



707 North First Street
St. Louis, Missouri 63102-2595
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www.metrostlouis.org

**NOTICE OF MEETING AND AGENDA
BI-STATE DEVELOPMENT AGENCY
OPERATIONS COMMITTEE
Tuesday, March 17, 2015, 8:00 A.M.
Headquarters Building
707 North First Street, Board Room
St. Louis, MO 63102**

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Agenda	Disposition	Presentation
1. Call to Order	Approval	Chairman Buehlhorn
2. Roll Call	Quorum	Shirley Bryant
3. Public Comment*	Information	Chairman Buehlhorn
4. Minutes from January 27, 2015 Operations Committee	Approval	Chairman Buehlhorn
5. Contract Award: Leon Uniform Company	Approval	R. Friem / L. Jackson
6. Contract Extension and Increase: Transystems, Inc., for Contract 09-RFP-5516-CB/MM, Eads Bridge Rehabilitation Engineering Services Part II	Approval	R. Friem / F. Bakarich / L. Jackson
7. Paratransit Policy on No-Shows	Information	R. Friem / J. Butler / P. Hall
8. Transit Operations 2015 2nd Quarter Performance Report	Information	R. Friem
9. Unscheduled Business	Information	R. Friem
10. Executive Session (If needed) <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 under §610.021(1), RSMo; leasing, purchase or sale of real estate under §610.021(2); personnel actions under §610.021(3); discussions regarding negotiations with employee groups under §610.021(9); sealed bids, proposals and documents related to negotiated contracts under §610.021(12); personnel records or applications under §610.021(13); records which are otherwise protected from disclosure by law under §610.021(14); records relating to hotlines established for reporting abuse and wrongdoing under §610.021(16); or confidential or privileged communications with the District's auditor, including auditor work products under §610.021(17).</i>	Approval	Chairman Buehlhorn
11. Call of Dates for Future Committee Meetings	Information	Shirley Bryant
12. Adjournment	Approval	Chairman Buehlhorn

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.



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**BI-STATE DEVELOPMENT AGENCY / METRO
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
JANUARY 27, 2015**

Committee Members in Attendance

Missouri

Hugh Scott, Chair (resigned, not in attendance)

Illinois

Michael Buehlhorn
Fonzy Coleman (resigned, not in attendance)
Jeffrey Watson (absent)

Other Commissioners in Attendance

Aliah Holman, (via phone)
Vernal Brown

Staff in Attendance

John Nations, President & CEO
Barbara Enneking, General Counsel and Deputy Secretary
Shirley Bryant, Certified Paralegal/Assistant Secretary
Ray Friem, Chief Operating Officer Transit Services
Rita Marion, Senior Administrative Assistant
Kathy Klevorn, Sr. Vice President Chief Financial Officer
John Langa, Vice President Economic Development
Dianne Williams, Vice President Marketing & Communications
Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity
Barbara Georgeff, Executive Assistant to the President & CEO
Scott Grott, Chief MetroLink Operations
Jessica Mefford-Miller, Chief Transit Planning & System Development
Richard Zott, Chief of Public Safety
Tracy Beidleman, Director Program Development & Grants
Patti Beck, Director Communications
Ted Zimmerman, Director Marketing
Fred Bakrarich, Director Engineering System
Kathy Brittin, Director Risk Management, Safety & Claims
Jeff Braun, Director Real Estate
Jerry Vallely, External Communications Manager
Erick Dahl, Director St. Louis Downtown Airport
Mark Vago, Controller
David Beal, Capital Budget & Program Development Administrator
Gerard Hutchinson, Supplier Diversity Specialist
Charles Clemens, Senior Director Maintenance Of Way
William Waggoner, Senior Real Estate Specialist
Jeremy Dotson, Project Manager III Engineering

Kerry Kinkade, Director IT Applications Development
George Basler, Public Safety Officer
Jason Davis, Manager Security Fare Enforcement

Others in Attendance

Ronald Humphrey, CodeRed
Richard Shepard, Real Estate Strategies
Melissa Vighi, Lashly & Baer

1. Call to Order

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

8:01 a.m. John Nations, President & CEO, introduced Commissioner Vernal Brown, the newest Missouri member of the Agency's Board of Commissioners representing St. Louis County. Commissioner Brown was appointed by Governor Jay Nixon to replace Commissioner Kevin Cahill. She has a very distinguished and impressive background and is now in charge of benefits for the United Auto Workers (UAW), Region 5, an area that encompasses 17 states from Seattle to St. Louis. Mr. Nations welcomed Commissioner Brown to the Board.

2. Roll Call

8:01 a.m. Roll call was taken.

3. Public Comment

8:01 a.m. There was no public comment.

4. Minutes of Prior Open Session Operations Committee Meeting

8:02 a.m. The October 28, 2014, 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 Buehlhorn. **Motion passed unanimously.**

5. Contract Award: Transit Advertising Services

8:02 a.m. The briefing paper regarding the contract award for Transit Advertising Services was provided in the Committee packet. Dianne Williams, Vice President Marketing and Communications, and Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity, provided a brief overview. The Agency generates revenue through advertising placement on MetroBus, Call-A-Ride, MetroLink and MetroLink Stations. The current Transit Advertising contract ended on December 13, 2014. A new Request for Proposal (RFP) was issued on November 6, 2014, and six (6) companies requested and received copies of the solicitation, but only one proposal was received from Direct Media USA.

Some discussion followed regarding the RFP objectives, which includes revenue in the form of a minimum guaranteed dollar amount that would increase annually by a set minimum amount or by 6% per year of gross advertising sales revenues or whichever is greater; and the percentage of additional funds over the minimum expectation the Agency would receive.

A motion for the Operations Committee to approve and forward to the Board for final approval the request to award Contract 14-RFP-100941-SG - Transit Advertising Services pending final negotiations with Direct Media USA was made by Commissioner Brown and seconded by Commissioner Holman. **Motion passed unanimously.**

6. Sole Source Contract Award: Trapeze U.S.A., LLC AVL Message Boards - North County Transit Center

8:10 a.m. The briefing paper regarding the sole source contract award to Trapeze U.S.A., LLC (**Trapeze**) for the AVL Message Boards at the North County Transit Center was provided in the Committee package. Ray Friem, Chief Operating Officer Transit Services, provided a brief overview. Trapeze previously supplied all Computer Aided Dispatch Automated Vehicle Location (**CAD/AVL**) equipment utilized with the Agency's transit management technology currently deployed on MetroBus and at existing transfer stations. This technology has been installed on a majority of the MetroBus fleet and the remainder of the fleet will have AVL technology by the end of 2015. The Agency's existing CAD/AVL infrastructure is a transit specific propriety system and only Trapeze equipment and software can be used with the existing communications and data processing structures, and Trapeze U.S.A., LLC is the only source for this equipment.

A motion for the Operations Committee to approve and forward to the Board for final approval the request to purchase real time passenger information displays with Trapeze U.S.A., LLC in an amount not to exceed \$151,830, contingent upon successful completion of negotiations with Trapeze, was made by Commissioner Brown and seconded by Commissioner Holman. **Motion passed unanimously.**

7. Contract Modification: Downtown Transfer Center Design Consultant Services Time Extension with Arcturis

8:14 a.m. The briefing paper regarding the contract modification for the Downtown Transfer Center Design Consultant Services Time Extension with Arcturis was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services, provided a brief overview. Arcturis is under contract to provide design services for the Downtown Transit Center project, and the contract will expire on February 15, 2015. After the design was vetted and approved, the City of St. Louis raised issues regarding potential ADA discrepancies. Although there were no ADA discrepancies found, the City felt that there may be a better design, and pursuant to the City's request, the Agency provided various other options and pricings. To date the City has not chosen a final option, and discussions are ongoing to resolve this issue. Arcturis's performance has met the Agency's expectations. The design consultant must be under contract for the duration of the construction period, which is anticipated to be one (1) year and through the project close out which is estimated to be an additional three (3) months. To achieve this, a contract extension of 686 days is required, which will move the new contract completion date to December 31, 2016. The extension of the contract will not add any additional costs to the project.

A motion for the Operations Committee to approve and forward to the Board to approve the request for an extension of the contract with Arcturis through December 31, 2016 was made by Commissioner Brown and seconded by Commissioner Buehlhorn. **Motion passed unanimously.**

8. Contract Award: Natural Wood Solutions, LLC - Wood Cross Tie Replacement Project Year Three (3)

8:15 a.m. The briefing paper regarding the contract award to Natural Wood Solutions, LLC - Wood Cross Tie Replacement Project Year Three (3) was provided in the Committee packet. Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity, provided a brief overview. The Agency is entering the third year of a three (3) year tie replacement program on Phase I of the MetroLink alignment. Due to last year's winter weather there was a shortage of hard wood available nationally that affected rail tie production and deliveries. The shortage situation has not improved since the Agency's previous procurement in

April 2014. Koppers supplied wood cross ties in recent years for Agency projects, but due to their inability to secure definite pricing and delivery from their plant locations they declined to bid until 2016. The Agency was left with the option to either cancel the solicitation, delay the wood cross tie replacement project by one (1) year, or award to the sole bidder, Natural Wood Solutions, LLC, whose bid was deemed fair and reasonable. This project is important to assuring the ride quality and safety of the MetroLink alignment. This project coexists with other maintenance projects and is expected to be completed in late summer or early fall of 2015. It would be difficult to reprogram the existing labor resources to ensure system maintenance needs are completed in a timely manner.

Some discussion followed regarding the reason to use wood ties instead of concrete and the difference in costs for each. Replacing the wood ties with concrete would be more expensive and combining concrete with the wood ties would create maintenance issues. There are approximately 90,000 ties that have to be replaced, and only 26,000 have been completed to date.

A motion for the Operations Committee to approve and forward to the Board for approval the purchase of wood ties from Natural Wood Solutions, LLC in the amount of \$612,000 to support year three (3) of the Tie Replacement Project was made by Commissioner Brown and seconded by Commissioner Holman. **Motion passed unanimously.**

9. Contract Award: Cell Phones Services

8:20 a.m. The briefing paper regarding the contract award for Cell Phone Services was provided in the Committee package. Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity, provided a brief overview. A Request for Proposal was issued on October 6, 2014, and three firms responded, Sprint, Verizon, and AT&T. Sprint was selected because they had the highest total score that offered the lowest cost. Management's recommendation is to award the contract to Sprint for two (2) years for cell phone and related services at the proposed fixed prices; and when approved, recommend that the President & CEO exercise the option years of service if: 1) funding is available; 2) the performance of the contract is satisfactory; 3) the exercise of any contractual option is in accordance with the terms and conditions of the option stated in the initial contract awarded; and 4) the option price is determined to be equal to or better than prices available in the market or that the option is the more advantageous offer at the time the option is exercised. The annual cost is \$216,000 with an estimated total cost for the two (2) year contract with two (2) option years is \$864,000.

A motion for the Operations Committee to approve and forward to the Board to approve the cell phone services contract with Sprint as presented was made by Commissioner Holman and seconded by Commissioner Buehlhorn. **Motion passed unanimously.**

10. Contract Award: Credit Card Services

8:22 a.m. The briefing paper regarding the contract award for Credit Card Services was provided in the Committee packet. Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity, provided a brief overview. The Agency currently manages credit card programs for Travel/Executive Credit Cards and Procurement/Office Supply Card services. Because of the current market changes, the Agency's goal was to maximize potential rebate revenue by combining all programs under a single provider capable of managing multiple uses, including Procurement, Executive, Travel, and Accounts Payable Cards. An RFP was issued in September 2014 and six (6) banks responded, US Bank, Bank of America, UMB Bank, PNC Bank, JPMorgan Chase Bank, and Fifth Third Bank. Upon completion of the technical and pricing scores, US Bank was the highest ranked firm. The current annual rebates are expected to increase from last year's amount of \$10,000 to an estimated \$80,000 on Procurement Cards alone.

If the other credit card services such as Office Supplies, Executive/Travel and Accounts Payable Cards are included, the rebate could be as much as \$250,000 annually.

A motion for the Operations Committee to approve and refer to the Board the request to award a contract to US Bank to provide credit card services for a period of three (3) years with (2) one-year options to be exercised at the Agency's discretion was made by Commissioner Buehlhorn and seconded by Commissioner Brown. **Motion passed unanimously.**

11. Sole Source Contract Award: Ten (10) Rebuilt 40 Ft Low Floor Buses Funded 100% by St. Clair County Transit District

8:25 a.m. The briefing paper regarding the sole source contract award for ten (10) rebuilt 40 foot low floor buses funded 100% by St. Clair County Transit District (**SCCTD**) was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services, and Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity, provided a brief overview. More than half of the Illinois bus fleet has met and/or exceeded its design life as well as its design mileage. These buses are also experiencing structural failures at a high rate and there is the possibility of the hydraulic wheel chair lifts failing due to age and life cycle usage. Additionally, the SCCTD has indicated that the Redbird Express service has doubled and demand is expected to increase in the future. The high demand and utilization rate of Illinois buses has created an immediate need for additional replacement rolling stock ahead of the initial planned levels. The Federal Transit Administration (**FTA**) has granted SCCTD permission to increase their bus spare ratio from 20% to 40% (10 buses). These buses would have a design life of 8 years, at a cost of 68% of a new bus. The current bus replacement plan in Illinois is driven by mileage to a 12 year interval and the purchase of the additional capital assets would extend the replacement plan to a 14 year interval. Although Agency management had reservations about procuring rolling stock using a sole source methodology, the business reasons for executing an agreement with Complete Coach Works (**CCW**) is compelling. CCW has successfully partnered with the Agency on two prior projects. Management recommends approval of this contract with CCW.

A motion for the Operations Committee to approve and forward to the Board for approval this request to enter into a contract with Complete Coach Works for the purchase of up to 10 rebuilt 40 Ft. Low Floor diesel powered buses, including all AVL equipment, in an amount not to exceed \$2,951,500 that will be 100% funded by SCCTD was made by Commissioner Buehlhorn and seconded by Commissioner Brown. **Motion passed unanimously.**

12. Transit Operations 2015 1st Quarter Performance Report

8:27 a.m. The Transit Operations FY15, 1st Quarter Performance Report was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services, provided a brief overview. Operational revenue was slightly below expectation. The operational revenue from farebox and pass sales was down approximately \$155,000 for the quarter, primarily due to lower MetroLink ridership and fewer contracts for Medicaid and Medicare on Call-A-Ride. Expenses were slightly under budget for the first quarter. System ridership grew at 0.9% in the first quarter FY15, but this was below the expected 1.5%. Ridership for rail was down 0.6%, which could be contributed to lower fuel cost and the recent civil unrest in the area. MetroBus ridership met targeted goals. Call-A-Ride was down 1.7% primarily because of fewer contracts with Medicare and other governmental agencies. The contract trip reductions are a long-term trend and probably reflect permanent changes in Government Policy. Service Profiles show little change in year over year operating tempo for fixed route MetroLink and MetroBus service. The Public Safety Department has maintained and continues to create greater visibility on the alignment, thereby improving the perception of personal security on the entire transit system. Transit System's

Customer Service metrics continue to show satisfactory levels of accomplishment with on time performance above the 97% threshold for MetroLink, 90% for MetroBus and 95% for Call-A-Ride. Customer Service Call Center statistics are down approximately 7% for the first quarter.

Mr. Friem distributed a handout entitled "Automatic Fare Collection Vendor Integrations." This report was created in response to a request by Commissioner Cahill. The report illustrates the interfacing requirements for the automatic fare collection components and functions of Indra, Scheidt & Bachmann, and Trapeze. Indra supplies the core of the Smart Card system, Scheidt & Bachmann handles the bus farebox system, and Trapeze handles the AVL system. This integrated system will give the Agency the best possible information data stream on how customers are using the system and guide the Agency in optimizing the existing service hours and levels.

Commissioner Buehlhorn asked that a copy of the handout be provided to former Commissioners Kevin Cahill and Hugh Scott. 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.

13. Maintenance of Way State of Good Repair Asset Inventory and Database Development - Project Completion Overview

8:30 a.m. The briefing paper regarding the Maintenance of Way State of Good Repair Asset Inventory and Database Development Project Completion Overview, together with the PowerPoint Presentation, and the Asset Management Plan, were provided in the Committee packet. Tracy Beidleman, Director of Program Development & Grants, and Ronald Humphrey, President of CodeRed Business Solutions (CRBS), a consultant on the Agency's Maintenance of Way State of Good Repair Asset Inventory and Database Development Project, provided a brief overview. MAP-21 and the State of Good Repair require that all transit agencies complete an Asset Management Program (AMP). The AMP is to include a list of the Agency's assets; the condition of the assets; and the replacement value of those assets for the purpose of providing a decision making tool for operating and capital investments going forward. The Agency partnered with CRBS to develop the initial elements of the Transit Asset Management (TAM) program for MetroLink Maintenance of Way (MOW). Asset Management is the strategic discipline that involves making the best decisions about the management of all rolling stock, systems, and physical assets throughout the Agency, as well as the asset's life cycle. The Agency is committed to the highest level of safety, security, and emergency preparedness for its customers, employees, and the general public. The TAM system has been developed, and it includes the utilization of a graphical software concept with asset information embedded in facility and system drawings. As a validation of the TAM system, asset inventories were completed and schematics developed for the MOW areas of Rail Facility Maintenance, Signals, and Traction Power Substations. 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.

****9:00 a.m. Commissioner Holman disconnected.**

14. Disadvantaged Business Enterprise (DBE) Contract Specific Goal Setting

9:02 a.m. The briefing paper and attachments regarding the Disadvantaged Business Enterprise (DBE) contract specific goal setting were provided in the Committee packet. Larry Jackson, Vice President Procurement, Inventory Management & Supplier Diversity, provided a brief overview. At a previous Committee meeting, Commissioner Cahill asked for an update on the DBE compliance including the percentage participation on contracts. Those discussions led to questions regarding how the Agency sets goals on contracts. Mr. Jackson asked Gerard

Hutchinson, Supplier Diversity Specialist, to provide additional information regarding the DBE goals.

Mr. Hutchinson discussed in more detail the Disadvantaged Business Enterprise (DBE) project specific goal-setting process, highlighting: 1) why the Agency sets project specific goals; 2) information needed to set project specific goals; 3) what setting a project specific goal involves; 4) determining the weight of each category of work on the project; 5) determining the availability of DBE firms for each work category on the project; and 6) calculating category goals. 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.

15. Unscheduled Business

9:17 a.m. The briefing paper regarding the Contract Extension of Time and Performance and Increase in Contract Sum for Contract 11-RFP-5697-CB, Eads Bridge Rehabilitation and UMSL Interlocking Construction Management Oversight Services was provided as an additional handout at the Committee meeting. Ray Friem, Chief Operating Officer Transit Services, provided a brief overview. Since inception, the Eads Bridge Project has experienced some delays due to flooding on the Mississippi River, extreme cold weather, high winds, program delays, and additional design and repair work. Because of the unique design of the bridge and the magnitude of the remediation, the Agency hired additional expertise and oversight from outside engineering firms. Transystems was hired to do structural inspections, construction management functions and coating and general repair inspection activities. Gonzales subcontracted with Transystems to do the in depth inspection of cleaned surfaces and final coating of the bridge structures. Modjeski and Masters (**M&M**) was hired as the general oversight consultant to support Agency project team members in making decisions regarding the bridge structures and repair activities as the project progressed. The M&M contract also included project inspection services for the University of Missouri - St. Louis (**UMSL**) Interlocking project. The initial contract with M&M was awarded in 2012 and eventually both contracts for consulting and inspection services will have to be extended. An immediate extension is needed because of the earlier start date for UMSL Interlocking services. M&M's knowledge of the project and the bridge provides value to the construction management effort. M&M has staff competent in ultra-sonic testing of the bridge pins and they are skilled in the interpretation of test results. The increase in the contract amount is within the contingency budget for the project and the overall Eads Bridge Rehabilitation Project still projects to be below the authorized project budget. Management recommends retention of M&M in their current contractual capacity.

A motion for the Operations Committee to approve and refer to the Board the request to extend the contract time of performance through May 31, 2016, and to increase the contract amount by \$256,720.01, bringing the total contract value to \$537,434.01 was made by Commissioner Buehlhorn and seconded by Commissioner Brown. **Motion passed unanimously.**

- 16. 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 under §610.021(1), RSMo; leasing, purchase or sale of real estate under §610.021(2); personnel action under §610.021(3); discussions regarding negotiations with employee groups under §610.021(9); sealed bids, proposals and documents related to negotiated contracts under §610.021(12); personnel records or applications under §610.021(13); records which are otherwise protected from disclosure by law under §610.021(14); records relating to hotlines established for reporting abuse and wrongdoing under §610.021(16); or confidential or**

privileged communications with the District's auditor, including auditor work products under §610.021(17).

9:21 a.m. Pursuant to the requirements of Section 610.021 (1) and 610.021(2) of the Revised Statutes of Missouri, Commissioner Buehlhorn requested a motion to allow the Committee to go into closed session. A motion was made by Commissioner Buehlhorn and seconded by Commissioner Brown. A roll call vote was taken and the Commissioners present, Buehlhorn and Brown voted to approve this agenda item. **Motion passed unanimously.**

17. Call of Dates for Future Committee Meetings

10:47 a.m. The next Board meeting is scheduled for Friday, February 27, 2015, at 8:00 a.m.; the next Operations Committee meeting is scheduled for Tuesday, March 17, 2015, at 8:00 a.m.; the next Business Services & Economic Development Committee meeting is scheduled for Friday, March 20, 2015, at 8:00 a.m. and the next Finance & Administration Committee/Budget Review is scheduled for Friday, March 27, 2015, at 8:00 a.m.

18. Adjournment

10:47 a.m. A motion to adjourn the Open Session Operations Committee meeting was made by Commissioner Buehlhorn and was seconded by Commissioner Brown. A roll call vote was taken and the Commissioners present Brown and Buehlhorn voted to approve this agenda item. **Motion passed unanimously.**


Deputy Secretary to the Board of Commissioners
Bi-State Development Agency / Metro

Open Session Item

5

Bi-State Development Agency / Metro
Agenda Item
Operations Committee
March 17, 2015

From: Raymond A. Friem, Chief Operating Officer – Transit Services
Subject: **Contract Award: Leon Uniform Company**
Disposition: Approval
Presentation: Larry B. Jackson, Vice President – Procurement, Inventory Management & Supplier Diversity

Objective:

To present to the Operations Committee for discussion and referral to the Board of Commissioners a request for authorization to award Contract 14-RFP-100998-DR – Metro Operator Uniforms for its MetroBus, Metro Call-A-Ride (**Van**) and MetroLink/LRV (light rail) operators.

Procurement Policy:

Board Policy Chapter 50 – Purchasing requires Board approval of Negotiated Procurements exceeding \$500,000.

Funding Source:

Metro employs approximately **1,078** bus and van operators of which 594 are male and 484 are female. We also employ approximately **104** light rail operators of which 43 are male and 61 are female. The actual number of operators fluctuates. At this time, each operator receives an annual uniform maintenance allowance. Metro's labor agreement stipulates that MetroBus and MetroLink operators receive an annual allowance of **\$460.00** and the Metro Call-A-Ride (**Van**) operators receive an allowance of **\$385.00** to cover the purchase of uniform garments as specified by Metro. The recently negotiated labor agreement also provides for an increase of fifteen dollars (\$15) per operator per year. The unused portion of any operator's allowance is carried over to the next year up to a total amount of \$750.

Background:

In 2009, the Agency awarded a five (5) year contract (Contract 09-RFP-5527-DR) to Leon Uniform Company to supply Bus, Van and LRV Operator Uniforms for the period November 20, 2009 through November 19, 2014. On September 19, 2014, Metro issued solicitation 14-RFP-100998-DR seeking proposals from qualified firms to supply Metro with Bus, Van and LRV Operator uniforms. The current contract was extended up to 180 days (May 20, 2015) to maintain uniform service until the new solicitation process was completed and awarded.

Analysis:

The three proposals received were reviewed and evaluated in accordance with the evaluation requirements specified in the solicitation package. The technical evaluation consisted of two parts. The first step, the Individual and Consensus Technical Evaluation (**ICTE**), was to evaluate each firm's ability to:

- Implement a fully operational uniform program for Metro's Operators.
- Provide for fittings, replacement of defective materials and/or items.
- Provide reporting and order tracking and order entry process.
- Maintain operator's account balance.
- Provide reports (i.e. backorder by individual, sales by items, etc.
- Improve invoice and payment process.
- Able to provide both summer and winter uniforms.

After completion of the ICTE, all three (3) firms were invited to participate in the second step with an Oral Presentation to further confirm their capabilities and to present samples of their firm's garments and accessories.

Technical Evaluation			
Firm	Consensus Individual Technical Scores	Consensus Garment and Accessory Sample Scores	Overall Technical Scores
Leon Uniform Company	215.00	200.50	415.50
Unifirst	166.00	138.00	304.00
Blue Sky Apparel	147.50	109.00	256.50

The Metro evaluation team reviewed the garments and accessories submitted by all three firms. The garments were evaluated and scored on a rating of 1 to 5 for each item based on quality, style, comfort, color, logo and compatibility.

Each proposer's costs were then evaluated using a pre-established formula whereby the firm with the lowest cost proposal received the maximum score of 333. Each firm, thereafter, received points based on a formula that assigns points inversely proportional to the cost proposal amounts. The cost scores were then combined with the overall technical scores resulting in Leon Uniform Company being the overall top ranking firm.

Firm	Overall Technical Score	Cost Score	Total Score
Leon Uniform Company	415.50	174.89	590.39
Unifirst Corporation	304.00	226.10	530.10
Blue Sky Apparel	256.50	333.00	589.50

The Agency selected the uniform garments and accessories that best projected the quality levels and professional appearance that is desired.

The annual cost for services is dependent on the number of uniforms and related items purchased. The three year cost is approximately \$1,951,550. The estimated cost for the option years is \$1,305,700.

Committee Action Requested:

Management recommends that the Operations Committee discuss and forward to the Board of Commissioners for approval this request to award Contract 14-RFP-100998-DR – Metro Operator Uniforms to Leon Uniform Company to provide the necessary garments and accessories that best project the quality levels and professional appearance to Metro for its MetroBus, Metro Call-A-Ride, and MetroLink operators for the period of three (3) base years and two (2) one-year option years to be exercised at Metro's discretion.

Option years will only be exercised in the event:

- Funding is available;
- The performance of the contract is satisfactory;
- The exercise of any contractual option is in accordance with the terms and conditions of the option stated in the initial contract awarded; and
- The option price is determined to be equal to or better than prices available in the market or that the option is the more advantageous offer at the time the option is exercised.

Open Session Item

6

**Bi-State Development Agency / Metro
Operations Committee
Agenda Item
March 17, 2015**

From: Raymond A. Friem, Chief Operating Officer, Transit Services
Subject: **Contract Extension of Time of Performance and Budget Increase for Contract 09-RFP-5516-CB/MM, Eads Bridge Rehabilitation Engineering Services Part II**
Disposition: Approval
Presentation: Raymond A. Friem, Chief Operating Officer – Transit Services; Frederick J. Bakarich, Interim Director - Engineering; and Larry B. Jackson, Vice President - Procurement and Inventory Management

Objective:

To present to the Operations Committee for discussion and referral to the Board of Commissioners, a request to extend the time of performance for the subject contract with **Transystems, Inc., (TS)** through May 31, 2016, and to increase the Engineering and Construction Services Budget by \$497,372.80, bringing the total budget amount to \$3,997,328.80.

Board Policy:

Board Policy Chapter 50.010, Section G.1., requires the Board of Commissioners to approve Contract Modifications which exceed the Board approved budget.

Board Policy Chapter 50.010, Section G.2., requires the Board of Commissioners to approve all extensions of contract performance that exceed 180 days.

Funding Source:

80% Federal Transit Administration Grant # MO-90-X281, 20% Local Funding

Background:

The Agency previously advertised and competitively procured contract 09-RFP-5516-CB/MM for professional services to include both design and construction phase services for the Eads Bridge Rehabilitation Project. TS was the highest ranking proposer to the solicitation which was conducted in accordance with the Brooks Act.

The original estimate for inspection, design and construction professional services at submission of the grant application was \$2,000,000.00, based upon an estimated construction cost of \$22,500,000.00. The core scope of professional services at that time was as follows:

- Structural Inspection of the Bridge
- “Replace in Kind” Structural Design and Track Design

- Engineered Coating System Specifications
- Plans, Specifications and Estimates (Contract Documents)
- Construction Services: Construction Administration and Structural and Coating Inspection

Following the discovery of severe floor system deterioration, it was determined that the floor system of the bridge had reached the end of its useful service life, which redefined the core scope of structural services to be performed. Specifically, the original concept of “replace in kind” of deficient floor system structural members was abandoned for a complete redesign of the track structural floor system. Although this cardinal scope change was understood to increase the overall project cost, especially with respect to design and construction, the professional services budget was reduced to \$1,500,000 to aid in Metro’s restoration of service.

TS was issued a contract for a not to exceed amount of \$1,500,000.00 in March 2010, for services through the end of 2012, the anticipated end of construction when the contract was signed. Since executing this contract, there have been multiple changes which have required additional engineering effort not anticipated at the time:

- Engineering Scope Reduction Analysis (following cancellation of first solicitation)
- Structural Modeling (performed following solicitation cancellation, to provide firm basis for construction loading thereby eliminating risk and reducing construction costs)
- Redesigned coating system
- Repackaging Plans and Specifications for second solicitation

These additional design services consumed funds originally dedicated to construction services. Staff had deferred making a decision on increasing the professional services budget until such time as a better estimate of cost could be arrived at based upon the contractor’s proposed method and schedule for the work.

Following the construction contract award and receipt of the contractor’s schedule, staff commenced negotiations for a contract increase and time extension to the existing TS contract to account for additional Construction Administration and Inspection services. Staff presented a proposed budget increase of \$2,000,000 and time extension of roughly 3 years to the Board of Commissioners on May 18, 2012, and following Board approval, executed Contract Modification Number 1, on September 28, 2012, in the amount of \$1,597,328.80. The contract completion date was extended to October 15, 2015.

Since obtaining Board approval in May 2012 to increase the Engineering and Construction Services budget for TS, staff issued Modification 2 to TS on March 3, 2014, in the amount of \$200,000.00, for additional Coating Inspection/Quality Assurance, leaving a balance of \$202,671 in said budget. Modification 2 was issued at approximately the 67% complete mark of Track 1 production coating. At the time, it was estimated that the remaining budget in the TS contract

combined with the \$200,000, supplement would be enough to substantially complete the balance of coating inspection activity on Track 1 and Track 2. Myriad structural repairs performed following production painting combined with a challenging final inspection and acceptance of Track 1 coating required inspection hours well in excess of the original estimate. Therefore, an increase in the Engineering and Construction Inspection budget is warranted.

Analysis:

Metro performed a peer review in 2010 that included engineering experts from Chicago Transit Authority (CTA), Southeast Pennsylvania Transportation Authority (SEPTA), and Massachusetts Bay Transit Authority (MBTA), who provided opinions on the appropriate funding level of consultant oversight. The peer review consensus opinion was that actual costs for professional services including both design and construction management functions for structural rehabilitation projects of this nature generally run 12% of the construction cost. The analysis has been confirmed by the FTA Project Management Oversight Consultant charged with monitoring the project, who has suggested that fees in excess of 12% of construction cost are realistic given the nature of the work. The construction contract is currently at approximately \$40.3 million. With the proposed modification to TS, the value of professional services for design and construction services total 9.9% as a percentage of construction cost, and well below the accepted industry standard.

Based on the nature of the work and the schedule proposed by the Contractor, staff is confident that the additional manpower specified in this proposed change is in the best interest of the Project. The additional funds can be accommodated within the existing project budget: the existing project budget stands at \$56.8 million. The forecasted project cost, including this revision, is roughly \$46 million.

The total not to exceed budget amount requested including this revision would increase to \$3,997,328.80.

Committee Action Requested:

Staff requests the Operations Committee approve and refer this request to the Board of Commissioners to extend the contract time of performance through May 31, 2016, and to increase the Engineering and Construction Inspection budget amount by \$497,372.80 bringing the total budget value to \$3,997,328.80.

**Bi-State Development Agency / Metro
Operations Committee
Agenda Item
March 17, 2015**

From: Raymond A. Friem, Chief Operating Officer, Transit Services
Subject: **Paratransit Policy on No-Shows**
Disposition: Information
Presentation: Raymond A. Friem, Chief Operating Officer, Transit Services; Jeffrey Butler, Chief of Paratransit Services; Patricia Hall, Director of ADA Services

Objective:

To provide the Operations Committee with an overview and understanding of the need for a Paratransit No-Show policy and the recent process of formulating our new Policy that meets more recent requirements under the Federal Transit Administration (FTA).

Board Policy: No Board Policy applies

Funding Source: No funding requested or required

Background:

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulation has always allowed transit agencies to suspend the provision of paratransit service to riders who have a pattern or practice of “no-showing” their prearranged rides, understanding that those who repeatedly fail to appear for these rides have a detrimental effect on the operational efficiency, cost, and the quality of the service an Agency provides for other riders. In the past most Agencies, including ours, established policies that suspended riders based on reaching a predetermined threshold, or certain number of missed rides, to trigger a suspension. Metro’s current policy allows for a two week suspension after a rider had accumulated three or more No-Shows within a 60 day period. Riders have always had the opportunity to dispute a No-Show and only after having been reviewed would the No-Show be used in the calculation.

This briefing paper and attachment are being presented to the Committee as a follow-up to an issue regarding the No-Show Policy that was raised by representatives from CTI, an advocacy group for disabled persons, during the public comment section of the Board Meeting on February 27, 2015. At this meeting, this group was informed that staff were in the process of working on this policy, and this is the Agency’s response to their request.

Analysis:

Metro has a process of engagement with constituents and leaders of local organizations that represent the disabled community in bi-monthly meetings. This advisory group is known as the Metro ADA Advisory Group (MAAG) and meets on the third Tuesday of every other month at our Transit Access Center. In early 2013, we began discussions with this group in regards to revising our current No-Show Policy with a main goal of strengthening it in regards to those riders who were repeat offenders. During this process we discovered that some of the guidelines provided by the FTA had changed and would need to be implemented into what would become Metro’s new policy. Specifically, the changes

required agencies to look at the rider's frequency of use to establish a true pattern or practice of excessive No-Shows and for those riders facing a suspension the opportunity for a formal appeal process.

For fiscal year 2014, the average cost per trip was approximately \$45.00. We scheduled 713,637 trips and actually transported 580,562 of those riders. Of that difference 113,930 were cancelled without penalty, 698 were missed without penalty when we arrived outside of the 30 minute window, and 18,437 were No-Showed. With that number of No-shows there was a total of 575 individuals suspended. To put this into perspective there are 12,201 unique clients that accessed the service in the last 18 months.

Below is the breakdown of those individuals who were suspended.

Distinct passengers suspended: 575
Passengers with 1 suspension: 398
Passengers with 2 suspensions: 109
Passengers with 3 suspensions: 32
Passengers with 4 suspensions: 19
Passengers with 5 suspensions: 8
Passengers with 6 suspensions: 4
Passengers with 7 suspensions: 5

The Agency worked closely with Rebecca Rand, the Civil Rights Officer, with FTA Region VII to produce the new policy that Metro is working to implement. The new policy will look at the rider's frequency and establishes a No-Show percentage that will be compared to the average rider. When that percentage reaches a level that is three times greater than the average rider a suspension will be processed. In addition, an appeals process has been established that allows for the rider to appeal to their suspension to a panel composed of Metro's Director of Workforce Diversity/EEO and two members of the Metro ADA Advisory Group.

The Trapeze software used by both the ADA Services Group and Call-A-Ride Managers is being updated to more effectively manage the new policy and ensure complete fairness in its implementation. The goal is to implement this program by the start of the new fiscal year, however, the Agency will not announce the change until we are certain that all support requirements for the change are in place. The announcements will be made directly to riders of the system by a newsletter and brochure.

Metro's goal has always been to reduce No-Shows by educating and working with riders in a positive way and establishing policies that focus on abusers while being customer friendly and respectful to the average rider. The Agency will be sending out a newsletter to our ADA riders with information regarding the change in policy as well as resurrecting our consumer luncheons which will provide an opportunity for individuals that may not be associated with a group or outside agency to discuss specific concerns with Metro staff.

Committee Action Requested: None. For information only.

Metro ADA “No-Show” Policy and Appeal Process

Metro’s Call-A-Ride mission is to provide origin to destination paratransit service to our customers while complying with the Americans with Disabilities Act (ADA) regulations for paratransit services. To encourage responsible trip scheduling and use, the ADA allows public transit systems to establish and enforce a Late Cancellation and No-Show Policy. The No-Show and Cancellation policies and procedures for Call-A-Ride were developed in accordance with the Federal Transit Administration (FTA) guidelines for ADA complementary paratransit service. Call-A-Ride is important to the passengers we serve. Customer No-Shows cost taxpayers thousands of dollars each year while inconveniencing riders due to the schedule disruptions and avoidable delays that they cause. The purpose of the policy and procedure is to monitor and address the negative impact of customer no-shows on Call-A-Rides’ ability to perform its mission.

No- Show

If a customer fails to board the vehicle within 5 minutes of the arrival of the vehicle, as long as the operator arrives within the pick-up window, which is the 15 minute buffer before and after the scheduled pick up time, the customer will be charged with a No-Show. A No-Show occurs when:

- There has been no call by the customer to cancel the scheduled trip. **AND**
- The vehicle arrives at the scheduled location within the pick-up window. **AND**
- Metro Call-A-Ride notifies or attempts to notify the customer that they have arrived.

Additionally, while cancellations are accepted as late as three hours before the scheduled trip, any cancellation of a scheduled trip made less than three hours before the trip will be considered a **No-Show**.

All Call-A-Ride customers must be ready during the entire thirty (30) minute pick-up window for a scheduled trip. The van should arrive during the pick-up window and will only wait for five (5) minutes once it arrives before leaving for the next scheduled pick-up.

No-Shows that are out of the customer’s control will not be counted as such.

Penalties

Call-A-Ride customers will receive a warning letter for each occurrence of a no-show up to and including a third occurrence. This is done so that the customer will have an opportunity to dispute the occurrence or correct their behavior. Metro will allow as many as two No-Shows in a thirty day period without consequence. However when a customer has three (3) No Show violations within a thirty day period the customer will receive a Final Warning Letter. This letter will list each incident by date and time and will serve as the customer’s warning that their service may be in jeopardy. This letter will also, once again, allow the customer the opportunity to dispute the listed incidents, and proof of extenuating circumstances that may have caused the incident. Customers are encouraged to contact Metro Call-A-Rides Customer Service Coordinator at 314-982-1505.

Metro Call-A-Ride will review the *riding history* of any customer who has received a Final Warning Letter with three or more confirmed No-Show violations in any given thirty day period. If the customer's violations reach an excessive level, which is defined as 3 times the system average for No-Shows during the thirty day period being reviewed, then Metro Call-A-Ride will suspend the customer's service for a period of one week. Written notification will be provided to the customer with the proposed suspension dates along with the process for appealing the suspension that is outlined below.

Customers who repeat this pattern of No-shows, as explained above during a consecutive thirty day period will be subject to a suspension period of two weeks. Again, the customer will have the option to appeal any suspension by following the appeals process listed below.

Appeals Process

We continue to encourage you to call and discuss your no-shows and riding habits with our Customer Service Coordinator at 314-925-1505. This person may be able to help you avoid being suspended from the service as outlined above.

The Metro Call-A-Ride appeal process is intended to give a paratransit rider who has been denied service the opportunity to have their case heard by an official other than the person making the initial decision.

The "No- Show" appeal process is as follows:

1. Riders who wish to appeal a decision will have 15 days from the receipt of their suspension letter to appeal the decision in writing to Metro Call-A-Ride.
2. Appeals will be heard and decided within 30 days of the receipt of the request. While the appeal is in process, riders will still be able to receive transportation services until a final decision is rendered.
3. Appeals will be heard by a panel composed of Metro's Director of Workforce Diversity/EEO, and two Members of the Metro ADA Advisory Group.
4. Individuals who appeal have the right to speak in person on their own behalf and/or have others represent them (at the rider's expense) at appeal proceedings.
5. The determination resulting from the appeal will be in writing and will be final.

REQUESTS FOR APPEALS SHOULD BE MADE IN WRITING TO:

Pat Hall, Director of ADA Services
Metro
707 North First Street
St. Louis, Missouri 63102

METRO - Transit Operations Division
FY2015– 2nd Quarter Summary
Report to the President /CEO and Board of Commissioners

Financials

	FY2015	FY2015	FY2015	FY2015	FY2014	Diff FY2014
YTD	Actual	Budgeted	Variance	%	Actual	FY2013
Revenue*	\$ 31,447,742	\$ 32,62,078	\$ (1,234.336)	-3.4%	\$30,975,942	\$471,600
Expenses*	\$ 105.260.380	\$ 108,539,505	\$(3,279,125)	-3.02%	\$ 100,697,941	\$4,922,439

Transit system revenues are behind budget forecast by 3.4% MetroLink ridership is off by 7% year to date, with an accompanying drop in farebox revenue. TMA contract revenue continues to underperform even the restated revenue expectations for FY 2015. The Operations Cost Centers are under budget through the second quarter, with all major categories of expense below expense forecast. Wages and benefits are favorable largely due to a high number of open positions in the system. Services, Fuel and Lubes, Materials and Supplies and Casualty and liability cost expenses are all favorable to budget through the second quarter.

Ridership Comparison

Second quarter ridership growth fell in the second quarter when compared to last year. There are many factors that must be considered when reviewing ridership data against the previous year. This year the Cardinals did not play in

Mode	2nd Qtr. FY15	2nd Qtr. FY14	+/- Previous Year	YTD FY2015	YTD FY2014	+/- Previous Period
Rail	4,008,699	4,264,681	-6.0%	8,739,359	9,023,696	-3.2%
Bus	7,468,774	7,580,484	-1.5%	15,413,109	15,378,169	0.2%
Van	143,268	145,185	-1.3%	288,060	292,447	-1.5%
System	11,620,741	11,990,350	-3.1%	24,440,528	24,694,312	-1.0%

the World Series which impacts MetroLink ridership significantly. The month of November had two less weekdays than November of 2013, and this resulted in monthly ridership loss of 11% in MetroLink, and 6.8% and 6.7% respectively for MetroBus and Call-A-Ride for November. Also, with the Christmas holiday falling on a Thursday, many businesses allowed people the Friday after as time off, with some influence on December ridership. Still quarterly ridership loss for MetroLink in particular continues to be a concern. MetroLink ridership in both December and January is flat compared to the previous year even with the recent and dramatic reduction in gasoline prices. Year to date the system is off 1% from the previous year.

YTD Service Profiles

	FY2015 YTD Revenue Miles	FY2014 YTD Revenue Miles	+/- Previous Period	FY2015 YTD Revenue Hours	FY2014 YTD Revenue Hours	+/- Previous Period
Rail	1,573,591	1,578,540	-0.3%	66,658	67,200	-0.8%
Bus	9,301,110	9,328,683	-0.3%	688,337	688,947	-0.1%
Van	2,676,164	2,672,854	0.1%	153,674	157,886	-2.7%
	FY2015 Pass/ Rev. Mile	FY2014 Pass/ Rev. Mile	+/- Previous Period	FY2015 Pass / Rev. Hour	FY2014 Pass / Rev. Hour	+/- Previous Period
Rail	5.55	5.72	-2.85%	131.11	134.28	-2.36%
Bus	1.66	1.65	0.52%	22.39	22.32	0.32%
Van	0.1076	0.1094	-1.62%	1.87	1.85	1.20%

Year to date there is very little change in service profiles in terms of revenue miles and hours operated. MetroLink is most impacted by its own maintenance schedules rather than any planned changes in service levels. The lower ridership totals are reflected in the efficiency measures, with Passengers per revenue mile and hour on the MetroLink system falling by over 2% against last year. MetroBus has seen modest gains,

and Call-A-Ride has mixed outcomes for so far this year. With the strong ridership months of March through June still in front of us, expectations are for end year statistics to be close to the same as the year end statistics for FY2014.

Security Activity

The Public Safety Department is working hard to compile all records of incidents on the system. The source of these records is internal, and records from contractor partners submitted to Metro. The higher rates of passenger complaints in the

Enforcement Efforts	2nd Qtr. FY2015	2nd Qtr. FY2014	Variance (%)	YTD FY2015	YTD FY2014	Variance (%)
Custodial Arrests	97	220	-56%	214	522	-59%
Summons	3174	4223	-25%	7,039	8,783	-20%
Dispatched Calls	1478	1539	-4%	3,170	2,936	8%
Valid Customer Service Complaints	81	44	84%	117	112	4%

second quarter are a real concern, even given the extraordinary circumstances facing the St. Louis region in that time frame. Enforcement efforts in the second quarter show reductions in both arrests and the issuance of summons, while dispatched calls grew slightly year over year. Dispatched calls are calls taken by Security Dispatchers where they need to send assistance or enforcement to a specific area. Most of these are responses to internal requests (a fare enforcer or a contract security guard) or in response to the dispatcher detecting activity through camera surveillance of the system. Some originate from customers through the platform communications systems or the dedicated phone number that is posted throughout the system. Overall negative customer contacts are roughly even in FY2015 as compared to the previous year.

Service Quality Indicators

	FY2015 On Time Performance	FY2014 On Time Performance	+/- Previous Period	FY2015 Complaints/ 100,000 Boardings	FY2014 Complaints/ 100,000 Boardings	+/- Previous Period
Rail	97.45%	97.00%	0.46%	1.37	1.36	0.74%
Bus	91.30%	91.30%	0.00%	15.01	12.78	17.45%
Van	93.40%	93.90%	-0.53%	26.52	15.96	66.17%
	FY2015 Preventable Accidents	FY2014 Preventable Accidents	+/- Previous Period	FY2015 Total Accidents/ Violations (ML)	FY2014 Total Accidents/ Violations (ML)	+/- Previous Period
Rail	8	2	300%	12	15	-20%
Bus	104	77	35%	230	194	19%
Van	25	29	-14%	62	64	-3%
	FY2014 Service Delays – Equipment	FY2013 Service Delays – Equipment	+/- Previous Period	FY2015 MDBF	FY2014 MDBF	+/- Previous Period
Rail	530	450	18%	20,846	23,614	-12%
Bus	66	83	-20%	48,342	38,662	25%
Van	81	45	80%	37,464	67,936	-45%

System quality metrics continue to show very good outcomes compared against the Transit industry as a whole. Increases in MetroBus accidents and complaints are a result of 135 (10%) new operators hired into the system in the past year. The issues identified will be addressed in Operator refresher training scheduled to start in the 3rd quarter. Mean Distance Between Failure (MDBF) numbers are down in both Call-A-Ride and MetroBus. In MetroBus, the core reason for the downturn is the unreliability of brand new rolling stock. The equipment designed to meet the new EPA standards is experiencing a high failure

rate. So high, that parts availability is an issue for all properties receiving buses in 2013 and beyond. Once the parts availability issues are resolved we are confident we can improve the fleet performance, although the cost will be significant. For Call-A-Ride, the problem is exactly the opposite. We had projected the replacement of 40 vans in FY2014. Due to manufacturing problems these vans had not yet arrived. Thus we are operating a van fleet with over three times the recommended mileage for replacement and where all vans are eligible to be replaced on age as well. The Vehicle Maintenance Department purchased 50 engines for the van fleet and has installed them in the vans that we will retain the longest, and new vans are beginning to be produced. This should help not only MDBF but Call-A-Ride passenger complaints which were impacted by the drop off in fleet performance.

YTD Customer Service Call Center Statistics

Information call volume in the second quarter was down 10% year over year, and is now down 8.4% for the year. This is likely a function of the efforts to communicate real time data to the customer. We hope this increases with the release and consumption of the cell phone app to put real time info on cell phones throughout the region. The percentage of calls answered fell below 90% due to unusual number of vacancies in the department. This is being corrected and this statistic should improve for the third quarter.

	FY2014	FY2013	+/-
Information Calls Presented	356,825	389,371	-8.36%
% Information Calls Answered	86.38%	91.94%	-6.05%
Service Calls Presented	13,518	13,766	-.2%
Service Calls % Answered	91.82%	91.7%	0.12%

Statistical Snapshot: MetroLink Maintenance

MOW Delays 2nd Quarter FY2015				FY 14 2nd Qtr Comparison
Delays	Minutes	Operating Minutes	Efficiency	Efficiency
14	428	118,680	99.6%	99.2%

Period	Elevators (19) Operating Time hh:mm	Elevator Down Time	% Elevator Availability	Escalator (8) Operating Time hh:mm	Escalator Down Time	% Escalator Availability	Combined Totals	Previous Year FY 14 Comparison
2nd QTR FY 15	37582:00:00	1168:24:00	96.89%	15824:00:00	142:40:00	99.10%	97.99%	96.11%
YTD	75164:00:00	1468:52:00	98.05%	31648:00:00	403:09:00	98.73%	98.39%	94.98%

Key Capital Project Status as of 3/6/2015

Construction / Acquisition / Rehabilitation Projects					
Project	Action	Total Units	Completed Units	% Complete	Estimated Completion
EADS Bridge Rehab	Rust Mitigation / Recoat (Panels)	256	128	50.00%	2016
North County Transfer Center Construction	Contract Award	1	0	0.00%	2015
Downtown Transfer Center Construction	Design Issues (City)	1	0	0.00%	2016
Radio System Deployment	Current Design Calls For 18 Transmitter sites	18	16	88.89%	2015
Capital Commercial Leases	Negotiate	10	9	90.00%	2015
New Construction	Construct	1	1	100.00%	2015
	Existing (Owned)	2	2	100.00%	2015
	Intergovernment Agreement	5	4	80.00%	2015
Automatic Vehicle Locator	Bus Installation	375	449	Completed	Jan-2014
	Rail Validators	115	110	95.65%	Oct-2014
Vehicle Acquisition					
New Bus Rolling Stock	Procure 40' Buses	43	0	0.00%	Dec-2015
New Bus Rolling Stock (ILL)	Procure 40' Buses	4	0	0.00%	Oct-2015
Refurbished Bus Rolling Stock (ILL)	Procure 40' Buses	10	0	0.00%	Unknown, waiting on buses that meet out spec, for refurb.
Van Rolling Stock	Procure (New RFP)	37	0	0.00%	Proposals production date 9/1/2014
	2015 Procurement	17	0	0.00%	
Non Revenue Vehicles	Procure / Lease	70	63	90.00%	Feb-2015
MetroLink Capital Maintenance					
Wood Tie Phase 1 of 3	Replace	36000	26050	72.36%	Jan-2016
Catenary Contact Wire Phase 1 of 4	Replace Wire (miles)	10	10	100.00%	Jul-2016
Station Edges - Phase 1 of 3	Replace	13	13	100.00%	Jul-2014
Station Edges - Phase 2 of 3	Replace	10	4	40.00%	Dec-2015
Research, Planning, Customer Interface or Management Control Projects					
	Tasks	Issue / Title		Estimated Completion	
Phase 2 and 3 Software Upgrades to AVL / Trapeze software suites authorized by Board of Commissioners	Transmit Real Time Bus data	INFO-MOBILE APP + Google Feed		Mar-2015	
	Public Safety Projects	Genetec Update / Incident Mapping		Summer of 2015	
	Operations Management Projects	Dispatch/PSD/Cust. Service		12/31/2016	
	Operation Business Intelligence	Transit Business Suite / Dashboard		Dec-2016	
	Fare Collection	ADA and Employee Card Interface / Repeat Offender Database		9/1/2014	
MOW Work Integrated Plan	Asst Mgmt Plan Capital Planning Software Tool			2017	
Color Code KEY	FY2014 4thQ 8-27-14	No issues	Regulatory/ Economic	Technical issues	Behind schedule/overbudget
3-6-15 lke					