someone	1042	26.5 %
3=Walk	442	11.2 %
4=Taxi	177	4.5 %
5=Bicycle	71	1.8 %
6=Would not have made this trip	1099	27.9 %
Total	3936	100.0 %

Q15. How many WORKING vehicles (cars, trucks, or motorcycles) are available to your household?

<u>Vehicles in Household</u>	<u>Number</u>	<u>Percent</u>
0=None	1793	45.6 %
1=One	1118	28.4 %
2=Two	728	18.5 %
3=Three	208	5.3 %
4=Four or more	87	2.2 %
99=Refused	2	0.1 %
Total	3936	100.0 %

Q15a. (If #15 is more than "none") Were any of these vehicles available to your household?

<u>Vehicle Available for Trip</u>	<u>Number</u>	<u>Percent</u>
1=Yes	1264	59.0 %
2=No	791	36.9 %
3=Don't know	88	4.1 %
Total	2143	100.0 %

Q16. Including YOU, how many people live in your household?

<u>People in Household</u>	<u>Number</u>	<u>Percent</u>
1=One	925	23.5 %
2=Two	1240	31.5 %
3=Three	728	18.5 %
4=Four	486	12.3 %
5=Five	237	6.0 %
6=Six or more	318	8.1 %
99=Refused	2	0.1 %
Total	3936	100.0 %

Q17. Including YOU, how many adults (age 18 and older) live in your household?

<u>Adults in HH</u>	<u>Number</u>	<u>Percent</u>
1=One	1245	31.6 %
2=Two	1702	43.2 %
3=Three	568	14.4 %
4=Four	204	5.2 %
5=Five	59	1.5 %
6=Six or more	156	4.0 %
99=Refused	2	0.1 %
Total	3936	100.0 %

Q18. Including YOU, how many people in your household work outside the home?

Number of People Employed in Household	Number	Percent
0=None	426	10.8 %
1=One	1707	43.4 %
2=Two	1270	32.3 %
3=Three	294	7.5 %
4=Four	97	2.5 %
5=Five	37	0.9 %
6=Six or more	95	2.4 %
99=Refused	10	0.3 %
Total	3936	100.0 %

Q19. Which of the following categories BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME?

Total Annual Household Income	Number	Percent
1=Below \$12,000	1042	26.5 %
2=\$12,000-\$14,999	488	12.4 %
3=\$15,000-\$29,999	700	17.8 %
4=\$30,000-\$39,999	478	12.1 %
5=\$40,000-\$49,999	327	8.3 %
6=\$50,000-\$59,999	252	6.4 %
7=\$60,000-\$74,999	218	5.5 %
8=\$75,000-\$89,999	128	3.3 %
9=\$90,000-\$114,999	128	3.3 %
10=\$115,000+	111	2.8 %
88=Don't know	38	1.0 %
99=Refused	26	0.7 %
Total	3936	100.0 %

Q20. Do you have a valid driver's license?

<u>Driver's License</u>	<u>Number</u>	<u>Percent</u>
1=Yes	2095	53.2 %
2=No	1603	40.7 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q21. Are you: (check the response that BEST describes you)

<u>Employment Status</u>	<u>Number</u>	<u>Percent</u>
1=Employed full-time	2017	51.2 %
2=Employed part-time	598	15.2 %
3=Not currently (seeking work)	641	16.3 %
4=Not currently employed (not seeking work)	306	7.8 %
5=Retired	110	2.8 %
6=Refused Answer	26	0.7 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q22. Are you a student? (check the one response that BEST describes you)

<u>Student Status</u>	<u>Number</u>	<u>Percent</u>
1=Not a student	2920	74.2 %
2=Yes-student thru 12th grade	231	5.9 %
3=Yes-college/university	481	12.2 %
4=Yes-other	66	1.7 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q23. How have you changed your travel behaviors in recent months in response to rising fuel prices?

<u>Travel Behavior</u>	<u>Number</u>	<u>Percent</u>
1=I have not changed	2466	62.7 %
2=I drive a little less	231	5.9 %
3=I drive a lot less	247	6.3 %
4=I started carpooling	15	0.4 %
5=I carpool more often	16	0.4 %
6=I started using transit	287	7.3 %
7=I use transit more often	394	10.0 %
8=I walk or bike more	42	1.1 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q24. How long have you been using MTA/RTA services?

<u>How long using MTA/RTA services</u>	<u>Number</u>	<u>Percent</u>
1=Today is my first day	64	1.6 %
2=Less than 1 year	950	24.1 %
3=1-2 years	735	18.7 %
4=2-3 years	172	4.4 %
5=3-4 years	420	10.7 %
6=More than 4 years	1357	34.5 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q25. How often do you ride some form of public transit in the Nashville region? (check the one that best fits you)

<u>How often use MTA/RTA services</u>	<u>Number</u>	<u>Percent</u>
1=Once a day	2816	71.5 %
2=At least once per week	661	16.8 %
3=At least once per month	129	3.3 %
4=At least once per year	35	0.9 %
5=Less than once per year	16	0.4 %
6=This is my first time	41	1.0 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q26. Did you already or will you later make this trip in the EXACT opposite direction today?

<u>Reverse Trip</u>	<u>Number</u>	<u>Percent</u>
1=Yes	2707	68.8 %
2=No	991	25.2 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q27. On this ROUND TRIP (between the time you left home and the time you will return home) will you: (check all that apply)

<u>Round Trip Activities</u>	<u>Number</u>	<u>Percent</u>
1 = Go to work	2029	41.8 %
2 = Go to school	466	9.6 %
3 = Go shopping	471	9.7 %
4 = Visit friend/attend social event	434	8.9 %
5 = Buy a meal	474	9.8 %
6 = Do other errands	934	19.2 %
9 = Don't know/Not sure	51	1.0 %
Total	4859	100.0 %

Q28. How did you pay for your trip today?

<u>How paid for trip</u>	<u>Number</u>	<u>Percent</u>
1=Employer-Sponsored/Easy Ride Card	866	22.0 %
2=MTA 20-Ride Express Pass	48	1.2 %
3=MTA 20-Ride Local Pass	127	3.2 %
4=MTA 31-Day Pass	677	17.2 %
5=MTA 7-Day Pass	206	5.2 %
6=MTA All-Day Pass	736	18.7 %
7=MTA One Way Fare-Express	17	0.4 %
8=MTA One Way Fare-Local	796	20.2 %
9=RTA 20-Ride Pass	65	1.7 %
10=RTA One Way Fare-Express Plus	17	0.4 %
21=10-Ride Ticket	70	1.8 %
23=Monthly Pass	24	0.6 %
24=One-Ride Ticket	18	0.5 %
99=Not provided	269	6.8 %
Total	3936	100.0 %

Q29. Which of the following fare discounts do you receive?

<u>Fare Discounts</u>	<u>Number</u>	<u>Percent</u>
1=None	2443	62.1 %
2=Youth	357	9.1 %
3=Senior	108	2.7 %
4=Disabled	451	11.5 %
5=Other	86	2.2 %
9=Not provided	491	12.5 %
Total	3936	100.0 %

Q30. What is your AGE:

<u>Age</u>	<u>Number</u>	<u>Percent</u>
1=Under 18	224	5.7 %
2=18-24	595	15.1 %
3=25-34	763	19.4 %
4=35-44	712	18.1 %
5=45-54	800	20.3 %
6=55-64	505	12.8 %
7=65+	99	2.5 %
9=Not provided	238	6.0 %
Total	3936	100.0 %

Q31. Your Gender:

<u>Gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	1938	49.2 %
2=Female	1998	50.8 %
Total	3936	100.0 %

Q32. How would you describe your race/ethnicity?

<u>Ethnicity</u>	<u>Number</u>	<u>Percent</u>
1 = White	1827	46.0 %
2 = Black/African American	1850	46.6 %
3 = Asian	81	2.0 %
4 = Native American	22	0.6 %
5 = Hispanic/Latino	138	3.5 %
6 = Other	51	1.3 %
Total	3969	100.0 %

Q33. Do you speak a language other than English at home?

Do you speak another language at home?	Number	Percent
1=Yes 272	6.9 %	
2=No 3426	87.0 %	
9=Not provided	238	6.0 %
Total 3936	100.0 %	

Q33a. [IF YES to #33] How well do you speak and understand English?

How well do you speak/understand English?	Number	Percent
1=Very well	198	72.8 %
2=Well	46	16.9 %
3=Not well	18	6.6 %
4=Not at all	10	3.7 %
Total 272	100.0 %	

Q33b. [IF YES to #33] How often do you use the following services?

(N=272)

	Very often	Often	Not often	Not at all	
How often speak to customer service on the phone		11.4%	15.1%	36.4%	37.1%
How often speak to customer service at Music City Central:		6.6%	11.8%	34.9%	46.7%
How often use the ticket vending Machines at MCC		5.1%	8.8%	28.3%	57.7%
How often speak to MTA/RTA bus drivers with questions		9.6%	24.6%	36.8%	29.0%
How often speak with other MTA/RTA employees		8.1%	12.9%	36.0%	43.0%
How often attend MTA/RTA public meetings		1.8%	4.8%	12.1%	81.3%

CHAPTER 7: SURVEY INSTRUMENTS

Copies of the survey instruments are provided on the following pages.

Nashville Regional Transit Survey

BUS VERSION Route Code: _____ Time: _____ am / pm Interviewer: _____ Serial #: _____

Please take a few moments to complete this important survey. Your input will be used to plan transportation improvements in the Nashville area. *All information will be kept strictly confidential.*

HOME Address: (please be specific, ex: 123 W Main Street): _____
(If you are just visiting the area, list the address you are staying in the Nashville area.)

OR Intersection if street address is not known: _____ & _____

City: _____ **County:** _____ **State:** _____ **Zip Code:** _____

COMING FROM?

1. **What type of place are you COMING FROM now** (the starting place for your one-way trip)?

- Your **HOME** → Go to Question #4
- Your **WORKPLACE**
- School (grades K-12)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visit / church / personal / friend's house
- College / University (student's only)
- Other: _____

2. **What is the NAME of the place you are coming from now?**

3. **What is the EXACT STREET ADDRESS of this place?**

OR Intersection if street address is not known:

_____ & _____

City: _____ **Zip:** _____

4. **How did you get from the place in Question #1 to the very FIRST bus or train you used for this one-way trip?**

- Walked – **How far did you walk?**
 - Up to ¼ mile (0-2 blocks)
 - ¼ to ½ mile (3-4 blocks)
 - ½ to ¾ mile (5-6 blocks)
 - ¾ to 1 mile (7-8 blocks)
 - 1-2 miles (9-16 blocks)
 - More than 2 miles (17+ blocks)
- Biked – **How many miles?** _____ miles
- Was dropped off by someone going someplace else
- Carpooled with others → **answer 4a**
- Drove alone → **answer 4a**
- Other: _____

4a. **If you CARPOOLED or DROVE ALONE, what is the name of the park/ride location or nearest intersection where you parked?**

GOING TO?

5. **What type of place are you GOING TO now** (the ending place for your one-way trip)?

- Your **HOME** → Go to Question #8
- Your **WORKPLACE**
- School (grades K-12)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visit / church / personal / friend's house
- College / University (student's only)
- Other: _____

6. **What is the NAME of the place you are going to now?**

7. **What is the EXACT STREET ADDRESS of this place?**

OR Intersection if street address is not known:

_____ & _____

City: _____ **Zip:** _____

8. **How will you get to your destination** (the place listed in Question #5) **once you get off the LAST bus** (or train) **you are using for this one-way trip?**

- Walk – **How far will you walk?**
 - Up to ¼ mile (0-2 blocks)
 - ¼ to ½ mile (3-4 blocks)
 - ½ to ¾ mile (5-6 blocks)
 - ¾ to 1 mile (7-8 blocks)
 - 1-2 miles (9-16 blocks)
 - More than 2 miles (17+ blocks)
- Bike – **How many miles will you bike?** _____ miles
- Be picked up by someone
- Carpool with others → **answer 8a**
- Drive alone → **answer 8a**
- Other: _____

8a. **If you will CARPOOL or DRIVE ALONE, what is the name of the park/ride location or nearest intersection where your car/van is currently parked?**

THIS BUS

(answer the following based on your current one-way trip between the places listed above)

9. **Did you transfer FROM another bus or train BEFORE getting on this bus?** YES NO

10. **Approximately what time did you get on THIS bus?** Hour/Minute: _____ am / pm

11. **What is the nearest intersection (or name of the place) where you GOT ON this bus**

street 1 (or name of place): _____ & street 2: _____

12. **What is the nearest intersection (or name of the place) where you will GET OFF this bus:**

street 1 (or name of place): _____ & street 2: _____

13. **Will you transfer TO another bus or train AFTER getting off this bus?** YES NO

Please complete the questions on the back.

TRIP SUMMARY

Please list all of the bus routes (and train stations*) you are using during your current ONE-WAY trip in order below. PLEASE **CIRCLE** THE ROUTE YOU WERE USING WHEN YOU COMPLETED THIS SURVEY.

ORIGIN → _____ → _____ → _____ → _____ → DESTINATION
1st Bus Route or Train Station used 2nd Bus Route or Train Station used 3rd Bus Route or Train Station used 4th Bus Route or Train Station used

*If you are using a train station, please list the name of the station where you GOT ON and then GOT OFF.

OTHER IMPORTANT ITEMS

14. If bus service had not been available today, how would you have made this trip?
 Drive Ride with someone Walk Taxi Bicycle Would not have made this trip
15. How many WORKING vehicles (cars, trucks, or motorcycles) are available to your household?
 None One Two Three Four or more
- 15a. [If #15 is more than "none"] Were any of these vehicles available for you to make this trip? Yes No
16. Including YOU, how many people live in your household? _____ people
17. Including YOU, how many adults (age 18 and older) live in your household? _____ adults
18. Including YOU, how many people in your household work outside the home? _____ people
19. Which of the following categories BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME?
 Below \$12,000 \$30,000 - \$39,999 \$60,000 - \$74,999 \$115,000 +
 \$12,000-\$14,999 \$40,000 - \$49,999 \$75,000 - \$89,999
 \$15,000-\$29,999 \$50,000 - \$59,999 \$90,000 - \$114,999
20. Do you have a valid driver's license? Yes No
21. Are you:(check the one response that BEST describes you)
 Employed full-time (at least 35 hours per week) Employed part-time (less than 35 hours per week)
 Not currently employed but seeking work Retired
 Not currently employed and not seeking work
22. Are you a student?(check the one response that BEST describes you)
 Not a student Yes - college/university (specify institution's name): _____
 Yes - student thru 12th grade Yes - other (specify institution's name): _____
23. How have you changed your travel behaviors in recent months in response to rising fuel prices? (check all that apply)
 I have not changed I started carpooling I started using transit I use transit more often
 I drive a little less I drive a lot less I carpool more often I walk or bike more
24. How long have you been using MTA/RTA services?
 Today is my first time Less than 1 year 1-2 years 3-4 years more than 4 years
25. How often do you ride some form of public transit in the Nashville region? (check the one that best fits you)
 Once a day or more At least once per month Less than once per year
 At least once per week At least once per year This is my first time
26. Did you already or will you later make this trip in the EXACT opposite direction today?
 NO YES - what time? _____ am / pm
27. On this ROUND TRIP (between the time you left home and the time you will return home) will you: (check all that apply)
 Go to work Go to school Go shopping Do other errands
 Visit friend/attend social event Buy a meal Other: _____
28. How did you pay for your trip today?
 MTA One Way Fare - Local MTA 20-Ride Local Pass Employer-Sponsored/EasyRide Card
 MTA One Way Fare - Express MTA 20-Ride Express Pass RTA One Way Fare - Express Plus
 MTA All Day Pass MTA 31-Day Pass RTA 20-Ride Pass
 MTA 7-Day Pass
29. Which of the following fare discounts do you receive? None Youth Senior Disabled
30. What is your AGE: Under 18 18-24 25-34 35-44 45-54 55-64 65+
31. Your Gender: Male Female
32. How would you describe your race/ethnicity? (check all that apply)
 White Black/African American Asian Native American Hispanic/Latino Other
33. Do you speak a language other than English at home? Yes No
- 33a. [IF YES to #33] How well do you speak and understand English? Very Well Well Not well Not at all
- 33b. [IF YES to #33] How often do you use the following services?
(1) Speak to Customer Service on the telephone: Very Often Often Not Often Not at all
(2) Speak to Customer Service at Music City Central: Very Often Often Not Often Not at all
(3) Use the Ticket Vending Machines at Music City Central: Very Often Often Not Often Not at all
(4) Speak to the MTA/RTA Bus Drivers with questions: Very Often Often Not Often Not at all
(5) Speak with other MTA/RTA employees: Very Often Often Not Often Not at all
(6) Attend MTA/RTA Public Meetings: Very Often Often Not Often Not at all

REGISTER TO WIN \$100

People who submit an accurately completed survey will be entered in a random drawing for one of FIVE \$100 cash prizes

Your Name: _____ Phone Number: (____) _____

Thank you for your help!

If you completed this survey before getting off the bus, please return this survey to the survey staff.

Nashville Regional Transit Survey

TRAIN VERSION Station Code: _____ Time: _____ am / pm Interviewer: _____ Serial #: _____

Please take a few moments to complete this important survey. Your input will be used to plan transportation improvements in the Nashville area. *All information will be kept strictly confidential.*

HOME Address: (please be specific, ex: 123 W Main Street): _____
(If you are just visiting the area, list the address you are staying in the Nashville area.)

OR Intersection if street address is not known: _____ & _____

City: _____ **County:** _____ **State:** _____ **Zip Code:** _____

COMING FROM?

1. **What type of place are you COMING FROM now** (the starting place for your one-way trip)?

- Your **HOME** → Go to Question #4
- Your **WORKPLACE**
- School (grades K-12)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visit / church / personal / friend's house
- College / University (student's only)
- Other: _____

2. **What is the NAME of the place you are coming from now?**

3. **What is the EXACT STREET ADDRESS of this place?**

OR Intersection if street address is not known:

_____ & _____

City: _____ **Zip:** _____

4. **How did you get from the place in Question #1 to the very FIRST bus or train you used for this one-way trip?**

- Walked – **How far did you walk?**
 - Up to ¼ mile (0-2 blocks)
 - ¼ to ½ mile (3-4 blocks)
 - ½ to ¾ mile (5-6 blocks)
 - ¾ to 1 mile (7-8 blocks)
 - 1-2 miles (9-16 blocks)
 - More than 2 miles (17+ blocks)
- Biked – **How many miles?** _____ miles
- Was dropped off by someone going someplace else
- Carpooled with others → **answer 4a**
- Drove alone → **answer 4a**
- Other: _____

4a. **If you CARPOOLED or DROVE ALONE, what is the name of the park/ride location or nearest intersection where you parked?**

GOING TO?

5. **What type of place are you GOING TO now** (the ending place for your one-way trip)?

- Your **HOME** → Go to Question #8
- Your **WORKPLACE**
- School (grades K-12)
- Airport (as an air passenger)
- Recreation / sightseeing
- Medical appointment / doctor's visit
- Social visit / church / personal / friend's house
- College / University (student's only)
- Other: _____

6. **What is the NAME of the place you are going to now?**

7. **What is the EXACT STREET ADDRESS of this place?**

OR Intersection if street address is not known:

_____ & _____

City: _____ **Zip:** _____

8. **How will you get to your destination** (the place listed in Question #5) **once you get off the LAST train** (or bus) **you are using for this one-way trip?**

- Walk – **How far will you walk?**
 - Up to ¼ mile (0-2 blocks)
 - ¼ to ½ mile (3-4 blocks)
 - ½ to ¾ mile (5-6 blocks)
 - ¾ to 1 mile (7-8 blocks)
 - 1-2 miles (9-16 blocks)
 - More than 2 miles (17+ blocks)
- Bike – **How many miles will you bike?** _____ miles
- Be picked up by someone
- Carpool with others → **answer 8a**
- Drive alone → **answer 8a**
- Other: _____

8a. **If you will CARPOOL or DRIVE ALONE, what is the name of the park/ride location or nearest intersection where your car/van is currently parked?**

THIS TRAIN

(answer the following based on your current one-way trip between the places listed above)

9. **Did you transfer FROM a bus BEFORE getting on this train?** YES NO

10. **Approximately what time did you get on THIS train?** Hour/Minute: _____ am / pm

11. **At which station did you GET ON this train?**

- Riverfront
- Donelson
- Hermitage
- Mt. Juliet
- Martha
- Lebanon

12. **At which station will you GET OFF this train?**

- Riverfront
- Donelson
- Hermitage
- Mt. Juliet
- Martha
- Lebanon

13. **Will you transfer TO a bus AFTER getting off this train?** YES NO

Please complete the questions on the back.

TRIP SUMMARY

Please list all of the bus routes and train stations you are using during your current ONE-WAY trip in order below. BE SURE TO LIST THE STATIONS WHERE YOU GOT ON AND OFF THIS TRAIN AND ANY BUS ROUTES YOU USED TO GET TO/FROM A TRAIN STATION.

ORIGIN → _____ → _____ → _____ → _____ → DESTINATION
1st Bus Route or Train Station used 2nd Bus Route or Train Station used 3rd Bus Route or Train Station used 4th Bus Route or Train Station used

OTHER IMPORTANT ITEMS

14. If transit service had not been available today, how would you have made this trip?
 Drive Ride with someone Walk Taxi Bicycle Would not have made this trip
15. How many WORKING vehicles (cars, trucks, or motorcycles) are available to your household?
 None One Two Three Four or more
- 15a. [If #15 is more than "none"] Were any of these vehicles available for you to make this trip? Yes No
16. Including YOU, how many people live in your household? _____ people
17. Including YOU, how many adults (age 18 and older) live in your household? _____ adults
18. Including YOU, how many people in your household work outside the home? _____ people
19. Which of the following categories BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME?
 Below \$12,000 \$30,000 - \$39,999 \$60,000 - \$74,999 \$115,000 +
 \$12,000-\$14,999 \$40,000 - \$49,999 \$75,000 - \$89,999
 \$15,000-\$29,999 \$50,000 - \$59,999 \$90,000 - \$114,999
20. Do you have a valid driver's license? Yes No
21. Are you:(check the one response that BEST describes you)
 Employed full-time (at least 35 hours per week) Employed part-time (less than 35 hours per week)
 Not currently employed but seeking work Retired
 Not currently employed and not seeking work
22. Are you a student?(check the one response that BEST describes you)
 Not a student Yes - college/university (specify institution's name): _____
 Yes - student thru 12th grade Yes - other (specify institution's name): _____
23. How have you changed your travel behaviors in recent months in response to rising fuel prices? (check all that apply)
 I have not changed I started carpooling I started using transit I use transit more often
 I drive a little less I drive a lot less I carpool more often I walk or bike more
24. How long have you been using MTA/RTA services?
 Today is my first time Less than 1 year 1-2 years 3-4 years more than 4 years
25. How often do you ride some form of public transit in the Nashville region? (check the one that best fits you)
 Once a day or more At least once per month Less than once per year
 At least once per week At least once per year This is my first time
26. Did you already or will you later make this trip in the EXACT opposite direction today?
 NO YES - what time? _____ am / pm
27. On this ROUND TRIP (between the time you left home and the time you will return home) will you: (check all that apply)
 Go to work Go to school Go shopping Do other errands
 Visit friend/attend social event Buy a meal Other: _____
28. How did you pay for your trip today?
 One-Ride Ticket 10-Ride Ticket Monthly Pass Employer-Sponsored/EasyRide Card
29. Where did you purchase your ticket or pass for this trip?
 Station platform vending machine Riverfront Station Ticket Office Music City Central Kroger store
 Mt Juliet City Hall Lebanon City Hall RTA/MTA Website
30. What is your AGE: Under 18 18-24 25-34 35-44 45-54 55-64 65+
31. Your Gender: Male Female
32. How would you describe your race/ethnicity? (check all that apply)
 White Black/African American Asian Native American Hispanic/Latino Other
33. Do you speak a language other than English at home? Yes No
- 33a. [IF YES to #33] How well do you speak and understand English? Very Well Well Not well Not at all
- 33b. [IF YES to #33] How often do you use the following services?
(1) Speak to Customer Service on the telephone: Very Often Often Not Often Not at all
(2) Speak to Customer Service at Music City Central: Very Often Often Not Often Not at all
(3) Use the Ticket Vending Machines at Music City Central: Very Often Often Not Often Not at all
(4) Speak to the MTA/RTA Bus Drivers with questions: Very Often Often Not Often Not at all
(5) Speak with other MTA/RTA employees: Very Often Often Not Often Not at all
(6) Attend MTA/RTA Public Meetings: Very Often Often Not Often Not at all

REGISTER TO WIN \$100

People who submit an accurately completed survey will be entered in a random drawing for one of FIVE \$100 cash prizes

Your Name: _____ Phone Number: (____) _____

Thank you for your help!

If you completed this survey before getting off the bus, please return this survey to the survey staff.

APPENDIX L

2011 Title VI Compliance Review



U.S. Department
of Transportation
**Federal Transit
Administration**

Headquarters

U.S. Department of
Transportation
1200 New Jersey Ave., SE
East Bldg., 5th Floor, TCR
Washington, DC 20590

February 10, 2012

Mr. Paul Ballard
Chief Executive Officer
Nashville Metropolitan Transit Authority
130 Nestor Street
Nashville, TN 37210-2124

Dear Mr. Ballard:

Thank you for your corrective action responses regarding the Federal Transit Administration's (FTA) Title VI Compliance Review of the Nashville Metropolitan Transit Authority, conducted from February 1-3, 2011.

We are pleased with the progress you have made in implementing the requirements of Title VI of the Civil Rights Act of 1964 as set forth in FTA Circular 4702.1A. The corrective action responses were adequate to close out your deficiencies.

We appreciate the cooperation and assistance that you and your staff have provided us during and subsequent to this review. If you have any questions about this matter, please contact Ms. Amber Ontiveros at 202-366-5130 or amber.ontiveros@dot.gov.

Sincerely,

for

Amber Ontiveros
Title VI, EEO, DBE Team Leader
FTA Civil Rights

Cc: Ms. Linda Ford, Acting Director, FTA Office of Civil Rights
Mr. Yvette G. Taylor, FTA Regional Administrator, Region IV
Ms. Rebecca Rand, Regional Civil Rights Officer, Region IV
Ms. Maxine Marshall, The DMP Group

APPENDIX M

2013 Title VI Concurrence



U.S. Department
Of Transportation

Region IV

230 Peachtree Street, N.W.
Suite 800
Atlanta, GA 30303

**Federal Transit
Administration**

December 3, 2013

Pat Downs
Capital Grants Administrator
Metropolitan Transit Authority (MTA)
430 Myatt Drive
Nashville, TN 37115

Re: Title VI Program Concurrence – Recipient ID No. 1809

Dear Ms. Downs:

This letter is to confirm that we have received Nashville Metropolitan Transit Authority's (MTA) Title VI Program on October 1, 2013 and additional information on December 2, 2013. This Title VI Program submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

We have reviewed your program and determined that it meets the requirements set out in the FTA's Title VI Circular 4702.1B. Please plan to submit a Title VI Program by October 1, 2016 by attaching it to your Recipient Profile in FTA's TEAM-Web. Please delete any version of the program in TEAM that this submission is replacing. Your Title VI Program will expire 60 days after the due date, on November 30, 2016. If we have not received required information by the time your Title VI Program expires, the Nashville MTA may experience delays in processing grants or draw-down restrictions.

Thank you for your ongoing cooperation in meeting all of the FTA civil rights program requirements. A copy of this letter has been attached to your Recipient Profile in TEAM. Please contact me at (404) 865-5471 or at Carlos.Gonzalez3@dot.gov for any questions.

Sincerely,

Carlos A. Gonzalez
Regional Civil Rights Officer

cc: Jim McAteer, AICP, Director of Planning & Grants, MTA (Electronic)
Dr. Yvette G. Taylor, Regional Administrator, FTA Region IV (Electronic)
Monica McCallum, Regional Division Chief, FTA Civil Rights (Electronic)