



# Operations Committee

## Open Meeting

Friday, August 19, 2022 at 8:30 AM

Virtual Meeting

211 North Broadway, 6th Floor

St. Louis, MO, 63102



## Operations Committee - August 19, 2022 - Open Meeting

### Notice of Meeting and Agenda

1. Call to Order	Approval	Chair Windmiller M. Bennett
2. Roll Call		
3. Public Comment	Information	Chair Windmiller
4. Approval of Minutes of the June 10, 2022 - Operations Committee, Open Meeting	Approval	Chair Windmiller
A. Draft Minutes June 10, 2022 - Operations Committee, Open Meeting - 3		
5. Approval of Minutes of the June 10, 2022 - Combined Audit, Finance & Administration and Operations Committee, Open Meeting	Approval	Chair Windmiller
A. Draft Minutes June 10, 2022 - Combined AFA OPS Committee, Open Meeting - 10		
6. Contract Modification: Elevator Escalator Full Maintenance and Repair	Approval	T. Curran / C. Stewart
A. Briefing Paper - 13		
7. Unscheduled Business	Information	Chair Windmiller
8. Operations Report	Information	C. Stewart
A. Metro Service Performance Summary - 15		
B. Workforce Update - 18		
9. President/CEO Report	Information	T. Roach
10. Call for the Dates of Future Board & Committee Meetings	Information	M. Bennett
11. Adjournment to Executive Session	Approval	Chair Windmiller
If such action is approved by a majority vote, the Committee 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); Personnel under §10.080(D)(3); and Employee Negotiations under §10.080(D)(5).		
12. Reconvene to the Open Meeting	Approval	Chair Windmiller
13. Adjournment	Approval	Chair Windmiller

**BI-STATE DEVELOPMENT  
OPERATIONS COMMITTEE MEETING  
OPEN SESSION MINUTES  
(Virtual Meeting)  
June 10, 2022 at 8:30 AM**

**Operations Committee Members participating via Zoom**

Rose Windmiller, Chair  
Derrick Cox – Absent  
Irma Golliday – Absent  
Vernal Brown  
Terry Beach

**Other Commissioners participating via Zoom**

Herbert Simmons  
Fred Pestello – Absent  
Nate Johnson  
Sam Gladney  
Debra Moore

**Staff participating 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  
Thomas Curran, Executive Vice President – Administration  
Charles Stewart, Interim Executive Director Metro Transit / Executive VP Organizational Effectiveness  
Kevin Scott, General Manager Security

**Others participating via Zoom**

Tera Briggs, ASL Interpreter  
Loretto Freeman, ASL Interpreter

1. **Open Session Call to Order**  
**8:30 a.m.** Chair Windmiller called the Open Session of the Operations Committee Meeting to order at 8:30 a.m.
2. **Roll Call**  
**8:30 a.m.** Roll call was taken, as noted above.
4. **Approval of the Minutes of the March 18, 2022 Operations Committee, Open Meeting**  
**8:32 a.m.** Chair Windmiller noted that the minutes of the March 18, 2022, Operations Committee, Open Meeting were provided in the Committee packet. A motion to approve the

minutes was made by Commissioner Brown and seconded by Commissioner Simmons. **The motion passed unanimously.**

*It was noted that Item #3 – Public Comment had inadvertently been overlooked.*

### 3. **Public Comment**

**8:32 a.m.** Chair Windmiller asked Myra Bennett, Manager of Board Administration, if any speaker cards have been received for today's meeting. Ms. Bennett noted that one public comment was received, and read the correspondence, as noted below:

Name: Shannon Villa

Representing: Self and the general public and transit users

Topic: Unacceptable 70 Grand Service, Detours During Special Events That Defeat Purpose of Transit

Comments: I have 2 areas of concern regarding MetroBus operations:

1. 70 Grand Poor Operations After 6pm All Days Leading to Upwards of 2 hours gap in service and buses up to 1 hour or more behind schedule
2. Detours during times of heavy traffic- Affected Route 90 Hampton in Forest Park and 34 Earth City around the Hollywood Casino Amphitheatre

1. 70 Grand poor operations after 6pm every day is of primary concern. As you are well aware, the 70 Grand has historically been Metro's heaviest ridership and most productive bus line as a total route, per hour of service, and per mile of service. The route seems to have ample running time to allow for nearly 100% on-time performance. However, and especially after the reduction of the route to 30 minute frequencies after about 6pm daily, this route has suffered tremendously amounting to as much as 2 hours of time between buses. BOC attempts to try to make buses get back on schedule with very little success and the times they do make a bus run "Special" or "Drop-off only" there is not always a bus following within 5 to even 10 minutes, doing many times requires a very long wait for riders bypassed due to a bus going "Special" or "Drop-off only." Last night on Thursday 6/2 I have a specific example when this should not have been done, leading to a 1 hour and 47 minute gap at Loughborough Commons northbound. The operator made to "Special" to Broadway-Taylor TC was actually rightfully hesitant to Special himself knowing there would be passengers missed.

I believe there needs to be a dedicated mobile TSM for the 70 Grand and since I know TSMs don't have laptops they should use <https://www.transsee.ca/routelist?a=stlouis> from a mobile device to see where buses are at, schedule adherence, and service gaps. The TSM would then be able to adjust service as needed as well as notify riders at key stops of service delays or cuts in service. An alternative would be to divide 70 Grand into 2 segments with a 70N and 70S, as you would guess 1 route would run from Grand Station north to Broadway-Taylor TC and 1 route would run from Grand Station south to Loughborough Commons. 1 bus would be needed for each. There would also be a 70 that would run the entire route end to end. 70N and 70 buses can be run with 60 foot buses while the 70S would have to be a 40 foot bus due to being unable

to recharge at Broadway-Taylor TC. Resource requirements would remain at 3 buses after 6pm although a 4th bus can be added for improved frequency or as a strategic bus to fill in service gaps as needed.

2. Detours during times of heavy traffic- Affected Routes 90 Hampton and 34 Earth City  
These routes are routinely detoured without notice to passengers with no alert on the Metro website or Transit app, and no notice at affected stops. As you know, with a workforce shortage, the Forest Park Trolley has ceased operations ever since 2020. The route was created to allow for reliable 90 Hampton service to bypass Forest Park on weekends during the day until about 7pm. With the discontinued route, 90 Hampton buses are being routinely detoured away from Forest Park. Exact detours are not always followed with most operators using Forest Park Parkway versus the prescribed use of Lindell to Skinker and vice-versa for northbound trips. However, with this change passengers have no reliable service in Forest Park particularly during high demand days like last weekend with the African Arts Festival at the World's Fair Pavilion. I attended this and had to wait for 90 Hampton buses outside the park. 34 Earth City also is frequently detoured due to traffic in the area of the Hollywood Casino Amphitheatre. Detouring around high traffic areas while keeping a bus on-time causes riders to be stranded or have to walk to another stop which in many cases is over 30 min away. My suggestion is to not detour buses around heavy traffic as it skips stops most key for riders both for dependent riders and riders Metro wants to attract.

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This e-mail was sent from the public comment form on [bistatedev.org](http://bistatedev.org)

**Chair Windmiller noted that the Board would postpone Item #5 until later in the meeting, as Kevin Scott, General Manager Security, the presenter for that item, was encountering technical difficulties. The Committee proceeded to Item #6.**

**6. Cooperation Agreement for the Operation and Maintenance of Cortex MetroLink Plaza and Bike Path Located within the Brickline Greenway**

**8:38 a.m.** A briefing paper was provided in the meeting materials, requesting that the Committee accept, and refer to the Board of Commissioners for approval, a Cooperation Agreement for the Operation and Maintenance of Cortex MetroLink Plaza and Bike Path Located within the Brickline Greenway, with Cortex and the Great Rivers Greenway District. Chuck Stewart, Executive Director Metro Transit, provided an overview of this issue.

Commissioner Simmons asked if there is a specific dollar amount associated with this agreement. Mr. Stewart stated that he does not have a figure at this point; however, he could provide that information prior to the Board of Commissioners meeting. Chair Windmiller expressed concerns regarding approving this item, without the dollar amount attached. Mr. Stewart noted that the primary reason for the agreement is to outline the specifics regarding maintenance of the Plaza and Bike Path. Commissioner Moore asked if the Committee should defer this item, until all of the information is provided. Chair Windmiller expressed the same concern, but posed questions regarding whether deferment of this item would delay maintenance. Mr. Stewart noted that this agreement has already been delayed; however, Barbara Enneking, General Counsel, noted that the cooperative agreement will allow Cortex to provide landscaping maintenance of the Plaza, since Cortex is already maintaining the adjacent Cortex Commons; therefore, decreasing the cost

to the Agency for greenscaping services. Commissioner Gladney asked Ms. Enneking if the Committee could approve the outline and framework for the agreement without the dollar amount. Ms. Enneking stated that, due to the concerns noted, this item could be deferred to the June 24<sup>th</sup> Board of Commissioners Meeting. Chair Windmiller asked if the item would need to go back to the Committee, before proceeding to the Board. Ms. Enneking stated that, since the agreement has been presented today to the Committee, it could go forward to the Board for approval at its next Board meeting in two weeks, once the additional information is provided to the Board.

A motion to postpone this item until the June 24<sup>th</sup> Board of Commissioners Meeting to allow time for staff to provide additional information, was made by Commissioner Simmons and seconded by Commissioner Moore.

**The motion passed. (This item will be postponed until the June 24<sup>th</sup> Board of Commissioners Meeting.)**

5. **Law Enforcement Services Agreement between Bi-State Development Agency and St. Clair County, Illinois for Services Provided by the St. Clair County, Illinois Sheriff's Department 8:48 a.m.** A briefing paper was included in the meeting materials, presenting to the Operations Committee, for discussion, acceptance, and referral to the Board of Commissioners for approval, a Law Enforcement Services Agreement between Bi-State Development and St. Clair County, Illinois for law enforcement services provided by the St. Clair County, Illinois Sheriff's Department. Kevin Scott, General Manager of Security, gave an overview of this item, outlining the details of the agreement, including staffing, costs, and time frames for the different terms. Mr. Scott noted that there is a variation in the time frame for the terms, in order to align the expiration of terms of all three of the law enforcement agreements (St. Louis City, St. Louis County, and St. Clair County). Chair Windmiller asked if the three law enforcement agreements line up financially. Mr. Scott stated that there are different pay rates, based upon the pay rates for each agency. Commissioner Simmons asked if there is a percentage increase. Mr. Scott reported that there is a 3.8% increase, not including fringe benefits. Commissioner Simmons asked if the Agency has influence with the scheduling of Police staff. Mr. Scott stated that the Agency does have influence regarding scheduling of Police, and the Agency works closely with its Police partners regarding these matters. Chair Windmiller asked if the alignment of the three contracts is something that will help logistically, or if it will be used in negotiation of contracts. Mr. Scott stated that aligning the contracts will help logistically. He noted that there are different costs, based on each department's pay scale, and the Agency will use the alignment of the contracts in order to look at the cost impacts, as well as logistical impacts. Chair Windmiller asked that Mr. Scott provide additional information at the June 24<sup>th</sup> Board of Commissioners Meeting, regarding how these agreements are currently structured.

A motion to approve this agenda item, as presented, was made by Commissioner Simmons and was seconded by Commissioner Moore.

**The motion passed unanimously.**

7. **Unscheduled Business 8:59 a.m.** There was no unscheduled business.

## 8. Operations Report

**8:59 a.m.** An operations report for Metro Transit was included in the Committee packet. Charles Stewart, Executive Director Metro Transit, addressed the concerns noted by Shannon Villa under Public Comments, reporting that Mr. Villa has previously voiced concerns to the Agency. He noted the following written response to Mr. Villa's concerns:

Mr. Villa,

Thank you for your feedback, and your patience as we investigated the specific incidents in your comments.

Regarding the #70-Grand, we are unfortunately still experiencing some missed trips – corrective actions that should help improve the specific issue of some missed evening trips on #70-Grand, which as you note is a very important route in our network. We do have managerial resources assigned to the #70 and although we cannot have a manager solely stationed or floating between bus stops only on this route, there are absolutely personnel dedicated to monitoring the #70. We are continuing to explore creative solutions to the workforce issues we're facing that impact this and other routes, and so we welcome you sharing your experiences to help us improve.

As for the recent experiences you report regarding detours of the #90 and #34, we do work closely with partners around the region when there are events that create reroutes of our service. We strive to keep this information as up-to-date as possible and to communicate it in a timely manner to our customers. Our standard practice is for rider alerts to be posted electronically, and if we are given enough notice by the external partner, we will get rider alert signage posted at the impacted bus stops. We appreciate you calling attention to these particular cases and are looking into resolving any inefficiencies that may have occurred, since we want to get information out to customers as soon as we can.

Mr. Stewart provided an update to the Committee regarding ridership and status as it relates to the workforce shortage. He noted anticipated adjustments to be made to the system on June 13<sup>th</sup>, stating that some services will be added back into the system, and some services will be moved to adjust to ridership needs. Mr. Stewart noted that a group has been convened to address retention of employees, and reported recruitment activities being implemented to attract new employees.

Commissioner Gladney posed questions regarding the number of applicants versus the number of new hires and trainees, asking if there are stringent requirements that are filtering out potential hires. Mr. Stewart reported that the Agency is losing many potential employees during the scrutiny of the background checks, and are losing approximately half of the new hires after they obtain their CDL's. He stated that competition is intense, and many will leave for other positions. Mr. Stewart stated that the Agency is working with the unions in its efforts to attract new employees, with enhanced recruitment and a focus on retention. Commissioner Brown asked if the new hires go through an orientation process with the union, and Mr. Stewart noted that the union is involved in the orientation process. Commissioner Moore asked if new hires are required to reimburse the Agency for hiring incentives received, if they leave the organization. Mr. Stewart noted that there are time frames involved for the new hires to receive the incentive pay. Commissioner Moore asked the number of new hires the Agency has lost, and Mr. Stewart

stated that he would get that information for the Commissioners. Commissioner Moore asked if the Agency is seeing more success in certain types of recruitment activities. Mr. Stewart noted that the Agency seems to have the most success at the job fairs held by the Agency itself, as when job fairs are held with multiple employers, it faces the issue of increased competition for the prospective employees. Commissioner Simmons posed questions relating to the recent employee awards that were given, asking if this was only advertised internally, or if these activities are noted to the public, and asked if Commissioners could be made aware of these events, in advance, so that they could attend and show their support. Mr. Stewart stated that he would address these issues. Chair Windmiller thanked Mr. Stewart for the monthly reports, but asked if the Board could be provided with figures for the year, to get a better overview of the recruitment and retention efforts. She also posed questions as to why the Agency is losing approximately 60% of the new recruits. Mr. Stewart reported that many of the new hires that leave, begin demonstrating absences early on, then just stop reporting for work. Commissioner Brown asked the hiring age for drivers. Mr. Stewart stated that employees must be 21 in order to receive their CDL; however, the Agency is also recruiting individuals 18 and older, who may be able to be placed in a different positions, but later move forward into an operator position. Commissioner Gladney stated that it may be appropriate to look into some type of incentive for new hires, once they obtain their CDL, to increase retention, since this is the time many of them leave the organization. Mr. Stewart stated that he will look into this suggestion.

**9. President/CEO Report**

**9:24 a.m.** Bi-State Development President/CEO, Taulby Roach, addressed the committee, noting that an update regarding the expansion of MetroLink will be provided at the June 24<sup>th</sup> Board of Commissioners Meeting. Mr. Roach noted that the FY2023 Budget is moving through the Ways and Means Committee for the City of St. Louis, and will be addressed at the St. Louis County Council meeting on Tuesday. He reported that Tammy Fulbright and Chuck Stewart are working out details of budget negotiations with St. Clair County.

Commissioner Simmons posed questions regarding the North/South MetroLink connection, asking if there have been any deviations from the original alignment. Mr. Roach noted that there have been some adjustments to the alignment, based upon the changing needs of the St. Louis region. He noted that the original study was completed in 2018, and there have been changes to the region since that time, including development of the new Soccer Stadium; therefore, some adjustments to the 2018 study were needed. Commissioner Simmons also posed questions relating to the budget negotiations with St. Clair County, asking if an agreement will be reached by the deadline. Mr. Roach stated that there are some issues yet to be quantified; however, he is hopeful that an agreement will be reached before the deadline.

**10. Call of Dates for Future Board and Committee Meetings**

**9:30 a.m.** Myra Bennett, Manager of Board Administration, advised the Committee of upcoming meetings, as follows:

Tentative schedule:

Board of Commissioners Meeting:	Friday, June 24, 2022	8:30 AM
Safety & Security Meeting:	Thursday, August 11, 2022	8:30 AM
Operations/Audit, Finance, Administration:	Friday, August 19, 2022	8:30 AM



**11. Adjournment**

**9:31 a.m.** Chair Windmiller asked if there was any further business, being none, Commissioner Moore made a motion to adjourn the meeting. The motion was seconded by Commissioner Gladney. Unanimous vote in favor taken. The motion passed, and the meeting was adjourned at approximately 9:31 a.m.

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Deputy Secretary to the Board of Commissioners  
Bi-State Development

**BI-STATE DEVELOPMENT  
COMBINED MEETING OF THE  
AUDIT, FINANCE & ADMINISTRATION COMMITTEE  
AND OPERATIONS COMMITTEE  
(Virtual Meeting)  
OPEN SESSION MINUTES  
June 10, 2022  
Immediately following AFA Committee Meeting**

**Board Members Participating via Zoom**

**Missouri**

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

**Illinois**

Terry Beach, AFA Chair  
Herbert Simmons  
Debra Moore  
Derrick Cox – Absent  
Irma Golliday – Absent

**Staff Participating via Zoom**

Taulby Roach, President and Chief Executive Officer  
Barbara Enneking, General Counsel and Deputy Secretary  
Myra Bennett, Manager of Board Administration  
Brenda Deertz, Director of Executive Services  
Charles Stewart, Executive Director Metro Transit  
Virgie Chaffen, Jr., Director Labor Relations  
Crystal Messner, Chief Audit Executive

**1. Open Session Call to Order**

**10:11 a.m.** Chair Beach called the Open Session of the Combined Meeting of the Audit, Finance & Administration Committee and Operations Committee to order at 10:11 a.m.

**2. Roll Call**

**10:11 a.m.** Roll call was taken, as noted above.

**3. Adjournment to 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, §10.080(D) Closed Records; Legal under §10.080(D)(1); Personnel under §10.080(D)(3); Employee Negotiations under §10.080(D)(5); and Auditors under §10.080(D)(10).**

**10:11 a.m.** Chair Beach requested a motion to allow the Committees to move into closed session as permitted under Bi-State Development Board Policy, Chapter 10, Section 10.080, (D) (1) – Legal; (D) (3) – Personnel; (D) (5) – Employee Negotiations; and (D) (10) – Auditors. A motion

to move into Executive Session was made by Commissioner Simmons and seconded by Commissioner Gladney. A roll call vote was taken as follows:

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

Debra Moore – Yea  
Terry Beach – Yea  
Herbert Simmons – Yea

**The motion passed unanimously, and the Committees moved into Executive Session at 10:13 a.m.**

**4. Reconvene to Open Session**

**10:58 a.m.** The Committees reconvened to the Regular Meeting at approximately 10:58 a.m.

Commissioner Simmons made a motion to accept the ATU Local 788 Operations & Maintenance and Clerical Collective Bargaining Agreement Negotiation parameters, as presented. The motion was seconded by Commissioner Johnson. A roll call vote was taken as follows:

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

Debra Moore – Yea  
Terry Beach – Yea  
Herbert Simmons – Yea

**The motion passed unanimously.**

Commissioner Windmiller made a motion to accept the International Brotherhood of Electrical Workers, Locals 2 and 309 Collective Bargaining Agreement Negotiation parameters, as presented. The motion was seconded by Commissioner Brown. A roll call vote was taken as follows:

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

Debra Moore – Yea  
Terry Beach – Yea  
Herbert Simmons – Yea

**The motion passed unanimously.**

Commissioner Moore made a motion to accept the Draft - Procurement Card Program Audit, as presented. The motion was seconded by Commissioner Brown. A roll call vote was taken as follows:

Rose Windmiller – Abstain  
Vernal Brown – Yea  
Nate Johnson – Yea  
Sam Gladney – Yea

Debra Moore – Yea  
Terry Beach – Yea  
Herbert Simmons – Yea

**The motion passed. (Commissioner Windmiller abstained from the vote.)**

Commissioner Johnson made a motion to accept the FY2023 Annual Audit Work Plan, as presented. The motion was seconded by Commissioner Gladney. A roll call vote was taken as follows:

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

Debra Moore – Yea  
Terry Beach – Yea  
Herbert Simmons – Yea

**The motion passed unanimously.**

**5. Adjournment**

**11:01 a.m.** Chair Beach 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 11:01 a.m.

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Deputy Secretary to the Board of Commissioners  
Bi-State Development

**Bi-State Development Agency  
Operations Committee  
Open Session Agenda Item  
August 19, 2022**

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**From:** Charles Stewart, Interim Executive Director Metro Transit  
**Subject:** **Contract Modification: Elevator Escalator Full Maintenance and Repair**  
**Disposition:** Approval  
**Presentation:** Darren Curry, Assistant Executive Director, Transit Assets  
Tom Curran, Executive Vice President - 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 modify the current contract for Elevator and Escalator Full Maintenance and Repair.

**Background:**

On, October 04, 2016, Bi-State Development (BSD) issued Solicitation number 17-RFP-103684-DGR-Elevator and Escalator Full Maintenance and Repair, and as a result of the procurement process, award was made to ThyssenKrupp Elevator (TKE). The Board of Commissioners approved a not to exceed amount of \$4,000,000.00 at their April 28, 2017 meeting.

Contract Modification #4 includes additional funding and time to cover project needs. Below are some of the notable contributors to the overages during this last contract option year:

- Escalator violation repair costs as a result of findings from 2020-2021 State of Missouri inspections: Initial costs to address these findings would reach \$319,000 to re-open closed units. Signed agreements were in place as attempts were made to make the repairs.
- Unscheduled Maintenance repair costs surge for decaying infrastructure: The Grand Elevator Hoistway structural repairs and support with component repairs and replacement cost just over \$100,000. North Hanley and Forest Park MetroLink Stations over-speed valves and control motor replacements cost \$50,000. The Missouri State 2021 mandate on the Category 5 testing, which doubled the inspection man-hours, had a team rate at an additional \$250/hour. Additional installation adjustments were needed for the rehabbed units transitioning to maintenance (communication wiring, cab positioning within the guidrails, hydraulic piston seals, etc.). The 8<sup>th</sup> & Pine MetroLink Station emergency repair of the synchronization valves cost \$35,000.
- Based on what has been documented, call back service has averaged \$10,000 per month.
- Special coverage at a team rate of \$450/hour (Contracted OT) to insure immediate response times during major events downtown during the July 4 activities, concerts, conventions, etc.

*Board Policy Chapter 50.010, Section E.I.d., requires the Board of Commissioners to approve Procurements which exceed the amounts budgeted or otherwise approved by the Board of Commissioners for such project, function or service.*

Current items to consider with an extension, as the system has several out of scope maintenance requests (section 5.2 of section H):

- Needed adjustments to the ERF Units from Rehab--\$60,000
- Grand MetroLink Station repairs –Travel Cable -- \$25,000
- 8<sup>th</sup> & Pine MetroLink Station –travel adjustments--\$25,000
- Hydraulic remediation use \$50,000–based on results from the TOGA program --Team Rate at \$450/hours with a five-hour duration x 10 units---\$22,500 plus material of \$2,200 for each unit = \$22,000
- Final repairs to the Convention Center Westbound Escalator--\$50,000
- Sill replacements at the North Hanley Parking Structure—Structural conditions discovered during the Spring of 2022.
- Standing costs--General monthly maintenance will cost \$15,000 per month. Based on what has been documented, call back service has averaged \$10,000 per month.

**Analysis:**

Transit Assets and Procurement have reviewed the above costs and have determined that the costs are deemed fair and reasonable.

Assessments were scheduled and performed in April 2022 for each Metro facility and rail station elevator. These assessments provided a forecast of future maintenance needs and helped the agency understand the current operating conditions, remaining lifespans, and ultimately repair and/or replacement costs. In addition, the assessments will help provide better contract language to address contractor performance in the future. It may be necessary to perform bi-monthly maintenance on the older, more problematic units. There may also be the need to have additional resources/staffing, such as full-time staff mechanic provided to Metro by the general contractor or subcontractors.

Exclusive conditions can be better defined for the new contract. The overruns in the current contract are based on the many exclusions that the new, all-inclusive contract will capture.

In closing, based on visits to other transit agencies (Chicago Transit Authority) and third party elevator consultants (ATIS Elevator Inspections, LLC), annual maintenance costs for assets of this age and condition could range from \$1.6 to \$1.9 million dollars.

**Committee Action Requested:**

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for final approval, the request that the President & CEO approve Contract Modification #4 for the continued maintenance and repair of the elevators and escalators that service MetroLink to ThyssenKrupp Elevator in an amount not to exceed \$600,000.00 and extend the contract time period through November 30, 2022.

**Funding Source:**

Operations.

# Metro Service Performance Summary | Fiscal Year FY22

Bi-State Development Board of Commissioners Operations Committee Meeting : August 19, 2022

## OVERALL PERFORMANCE

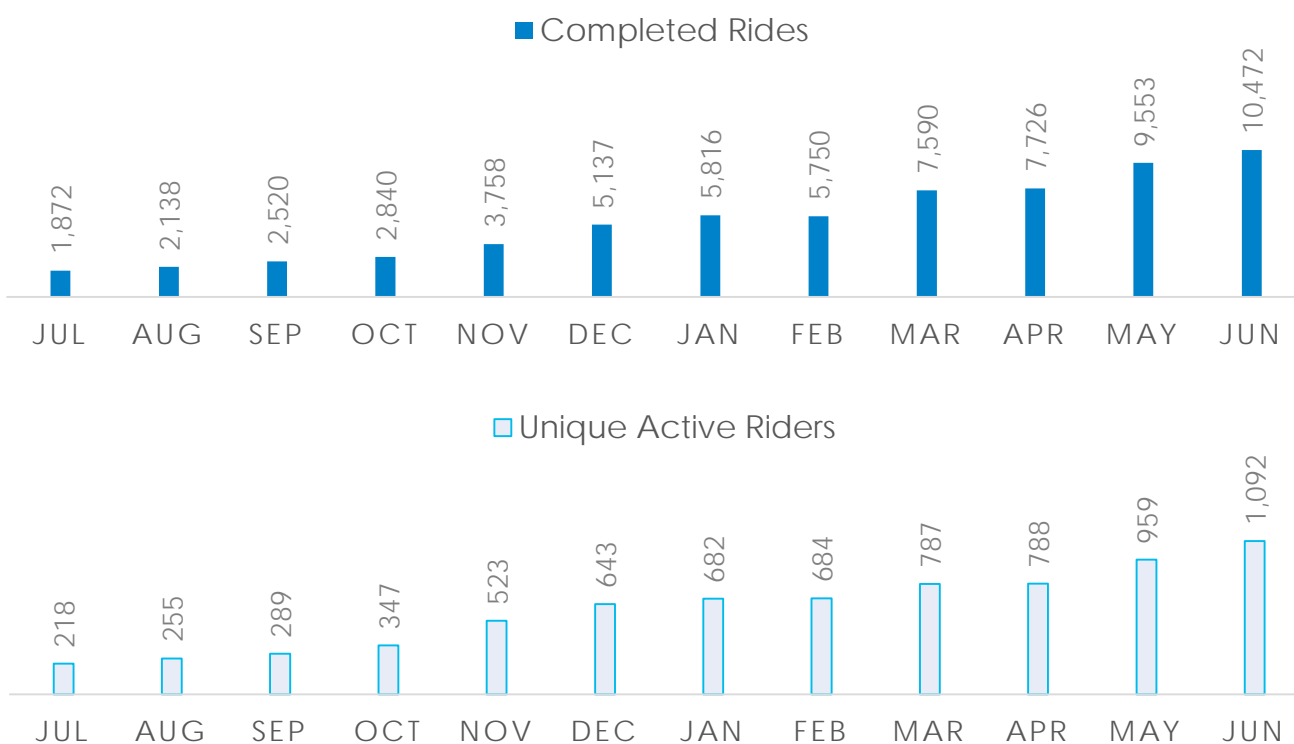
### Metro Transit Operations At-A-Glance

Total FY22 Performance Measures	MetroBus Fixed Route + Special Services	FY22 vs. FY21	MetroLink	FY 22 vs. FY21	Call-A-Ride	FY22 vs. FY21
System Ridership	11,678,400	1.6%	6,477,500	18.4%	351,300	(-14.6%)
Missouri	10,186,500	0.7%	5,077,600	19.2%	351,300	(-14.6%)
Illinois	1,491,900	7.8%	1,399,900	15.5%		
Revenue Miles	13,730,100	(-6.3%)	2,868,100	3.9%	3,697,200	(-13%)
Revenue Hours	991,300	(-6.4%)	124,200	2.7%	210,200	(-12.1%)
On-Time Performance	88.4%	(-2.2%)	98.0%	0.1%	92.4%	(-1.7%)
MetroBus + MetroLink 12-Month Rolling Average Fare	\$1.07	1.5%	Call-A-Ride 12-Month Rolling Average Fare		\$1.76	N/A
Financials	Total FY22 Actual		Total FY22 Budget		Budget Adherence	
Expenses (Transit)	\$285,884,568		\$313,721,380		(-\$27,836,800)/(-10%)	
Passenger Revenue	\$20,013,491		\$21,013,987		(-\$1,000,500)/(-5%)	
Farebox Recovery Ratio	7.0%		6.7%		7.8%	

## Call-A-Ride Passenger Trip Requests, June, 2022

Passenger Trip Requests	# of Trips	Percent of Trip Requests
Scheduled and Made	30,995	66.3%
Cancelled by Passenger	6,160	13.2%
No-Shows	1,363	2.9%
Missed Trips	111	0.24%
Van Unavailable – Capacity Denial – ADA Riders	7,652	16.4%
Van Unavailable – Capacity Denial – NON ADA Riders	31	0.1%
Van Available – Adversarial Denial – All Riders	413	0.9%
Eligibility, Beyond Hours or Boundaries	21	0.0%
<b>Total Trip Requests</b>	<b>46,746</b>	<b>100.0%</b>

## Via Metro STL, FY22 Year-To-Date



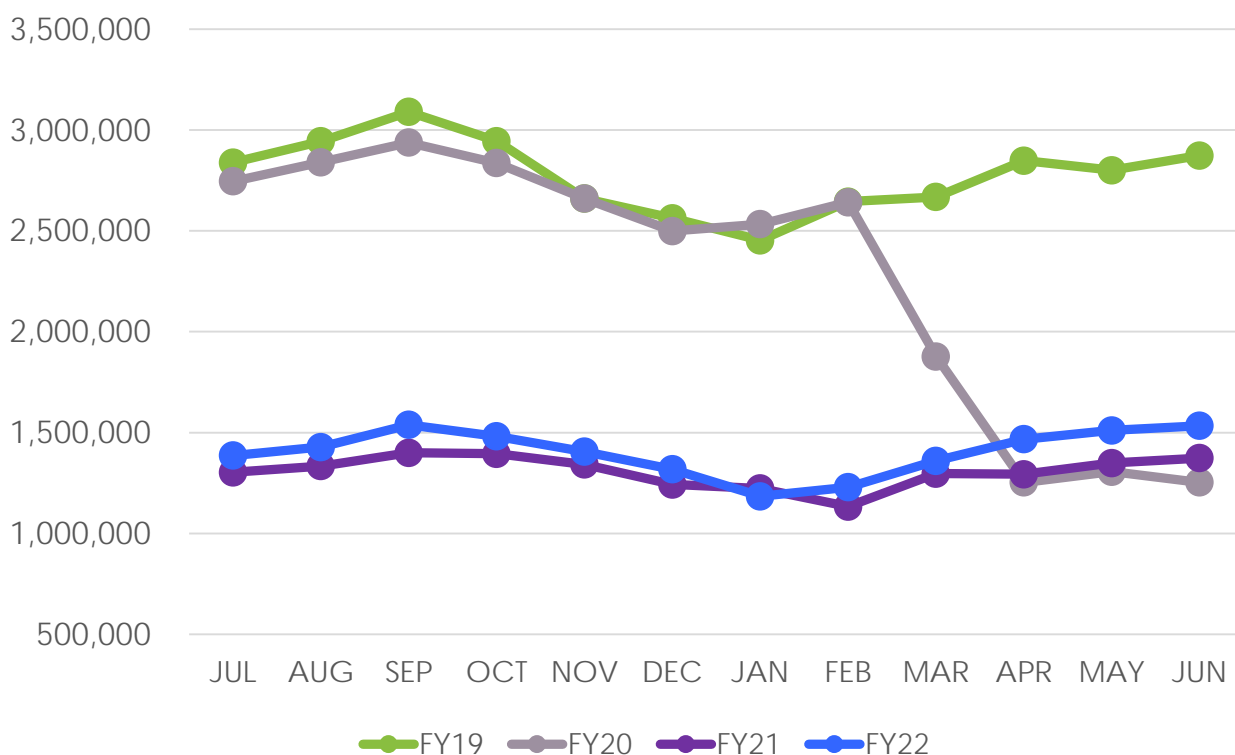


# Metro Service Performance Summary



- The fiscal year ended with a strong 11.7% standardized ridership gain relative to June of 2021, which in turn boosted gains on the total system by 6.5% for the full fiscal year. However, the ridership surge is uneven at modal, state, and at route-specific neighborhood scales.
- MetroLink (ML) ridership growth overshadows all other modal trends in FY22. ML carried over a million more passenger trips than the year before, 380k more in the last quarter alone. When Busch Stadium opened to full-capacity in June of 2021, special event ridership soared. In FY22, game attendance rates shot into ranges of 35 to 46k from the previous capacity limit of 15k for most of FY21.
- Rising ML ridership figures are encouraging. ML now carries about 49% of FY19 passenger trips, 48% in MO, and 56% in IL. Note, the immediate future is uncertain, given damage to ML infrastructure during the historic flash floods of July 2022.
- Since April of 2020, MB ridership has steadily hovered around 50% or more of pre-pandemic levels. Thus gains in FY22 appear more modest. The 1.6% increase on MB system-wide is largely driven by the IL system, which saw a 7.8% increase over FY21, compared to nearly flat ridership trends in MO.
- The most damaging factor limiting recovery on MB stems from the systemic labor force crisis. From June 13 through July 25, MB missed 3% of scheduled trips, distributed primarily along core routes in the MO system. The 3% figure does not include trips that saw some partial coverage disruptions or all trips dispatched late. 3% is also extraordinarily high considering Metro reduced service coverage and service frequencies to momentous lows.
- Safety & service reliability are crucial for system success, particularly for a system that relies heavily on vehicle-to-vehicle connections and when service frequencies are low. An unreliable system erodes rider trust, rider quality of life, and mounts pressure on our front-line and support staff with debilitating effects to morale. Potentially, these effects may also incur Title VI Civil Rights implications, especially when riders cannot easily access information about these disruptions in a timely manner.
- Metro's on-demand services grew rapidly in FY22 as a complement to the fixed-route system and has provided vital support during service disruptions. Metro staff are exploring strategies to increase the modal value to the fixed-route system. They also seek to engage more Call-A-Ride customers still suffering from acutely high denial rates, another casualty of the labor crisis.

## STANDARDIZED FIXED-ROUTE RIDERSHIP (TOTAL SYSTEM)



## PERFORMANCE

### Metro Transit Workforce At-A-Glance

#### Sign-on and Retention Bonuses

- 325 new hires since sign-on bonus program began in 2021.
- 105 sign-on bonuses paid to date. (1<sup>st</sup> installments)
- 40 referral bonus payments made.

#### Recruiting & Training Capacity

- 2 classes per month scheduled for Call-A-Ride.
- 1 class every 8 weeks scheduled for MetroBus.
  - Training TSMs to increase capacity.
- MetroLink class began June 20 with 8 operators.

#### Recruitment Progress

- Monthly Open Houses for on-the-spot hiring events continue to attract candidates. BSD participating in other job fair and hiring events in the community:
  - August 5 – Expo with Urban League
  - TBD - Better Family Life hiring event
- Marketing campaign started focused on CDL holders. 3 hired and 2 in process from this effort.
- Training for interview teams to improve selection process completed. Training scheduled for next 30 days.
- Research for pre-employment assessment for Operators and others has begun (Target completion – July)
- Early stages of partnership with MO Public Transportation Association in development of apprenticeship programs.

#### Status of Operations

MetroBus	2,450 missed trips in June due to workforce shortage. This is 2.23% of the total trips.
MetroLink	Zero missed trips. TSMs have supplemented service.
Call-A-Ride	7,652 denied boardings of the 46,746 trips requested in June. This is 16.37% of the total trips.

A MetroBus 5% reduction in service (frequency only) occurred 3/21/22 to minimize the number of missed trips based on workforce shortages. This schedule requires 636 operators to complete the routes. As the workforce grows, service frequency will return as we can consistently meet the schedule demands.

#### Recruiting & Training Pipeline (June)

	Applications Received	Candidates in Process	Candidates Scheduled for Training	Trainees in Process
MetroBus Operators	106	24	0	11
Call-A-Ride Operators	107	16	3	3
1A Mechanics	10	2	0	3
Electro-Mechanics	5	1	0	1
Electricians	10	1	0	3

#### Staffing Levels

	MetroBus Operators	MetroLink Operators	Call-A-Ride Operators	General Maintenance 1A Mechanics	Vehicle 1A Mechanics	MetroLink ElectroMechanics	Electricians
Budgeted Positions	789	102	201	46	226	42	60
Active Employees	632	89	146	38	194	30	48
Percent Shortage	21.45%	12.75%	27.36%	17.39%	14.15%	28.58%	20.00%