

**BI-STATE DEVELOPMENT
BOARD OF COMMISSIONERS MEETING
(Virtual Meeting)
OPEN SESSION MINUTES
October 1, 2021**

Board Members in Attendance via Zoom

Missouri

Rose Windmiller, Chair
Vernal Brown
Sam Gladney
Fred Pestello, Secretary – Absent
Nate Johnson – Absent

Illinois

Justin Zimmerman, Vice Chair
Herbert Simmons, Treasurer
Irma Golliday
Terry Beach
Derrick Cox – Absent

Staff in Attendance via Zoom

Taulby Roach, President and Chief Executive Officer
Brenda Deertz, Director of Executive Services
Barbara Enneking, General Counsel and Deputy Secretary
Myra Bennett, Manager of Board Administration
Jessica Mefford-Miller, Executive Director Metro Transit
Crystal Messner, Chief Audit Executive
Tammy Fulbright, Executive Vice President Chief Financial Officer
Kevin Scott, General Manager Security

Others in Attendance

Tera Briggs, ASL Interpreter
Chelsey Niezwaag, ASL Interpreter
Jim Wallis, Chestnut Health Systems

1. **Open Session Call to Order**
8:30 a.m. Chair Windmiller called the Open Session of the Bi-State Development Agency, Board of Commissioners Meeting to order at 8:30 a.m.
2. **Roll Call**
8:30 a.m. Roll call was taken, as noted above.
3. **Public Comment**
8:31 a.m. Myra Bennett, Manager of Board Administration, read the following public comments that were submitted for the meeting:

From: Gina Becnel
Representing: Rider's interest
Topic: Service Reduction/Driver Shortage

Comments: My daily rider has not shown up three times in the past two weeks. I ride the 11 between work and home daily. I don't have a car nor do I have the option to carpool. I rely on the bus in order to get to work on time. This reduction of service and unreliable last minute schedule changes as a result of the driver's shortage are making it impossible to rely on metro. Outside of the ill effects on me and my friends that rely on this system in place of a car, to get to work every morning, the long term damage to our transit system, in terms of people seeing it as totally unreliable and being forced to run themselves into debt buying cars, is inexcusable.

I attended a public meeting and asked Tishaura Jones what her admin was doing to solve this problem. She told me that Metro is handling it by offering a hiring incentive. But is that really all we're doing in the St. Louis community to get people from A to B? Is that all we're capable of doing? Is this all we have to offer captive riders? Why is the wage for drivers stagnant? Why is the system about to waste millions on turnstiles to attract new, leisure riders with a performance of safety when it can't even service its current riders? A budget is a moral document. And Metro's budget shows that the comfort of the more affluent riders it's trying to court is more important than keeping good on the promises made to the riders that currently rely on it and need it the most.

From: Mitch Eagles
Representing: Bus riders, who you don't seem to care about
Topic: Hire more bus drivers

Comments: Hello. Bus trips are getting cancelled left and right without notice. Lines that we "reimagined" to have 15 minute frequencies are now coming as rarely as once an hour. This severely hurts our ability to rely on Metro, and as a result, many riders are left standing - quite literally in the rain sometimes. How long do you think a rider puts up with that treatment before they go buy a car, whether they can afford it or not. I know that none of the commissioners really use the bus, and that the president's job is to entirely focus on "security" while the rest of the system is stripped bare, but we are BEGGING you: please focus on hiring more bus operators! Clearly whatever you are currently doing isn't working. We need more hazard pay and more protections for operators so that we can attract and retain them. For example, it's kind of ridiculous that indoor waiting areas remained closed out of an abundance of caution due to the delta variant - despite that meaning riders who are transferring buses have to wait outside in the heat or rain (and on top of that, they have to wait even longer given all of the cancelled trips) - but at the same time, we're not abundantly cautious enough to return to backdoor bus boarding, something that would most definitely help to protect bus drivers?

Metro keeps our region running. Even though most of you probably don't depend on it, many of us do. If there is one mission, and one direction, and it is "forward," then why are we moving backwards in so many ways?

From: Chris Bowman
Representing: Self
Topic: Bus Frequency/ Driver Shortage

Comments: Did any of the members present take the bus to the meeting? If so, was your bus on time? If not, you should! Bus service is very bad right now, and you should experience firsthand how difficult it is to be somewhere like a job or board meeting by taking MetroBus. "Frequent" 15 minute service enacted in the metro reimagined plan has devolved to 40 minute or hour frequency, if a bus shows up at all. The proposed "hiring bonus" is inadequate. Seattle pays their drivers \$61,650. Using a cost of living adjustment calculator, that equals \$40,646. The current pay range at 1950 hours a year is \$33,559-38,707.5. Drivers should be paid \$20.85/hr. minimum. Our downtown, greater economy, and tax base depends on reliable bus service. Thank you for your time.

From: Julie Wisch
Representing: Myself
Topic: Safety and Frequency

Comments: I am a regular commuter on bistate (WUSTL employee), as well as the mother of a toddler who loves spending his weekends riding public transit. I am more than satisfied with the safety of the metro system. I speculate that I would feel equally safe with even half of the security presence that I currently see. I would like to see more resources go into increasing frequency than paying for police/guard presence. It seems like Metro is constantly touting increased security presence as a reason to ride, but what would make it easier for me to ride more frequently would be if my bus came more often. I would also feel safer if I knew I wouldn't ever wind up in a situation where I was waiting 20 or even 55 - 60 mins at a stop because there weren't sufficient drivers to maintain the published schedule. I know staffing is a challenge right now. I would encourage bistate to do what they can to pay drivers enough to maintain a full schedule, even if that comes at the cost of "security".

From: Karl Mitchell
Representing: Self
Topic: Driver shortage

Comments: I firmly believe the reason the company has trouble finding drivers is the low wages. A job of this importance and stress level need to start at \$20.

From: Tim Costello
Representing: myself
Topic: Fix the Buses Please

Comments: I take the bus every weekday to work, and it keeps not showing up and making me late. People's jobs are already messed up because of COVID, and you will lose customers so fast if you make it harder for us to get to work.

You have to hire more bus drivers. Do a marketing campaign, raise the wage, do whatever it takes to make your bus system functional. Today my bus home did not show up, and there were at least 10 security guards just standing around doing nothing. Why do you keep hiring people to do anything other than drive buses?

Please get your priorities straight and fix the buses.

From: Benjamin West
Representing: self
Topic: MetroBus driver pay

Comments: Transit that runs on a reliable and regular schedule is critical to our region's economy, be it for commuting to work/school, to sporting/cultural events, and even for leisure. A bus route with highly irregular wait times approaching 40 minutes or more during daytime hours becomes a route with dwindling ridership. Not to mention the vehicles bought with public funds sitting idle for longer periods of time. It is imperative commissioners maintain the regular schedule of its service and retain its vehicle operators, via increased compensation or equivalent.

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4. **Approval of the Minutes of the June 25, 2021, Board of Commissioners, Open Meeting**
8:39 a.m. The minutes from the June 25, 2021, Meeting of the Board of Commissioners, were provided in the Board packet. A motion to approve the minutes, as presented, was made by Commissioner Golliday and seconded by Commissioner Gladney.

The motion passed unanimously.

5. **Approval of the Minutes from the August 12, 2021, Executive Committee, Open Meeting**
8:40 a.m. The minutes from the August 12, 2021, meeting of the Executive Committee were provided in the Board packet. A motion to approve the minutes, as presented, was made by Commissioner Brown and seconded by Commissioner Zimmerman.

The motion passed unanimously.

6. Approval of the Minutes from the August 20, 2021, Special Meeting of the Board of Commissioners, Open Session

8:40 a.m. The minutes from the August 20, 2021, Special Meeting of the Board of Commissioners, were provided in the Board packet. A motion to approve the minutes, as presented, was made by Commissioner Zimmerman and seconded by Commissioner Golliday.

The motion passed unanimously.

7. Report of the President

8:41 a.m. President and Chief Executive Officer, Taulby Roach, stated that he appreciates the comments from the public, and he would like to address some of those concerns. He confirmed that Metro Transit is currently missing trips. He noted that the Agency has a significant worker shortage, as the Board is well aware. Mr. Roach stated that the Board of Commissioners has authorized a bonus incentive to try to address this issue in an extraordinary way. He stated that staff is extremely concerned, and he noted that he speaks with Jessica Mefford-Miller, Executive Director Metro Transit, several times a day regarding this issue. Mr. Roach stated that it is not legitimate to say that operator pay is the issue. He noted that Metro Transit wages are above the midpoint of pay for our transit peers, and the wages are not stagnant. President/CEO Roach reported that not only is there an employee shortage, but also shortages on the supply chain with regard to rolling stock, which is affecting vehicle maintenance. He stated that he and staff take these issues and concerns very seriously, and staff continues to work to find additional solutions to these current challenging issues.

President/CEO Roach stated that staff continues to work towards increasing the vaccination rate of our employees, through education and incentives. He provided information regarding the current employee vaccination rates, noting that approximately 49% of the Agency's 2100 employees have been vaccinated. Mr. Roach stated that he would like to see that number increase, and staff will continue to work to increase that number. He noted the effect of the COVID delta variant in the months of August and September, and stated that the Agency is staying vigilant in its policies regarding masking and social distancing.

President/CEO Roach noted that Kevin Scott, General Manager Public Safety, will be addressing the Board today regarding an innovative program from Chestnut Health Systems. He stated that BSD Public Safety goes beyond policing. He noted that the proposed program is designed to provide mental health services, and that this innovative program has been successfully initiated by the St. Clair County Transit District.

Commissioner Zimmerman posed questions regarding the vaccination rates provided, regarding whether the numbers for the City and County include all residents, or those 18 years of age and older. President/CEO Roach stated that the numbers were compiled by Andrew Ghiassi, General Manager Safety, and he will get an answer to that question from Mr. Ghiassi and forward the information to the Board.

Commissioner Gladney asked if there is an update on the impact that the incentives are having on employee recruitment. He also asked if additional information could be provided with regard to the parts shortage, which is impacting maintenance. President/CEO Roach stated that he would ask Jessica Mefford-Miller to address these issues in greater detail under Operations.

8. Report of the Audit, Finance, & Administration Committee

8:49 a.m. Commissioner Zimmerman stated that a virtual meeting of the Audit, Finance and Administration Committee was held on August 20, 2021, immediately following the Board of Commissioner's Special Meeting, and he stated that the draft minutes of that meeting are included in the meeting materials, under Item #8.

He noted that there were no action items on the Agenda for approval; however, several informational items were presented to the Committee, including:

- IAD Audit Follow-Up Summary – 4th Quarter – FY2021
- Internal Audit Status Report – 4th Quarter FY2021
- IAD SSO-Status Report – 2nd Quarter – Calendar Year 2021
- Treasury Safekeeping Quarterly Accounts Audit, Ending March 30, 2021
- Treasury Safekeeping Quarterly Accounts Audit, Ending June 30, 2021
- Quarterly Financial Statements – Fourth Quarter
- Treasurer's Report
- Procurement Report
- Pension Plan Performance Updates as of June 30, 2021
- Update on Risk Management Insurance Program

9. Report of the Operations Committee

8:50 a.m. Chair Windmiller stated that a virtual meeting of the Operations Committee was held on August 12, 2021, immediately following the Safety & Security Committee Meeting, and she noted that the draft minutes of that meeting are included in the meeting materials, under Item #9.

She stated that the Operations Committee is introducing four (4) items on the Consent Agenda for consideration today, under Item #12, with the Committee's recommendation of approval. Those items include Item #12:

- A. Contract Award - Brentwood Facility & Bus Cleaning Service (Resolution #1152)
- B. Contract Award - Central Facility & Call-A-Ride Van Cleaning (Resolution #1153)
- C. Contract Award - Track Maintenance Services (Resolution #1154)
- D. Operations Management Software: HASTUS Upgrade (Resolution #1155)

Chair Windmiller also reported that, at the August Committee meeting, an Operations Report was provided by Jessica Mefford-Miller, Executive Director Metro Transit.

10. Report of the Safety & Security Committee

8:52 a.m. Myra Bennett, Manager of Board Administration, presented the Safety and Security Committee report, on behalf of Commissioner Simmons. She stated that a virtual meeting of the Safety & Security Committee was held on August 12, 2021, immediately following a meeting of the Executive Committee, and she noted that the draft minutes of that meeting are included in the meeting materials, under Item #10. She reported that the Safety & Security Committee is introducing two (2) items on the Consent Agenda for consideration today, under Item #12, with the Committee's recommendation of approval.

She noted that those items include Item #12:

- E. Contract Amendment allowing for the Extension of the Grant Administration Agreement for Additional Metro Security Scorecard Updates and Implementation Assistance (Resolution #1156)
- F. Memorandum of Understanding with the St. Louis County, Missouri, Police Department for Secondary Police Officers (Resolution #1157)

In addition, Ms. Bennett noted that, at the August Committee meeting, Kevin Scott, General Manager – Security, provided an update to the Committee regarding the acquisition of G4S Solutions by Allied Universal.

11. Adjustment of Consent Agenda

8:54 a.m. Chair Windmiller asked if there are any adjustments to the Consent Agenda.

12. Consent Agenda Items

8:54 a.m. Consent Agenda Items:

- a. Contract Award - Brentwood Facility & Bus Cleaning Service (Resolution #1152)
- b. Contract Award - Central Facility & Call-A-Ride Van Cleaning (Resolution #1153)
- c. Contract Award - Track Maintenance Services (Resolution #1154)
- d. Operations Management Software: HASTUS Upgrade (Resolution #1155)
- e. Contract Amendment allowing for the Extension of the Grant Administration Agreement for Additional Metro Security Scorecard Updates and Implementation Assistance (Resolution #1156)
- f. Memorandum of Understanding with the St. Louis County, Missouri, Police Department for Secondary Police Officers (Resolution #1157)

Commissioner Zimmerman noted that he voted “nay” on Item 12 e. at the Committee level, and stated that he would like his vote noted as “nay” on this specific item on the Consent Agenda. Chair Windmiller recommended that Item 12 e. be removed from the Consent Agenda, to be voted on separately.

A motion to approve the Consent Agenda Items 12 a, b, c, d, and f, as presented, was made by Commissioner Zimmerman and was seconded by Commissioner Brown.

The motion passed unanimously.

Commissioner Beach made a motion to approve Item 12 e. Contract Amendment allowing for the Extension of the Grant Administration Agreement for Additional Metro Security Scorecard Updates and Implementation Assistance (Resolution #1156). The motion was seconded by Commissioner Golliday.

Chair Windmiller asked if there is any discussion regarding this item. Commissioner Zimmerman stated that, as he had previously stated at the Committee meeting, he feels as though the WSP Scorecard, at this point, has served its purpose, and he feels that it is time to move beyond it.

Commissioner Simmons stated that he concurs with Commissioner Zimmerman, and feels that we have used the Scorecards for some time now, and there are items that should have already been addressed; therefore, he is reconsidering his vote on this issue.

President/CEO Roach stated that, with regard to the WSP Scorecard, he feels that the Agency is “rounding the bend”. He stated that he feels this is about keeping the integrity of several Scorecards that have been positive, and agrees with Kevin Scott that these have been a good guidepost for the Agency. He stated that he feels that the Agency is close to having this concluded; however, this includes maintaining the integrity of the partnership with East-West Gateway, and Jim Wild, who have worked very hard, in conjunction with Agency, in the development of the Scorecards, and he stated that he would like to fulfill that commitment, and feels that it would be valuable to complete this contract.

Chair Windmiller stated that she would like to make a motion that a roll call vote be held regarding Item 12 e. The motion was seconded by Commissioner Beach. The motion passed unanimously.

With regard to the motion made by Commissioner Beach, and seconded by Commissioner Golliday, to approve Item 12 e. Contract Amendment allowing for the Extension of the Grant Administration Agreement for Additional Metro Security Scorecard Updates and Implementation Assistance (Resolution #1156), a roll call vote was held, as follows:

Rose Windmiller – Yea
Vernal Brown – Yea
Sam Gladney – Yea

Justin Zimmerman – Nay
Herbert Simmons – Nay
Irma Golliday – Yea
Terry Beach – Yea

The motion failed.

13. Agreement for Transit Client Engagement Services between Chestnut Health Systems, INC and Bi-State Development Agency (Resolution #1164)

9:02 a.m. A briefing paper was included in the meeting materials, regarding a request that the Board of Commissioners authorize the President and CEO to enter into a one-year Agreement, with Chestnut Health Services, INC, for Transit Client Engagement Services, in an amount not to exceed \$353,520.00. Kevin Scott, General Manager Security, gave an overview of this item. He noted that Chestnut Health is a private, not-for-profit, multi-disciplinary organization, offering a complete scope of health and behavioral health services, in Missouri and Illinois. Mr. Scott stated that the Agency recognizes that the overall public safety structure is not solely dependent upon enforcement of security. He stated that there is a mental health impact to the system, and in some cases, people just need to be connected to helpful resources. Mr. Scott reported that the proposed program is an extension of a highly successful pilot program already in place on the MetroLink Alignment within the St. Clair County Transit District, with the same provider, Chestnut Health Systems. He noted that this would be a 1 year pilot program, operating at the North Hanley and Civic Center Transit Centers. He stated that Mr. Jim Wallis, Chestnut Health, is in attendance should the Commissioners have questions.

Chair Windmiller stated that she feels this is an incredible program, which she supports whole heartedly. Commissioner Zimmerman stated that he feels this is a great program, and a great

opportunity for the Agency. He noted that, when he toured the facilities, it was a huge eye-opener, regarding the other issues being addressed by security, including mental health and drug abuse issues. He encouraged any Commissioners who have not taken part in the tours to do so. Commissioner Beach asked Commissioner Simmons how the program is working in Illinois. Commissioner Simmons stated that the reports show that the program has been highly successful.

Commissioner Zimmerman made a motion to approve this item, as presented. The motion was seconded by Commissioner Brown.

The motion passed unanimously.

14. Unscheduled Business

9:10 a.m. President and CEO, Taulby Roach stated that there is no unscheduled business.

15. Operations Report

9:10 a.m. Jessica Mefford-Miller, Executive Director Metro Transit, provided a report to the Board of Commissioners, addressing the workforce shortage. She apologized to the riders for the missed trips, and noted that the past several months have been the most painful experience that the Agency has had. She noted that approximately 2% of trips have been missed. Metro has reduced service by approximately 5%, and is utilizing managers to operate the buses, in order to keep from missing routes. Ms. Mefford-Miller stated that the system designed for 15 minutes trips has eroded, due to the workforce shortages. She reported that on November 29th, services will be decreased by 11%. She stated that supplemental strategies, will be utilized to help alleviate some of the issues.

Ms. Mefford-Miller gave an overview of the recruitment process, including employee recognition incentives, hiring incentives, job fairs, and use of temporary staff to expedite the process. She noted discussions that have been held regarding lowering the employment age, when possible, to recruit additional applicants. Ms. Mefford-Miller noted that most individuals are looking for positions with a work/life balance, which is difficult in the transit industry; however, she noted that Metro is making changes, when possible, to achieve more balanced schedules for operators. She reported that the Agency is working with the ATU, regarding training and mentoring programs. She provided an overview of operator, mechanic, and electrician pay for the Commissioners.

Commissioner Simmons asked how many drivers are needed. Ms. Mefford-Miller stated that 150 Operators are needed. Commissioner Simmons asked the timeframe involved from the time a person is hired and trained. Ms. Mefford-Miller stated that this is a 6 week timeframe. Commissioner Simmons asked if there have been cuts to the service in Illinois. Ms. Mefford-Miller stated that there have been no changes to that service, and that Illinois service is operating at 89% of the pre-pandemic level. Commissioner Windmiller posed questions relating to applicants who do not have a CDL when hired, and Ms. Mefford-Miller stated that those applicants are paid to complete the training. Chair Windmiller asked if there are any part-time drivers. Ms. Mefford-Miller indicated that all operators are full time employees. Commissioner Zimmerman stated that he appreciates the statistics, and it is helpful to have more performance data, in order to put the information into context. He asked if anything is being done to address the high "washout" rate for potential drivers. Ms. Mefford-Miller stated that managers are working with new employees, and Metro is developing a mentoring program, to provide

additional support. Commissioner Brown expressed concerns regarding missed trips, and asked if any notification is given to the ridership in advance. Ms. Mefford-Miller stated that information is pushed out on the transit app, if Metro knows that they cannot make a route. She stated that this situation is painful for the Agency, as it is for our customers. Commissioner Gladney noted that, although notifications through the transit app are helpful, we must recognize that not all customers have accessibility to the app. He asked if the information is disseminated by other means. Ms. Mefford-Miller stated that the information is distributed through the app, when Metro recognizes, that day, that a route will be missed. She stated that customers can call to check on routes, at any time. She also reported that two weeks' notice is given on all major service changes. Ms. Mefford-Miller noted that Metro would still be missing trips at this point, even if they were fully staffed, due to the supply chain, parts shortage. She also noted vehicle purchasing delays related to paratransit van delivery and battery electric bus delivery. She stated that she will give a more complete overview of these issues at the October Operations Committee meeting.

16. Call of Dates for Future Board and Committee Meetings

9:42 a.m. Myra Bennett, Manager of Board Administration, noted that the Safety & Security Committee Meeting, scheduled to be held on Thursday, October 7, 2021, has been cancelled. She advised the Board of the upcoming meetings, as follows:

Audit, Finance & Administration Committee:	Friday	October 15, 2021	8:30 AM
Operations Committee Meeting:	Friday	October 15, 2021	9:30 AM
Board of Commissioners Meeting:	Friday	November 19, 2021	8:30 AM

17. Adjournment to Executive Session for the purpose of discussing legal, confidential, or privileged matters, as permitted under Bi-State Development Board Policy, Chapter 10, Section 10.080; (D) (1) – Legal, (D) (2) – Real Estate, and (D) (10) – Auditors

9:43 a.m. Chair Windmiller asked for a motion to move into Executive Session for the purpose of discussing legal, confidential, or privileged matters, as permitted under Bi-State Development Board Policy, Chapter 10, Section 10.080; (D) (1) – Legal, and (D) (10) – Auditors. The motion was made by Commissioner Brown and was seconded by Commissioner Simmons.

The poll of the Board being as follows:

Rose Windmiller – Yea	Justin Zimmerman – Yea
Vernal Brown – Yea	Herbert Simmons – Yea
Sam Gladney – Yea	Irma Golliday – Yea
	Terry Beach – Yea

The motion passed unanimously.

The Board of Commissioners moved into Executive Session at approximately 9:43 a.m.

18. Reconvene to Open Meeting

10:03 a.m. Chair Windmiller noted that the Board has reconvened to the Open Meeting.

Commissioner Brown made a motion to approve the minutes of the June 25, 2021, Board of Commissioners, Executive Session, as presented, as a closed record. The motion was seconded by Commissioner Zimmerman.

The poll of the Board being as follows:

Rose Windmiller – Yea
Vernal Brown – Yea
Sam Gladney – Yea

Justin Zimmerman – Yea
Herbert Simmons – Yea
Irma Golliday – Yea
Terry Beach – Yea

The motion passed unanimously.

Commissioner Gladney made a motion to approve the consent agenda items, as presented, including:

- A. Draft Management and Performance Audit by Infrastructure Management Group, Inc.- St. Louis Metro Transit (Resolution #1158);
- B. Draft Office Supply Account Audit Report (Resolution #1159);
- C. Draft Accounts Payable DataServ Audit Report (Resolution #1160);
- D. Draft Ticket Vending Machine (TVM) Audit Report (Resolution #1161);
- E. Draft - TrueNorth IT Penetration Report (Resolution #1162); and
- F. Draft - TrueNorth SCADA Assessment Report (Resolution #1163).

The motion was seconded by Commissioner Zimmerman.

The poll of the Board being as follows:

Rose Windmiller – Yea
Vernal Brown – Yea
Sam Gladney – Yea

Justin Zimmerman – Yea
Herbert Simmons – Yea
Irma Golliday – Yea
Terry Beach – Yea

The motion passed unanimously.

19. Adjournment

10:05 a.m. Chair Windmiller asked if there was any further business, and being none, Commissioner Simmons made a motion to adjourn the meeting. The motion was seconded by Commissioner Brown. Unanimous vote in favor taken. The motion passed, and the meeting was adjourned at approximately 10:06 a.m.


Deputy Secretary to the Board of Commissioners
Bi-State Development