

## Notice of Meeting and Agenda

**Bi-State Development  
Operations Committee  
Tuesday, October 17, 2017 8:00 a.m.**

**Headquarters - Board Room, 6<sup>th</sup> Floor  
One Metropolitan Square, 211 N. Broadway, Suite 650  
St. Louis, Missouri 63102**

**This location is accessible to persons with disabilities. Individuals with disabilities needing information or communication accommodations should call Bi-State Development at (314) 982-1400, for TTY access, call Relay 711. Sign language interpreter services or other accommodations for persons with hearing or speech disabilities will be arranged if a request for such service is made at least two days in advance of the meeting. Large print material, Braille material or other formats will also be provided upon request.**

<b>Agenda</b>	<b>Disposition</b>	<b>Presentation</b>
1. Call to Order	Approval	Chairman Buehlhorn
2. Roll Call	Quorum	S. Bryant
3. Public Comment*	Information	Chairman Buehlhorn
4. Minutes from August 15, 2017, Operations Committee	Approval	Chairman Buehlhorn
5. Amended Agreement between Saint Louis County and Bi-State Development Agency of the Missouri-Illinois Metropolitan District (METRO) d/b/a Transportation Management Association	Approval	R. Friem / J. Butler
6. Contract Award: Bridgestone/Firestone Fleet Tire Leasing and Wheel Refinishing	Approval	R. Friem / L. Jackson
7. Wayfinding and Customer Communication Design Procurement of Services	Approval	R. Friem / J. Mefford-Miller
8. Northside-Southside Pilot Program for Transit-Oriented Development Planning Procurement of Services	Approval	R. Friem / J. Mefford-Miller
9. Metro Transit Security System Update	Information	J. Nations / R. Friem
10. Unscheduled Business	Approval	Chairman Buehlhorn
11. Call of Dates for Future Committee Meetings	Information	S. Bryant
12. Adjournment to Executive Session: <i>If such action is approved by a majority vote of The Bi-State Development Agency's Board of Commissioners who constitute a quorum, the Board may go into closed session to discuss legal, confidential, or privileged matters pursuant to Bi-State Development Board Policy Chapter 10, Section 10.080 (D) Closed Records: Legal under §10.080(D)(1); Real Estate under §10.080(D)(2); Personnel under §10.080(D)(3); Health Proceedings under §10.080(D)(4); Employee Negotiations under</i>	Approval	Chairman Buehlhorn

Agenda	Disposition	Presentation
<p><i>§10.080(D)(5); Data Processing under §10.080(D)(6); Purchasing and Contracts under §10.080(D)(7); Proprietary Interest under §10.080 (D)(8); Hotlines under §10.080(D)(9); Auditors under §10.080(D)(10); Security under §10.080(D)(11); Computers under §10.080(D)(12); Personal Access Codes under §10.080(D)(13); Personal Information under §10.080(D)(14); Insurance Information under §10.080(D)(15); Rail, Bus, or Facilities Safety and Accidents under §10.080(D)(16) or Protected By Law under §10.080(D)(17).</i></p>		

**\*Note: Public comment may be made at the written request of a member of the public specifying the topic(s) to be addressed and provided to the Agency’s information officer at least 48 hours prior to the meeting.**

**BI-STATE DEVELOPMENT  
OPERATIONS COMMITTEE MEETING  
OPEN SESSION MINUTES  
AUGUST 15, 2017**

**Committee Members in Attendance**

Michael Buehlhorn, Chairman  
David Dietzel, (absent)  
Irma Golliday, (via phone)  
Aliah Holman, (via phone)  
Justin Zimmerman

**Other Commissioners in Attendance**

Vernal Brown, (via phone)

**Staff in Attendance**

John Nations, President & CEO  
Barbara Enneking, General Counsel and Deputy Secretary  
Shirley Bryant, Certified Paralegal  
Ray Friem, Executive Director Metro Transit  
Barbara Georgeff, Director of Executive Services  
Kathy Klevorn, Sr. Vice President, Chief Financial Officer  
Jim Cali, Director Internal Audit  
Larry Jackson, Executive Vice President of Administration  
Dianne Williams, Vice President of Communications & Marketing  
Patti Beck, Director of Communications  
Lisa Burke, Executive Assistant  
Patti Beck, Director, Communications  
Richard Zott, Chief of Public Safety  
Matthew Hibbard, Social Media Communications Manager  
Kent Swagler, Director Corporate Compliance & Ethics  
Virginia Alt-Hildebrandt, Manager Administrative Services  
Diana Bentz, Vice President of Organizational Effectiveness  
Jenny Nixon, Executive Director Tourism Innovation  
Dave Sanders, Strategic Business Development Manager  
Kathy Brittin, Director, Risk Management, Safety & Claims  
Ted Zimmerman, Director Marketing  
Mary Lamie, Executive Director St. Louis Regional Freightway  
Charles Stewart, Vice President Pension & Insurance  
Kerry Kinkade, Vice President, Chief Information Officer  
David Allen, Director Arts-In-Transit  
Yodit Teklu, Associate Project Manager – Freight Partnership  
Scott Grott, General Manager MetroLink  
Jessica Mefford-Miller, Assistant Executive Director, Transit Planning & System Development  
Ken Franklin, Vice President Government Relations & Policy Initiatives  
Julianne Stone, Vice President Strategic Initiatives  
Annisia Stanley, Casualty Claims Manager

**Others in Attendance**

Taulby Roach, St. Clair County Transit District  
Edwilla Massey, Rep. Clay's Office  
Richard Maxwell  
Scott Kirks  
Ryan McClure

**1. Call to Order**

**8:00 a.m.** Chairman Buehlhorn called the Open Session Operations Committee Meeting to order at 8:00 a.m.

**2. Roll Call**

**8:00 a.m.** Roll call was taken.

**3. Public Comment**

**8:00 a.m.** There was no public comment.

**4. Minutes from May 16, 2017 Operations Committee**

**8:01 a.m.** The May 16, 2017, Open Session Operations Committee Meeting minutes were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Brown and seconded by Commissioner Zimmerman. **Motion passed unanimously.**

**5. St. Louis Regional Freightway 2017 Multimodal Transportation Project List**

**8:02 a.m.** The briefing paper and attachment regarding the St. Louis Regional Freightway 2017 Multimodal Transportation Project List was provided in the Committee packet. Mary Lamie, Executive Director St. Louis Regional Freightway, provided a brief overview. The updated 2017 Multimodal Transportation Project List was developed by the Needs Analysis and Freight Development Committee (**NAFD**). NAFD consists of a broad cross section of industry leaders representing, manufacturing, logistics, industrial real estate, workforce development, economic development organizations, academia, all modes of transportation, both the Illinois and Missouri Departments of Transportation and the East-West Gateway Council of Governments (**EWGCOG**). The Freight Multimodal Transportation Project List was unanimously approved by the Freight Council, the EWGCOG Board of Directors and the Bi-State Development Board of Commissioners in 2016. NAFD updated the project list for 2017. The project list is a tool for elected leaders, the DOTs and regional leaders to better understand the infrastructure needs of manufacturing and logistic industries that represent the region and the nation's supply chain. The projects in the 2017 Multimodal Transportation Project List were developed through a request for projects throughout the St. Louis region from state and local agencies and our committee members. NAFD committee members met and the projects were vetted with public and private stakeholders from across the region. The Merchants Bridge (**TRRA**) over the Mississippi River was ranked as the Freightway's highest priority project. New projects include improvements to Interstate 70, Hanley Road, and St. Charles Rock Road in Missouri and Interstate 64, Air Mobility Drive expansion, and Kaskaskia Regional Port District projects in Illinois. Some discussion followed regarding other projects that may be considered in the future. A motion was made by Commissioner Holman and seconded by Commissioner Brown to approve this agenda item as presented in the briefing paper and forward to the Board for final approval. **Motion passed unanimously.**

John Nations, President & CEO, also informed the Board that Mary Lamie was recognized by the *St. Louis Business Journal* as one of the 25 most influential women in business in the St. Louis region, and it is a well-deserved recognition.

**6. Contract Award: Mobile Data Terminal Replacement for Call-A-Ride (CAR)**

**8:08 a.m.** The contract award for Mobile Data Terminal Replacement for Call-A-Ride (CAR) was provided in the Committee packet. Ray Friem, Executive Director Metro Transit, provided an overview. The Mobile Data Terminals (MDT) are at the heart of how the CAR system operates; it is the system that communicates to the operators in real time about changes in their schedules. Paratransit does not have a fixed route, appointments are set up day by day, and they are subject to change through the course of the day. The MDT interfaces directly with the scheduling software, which is a critical piece of equipment for CAR, and without it we wouldn't be able to meet customer expectations in paratransit. A solicitation was issued on February 24, 2017, and two (2) proposals were received (StrataGen and Trapeze). Upon completion of the consensus technical scores, presentation/demonstration scores and the best and final cost scores, management's recommendation is that the Operations Committee approve and forward to the Board for final approval the request that the President & CEO enter into a contract with the firm whose proposal is most advantageous to Bi-State Development, with price and other factors considered. The contract is not to exceed the amount of \$634,123 to implement new Mobile Data Terminals for the Metro Call-A-Ride fleet that meets or exceeds the functionality and capabilities that they employ today. Additional discussion followed. A motion was made by Commissioner Zimmerman and seconded by Commissioner Holman to approve this agenda item as presented in the briefing paper and forward to the Board for final approval. **Motion passed unanimously.**

**7. Contract Modification: Extension of Communications Agency Services Contract with Common Ground Public Relations**

**8:12 a.m.** The contract modification for the Extension of Communications Agency Services Contract with Common Ground Public Relations was provided in the Committee packet. Jenny Nixon, Executive Director Tourism Innovation provided an overview. A solicitation was issued in February 2013 to provide communications services, professional counsel and strategic planning services to assist in the development and implementation of activities for the Gateway Arch Riverfront. The contract was awarded to Common Ground Public Relations (CGPR). The contract was for three (3) base years and two (2) option years. The contract period began April 24, 2013, and currently the contract is in Option Year 2. During the past five (5) years the City Arch River project and other improvements at the Jefferson National Expansion Memorial have continued and the overall completion date for the project has been extended. The project completion date is Summer 2018. The completion of the project and the new visitor experience is expected to draw significant local, regional, and national interest. The Missouri Division of tourism along with Explore St. Louis have stated their intent to focus on the completion of the project in promoting the 2018 tourism season. Management's request is to extend the current contract with CGPR for an additional six (6) months. The contract extension will not only allow continuity of services but will also allow the flexibility of services if the project completion date is modified again. Management's recommendation is for the Operations Committee to approve and forward to the Board for final approval the request that the President & CEO issue a modification to extend the contract six (6) months and expand the scope of services in the amount of \$188,000 with Common Ground Public Relations for the purposes of continuity of services for the project completion and grand opening activities in 2018. The total revised contract would not exceed \$675,461. A motion was made by Commissioner Holman and seconded by Commissioner Brown to approve this agenda item as presented in the briefing paper and forward to the Board for final approval. **Motion passed unanimously.**

**8. Amendment of Bylaws for 501(c)(3) Arts in Transit, Inc.**

**8:16 a.m.** The Amendment of Bylaws for 501(c)(3) Arts in Transit, Inc. was provided in the Committee packet. Dianne Williams, Vice President of Communications & Marketing and David Allen, Director Arts-In-Transit were present for the presentation and to answer any questions from the Committee. Due to technical problems with the microphones, John Nations, President & CEO, provided a brief overview of this agenda item. Arts-In-Transit (**AIT**) has received funding from a number of governmental grant makers including the St. Louis Regional Arts Commission, the Missouri Arts Council, and the National Endowment for the Arts. This has resulted in hundreds of thousands of additional dollars to Bi-State Development (**BSD**) over the years for educational and community programs, permanent and temporary public art, and integrated artistic design. Now that AIT is a 501(c)(3) organization, they are eligible to apply to broader range of funders. A major evaluation for most foundations and funding institutions is the composition of the grantee's governing body. Every grant application asks about the diversity of the Board of Directors, and the background and/or professional expertise of the Board's membership. Currently AIT's board consists of BSD staff members only. The Board of Directors of AIT should be modified and its Bylaws amended to include outside representation. A five member Board of Directors would include a combination of one member of the Board of Commissioners, two members from the Visual Arts and/or Design community, one member from the education community and one member from the business community. Management's recommendation is that the Operations Committee approve and forward to the Board for final approval the Amended and Restated Bylaws of Arts In Transit, Inc. and the Affiliation Agreement between Arts In Transit, Inc. and BSD. A motion was made by Commissioner Zimmerman and seconded by Commissioner Holman to approve this agenda item as presented in the briefing paper and forward to the Board for final approval. **Motion passed unanimously.**

**9. 4<sup>th</sup> Quarter Operations Report and Capital Projects Update**

**8:21 a.m.** The 4<sup>th</sup> Quarter Operations Report and Capital Projects Update was provided in the Committee packet. Ray Friem, Executive Director Metro Transit provided an overview of the 4<sup>th</sup> Quarter Report for FY17. Expenses for the Transit System finished the year under budget, however in the beginning of the fiscal year Metro assumed it would reimburse St. Louis County Police Department \$4.1 million of contract expenses. After the start of the fiscal year, St. Louis County paid the police department directly resulting in the contract service line item being significantly under budget. The FY18 budget reflects this change. Fuel cost continued to trend lower than budget by almost \$3 million. Wages and benefits were also less than budgeted primarily because of open positions throughout the fiscal year. The loss of passenger revenue was below budget by almost \$7.5 million and below the previous year's total by over \$4 million. This is directly related to lower ridership across the system. The system ridership was 7.6% lower than FY16. Major public safety incidents in March 2017 contributed to this quarterly ridership loss. Metro carried 3.1 million fewer passengers in FY17 compared to FY16. MetroBus ridership was down 8.2%, MetroLink ridership was down 5.5%. The annual service plan is relatively unchanged. Rail revenue miles and hours are down slightly because of the reopening of the EADS Bridge. MetroBus miles and hours are up slightly due to the opening of the North County Transit Center. Call-A-Ride can self-adjust depending on the daily rides scheduled and the reduced miles and hours reflect the ridership trend for that service. Valid Security complaints were stable when compared to the 4<sup>th</sup> quarter of FY16. System Performance Measures continue to meet the very high goals set for them. On time performance is stable or improving for all modes. Valid customer complaints are up 3% for the quarter and 22% for the year. Maintenance data shows lower mean distance between failures (**MDBF**) for FY17, but each

mode is well above industry averages. Metro is unable to accurately track custodial arrests across the system because that information isn't reported to Metro staff. For this reason, Metro staff will devise a new reporting system to more accurately report the security activity for future reports. Lower ridership totals and the addition of on-line communication tools have had an impact on call volumes in the Customer Service Center. Effective August 14, 2016, Customer Service expanded its operating schedule from 7:30a.m. – 4:30p.m. to 7:00a.m. – 6:00p.m. The Downtown Transit Center Project is 100% completed and open. The SmartCard project will be the focal point of the October 17, 2017 Operations Committee meeting. The system is ready and is in final testing. The Service Design Review is a new project that Jessica Mefford-Miller will discuss in more detail today in agenda item #10.

Some discussion followed regarding revenue received from various jurisdictions and other revenue sources, as well as system ridership and LRV replacement. This agenda item was informational only and no further action was required. A copy of this report will be kept at the office of the Deputy Secretary.

**10. Metro Reimagined Project Update**

**8:40 a.m.** The Metro Reimagined Project Update was provided in the Committee packet. Jessica Mefford-Miller, Assistant Executive Director Transit Planning & System Development provided a brief overview. The Metro Transit System has undergone several service transformations over the past decade. *Metro Redefined*, initiated in 2004, transformed the transit system into a hub-and-spoke service model that no longer required customers to go downtown to reach their final destination. The system expanded to include a light rail expansion in 2006 and several new transit centers that addressed the changing passenger travel needs. *Metro Reimagined* will result in recommendations for service adjustments which could be phased in over a five year horizon. Possible service changes to be explored could include new route realignments, frequency and spacing adjustments, and additional service types designed specifically to create new opportunities to access the system. *Metro Reimagined* will provide a look at current market conditions, service performance, and operations. The Market Analysis will provide insight on existing market demand and mobility needs by evaluating land use, demographics, and travel patterns within the St. Louis region. Service Evaluation will analyze Metro Transit's network design, service operations, and ridership to provide insight on how customers use the system. *Metro Reimagined* will build on the successes while employing innovative mobility options that enhance the customer experience and provide a variety of appropriate service levels. This report was informational only and no Committee action was required. A copy of this report will be kept at the office of the Deputy Secretary.

**11. Metro Transit System Security Update**

**8:53 a.m.** Metro Transit System Security Update was provided in the Committee packet. John Nations, President & CEO, provided a brief update. The Board requested regular updates regarding recent changes in Security policy including the regional Memorandum of Understanding (MOU) for MetroLink Security. Agency staff has been working with the jurisdictions to implement the MOU. Conversations are ongoing and a meeting is scheduled later today with the Chief of Police in St. Louis County to discuss how to proceed. The jurisdictions and the Transit Access Working Group have been meeting, and an invitation has been extended to Mr. Friem to become a part of the Transit Access Working Group. We are still working through the issues in the MOU with the jurisdictions. Mr. Friem stated that as we work through some of the MOU issues, we are proceeding both on a functional and technical day-to-day review of the different functions that comprise the entire security asset. The major incidents on the system have declined a little bit in the last quarter. There have been reports of increased activity on the

trains both on the part of the police departments and Metro's Public Safety. Some of the goals of some of the programs seem to be realized in the initial stages. Mr. Nations stated that there is a renewed emphasis and commitment of everyone involved to maximize safety on the public transit system. This report was informational only and no Committee action was required. A copy of the report will be kept at the office of the Deputy Secretary.

**12. Unscheduled Business**

**8:55 a.m.** There was no unscheduled business.

**13. Call of Dates for Future Committee Meetings**

**9:00 a.m.** The Committee was advised of upcoming meetings as follows:

Audit, Finance & Administration Committee:	Friday, August 25, 2017, 8:00 a.m.
Board Meeting:	Friday, September 22, 2017, 8:00 a.m.
Operations Committee:	Tuesday, October 17, 8:00 a.m.

**14. Executive Session - If such action is approved by a majority vote of the Bi-State Development Agency's Board of Commissioners who constitute a quorum, the Board may go into closed session to discuss legal, confidential, or privileged matters pursuant to Bi-State Development Board Policy Chapter 10, Section 10.080(D) Closed Records; Legal under § 10.080(D)(1); Real Estate under §10.080(D)(2); Personnel under § 10.080 (D)(3); Health Proceedings under §10.080(D)(4); Employee Negotiations under § 10.080(D)(5); Data Processing under § 10.080(D)(6); Purchasing and Contracts under § 10.080(D)(7); Proprietary Interest under § 10.080(D)(8); Hotlines under § 10.080(D)(9); Auditors under § 10.080(D)(10); Security under § 10.080(D)(11); Computers under § 10.080(D)(12); Personal Access Codes under § 10.080(D)(13); Personal Information under § 10.080(D)(14); Insurance Information under § 10.080(D)(15); Rail, Bus, or Facilities Safety and Accidents under § 10.080(D)(16) or Protected by Law under § 10.080(D)(17).**

**9:00 a.m.** Pursuant to the requirements of Bi-State Development Board Policy, Chapter 10, Section 10.080(D); (1); (11); (15); and (16), Chairman Buehlhorn requested a motion to allow the Committee to go into closed session. A motion to go into Executive Session was made by Commissioner Zimmerman and seconded by Commissioner Holman. A roll call vote was taken, and the Commissioners present, Holman, Buehlhorn, Golliday, Zimmerman and Brown voted to approve this agenda item. **Motion passed unanimously, and the Open Session meeting was adjourned at 9:00 a.m.**

  
Deputy Secretary to the Board of Commissioners  
Bi-State Development



**Bi-State Development  
Operations Committee  
Agenda Item  
October 17, 2017**

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**From:** Raymond A. Friem, Executive Director Metro Transit  
**Subject:** **Amended Agreement between Saint Louis County and Bi-State Development Agency of the Missouri-Illinois Metropolitan District (METRO) d/b/a Transportation Management Association**  
**Disposition:** Approval  
**Presentation:** Raymond A. Friem, Executive Director – Metro Transit; Jeffrey Butler, General Manager Paratransit

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**Objective:**

To present to the Operations Committee for discussion and referral to the Board of Commissioners for approval, a request to renew the Intergovernmental Agreement with Saint Louis County on behalf of its Department of Human Services Office of Family and Community Services Veterans Program and Bi-State Development Agency of the Missouri-Illinois Metropolitan District (**METRO**) d\b\ a Transportation Management Association.

**Board Policy:**

The Collected Board Policies contain no provision applicable to the approval required for the Intergovernmental Agreement; however, best business practices dictate that this Agreement should be approved by the Board of Commissioners.

**Funding Source:**

Not applicable

**Background:**

In the fall of 1998, the Bi-State Development Agency submitted a proposal to the East-West Gateway Coordinating Council to establish a Transportation Management Association (**TMA**) to better serve the needs of residents and social service agencies in the St. Louis metropolitan area. Bi-State was the successful proposer and has developed the TMA and necessary infrastructure to support a regional service coordination effort. This cooperative association has joined together to provide the community with a coordinated information and referral network that includes unified communications, coordinated vehicle routing, trip scheduling, dispatching, vehicle maintenance, unified record keeping and customer service enhancements.

In March of 2004 the TMA began to provide accessible transportation under an agreement with Saint Louis County on behalf of its Department of Human Services Office of Family and Community Services Veterans Program to provide disabled veterans transportation services to and from doctor and hospital appointments utilizing grant money that was awarded to the County from the Missouri Veterans Commission. This agreement has been extended each successive fiscal year through the current year with the necessary rate increases. The current agreement awaiting approval is for the amount not to exceed Fifty-One Thousand Dollars, (\$51,000) for the extension period (from July 1, 2017 to June 30, 2018).

Payments to the TMA are reimbursed according to the following fee scale:

**Ambulatory Riders:**

\$25.68 per ride including a \$0.30 fuel surcharge for the first six miles. Additional mileage cost of \$4.23 for each additional mile over the first six. A charge of \$4.50 for each additional ambulatory rider or care giver.

**Wheel Chair or Lift Trip:**

\$40.56 per ride including a \$0.40 fuel surcharge for the first eight miles. Additional mileage cost of \$5.02 for each additional mile over the first eight. A charge of \$4.50 for each additional ambulatory rider or care giver or \$12.00 for additional wheel chair riders.

**No Shows and Late Cancellations with less than 2-hours notice will be billed at full rate.**

**Committee Action Requested:**

It is recommended that the Operations Committee approve and forward to the Board of Commissioners for approval this request to authorize the President & CEO to execute this annual Intergovernmental Agreement with Saint Louis County on behalf of its Department of Human Services Office of Family and Community Services Veterans Program for services provided for the period July 1, 2017 to June 30, 2018.

Attachment

**AGREEMENT  
BY AND BETWEEN SAINT LOUIS  
COUNTY ON BEHALF OF ITS  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF FAMILY AND COMMUNITY SERVICES  
VETERANS PROGRAM  
AND  
BI-STATE DEVELOPMENT AGENCY OF THE  
MISSOURI-ILLINOIS METROPOLITAN DISTRICT (METRO)  
d\ba TRANSPORTATION MANAGEMENT ASSOCIATION**

This amended agreement made and entered into on July 1, 2017, by and between Bi-State Development Agency of the Missouri-Illinois Metropolitan District (METRO) d\ba Transportation Management Association, hereinafter referred to as "TMA" or "SUB-RECIPIENT" and Saint Louis County, on behalf of its Department of Human Services, Office of Family and Community Services, Veterans Program hereinafter referred to as "County" or "GRANTEE".

WITNESSETH:

WHEREAS, COUNTY has been awarded a grant from the Missouri Veterans Commission, and

WHEREAS, the purpose of said grant is to provide accessible transportation for disabled veterans to doctor and hospital appointments utilizing TMA's drivers and equipment, and

WHEREAS, the County Executive is authorized by Ordinance No. 26,801 to execute this agreement, and

NOW, THEREFORE, in consideration of the premises and mutual obligation herein stated, the parties do mutually agree as follows:

**ARTICLE I – TERM OF AGREEMENT**

1.1 The term of this agreement will expire June 30, 2018.

**ARTICLE II – SCOPE OF WORK**

2.1 The attached **Exhibit A** outlines the Scope of Work for the Veterans Service Officer Grant in regards to the GRANTEE and SUBRECIPIENT responsibilities.

**ARTICLE III – COMPENSATION**

3.1 Budget Compliance. The SUBRECIPIENT agrees to expend all funds in accordance with ARTICLE III of this agreement.

3.2 Reimbursement. The COUNTY agrees to reimburse the SUBRECIPIENT an amount not to exceed Fifty-One Thousand Dollars (\$51,000.00) from July 1, 2017 to June 30, 2018.

Payment will be reimbursed according to the following fee scale:

For ambulatory riders: \$25.68 per one-way trip for groups under eight persons a six mile minimum and \$4.23 for each additional mile, with a minimum fuel surcharge of \$.30 per one-way trip, or greater, as

4.7 Venue. In the event any actions or proceedings are initiated with respect to this Contract, the COUNTY and the SUBRECIPIENT agree that venue thereof shall be in St. Louis County, Missouri.

4.8 Independent Contractor. The relationship of the SUBRECIPIENT to the COUNTY shall be that of an independent contractor and no principal/agent or employer/employee relationship is created by this Contract.

4.9 Amendments of Contract. This Contract may be amended only upon the written agreement of the COUNTY and the SUBRECIPIENT.

#### ARTICLE V – TERMINATION

Termination of this Contract may occur, with or without cause, prior to the date agreed upon by the parties herein in the following manner:

5.1 It is understood and agreed that in the event funds from the Missouri Veterans Commission are not obtained and continued at a level sufficient to allow for the purchase of the specified services, the obligations of each party hereunder shall thereupon be terminated immediately upon receipt of written notice.

5.2 It is further understood and agreed that either party at any time may, with cause related to adequacy of performance, terminate this Contract immediately by written notice.

5.3 Any written notice of Contract termination shall be sent by certified mail, first class, postage paid, and notice shall be effective by deposit in the mail. Notices shall be sent to:

- (1) Saint Louis County  
c/o Andrea Jackson-Jennings, Director  
Saint Louis County Department of Human Services  
9666 Olive Blvd.  
Suite 510  
Olivette, MO 63132
  
- (2) TMA/METRO  
c/o Jeffrey Butler, General Manager, Paratransit  
211 N. Broadway  
Suite 700  
St. Louis, MO 63102

reflected on Exhibit B, the Veterans Services Rate Sheet (attached hereto and incorporated by reference herein).

For additional ambulatory riders: \$4.50 each additional rider or care giver

For veterans using wheelchairs or other assistive devices: \$40.56 per one-way trip for an eight mile minimum fuel surcharge of \$.40 per one-way trip, or greater, and \$5.02 for each additional mile, as reflected on Exhibit B, the Veterans Services Rate Sheet (attached hereto and incorporated by reference herein).

Additional passengers: \$4.50 for each rider or care giver; additional wheelchair passengers @ \$12.00 each.

3.3 Reimbursement Requests. SUBRECIPIENT will submit monthly invoice for payment by the 5<sup>th</sup> business day of each month, beginning July 2017. Reimbursements will be made by the COUNTY within 30 days of receipt of requests that are deemed by county to be valid and complete. Requests for reimbursement that are received more than 60 days after the date the expenditure was incurred may not be reimbursed. A final invoice with proper documentation must be submitted no later than 60 days after the contract termination date. Invoices submitted after this date may not be processed for payment.

#### ARTICLE IV-GENERAL TERMS AND CONDITIONS

4.1 Compliance with Laws. The SUBRECIPIENT shall comply with all provisions of the Constitution and laws of the United States and the State of Missouri, and with the charter and Ordinances of Saint Louis County, as the same shall apply hereto.

4.2 Assurance of Access and Safety. The COUNTY assures compliance with the Americans with Disabilities Act (ADA) in regard to the operation of and provision of services specified in the Contract, and assures that all facilities used to carry out program activities meet ADA requirements and meet applicable health and safety standards.

4.3 Nondiscrimination in Provision of Services. The SUBRECIPIENT gives assurance and understands that this Contract is awarded in reliance on such assurance that the SUBRECIPIENT will not unlawfully exclude persons from services or employment under this Contract on the basis of sex, religion, race, national origin, age, disability or veteran status.

4.4 Assignment of Contract. The SUBRECIPIENT agrees not to assign, transfer, convey, sublet, or otherwise dispose of this Contract without the previous consent and written approval of the COUNTY, provided, however, that, as set forth in the SUBRECIPIENT'S response to the COUNTY'S proposal, TMA participating agencies will be performing certain of the services under this Contract.

4.5 Hold Harmless Agreement. The parties agree that each will be responsible for any personal injury or property damage liability, losses, costs, or expenses proximately caused by or resulting from the negligent acts or omissions of such party or any of its officers, employees, volunteers, clients, residents, or sub-contractors in the performance of this Contract, and neither party will make any claim with regard to the other party's responsibility for the same. Subject to applicable laws

4.6 Waiver. Failure of the COUNTY or SUBRECIPIENT to insist on performance of any of the terms of this Contract shall not be construed as a waiver of such terms and the same shall remain in full force and effect for the total Contract term.

**ARTICLE VI - EXHIBITS AND ATTACHMENTS**

The following exhibits are attached hereto and made a part of this contract.

**Exhibit A** - SCOPE OF WORK

**Exhibit B** - VETERANS SERVICES RATE SHEET

**ARTICLE VII - AUTHORITY TO CONTRACT**

SUBRECIPIENT assures that it possesses legal authority to enter into this contract; that an ordinance or resolution has been duly adopted or passed as an official act of the Contractor's governing body, authorizing participation in this contract, including all understandings and assurances contained therein, and directing and authorizing the person identified as the SUBRECIPIENT official representative to execute the contract.

IN WITNESS WHEREOF, the parties have caused this Contract to be signed by their authorized officials the day and year first above written.

BI-STATE DEVELOPMENT AGENCY OF  
THE MISSOURI ILLINOIS  
METROPOLITAN DISTRICT

SAINT LOUIS COUNTY, MISSOURI

BY: \_\_\_\_\_  
John Nations, President and CEO

BY: \_\_\_\_\_  
Steven V. Stenger, County Executive

DATE:

DATE:

ATTEST:

ATTEST:

\_\_\_\_\_  
Title  
DATE:

\_\_\_\_\_  
Administrative Director  
DATE:  
APPROVED:

\_\_\_\_\_  
Director, Department of Human Services  
DATE:

APPROVED AS TO LEGAL FORM:

\_\_\_\_\_  
County Counselor  
DATE:

I hereby certify that balances sufficient to pay the contract sum remain in the appropriation accounts against which this obligation is to be charged, to the extent County continues to receive federal funds sufficient to pay contract sum.

APPROVED:

\_\_\_\_\_  
Accounting Officer  
DATE:

# **Scope of Work**

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This section will detail our approach to the Scope of Work as outlined in the Request for Proposal. This section will start with the approach to the general requirements of the work, followed by our method of performance and finish with a detailed discussion of the transportation services to be provided.

## **A. General Requirements**

### **A.1 Contract Duration**

The TMA understands that services will begin on July 1, 2017 and will continue through June 30, 2018.

### **A2. Service Parameters**

The following is a synopsis of the parameters of the services to be provided under this Request for Proposal:

- The St. Louis County Human Services Veterans Services Program will submit the individual trip requests for transportation services via facsimile up to 24 hours before the requested trip.
- The services will be limited exclusively to eligible veterans who reside in St. Louis County, Missouri.
- Veteran's status will be determined by submission of a certificate of discharge, a copy of form DD-214, or by a copy of a valid U.S. Department of Veterans Affairs Medical Center Patient I.D. Card. This information will be obtained through the St. Louis County Department of Human Services Veterans Program.
- The services will be curb-to-curb to and from the individual's residence to hospital and doctors' appointments primarily at the Missouri Veterans' Home, the John Cochran Veteran's Hospital and the Jefferson Barracks Veteran's Hospital.
- The services will be available to be provided to the veterans Monday through Friday between the hours of 4:00 a.m. to 1:00 a.m. of the following day.
- At the time of receipt of the trip information, the TMA Coordinator will enter the passenger's information into the computer system. The Coordinator will then schedule the trip for the passenger for the appropriate day and time, and they will also schedule a return pick up time 3 hours following the initial appointment time. The Coordinator will call the passenger informing them of both the pickup time and the return time.
- The Coordinator will also inform the passenger that on the day of service, if they are ready to return from their appointment in advance of the 3-hour pre-specified



## Scope of Work

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return time, they will be instructed to call the TMA Customer Assistance Line. At that point, the Paratransit Dispatchers will schedule a return pickup time for them. On the other hand if passenger's appointment time *exceeds* the 3-hour return pickup time, the passenger will be placed in a "will call" status. When they are actually ready to return, the passenger can call the Customer Assistance line, and the Paratransit Dispatchers will schedule return pick up time for them.

### **Other Responsibilities of the TMA**

- The TMA understands that it will carry adequate levels of liability insurance and will present documents to demonstrate the appropriate insurance coverages St. Louis County Human Services Veterans Services Program who will be named as additional insured.
- The TMA understands that it will provide an inclement weather policy and that it will be communicated to St. Louis County Human Services Veterans Services Program and is reasonable for the services proposed.
- The TMA will provide a comprehensive (24 hours) communication system for St. Louis County Human Services Veterans Services Program participants regarding scheduling. They will be able to access this system to inquire about routes in the event of inclement weather or to inform the Dispatch regarding cancellation of their services.
- The TMA will provide qualified van operators who are appropriately licensed for the vehicles they are operating. The TMA understands that all operators are expected to be courteous and demonstrate respect for persons with differing nationalities, ethnicities, and physical abilities.

### **Responsibilities of St. Louis County Human Services Veterans Services Program**

- The St. Louis County Human Services Veterans Services Program will provide all requests for transportation up to 2:00 p.m. on the day preceding the transportation. This information will be provided by a prior approval of the St. Louis County Human Services Veterans Services Program staff that will be responsible for faxing the approved Authorization Form (See Appendix) to the TMA to complete the transportation request.
- The St. Louis County Human Services Veterans Services Program will provide a staff person that will be responsible for coordination of transportation requests and who will be available as the point of contact to research issues that might arise in service delivery.
- The St. Louis County Human Services Veterans Services Program will provide case management services that pre-screen and verify the eligibility for all individuals accessing the transportation system.

### **A.3 Contract Coordinator**

The TMA currently has a Director of Paratransit Services who is responsible for contract management and a TMA Coordinator who is responsible for obtaining the passenger authorizations from the St. Louis County Human Services Veterans Services Program staff and the routing and scheduling of the individual participants in the program. These staff members will be on duty and available to the St. Louis County Human Services Veterans Services Program staff Monday – Friday from 8am – 5pm. The Manager of Special Services will also be available to attend the various meetings as required by St. Louis County Human Services Veterans Services Program under this proposal.

### **A.4 Scheduling and Dispatching**

The TMA will provide all necessary routing, scheduling, and dispatching for the transportation services to be provided. It is assumed that St. Louis County Human Services Veterans Services Program will coordinate all participant communications for the duration of the program.

A detailed description of the TMA's sophisticated automated scheduling and dispatching system is contained later in this section under *Method of Performance*. The TMA currently has the Call-A-Ride fleet and the OATS fleet operational with Mobile Data Computers. The other TMA participating vendor fleets are currently scheduled through the TMA's automated system but manually dispatched with manifests at this time.

### **A.5 Staffing and Equipment**

The TMA will provide all necessary personnel and equipment for the duration of the program. The TMA will provide all necessary backup personnel and equipment for the duration of the program to ensure the services are provided in a timely manner and that program participants are on time for their work shifts and job interviews.

### **A.6 Vehicles**

The TMA will have over 200 vehicles available to provide this service. Because these vehicles are all painted with a paint scheme unique to each provider, the TMA logo will be clearly identifiable on all vehicles used in the service.

### **A.7 ADA Compliance**

The TMA has over 150 wheelchair accessible vehicles in its combined fleet. All of these vehicles meet current ADA requirements. Additionally, the TMA has TTD service available Monday – Sunday from 7:30am – 4:30pm for those individuals that may need to call our Dispatch Center directly for any reason.

### **A.8 Quality Assurance Standards**

The TMA is committed to Quality Assurance. Consumers must be protected by guaranteeing them a qualified, caring driver in a safe vehicle with equipment that works properly. Consumers must be guaranteed that they will be picked up on time and

delivered to their destinations in a timely fashion regardless of operational problems on the part of providers.

To ensure that these goals are met, the TMA has implemented a comprehensive Quality Assurance Standards program. All providers participating in any TMA service must meet these stringent standards. To ensure adherence to the TMA Quality Assurance Standards, the TMA performs on-site annual audits of all of the TMA participating Agencies. Moreover, to ensure that the operators chosen for the service have appropriate employment and personal histories, the TMA participates in the State of Missouri's Family Care Registry that appropriately checks the candidate's criminal convictions and identifies any possible history of adult or child abuse.

#### **A.9 Inclement Weather Procedures**

The TMA has a very detailed and comprehensive set of procedures to guide service delivery or cancellation as may be required during inclement weather. These procedures are contained in the Appendix.

#### **A.10 Reporting**

The TMA will provide St. Louis County Human Services Veterans Services Program with a monthly invoice showing the detail of the pickup and drop-off locations for each of the trips provided and the number of riders transported on each trip.

### **B. Method of Performance**

This section will describe, in detail, the TMA's operational approach to delivering the services called for in this RFP. In order to facilitate understanding, the entire process of service delivery, beginning with taking the service request and ending with reporting on service delivery, is described in this section.

#### **B.1 Prime/Subcontract Agreements**

Metro d/b/a Bi-State Development Agency, d/b/a the Transportation Management Association, will execute provider agreements with all vendors providing transportation under this service. One purpose of these agreements is to assure that the service standards and insurance requirements are maintained by all participating agencies.

#### **B.2 Confidentiality**

Metro, the TMA, and all the vendors participating in this project have agreed to be bound by the most rigorous of standards pertaining to the confidentiality of St. Louis County Human Services Veterans Services Program clients served under this project. Only information directly necessary for the provision of transportation will be collected and transmitted to vendors actually providing services. Individually identifying data shall include:

- ◆ the passenger's name
- ◆ origin address
- ◆ destination address
- ◆ ambulation limitations and
- ◆ any other issues (e.g., visual or auditory constraints) which may have significance in the transportation of individuals.

No other data will be collected and retained about passengers, and the transmission of this information will only be made to authorized vendors who have agreed not to disclose this information for any purpose.

### **B.3 Dispatching and Communications**

The Dispatch Center incorporates state-of-the-art technology with automated trip dispatch software and Mobile Data Computers (MDCs). Dispatchers send customer trips to the drivers in the field via computer and it displays on their MDC. As the drivers perform each trip, the MDCs automatically record key information from the vehicle odometer and clock and transmit this back to the Dispatch Center providing us with "real time" information on each vehicle. This data includes the "real estimated time of arrival" for each trip for every driver in the field enabling dispatchers to monitor trips and appointment times, and move trips to different vehicles when necessary to keep customer trips on time.

Because some of the vendors providing trips under this service may not have MDCs in their vehicles, manual dispatching will also take place. The automated dispatch software also prepares physical route sheets. These sheets will be printed and sent, via secured facsimile transmission, to those vendors who will require manual dispatch.

### **B.4 Quality Assurance Control**

To ensure quality on-street operations *Call-A-Ride has five dedicated Operations Supervisors monitoring service* and responding to problems. Call-A-Ride also has procedures in place to *document and respond to all incidents that occur in the field*. One report is filled out by the driver documenting the incident and detail; the office report is filled out by the supervisory staff that followed-up on the incident and documents how the incident was resolved. All accidents and incidents involving St. Louis County Human Services Veterans Services Program clients shall be reported in writing within 24 hours of occurrence.

Call-A-Ride staff also capture all comments that customer would like to make whenever they call our offices, either at the Reservation Center, the Dispatch Center or our business offices. The staff fills out customer Contact Reports where complaints, commendations, suggestions or inquiries are recorded. Each call is investigated and the action taken is detailed on the form.

Call-A-Ride has also installed an automatic Digital Voice Recording system that records all telephone calls made to and from our Reservation and Dispatch Center. This system enables us follow up on difficult calls or situations as well as monitor quality control in these key functional areas.

### **B.5 Vehicle Specifications**

Metro's current van fleet consists of 122 vehicles, all of which are wide-body raised-roof lift-equipped vans. A detailed fleet roster is contained in the Appendix.

- ◆ The Call-A-Ride fleet consists of Freightliners on M2 chassis converted by Champion Bus Inc. and Chevrolet one-and-a-half-ton vehicles converted by Eldorado Manufacturing that are wide-body raised-roof vehicles with seating for 3 forward facing wheelchair customers and/or 14 ambulatory customers.
- ◆ All of the vehicles in the Call-A-Ride fleet are equipped with two-way radios and Mobile Data Computers (MDCs) for continuous and instantaneous communication with our paratransit dispatch center. This state-of-the-art communication equipment enables us to respond quickly to customer requests and on-street conditions to keep customers "on time" for their important appointments.

The vehicles available for this service from the subcontractors are of three basic designs:

- ◆ 5-6 passenger automobiles or mini-vans
- ◆ 14-passenger maxi-vans, both with and without wheelchair accessibility
- ◆ 25 and 30-passenger extended chassis mini-buses, both with and without wheelchair accessibility.

All of the vehicles assigned to this service are equipped with dual air conditioning and heat to insure maximum passenger comfort throughout the vehicle and maintain interior temperatures within the range of acceptability.

All vehicles are equipped with first aid kits and fire extinguishers and satisfy all city, county, and state licensing and inspection requirements. All vehicles are also equipped with seat belts in order to ensure passenger safety.

Many of the vehicles planned for use on this service have been modified to accommodate passengers requiring transportation seated in their wheelchairs, and, as such, have raised-roofs and are equipped with ADA standard lifts and seven-point, strap-type wheelchair restraints to ensure passenger safety.

All vehicles used in this service will have two-way communication capabilities with the base office. In many cases, both voice and data communication capabilities will be available. But, even in those vehicles not equipped with on-board, mobile data Computers (MDC's), two-way radio communications will be available. Back-up

replacement vehicles of different types and sizes will be available in instances of mechanical breakdown or scheduled maintenance.

### **B.6 Vehicle Maintenance**

The TMA recognizes that the quality of its service is directly related to the reliable performance of its vehicle fleet. Strong emphasis is placed on developing and implementing a comprehensive vehicle maintenance program. Full-time mechanics are employed at Metro to provide vehicle repairs and to perform a rigorous preventive maintenance program, which meets the proposed minimum manufacturer's vehicle maintenance procedures.

**Metro's maintenance program.** Vehicle maintenance is performed in a fully equipped maintenance shop located within the Main Shop Maintenance facility. In accordance with the operating principles of the TMA, all participating vendors are able to use the maintenance department and its trained staff to perform routine and unanticipated repairs. The shop has a full time staff of two foremen, one Assistant Superintendent (manager) and 14 trained mechanics with an average of 7 years' experience each in the maintenance of paratransit vehicles. All of the mechanics have had formal training through Metro's vocational training program including specialized training on items unique to paratransit vehicles. About 95% are also graduates of recognized Mechanic training programs.

In addition to the on-site maintenance, this shop is supported by Metro's Main Repair Facility. This facility has a staff of 80 other mechanics and performs all major repairs, such as bodywork, power train overhauls, and unit overhauls of over 400 different replaceable units on the vehicles. *Metro has mechanics on duty for road service or in-house maintenance 24 hours a day 7 days a week.*

Preventive maintenance inspections are performed at 3,000-mile intervals, with a mainframe computer program keeping track of when inspections are due, as well as all maintenance activities performed on each vehicle. Copies of all of our preventive maintenance inspection forms are attached. All inspections performed on Metro vehicles exceed the standards of local, county and state safety inspection requirements.

In addition to the scheduled preventive maintenance, every van operator prior to going into service with the van each day performs a pre-trip inspection. Any defects found are noted on defect card, and the defects are repaired when the van turns back into the shop. In the event that safety items or items that would cause an in-service failure are detected on the pre-trip inspection, these items are repaired prior to pull out, or the operator is assigned a different van until repairs can be made. A copy of the operator's defect card is also attached.

Metro also has a Quality Assurance Department, whose primary responsibility is to assure that all vans are maintained in accordance with manufacturer's recommendations. Quality Assurance also assures that all fluid, lubricants, and replacement parts used on the vans meet manufacturer's specifications.

## Scope of Work

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The excellence of the Agency's paratransit maintenance program is reflected in daily operations. The vehicles are clean inside and out, they are well maintained, and they *are reliable averaging over 55,000 miles between in-service mechanical delays.*

**Regular vehicle replacement.** In addition to regular maintenance, the TMA members are involved in the regular replacement of vehicles through various public assistance programs. Utilizing funding available through the Federal Transportation Administration, vehicles deployed under this agreement will be newer models, which, when combined with the comprehensive maintenance program, enables the TMA members to offer greater reliability and reduced operating costs.

### **B.7 Insurance Requirements**

As stated in the RFP, the contractor and all vehicles operating under this contract will be appropriately insured to cover any or all liability connected with the provision of service. The insurance coverage is to include, but not necessarily limited to, general liability, professional liability and other coverage.

The TMA certifies that all vendors operating under this agreement are currently insured with liability coverage meeting or exceeding the state's requirements and is prepared to provide written evidence of its insurance coverage including effective dates of coverage, limits of liability, insurers' names, policy numbers, endorsements by representatives of the insurance companies, or any related information needed by St. Louis Office for Veteran's Services.

#### **Commercial Automobile Policy with the following limits:**

\$ 100,000	Liability per individual
\$1,000,000	Combined Single Limit Liability

**Workers Compensation Coverage:** Various agencies use differing methods of complying with State requirements. Some use exclusively insurance agencies while others self-insure with excess limits coverage. In all cases where self-insurance is used, the self-insured programs have been approved by the Missouri Division of Workers Compensation and meet coverage specified by state statute.

# Appendix

## Veteran's Services - Transportation Authorization

### Transportation Management Association

Fax: 314-335-3413    Phone: 314-982-1505    Dispatch: 314-289-5230  
 Fax or email completed referral to: Reginald Wayne or Roi Williams

NEW (    )    RECURRING APPT (    )    CHANGE (    )

CLIENT INFORMATION

<i>Passenger's Name:</i>		<i>Date of Birth</i>
<i>Home Address:</i>		
<i>City:</i>	<i>State:</i>	<i>Zip Code:</i>
<i>Home Phone</i>	<i>Male (    )</i>	<i>Female (    )</i>
<i>Medicaid #</i>	<i>DMA #</i>	<i>Social Security #</i>
<i>(Circle one)    <u>Ambulatory</u>    <u>Wheelchair</u>    <u>Ambulatory needs Lift (same rate as wheelchair)</u></i>		
<i>Does this person need an Attendant to ride?</i>		<i>Yes (    )    NO (    )</i>
<i>Emergency Contact Person:</i>		<i>(other than home phone; please)</i>
<i>Name:</i>	<i>Relationship:</i>	<i>Phone: (    )</i>

TRIP INFORMATION

<p><i>(If different from home address)</i>  <b>Pickup</b>          Location Name:</p> <hr/> <p>Street Address:</p> <hr/> <p>City:                                  State:                                  Zip Code:                                  Phone: (    )</p> <hr/> <p><i>Special Instructions:</i></p> <p><b>Drop Off</b>          Location Name:                                  Street Address:</p> <hr/> <p>City:                                  State:                                  Zip Code:                                  Phone:</p> <hr/> <p><i>Special Instructions:</i></p> <p>Use same start and end date for a one time ride.                                  Recurrent appt?    weekly    monthly</p> <hr/> <p>Trip Start Date:                                  Trip End Date:                                  Day of Week:    M    T    W    R    F</p> <hr/> <p style="text-align: center;"><i>You may fax trip requests up to one month in advance of appointment.          Sorry, NO SAME DAY trip requests will be processed.</i></p> <p>Faxed By: _____ Date: _____ Phone: _____</p>	<p><b>Trip Times</b>          P/U _____ Appt: _____ Return : _____          (leave blank)</p> <p><i>If client needs time to get to / from entrance –          Please add/minus an extra 5 minutes to return &amp;          appt. We will add time for 15 min. window.</i></p>
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**Additional Comments:**



**OFFICE OF VETERANS AFFAIRS INFORMATION:**

<b>Marital status:</b>	Married	Widowed	Single	Divorced	Separated
<b>Ethnicity:</b>	African American	Caucasian	Hispanic	Native American	Asian
	Italian	Other _____			
<b>Household income:</b>	\$0-4,999	\$5,000-9,999	\$10,000-14,999	\$15,000-19,999	
	\$20,000+ _____	Pension:	VA:	SSDI	SSI:
<b>Adults in household:</b>	<b>Children under 18 in household:</b>				

**MILITARY INFORMATION:**

<b>Branch:</b>	<b>Dates of Service:</b>
<b>Service-Connected Disability:</b> Y N	Rated at: % <b>Date/condition:</b>
<b>Veteran status verified:</b>	DD214 VA card Other:

**TRANSPORTATION INFORMATION:**

Doctor	Clinic	Address	Phone

Previous transportation utilized by:

*Health concerns or additional information we should know about?*

**CVP USE ONLY**

Release of information: Date mailed:                      Date returned:

St. Louis County Veterans Transportation Program FY 2018 Rate Sheet			
ANY AMBULATORY TRIPS		ANY W/C OR LIFT TRIP	
Mileage Minimum	6	Mileage Minimum	8
total	\$ 4.23	\$ 5.02	\$ 40.16
add AMB @\$4.50 ea	\$ 4.50	add AMB pax @\$4.50 ea	
	\$ .	add WC pax @\$12.00 ea	
Fuel Surcharge	\$ 0.05	Fuel Surcharge	\$ 0.05
Total	\$ 25.68	Total	\$ 40.56
6 Mile Minimum		8 Mile Minimum	

*NoShows and Late Cancellations with less than 2-hours notice will be billed at full rate.*

*Cancellations made more than 2 hours in advance will not be charged.*

*There will be a 2.1% Rate Increase for Fiscal Year 2018.*

*The five cent per mile surcharge will continue related to the market fluctuations in the price of fuel.*

**Bi-State Development  
Operations Committee  
Agenda Item  
October 17, 2017**

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**From:** Raymond A Friem – Executive Director Metro Transit  
**Subject:** **Contract Award: Bridgestone/Firestone Fleet Tire Leasing and Wheel Refinishing**  
**Disposition:** Approval  
**Presentation:** Raymond A Friem – Executive Director Metro Transit; Larry Jackson, Executive Vice President of Administration

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**Objective:**

To present to the Operations Committee for discussion and referral to the Board of Commissioners for approval, a request for authorization to award, from a single bid, a 5 year contract to Bridgestone/Firestone for leasing of tires, wheel refinishing and in house service for the revenue fleet.

**Board Policy:**

Board Policy *Chapter 50.010, Section E.1.b.*, requires the Board of Commissioners shall approve Non-Competitive Procurements which exceeds \$100,000.00.

It is the policy of the Agency to conduct all procurements in a manner which fosters full and open competition. In some cases, competition is not feasible or practical. Sole source procurements totaled 10.4% of all procurements over the last four quarters.

**Funding Source:**

Operations Funding

**Background:**

Solicitation 18-SB-104598-TJ Fleet Tire requirements was released July 19, 2017, amended August 29, 2017, with responses to questions from potential bidders, and closed September 18, 2017. The solicitation was viewed by 15 vendors. Four major tire companies and one local tire shop who viewed the solicitation were determined to be capable, potential bidders: Bridgestone/Firestone, Goodyear, Michelin North America, Hankook Tire and local supplier Froesel Tire.

Bidders were asked to offer both lease and purchase options for tires for 659 revenue vehicles expected to travel approximately 29,000,000 miles per year. Also included in the bid is wheel refinishing and in-house service. The bidder provided pricing for each of the 5 years.

**Analysis:**

The Sealed Bid was advertised in BSD's iSupplier Portal, BSD's web-based communication tool structured to allow bidders full and open access to view, communicate, and submit bids on active solicitations. Major tire manufacturers were invited to bid.

One bid was received from Bridgestone/Firestone. In accordance with FTA and BSD's policy, a query was conducted of all companies on the bidder's list to determine why only one bid was received. Michelin responded they had reviewed the bid documents and scope of work and determined they did not believe they could offer a competitive program.

Goodyear viewed the solicitation on August 17, 2017, but a response was not received from them despite their previously providing this service prior to 2007. Four attempts were made to contact Goodyear for information surrounding their “no response”. Goodyear also did not respond to the 2012 solicitation.

The original bid is listed below:

Bridgestone/Firestone:

	<u>Lease Pricing Summary</u>	<u>Purchase Pricing Summary</u>
Year One	\$ 1,380,225.45	\$ 2,004,934.17
Year Two	1,435,407.72	2,085,026.17
Year Three	1,492,719.64	2,168,321.46
Year Four	1,552,254.79	2,254,948.93
Year Five	1,614,309.94	2,345,041.13
TOTALS	\$ 7,474,917.54	\$10,858,271.86

A comparison was done with the previous contract pricing which was awarded as a competitive bid for leasing and determined to be fair and reasonable. Bridgestone bid \$.00834/mile for the previous contract vs. current bid of \$.006807/mile (year one rates). This rate adjusts annually. The year five rate from Bridgestone/Firestone’s previous contract was \$.010529 compared to \$.007964 for this new contract.

**Committee Action Requested:**

Management recommends that the Operations Committee approve and forward to the Board of Commissioners for approval this request to award a single bid, 5-year contract to Bridgestone/Firestone for a not to exceed amount of \$8,000,000 (to include the current fleet and allow for potential adjustments in fleet numbers or service) for Fleet Tire Leasing, Wheel Refinishing and In House Service.

**Bi-State Development  
Operations Committee  
Agenda Item  
October 17, 2017**

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<b>From:</b>	Raymond A. Friem, Executive Director Metro Transit
<b>Subject:</b>	Wayfinding and Customer Communication Design Procurement of Services
<b>Disposition:</b>	Approval
<b>Presentation:</b>	Raymond A. Friem, Executive Director Metro Transit; Jessica N. Mefford-Miller, Assistant Executive Director, Planning and System Development

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**Objective:**

To obtain the Operations Committee's approval for Bi-State Development to enter into a contract with a firm selected through a competitive procurement process for the purpose of obtaining design services for wayfinding signage used across the transit system. Wayfinding signs are a customer communication system deployed at transit facilities including bus, light rail, and paratransit services. The project goal will be to provide Metro Transit with a set of design standards that can be implemented incrementally across the transit system, beginning with MetroBus stop signs and select MetroLink stations. This work is required to continue providing clear and consistent messaging to Metro customers and residents and visitors of the St. Louis region. The cost estimate for this project is estimated at \$150,000 plus a 10% or \$15,000 contingency.

**Board Policy:**

Board Policy *Chapter 50.010, Section E.1.a.*, requires the Board of Commissioners to approve all Competitive Negotiation Procurements which exceed \$500,000.

**Funding Source:**

Funding for the Wayfinding signage project is approved in the following grants: MO-2017-008 and MO-2017-034, as well as funding obtained for MetroBus Stop Signage Replacement (Phases 2 and 3) approved in grant MO-16-X048.

**Background:**

Metro's customer facilities, including bus stops, transit centers, and MetroLink stations, have been constructed or updated in several phases over the past twenty-five years, and several new initiatives will also soon launch, including implementation of the Gateway Card fare collection project; implementation of the Metro Reimagined MetroBus system redesign; and opening of the new Cortex MetroLink Station. Metro recognizes the need to provide clear, consistent, accessible, and attractive wayfinding and signage to our customers, residents and visitors of the St. Louis region. To that end, funding has been secured through a series of competitive grant programs totaling more than \$2.5 million to begin updating wayfinding and signage across the transit system.

In the fall of 2016, Bi-State Development retained the services of MERJE to conduct a critical evaluation and documentation of the existing wayfinding and customer communication system. This six-month project was completed and finalized in July 2017, and provides a framework for updating and managing Metro's signage and wayfinding program. This audit included recommendations and best practices for signage theme, content, messaging, and placement, as well as a strategy for maintaining clear and consistent signage throughout and following the forthcoming signage update.

Deliverables from this effort will include:

- Review of materials including the 2016-2017 Wayfinding Audit; Metro Signs of the System guide; Cross County MetroLink Station Finishes and Site Plans Overview, and any additional information provided by the Agency;

- Schematic design concepts including prototypical items including functional aspects, nomenclature, typography/symbols, static and dynamic signage/wayfinding, architectural elements, ADA requirements, electronic displays, audible communications, lettering processes, placement, sequence, modularity, materials, hardware, framing, fasteners, mounting methods, and maintenance;
- Refined design concepts for all elements included in schematic design concepts;
- Preliminary cost estimates for all materials, fabrication and installation of the Project.
- Final location plans, elevations, sections, and message schedules for all communication and graphic elements included in the Project;
- As an optional task, support of the Fabrication and Installation of the Project.

**Analysis:**

This design work, alongside the recommendations from the Wayfinding audit will result in a plan and design for updating Metro's wayfinding and customer communication that can be implemented over time within existing and potential resources. The first major effort in this project will be updating MetroBus system signage across Missouri, and updating signage at select MetroLink stations.

In order to accomplish this task, Metro intends to engage a consulting firm as both an extension of staff and as subject matter experts to assist in the performance of this assessment and contribute to the overall success of the project.

The timeliness of the Board schedule is a contributing factor in this request. The timeframe for accomplishment is to release an RFP, receive proposals and award a contract by December 31, 2017, with active work being accomplished at the start of 2018.

**Committee Action Requested:**

Management recommends that the Operations Committee forward this matter to the Board of Commissioners with the Committee's recommendation of approval to authorize the President and CEO of Bi-State Development to award a consulting services contract, achieved through competitive procurement, in an amount not to exceed \$165,000 in order to perform design services to update the existing wayfinding and customer communication system for the Metro Transit System.

**Bi-State Development  
Operations Committee  
Agenda Item  
October 17, 2017**

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<b>From:</b>	Raymond A. Friem, Executive Director Metro Transit
<b>Subject:</b>	Northside-Southside Pilot Program for Transit-Oriented Development Planning Procurement of Services
<b>Disposition:</b>	Approval
<b>Presentation:</b>	Raymond A. Friem, Executive Director Metro Transit; Jessica N. Mefford-Miller, Assistant Executive Director, Planning and System Development

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**Objective:**

To obtain the Operations Committee's approval for Bi-State Development (**BSD**) to seek a contract with a firm to provide transit-oriented development (**TOD**) planning and policy recommendations to BSD, the City of St. Louis, St. Louis Development Corporation, and its partners, including the City of St. Louis, St. Louis Development Corporation, and the East West Gateway Council of Governments, et al., for economic development and value capture strategies along and around the proposed Northside-Southside MetroLink Corridor. This work is intended to advance our local and regional capacity for effectively planning, funding, and implementing TOD that is supportive of the MetroLink project, the communities along that alignment, and which facilitates accessible, diverse, and multi-use development at each of the planned stations. BSD partnered with the organizations referenced above, and in 2016 received notification of a \$375,000 grant to support this project through the Federal Transit Administration's (**FTA**) Pilot Program for Transit-Oriented Development, which is intended to advance TOD within planned transit corridors. The cost estimate for this project is set at \$400,000.

**Board Policy:**

Board Policy *Chapter 50.010, Section E.1.a.*, requires the Board of Commissioners to approve all Competitive Negotiation Procurements which exceed \$500,000.

**Funding Source:**

This request will be supported by \$375,000 in funds received from an FTA Pilot Program for Transit-Oriented Development, and will be supplemented by a cash match of \$30,000 from St. Louis Development Corporation and \$125,721 in staff contributions from partnering organizations including the City of St. Louis, St. Louis Development Corporation, and BSD.

**Background:**

The purpose of this study is to put the region's policy makers in a position to evaluate the proposed Northside-Southside MetroLink Corridor as a feasible transit product with a sustainable financial model. Given the funding constraints at the federal, state, and local levels, staff is of the opinion that the construction of any new MetroLink extensions will require significant local funds, which the local jurisdictions do not currently possess. Such local funds, however, might be significantly enhanced if the construction of a MetroLink alignment produces significant development that financially supports the transit system. By way of example, if a new MetroLink extension cost \$2 billion and a minimum of half of that figure would have to come from local sources, staff believes the prospects of building such an extension would be remote at best. However, if the alignment were to foster significant development and, for example, a special taxing district (or other value capture vehicle) were implemented along the alignment producing funds to offset the cost of the system, then the local share from traditional transportation taxes might ultimately prove to be significantly less than the estimate given above. As a real example, the new MetroLink Station at Cortex is illustrative; there, just about all of the cost of that station is from a federal grant and

contributions from the entities surrounding that station, and marks the first time that private funds are being invested into the public transit system in St. Louis. Such partnerships offer realistic pathways to future expansion of the transit system, and this study will help bring data to this decision making process for policy makers. The idea for this particular study emanated from conversations with Mayor Slay in 2016, as he asked about all of the applicable data which would be necessary to effectively evaluate the Northside-Southside alignment.

The firm or team selected will provide key decision-makers with a framework for implementing strategies to achieve TOD-supportive policies, apply actionable economic tools, and set up a governance structure to support this work going forward. The firm will conduct an existing conditions evaluation of the market, physical infrastructure, and existing development patterns in the proposed Northside-Southside corridor, as well as the existing policies, implementation tools, and regulatory environment in place. The final plan will include recommendations on governance structures, policy and implementation tools, and a guide to necessary infrastructure and access improvements. These recommendations will also be applied to a number of potential station areas in the proposed corridor to exhibit what the process should look like. The timeframe for this project is approximately 12 months.

The project will be guided by the following six goals, each of which is supported by an array of strategies:

1. Enhance Economic Development
2. Facilitate Multi-Modal Activity
3. Increase Access to Transit Hubs for Pedestrian and Bicycle Traffic
4. Enable Mixed-Use Development
5. Identify Project Related Infrastructure Needs
6. Include Private Sector Participation

Project deliverables will include, but not be limited to:

1. Project Management Plan
2. Stakeholder Involvement Plan
3. Existing Conditions Evaluation
4. Preliminary Plan
5. Final Plan

**Analysis:**

This project is intended to create a cohesive, functional, and proactive plan for fully considering high-quality TOD *before* constructing major transit infrastructure. This approach will help enable the region to fully realize potential economic development, including economic prosperity, tax base creation, more inclusive communities, and greater access to opportunities in the Northside-Southside transit corridor, as well as other potential and existing transit corridors.



In order to accomplish this task, Metro intends to engage a consulting firm as both an extension of BSD and partner staff and as subject matter experts to assist in the performance of this assessment and contribute to the overall success of the project.

The timeliness of the Board schedule is a contributing factor in this request. The timeframe for accomplishment is to release an RFP, receive proposals and award a contract by December 31, 2017, with active work being accomplished at the start of 2018.

**Committee Action Requested:**

Management recommends that the Operations Committee approve and forward to the Board of Commissioners for approval the request to authorize the President and CEO of Bi-State Development to award a consulting services contract, achieved through competitive procurement, in an amount not to exceed \$400,000 in order to provide TOD planning and policy recommendations to BSD and its partners for the proposed Northside-Southside Corridor.