



## MTA Proposes Changes to Fare Structure *Public Hearings Scheduled for November 17 and 22*

The Metropolitan Transit Authority will hold two public hearings on Nov. 17 and 22 regarding proposed changes to its fare structure.

As a result of rising fuel, health and pension costs, the MTA is facing challenges within its operating budget this year. To deal with this budget issue, the agency is considering two proposals to restructure its fare system and has scheduled public hearings to gain input from customers and others about the changes.

A nationally known transit expert worked with the MTA staff on the proposals after performing an extensive study of MTA's fare structure in relation to other transportation peers including systems in Knoxville, Chattanooga, Memphis, Louisville, Jacksonville and Richmond. The results show that while MTA has slightly higher

cash fares, it has significantly lower AccessRide fares.

The study offered several recommendations for restructuring. The MTA board and management staff spent a great deal of time examining the study and various recommendations. After much discussion, two proposals were selected for review at the upcoming public hearings.

Listed below are the locations and times of the public hearings:

**Downtown Library  
November 17  
5:30 p.m. to 6:30 p.m.  
615 Church Street, Nashville**

**Downtown Library  
November 22  
12:00 p.m. to 1:30 p.m.  
615 Church Street, Nashville**

*(continued on page 2)*

## RTA Board Tours Commuter Rail Cars at MTA Offices



Top row l-r: Commissioner Joe Reagan (Brentwood), Mayor Don Wright (Gallatin), Commissioner Shannon Polen (Robertson County)  
Middle row l-r: Bobby Franklin (City Planner, Mt. Juliet), Mayor Don Fox (Lebanon), Mayor Jim Fuqua (Hendersonville)  
Front row l-r: Paul Ballard (MTA CEO), Vice Mayor Charles Sanders (Columbia), Mayor Jim Calloway (Portland), Dana Richardson (Traffic Director, Murfreesboro), Alderman Dan Klatt (Franklin), Mayor Bill Purcell (Nashville), County Executive R.J. Thompson (Sumner County), Mayor Bob Spivey (Smyrna), Ed Cole (Chief of Environment & Planning, TDOT), Timothy Williams (City Administrator, White House), Rick Gregory (Planning Director, Goodlettsville)



*In October, MTA received its second order of Gillig buses, making the fleet 85 percent accessible to individuals with disabilities.*

## Work Begins on New MTA Downtown Transit Center

Approximately two and a half years from now, MTA customers waiting on connecting buses in the downtown area will have the pleasure of waiting inside a brand new facility that will serve as a central hub for bus riders in the Metro Nashville area.

The new Central Station facility will replace all transit activity on the outdoor Petway Transit Mall at 4<sup>th</sup> and Deaderick in downtown Nashville and will be a multiuse, intermodal facility located within the Central Business District.

"The development of this facility is the next essential step in building a world-class transit system in Nashville," says Paul Ballard, MTA Chief Executive Officer. "Having the necessary infrastructure for our customers is a vital part of expanding the transit system, attracting new riders and becoming one of the solutions to the area's traffic congestion problems."

The Central Station will

provide a warm and inviting environment for commuters and bring the city in line with other markets of the same size that already have such a facility for transit customers.

The new facility will contain adequate space for all downtown transit operations, bus parking and loading areas, a climate-controlled waiting area, restrooms, bus schedule and ticket sales information, and possibly retail businesses such as a coffee shop or child care center.

Funding for the new facility is 80 percent federal and 20 percent local with an expected preliminary budget of \$20 million. Based upon current ridership, more than 14,000 passengers per day will use the new Central Station.

MTA has selected TranSystems, a nationally known transportation consulting firm located in Kansas City, Mo., as the lead consultant

*(continued on page 5)*

## MTA Installs New Bike Racks

MTA recently began installing "Byk-Raks," distributed by Midwest Bus Corporation, on all its buses. All of the fleet has been retrofitted with the bike racks, including the new Gillig buses.

"We are offering this new service to the transit riders of Nashville as we strive daily to meet the ever-changing needs of the community. We believe these new bike racks will increase ridership among students and active members of the Nashville area," said Paul Ballard, Chief Executive Officer of the Nashville MTA.

The bike racks, which are made of a durable stainless steel, are easy to use, support up to 200 lbs., and accommodate all bicycles with wheels 16" or larger, locking them securely in place for the ride.

As part of Walk Nashville Week, held Oct. 6-10, MTA featured one of the new Gillig buses, equipped with a bike rack, at the Shelby Bottoms Greenway event.

"We are thrilled that MTA

has decided to install bike racks on their buses. This will be a tremendous help to activists, such as myself, when we're out and about in Nashville," said Glen Wanner, President of Walk/Bike Nashville.

"MTA has taken a major step to provide more transportation choices in Nashville. Transit users who live too far to walk to the bus stop can now ride their bikes. If a bicyclist has a mechanical problem, they can now take the bus home. I was a bit nervous when I first used the racks, but they are easy to use and the bike is very secure," added Wanner.

To aid MTA riders in the operation of the new bike racks, MTA produced a colorful brochure that describes the procedure for locking bicycles in place. The new brochure was distributed to members of Walk/Bike Nashville at the group's annual meeting and is available at MTA displays around town, at local Nashville bicycle shops, online at [www.nashvillemta.org](http://www.nashvillemta.org), or by contacting the MTA customer service staff.



Julia Graves and Tom Grooms prepare to take their bikes for a ride on MTA.

## Fare Study Proposals

(continued from page 1)

Individuals who are unable to attend one of the meetings and wish to offer public comments may do so by faxing comments to (615) 862-6208 or by e-mailing comments to [mta.publichearings@nashville.gov](mailto:mta.publichearings@nashville.gov) through Nov. 26, 2004.

The chart below outlines the proposed changes to MTA's current fare structure.

Types of Fares		Current Fare	Plan A	Plan B
<b>Fixed Route</b>	<b>Cash Fares</b>			
	Adult Local Fare	\$1.45	\$1.60	\$1.10
	Adult Reduced Fare Seniors and People w/ Disabilities	\$0.70	\$0.80	\$0.55
	Youth Fare	\$0.90	\$0.90	\$0.60
	Express Fare	\$1.75	\$2.00	\$1.50
	Transfer	\$0.10	\$0.10	ELIMINATE*
	<b>Multi-Ride Fare Cards</b>			
	20-Ride Local	\$24.85	\$26.00	\$20.00
	Adult 20-Ride Reduced Fare Seniors and People w/ Disabilities	\$11.85	\$13.00	\$10.00
	20-Ride Express	\$30.90	\$33.00	\$27.00
	<b>Unlimited Ride Passes</b>			
	<b>Single Day</b>			
	1-Day	N/A	N/A	\$3.25
	Adult 1-Day Reduced Fare Seniors and People w/ Disabilities	N/A	N/A	\$2.00
	1-Day Youth	N/A	N/A	\$2.00
	<b>31-Day</b>			
	31-Day	\$48.00	\$50.00	\$50.00
	Adult 31-Day Reduced Fare Seniors and People w/ Disabilities	\$19.95	\$25.00	\$25.00
	31-Day Youth	\$35.00	\$35.00	\$35.00
	<b>7-Day</b>			
	Adult 7-Day	\$14.70	\$15.00	\$15.00
	7-Day Youth	\$9.00	\$9.00	\$9.00
<b>Special Fares</b>				
AccessRide	\$1.75	\$2.20	\$2.20	
10-Ride AccessRide	\$16.80	\$22.00	\$22.00	
Zone	\$0.25	ELIMINATE	ELIMINATE	
Express Upgrade	\$0.25	\$0.25	\$0.25	
Non-Profit Discount	VARIOUS	ELIMINATE	ELIMINATE	

\* Plan B Transfers will no longer be offered

## New Simulator Offers Enhanced Training for Drivers

Funding for the purchase of a new bus simulator has been approved and budgeted. Two types of simulators were on display in July and September for all staff to examine. One simulator featured a 360 degree view that allowed drivers to see passengers behind them.

These simulators provide enhanced training capabilities for drivers. Once purchased, the simulator will be used for pre-employment screenings, as an addition to the current eight-week driver training course and in refresher courses

for experienced drivers. The simulators can even be used to prepare for roadeo competitions.

"We are so excited to have this opportunity to develop our new drivers and the organization as whole," said Loren Wyatt, MTA training manager.

The detailed specifications for the Request For Proposals (RFP) are being written. Once the RFP is completed the information will be placed in various trade publications and will be available on the MTA web site [www.nashvillemta.org](http://www.nashvillemta.org).

## Drivers Set to Compete in "Roadeo" at Annual TPTA Conference

The winners of the 14th annual MTA "Roadeo" will be competing at the state competition during the TPTA conference held in November.

Jean LeVeque and Michael Tucker, who placed first and third, respectively, in MTA's bus roadeo, and Deloris Roberts, George Capshaw and Darryl Howard, who placed first through third, respectively, in the van competition, will travel to Chilhowee Park in Knoxville, Tenn., to compete against representatives from

other transit systems from throughout the state.

Lora Baulsir, MTA human resources director, is coordinating the cheering squad this year. Plans include special long-sleeved t-shirts designed by MTA's new graphic designer Janice Truszkowski.

MTA operators take this annual competition very seriously and are looking forward to bringing the gold home to Music City. Good luck to you all!



# Trapeze Installation in Full Swing

The first phase of the Trapeze Software installation is complete, successfully swinging MTA into the 21st Century.

“When this installation is finished, we will have a totally integrated system that causes our many departments to align and helps us work more efficiently,” said Tim Sanderson, MTA planning director and project manager for the Trapeze installation.

The PASS component of the system, used by AccessRide, offers fully automated scheduling and dispatch capabilities including client registration features. It has been in place since mid-September.

“It’s the Cadillac of software systems,” said Sherri Milliken, AccessRide manager. “It offers much better support than the old system.”

With the implementation of the PASS module, AccessRide hopes to increase ridership, increase van trips and decrease

overflow (taxi trips). These goals were quite lofty, but total ridership for September was up 3.9 percent, van trips were up 12 percent and taxi overflow was down 18 percent compared to September 2003. There were also no denials for AccessRide service in September.

“The biggest indicator of the success of the PASS module is the reduction in overflow figures,” said Bob Baulsir, MTA Chief Operating Officer.

The FX module, to be used by the planning department for routing, scheduling and blocking, is currently in the production phase. Once the raw data has been entered into the system, it will work together with the INFO modules that are scheduled for installation in early 2005.

The customer service department will use the INFO CALL section of the software. Instead of looking up information

in the headway book, this package will allow Customer Service Representatives (CSRs) to access the routes and stops on their computers so they can provide up-to-date information to the riders more quickly.

The PLAN module will aid the planning department in several ways. The package easily identifies more efficient ways to send out vehicles and staff and offers scenario modeling and trend analysis features that will reduce costly route changes. This module also will help reduce the amount of time spent compiling data from multiple sources.

The review for the OPS module, to be used by human resources, dispatch, operations and even the training department, was held Oct. 19-21. This section of the software will automate and standardize bidding, driver dispatch, time-keeping and workforce

management.

Some additional features currently under consideration include IVR or Interactive Voice Response; this automated telephone attendant feature allows passengers to access transit information quickly without having to speak to a CSR. This special feature will supplement MTA Call Center services before, during and after regular office hours.

The INFO WEB module, also under consideration, would help passengers view timetable and trip planning information on the web. It offers origin-to-destination itineraries and route information including stop locations and walk distances.

The many and exciting features of the Trapeze system may seem overwhelming at first, but employees will be fully trained on the individual modules after the review process is concluded and the software is fully installed.



## Board Approves Purchase of Paratransit Vans

Recently, the board of directors approved the purchase of 12 paratransit vans that will be used both for AccessRide and the new Demand Response Zone service.

The vans are loaded with upgrades and will feature updated graphics, LED twin vision signs, and newer model engines and transmissions than the current fleet. Also after receiving feedback from MTA drivers, the decision was made to upgrade the driver-side mirrors. All of the older vans will be retrofitted with these mirrors

as well.

“The biggest difference in the new vans will be the improved graphics and LED twin vision signs. Everyone should make sure to keep their eyes open for the new look,” said Bob Baulsir, MTA Chief Operating Officer.

According to the production schedule from Supreme Corporation, the vans are scheduled to go on line Nov. 9, with two buses going on line each day. Production should be finished between Dec. 17 and 20.

## MTA Gearing Up for Demand Response Zone Project

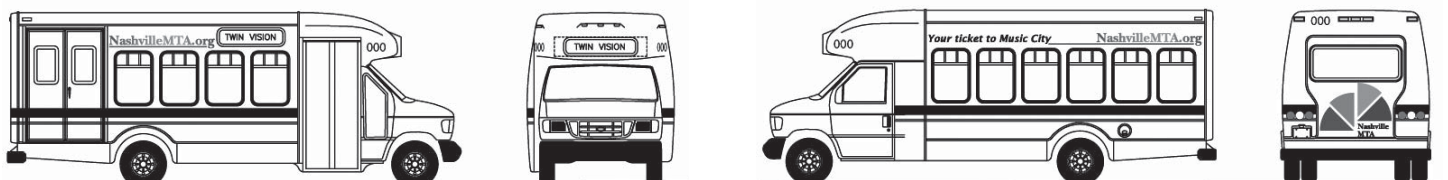
In an effort to better serve low density neighborhoods such as southwest Nashville and provide additional options for seniors and passengers with disabilities, MTA is preparing to launch a Demand Response Zone next year.

Demand Response Zone routes differ from traditional fixed routes in that the schedules are based on rider demand. These routes will use the smaller 15-passenger paratransit vans rather than the large Gillig buses and will operate only on

weekdays.

Here is how it will work. Passengers call MTA to schedule a pickup time and request a location. Then the bus picks them up at the stop closest to them and drops them off at the stop closest to their desired destination or transfer point within the zone at no additional charge.

Additional stops will be added to existing routes so that passengers should not have to walk more than a block to a stop.



The new paratransit vans to be used for both AccessRide and Demand Response Zone will feature updated graphics and LED twin vision signs.

# Vanderbilt University and MTA Make Getting to Work Easier

## MTA logs 77,211 rides from Vandy partnership



A new partnership between Vanderbilt University and the Metropolitan Transit Authority is making travel to work more pleasant and less expensive for faculty and staff—and improving air quality at the same time.

“Take a Ride to Work on Vanderbilt” allows full- and part-time Vanderbilt employees to ride to and from work without charge on MTA buses.

Through a unique agreement with MTA and Vanderbilt, riding the bus is as simple as scanning the magnetic strip on an existing Vanderbilt identification card on the bus fare box. MTA collects rider data and provides a monthly invoice to Vanderbilt.

“This partnership supports two of Vanderbilt’s key goals: giving back to the Nashville community and making unique and valuable benefits available to our employees,” said Vanderbilt Chancellor Gordon Gee. “We encourage other area employers to join us in this effort to clear pollution in the air and congestion on the roads.”

This unique partnership is a “win-win” for Vanderbilt employees, MTA and the community. “We are pleased to be a part of this important transit partnership, which is a first for the Nashville MTA and Vanderbilt. We are hopeful this partnership will serve as a good working model for similar institutions,” MTA Chief Executive Officer Paul Ballard said.

Vanderbilt, the largest private employer in the mid state, faces the daily challenge of providing convenient parking for nearly 15,000 faculty and staff, as well as numerous patients and visitors. The Vanderbilt University Medical Center complex alone houses four parking garages and several surface lots. One parking garage, the South Garage, is the largest freestanding parking facility in Tennessee.

“The partnership with MTA helps Vanderbilt address parking concerns, provide a free benefit to employees, and improve the air quality in and around Nashville,” said John Howser, assistant director of News and Public Affairs for the Medical Center. “Our employees also appreciate being dropped off at the front door. It’s very convenient, and employees don’t have to worry about fighting traffic to and from work,” Howser added. “This is a benefit that puts money in your pocket that would be spent paying for gas and for parking.”

The Ride to Work program began in July 2004, and early results

indicate a great deal of interest among employees. Nearly 1,500 employees attended information sessions about the program, and Vanderbilt expects the number of regular transit riders to grow from 110 to about 500. As of Oct. 31, MTA has logged 77,211 rides as a result of the partnership.

Both Vanderbilt and MTA participate in the Clean Air Partnership of Middle Tennessee ([www.cleanairpartnership.info](http://www.cleanairpartnership.info)). The Clean Air Partnership and MTA offer assistance to employers in the Nashville vicinity who would like to establish programs to encourage employees to drive less. Such programs offer tremendous value:

- Provides a benefit for employees and employers that saves them money
- Decreases the stress of commuting; enhances community relations
- Increases employee productivity
- Assists employers who provide parking (paid or unpaid) for employees
- Assists employers in recruiting and retaining employees
- Reduces congestion on busy highways by shifting people from driving alone to mass transit, van pools or commuter rail
- Helps reduce vehicle emissions and improve air quality

MTA offers this advice for employers interested in providing commuter options for their employees:

- Network with an employer who already has a program in place.
- Consider all the options and structure your program to fit the needs of your organization and your employees.
- Implement an aggressive employee outreach program to encourage participation.
- In Nashville contact MTA ([www.nashvillemta.org](http://www.nashvillemta.org)) to discuss the benefits of mass transit and how your employees can access the system. More than likely there is already a bus stop within a few feet of your company. The Nashville MTA has 40 different routes within Davidson County and also has special contracts to serve customers in Smyrna, Murfreesboro, Hendersonville and Mt. Juliet.
- Check out [www.cleanairtn.org](http://www.cleanairtn.org), [www.CommuterChoice.gov](http://www.CommuterChoice.gov) and [www.CommuterChoice.com](http://www.CommuterChoice.com) on the Internet for excellent information on all types of employer programs.

## Personnel News

### Staff Promotions

Employee	Position	Date
Norbert Cosby	From Operator Trainee to Operator	09/18/04
Robert Sutton	From Operator Trainee to Operator	09/18/04
Janice Richardson	From Operator Trainee to Operator	09/18/04
Pablo Quizhpe	From Operator Trainee to Operator	09/18/04
Evan Chatman	From Operator Trainee to Operator	09/18/04
Fred Frame	From Apprentice Mechanic to “A” Mechanic	09/05/04
Salvator Milluzzo	From Apprentice Mechanic to “A” Mechanic	08/01/04
Kathryn Deising	From Graphic Designer to Admin Asst.	07/29/04
Ricky Carnahan	From “B” Mechanic to “A” Mechanic	07/11/04

### MTA Retirees

The following employees have recently retired from the MTA. They are going to be missed, and we would like to extend them our best wishes.

Employee	Position	Date
James Veals	Maintenance (31 yrs service)	09/01/04
Dwight Hooper	Operator (27 yrs service)	09/01/04
Barbara Morgan	Customer Service Rep. (21 yrs service)	07/01/04

### New Employees

We would like to welcome our new employees.

Employee	Position	Date
Janice M. Truszkowski	Graphic Designer/Commun. Asst.	10/18/04
Melissa R. Stevens	Publications Editor	09/27/04
Andy Zimmerman	Planner/GIS Specialist	09/21/04
Jon K. Mangrum	Apprentice Mechanic	09/20/04
Frances Davis	Operator Trainee	09/13/04
Robert Smalling	Operator Trainee	09/13/04
Wayne Brown	Operator Trainee	09/13/04
Thomas Fiske	Operator Trainee	09/13/04
Arthur Crockett	Operator Trainee	09/13/04
Traci Fletcher	Operator Trainee	09/13/04
Leann Gladdish	Operator Trainee	09/13/04
Wallace Primm	Part Time Customer Service Rep.	09/07/04

## 30 Years and Counting...

### Nashville's first woman bus driver marks third decade with MTA

When Elizabeth Duff sat down behind the wheel of her first bus in 1974, she did so as the first-ever female driver



After 30 years on the job Elizabeth Duff, MTA's first female operator, is right at home behind the wheel.

for the Nashville Metropolitan Transit Authority. Her reason for doing so then is the same reason that keeps her behind the wheel today: she loves to drive. She celebrated her 30th anniversary with MTA on April 22, 2004.

Born and raised in Nashville, Liz has always been fascinated by the city buses. "When I was a little girl," she says, "I rode the

bus and would sit and watch the driver drive." Her first job was behind the wheel of the E.B. Smith Chevrolet courtesy car, and it was one of her clients that led her to MTA.

"I took a client back to MTA. It turned out he was a bus driver and he said, 'They're hiring women, you should apply.' So I did," she says. "George Atwood was the supervisor when I first came here, and he gave me the chance to do what I always wanted. I finally got that opportunity."

While many traditionally male professions of that time did not welcome women, MTA was not one of them. On the contrary, Liz says the male drivers "were very helpful, and then when other women came, they were the same way."

MTA customers, however, balked at first at the idea of a woman driver, but Liz took the criticism in stride. "If something is going against me, it just makes me more determined to do it," she says.

Liz has seen many changes at MTA over the years. She started out working the extra

board for 4 ½ years, then went on maternity leave with her youngest son. "Back then, we didn't have radios to call in. If we needed something, we had to stop and use a pay phone. Things are really different now," she says.

When she came back, she worked the night shift and stayed there for 25 years. This March she switched to days and now enjoys driving the West End route.

Now the mother of three and grandmother of six looks back at a long career of doing one of the things she loves best and is just happy to be driving. "I don't talk much about being the first woman driver at MTA...I'm just a driver," she says. Her husband, Harry, however, couldn't be prouder. "He says, 'You should always tell people who you are and what you do,'" she laughs.

Liz is eligible for retirement in February of next year, but doesn't plan to be off the road any time soon. "Even if I do retire, I'm too young for social security," she says. "Plus, I have always wanted to drive a tractor trailer."

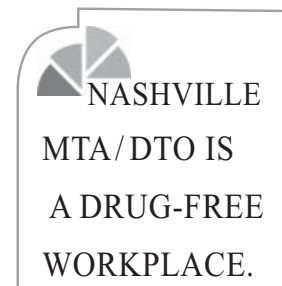
## New Transit Center

(continued from page 1)

on the project. TranSystems is responsible for all four phases of the project: system planning and site selection, preliminary engineering and environmental assessment, final design, and construction management.

Preliminary study and early work has already begun. In September, an advisory Steering Committee of citizens, which includes bus riders and state employees, as well as downtown business and civic leaders, was formed and held their first organizational meeting. The group will meet again later this month.

The development of this new facility is part of the MTA's five-year capital improvement service plan that will expand and improve bus service over the next several years.



## Kudos ...

### In Their Own Words:

The following compliment was received from Debra Jerdan of the United Kingdom.

*I've just returned to the UK after spending 12 days in Nashville. During my stay I used the MTA buses frequently. After visiting several cities in the United States, I found your drivers were by far the most helpful and courteous.*

*There were two drivers in particular who I thought deserved a special mention. One was named William Graham. I traveled on his bus a number of times and his interaction with his passengers was something I wish could be brought to the UK!*

*The other driver (I didn't get his name) was driving the bus from Opry Mills on Tuesday, July 27 when a car cut in front of him. His professionalism was outstanding. He stayed calm throughout. I have friends visiting Nashville in the next few weeks, and I will be sure that they know how good your organization is.*

*Sincerely,  
Debra Jerdan*

The compliment below was received from Linda Dube' of Canada.

*I used MTA bus service while on vacation in Nashville last week and found MTA service to be quite accessible. The drivers were all so friendly about taking the time to help us onto and off of the bus. It was not an inconvenience to them at all. Here in Canada the accessible city bus service is relatively new and the drivers really have a bad attitude towards taking their time to help us out.*

*I really appreciate the friendliness of your staff in helping us. They just really made my trip so much more enjoyable... One of your drivers on the #34 bus, Janet Blackmon, was very kind to us.*

*Sincerely,  
Linda Dube'*

The following staff also received special recognition for a job well done: Mark Betts, Beverly Brown, Roy Brown, Wayne Bruce, Dawn Chandler, Ronald Grant Sr., Gary Hauck, William Horton, Andrew Huff, Charles Mitchell and William Woodard.

### Did You Know...

MTA is one of only two departments that had all their reportable Results Matter programs certified. Congratulations and a huge thank you to all the program champions.

### A Special Thanks To...

The new training room has been renovated and is now located where the former "money room" was. Thanks to Larry Lane and Lee Goodman for taking on the awesome task of transforming this area into an impressive training facility.

Several staff members (Ric Rocha, Zelyko Alavanja, Jay Moore, Steve Lawrence, Diane Hill, Gloria Ewing, Sam Newson and Mario Trevino) in Maintenance deserve special recognition for making sure the Music City Star rail car and the shop area were in "tip top" shape for a recent tour by Mayor Purcell and other RTA board members. The group was very impressed.

MTA staff received special accolades from the mayor on this year's "Back-to-School" preparations. A special thanks goes to our Planning, Operations, Communications, and Customer Service staff for our successful efforts.



130 Nestor Street  
Nashville, TN 37210-2124

Phone 615-862-5969  
Fax 615-862-6208



ADA Inquiry and  
Customer Service  
862-5950  
880-3286 (TTY)

Check our web site at  
[www.nashvillemta.org](http://www.nashvillemta.org)

**Bill Purcell**  
Mayor

**Paul J. Ballard**  
Chief Executive Officer

**Board of Directors**

**Lewis Lavine**  
Chair

**Gail Carr Williams**  
Vice Chair

**William L. Barnes**  
Member

**E.L. Collins**  
Member

**Marian T. Ott**  
Member

**Newsletter Editorial Staff**

Editor-in-Chief/Writer  
**Patricia Harris-Morehead**

Managing Editor/Writer  
**Melissa Stevens**

Graphic Designer  
**Janice Truszkowski**

Contributing Writers  
**Erica Steakley**  
**Terri Sterling**  
**Linda Tidwell**  
**Tim Sanderson**

Editorial Assistance  
**Ellen Davis**

Photography  
**Kathryn Deising**  
**Gary Layda**  
**Janice Truszkowski**  
**White, Thompson,**  
**Cunningham and Regen**

If you have suggestions  
for future articles, please  
submit them to the MTA  
communications office.

## MTA Helps Bridge the Accessibility Gap



*There was quite a large turnout for the Bridging to Accessibility event held at the Shelby Street Pedestrian Bridge in October.*

On Oct. 26, 2004, MTA participated in the second annual Bridging to Accessibility event at the Shelby Street Pedestrian Bridge. The event was sponsored by the Center for Independent Living and the ADA Compliance division of Nashville's Metro government in honor of National Disability Employment Awareness Month and featured information booths, live music, and food and beverages.

MTA had one of the new Gillig buses on site so that everyone could see how accessible the new buses are. AccessRide staff also brought a van and passed out informational brochures, and MTA Travel Trainer Judy Shelton was there to answer questions.

## MTA Employees Empty Their Pockets for Charity

MTA began its 2004-2005 Metro Employees Consolidated Charities Campaign on Oct. 21 with an early morning pancake breakfast and evening pizza party for employees. Tim Sanderson, Lora Baulsir, Bob Baulsir and Ed Oliphant all donned an apron to cook and serve breakfast, and Kay Eitneier was there to make sure everyone had a donation form.

The annual campaign benefits a large network of more than 230 charities including Community Health Charities, Community Shares and the United Way of Metropolitan Nashville.

This year's fund-raising goal was \$8,800. Thanks to the generosity of its employees, MTA has exceeded that goal by raising a total of \$9,345.

Employees who donated funds were able to enter in a drawing for a "Day Off With Pay." The winners of the drawing were:

- Administration - Cynthia Whitehead
- Operations - Judy Gower and Billie Holt
- Maintenance - Larry Perry



*Several MTA employees filled their plates at the pancake breakfast held to raise money for the 2004 MECC Campaign.*

## ...And Just for Fun



*Sonia Lavender, Marilyn Yokley, Amie Gorman, Amy McDaris, Rob McElhane, Kay Eitneier, Lynn Saunders, Peggy Chatman and Carolyn Smiley have a bit of Halloween fun. Trick or Treat anyone?*

## MTA Making Plans to Replace Bus Benches

Plans are underway to begin a phase-in replacement program for the more than 700 bus benches now on the streets. Several prototypes have been received. The goal is to have a bench that is both customer friendly and aesthetically pleasing. The review committee will seek input from MTA personnel and the community before a final decision is made.



*Lora Baulsir, Tim Sanderson, Joan Bosley and Patricia Harris-Morehead try out one of the new bus bench prototypes.*