



# Operations Committee

## Open Meeting

Friday, March 17, 2023 at 8:30 AM

Virtual Meeting

211 North Broadway, 6th Floor

St. Louis, MO, 63102



## Operations Committee - Open Meeting - March 17, 2023

### Notice of Meeting and Agenda

1. Call to Order	Approval	Chair Windmiller M. Bennett
2. Roll Call		
3. Public Comment	Information	Chair Windmiller
A. Public Comments as of 03-15-2023 - 3		
4. Approval of Minutes of the January 27, 2023 - Operations Committee, Open Meeting	Approval	Chair Windmiller
A. Draft Minutes - January 27, 2023 - Operations Committee, Open Meeting - 4		
5. Contract Award – DeBaliviere Power House Rehabilitation	Approval	T. Curran
A. Briefing Paper - 12		
6. Contract Award – Construction of Charging Infrastructure for Battery Electric Buses	Approval	T. Curran
A. Briefing Paper - 14		
7. Contract Award – Paratransit Van Purchase	Approval	T. Curran
A. Briefing Paper - 15		
8. Contract Award - St. Clair Yards & Shop Facility Cleaning	Approval	T. Curran
A. Briefing Paper - 17		
9. On-Call Professional Commercial Real Estate Services	Approval	J. Langa
A. Briefing Paper - 19		
10. Unscheduled Business	Information	Chair Windmiller C. Stewart
11. Operations Report	Information	
A. Operations Update - 21		
B. Workforce Update - 24		
12. President/CEO Report	Information	T. Roach
13. Call for the Dates of Future Board & Committee Meetings	Information	M. Bennett
14. Adjournment	Approval	Chair Windmiller

Name: Shannon Villa

Representing: Self and the general public and transit users

Topic: More Details/Specifics Needed on Staffing and Route Performance

Comments: Please review this Nashville MTA Report for some best practices:

[https://www.wegotransit.com/assets/1/27/Final\\_MTA\\_Board\\_Book\\_2.23.2023.pdf?1527](https://www.wegotransit.com/assets/1/27/Final_MTA_Board_Book_2.23.2023.pdf?1527)

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

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**BI-STATE DEVELOPMENT  
OPERATIONS COMMITTEE MEETING  
OPEN SESSION MINUTES  
(Virtual Meeting)  
January 27, 2023 at 8:30 AM**

**Operations Committee Members participating via Zoom**

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

**Other Commissioners participating via Zoom**

Terry Beach  
Herbert Simmons  
Debra Moore (joined the meeting at 8:31 a.m.)  
Fred Pestello – Absent  
Nate Johnson – Absent  
Sam Gladney – Absent

**Staff participating via Zoom**

Taulby Roach, President and Chief Executive Officer  
Brenda Deertz, Director of Executive Services  
Barbara Enneking, General Counsel  
Myra Bennett, Manager of Board Administration  
Thomas Curran, Executive Vice President – Administration  
Charles Stewart, Executive Vice President, Chief Operating Officer Metro Transit

**Others participating via Zoom**

Chelsey Niezwaag, ASL Interpreter  
Katie Roberts, ASL Interpreter  
Lawrence Sutton, Hyperion

**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.

**3. Public Comment**

**8:30 a.m.** Chair Windmiller asked Myra Bennett, Manager of Board Administration, to provide an overview of the public comments that were received for today's meeting. Ms. Bennett noted that the Agency received seven public comments for today's meeting. She provided the name of the individuals who submitted comments, along with the topic of the comments. Ms. Bennett stated that all comments were distributed to the Commissioners prior to the meeting, for

review. In addition, she noted that the comments, in their entirety, are contained in the online meeting materials, and will be included in the minutes from today's meeting. (Please see public comments noted below.)

Name: Jim Zavist

Topic: Via Metro STL

Comments: I've been noticing that the vehicles/minivans Via Metro STL is using around St Louis have a variety of out-of-state license plates (Colorado, New Jersey, Florida, etc.). As a taxpayer-funded agency, I would have thought that Metro would have required your vendor to register their vehicles locally and to pay any required local taxes. I'm guessing that the excuse will be that these are either leased vehicles or that it was not a requirement in the RFP/contract. In either case, it's a bad look for an agency that continues to struggle with funding.

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Name: Shannon Villa

Topic: Metro Input from Riders

Comments: Metro needs to solicit public feedback and have a hearing before there are any service changes. Metro just also involve the public in its strategic future, plan, purchase of vehicles, etc.

Here is a link to DC Metro #yourmetro: [https://www.wmata.com/about/news/Strategic-Plan-The-Way-Forward.cfm?fbclid=IwAR2N1-eB8kyGrDwTMh1xhsbgKSpQ3gshDCCFdYDVtOc17qQ3HjJu5\\_Ly5E&mibextid=Zxz2cZ](https://www.wmata.com/about/news/Strategic-Plan-The-Way-Forward.cfm?fbclid=IwAR2N1-eB8kyGrDwTMh1xhsbgKSpQ3gshDCCFdYDVtOc17qQ3HjJu5_Ly5E&mibextid=Zxz2cZ)

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Name: Patrick Douglas Richmond

Topic: Rickshaws and double-decker buses as another form of micro transit

Comments: In some countries, there is a small vehicle called a "rickshaw" and what this strange vehicle is, is that it is a bicycle or a motorcycle with a passenger cabin on its back or on a specially built chassis. Due to their low capacity, they can be given assignments such as running on routes that have very small ridership and due to their small size, they can be used as small neighborhood shuttles since they can even fit on narrow streets. They cost less than a minivan. They have great gas mileage, and although they are designed to go pretty slow, and they can only reach a top speed of 50 miles an hour, we could put those things to work on covering areas like running between Kirkwood and Oakville via the side streets, or by running from Manchester Road down to downtown Eureka. They can also be a tourist attraction just like the arch. The way the system could work is that just like Via, the person could use their phone, and to pay the fare, there would be two or three ways to pay. Bus pass, MetroLink ticket, or cash since some people don't carry credit cards. Also to help draw tourism, would be to create some routes that would utilize double-decker buses. They could be put on routes like a shuttle in Forest Park or a service that would connect many St. Louis County parks, running between Shrewsbury all the way out as far as Eureka. In Chiba, Japan, they use suspended monorails where the bogies are housed in a casing and the passengers can really get a good view of the city. But the downside to that is that it would be very expensive, such as building the track, elevators, escalators, how to plan on where the route will go although monorails can even glide over houses!

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Name: Shannon Villa

Topic: Update Since Last Meeting- Improvements Seen and Next Steps

Comments: I appreciate being provided more detailed data on Metrobus and Metrolink ridership similar to what I was provided years ago by the same Metro resource.

I am assured by Mr. Stewart that a dashboard is in the works to provide more detailed data or ability to drill-down data on missed trips, ridership, etc to allow for better understanding of system performance metrics.

I would still like to get the public easy access to what is currently an internal trouble log even cited by Mr. Stewart in this month's Operations Report toward the end of this packet to give more details on missed trips showing missed trip percentages on key routes and appreciate the recognition of these routes as having high missed trip percentages and that per the Operations Report, "These routes are critical to the overall Metro Transit System. These routes serve key regional neighborhoods protected by the Federal Transit Association's (FTA) Title VI regulations associated with the Civil Rights Act. I wonder if this comment was added in part to due to any complaints or findings raised regarding FTA Title VI regulations.

A web page on daily missed trips that can be referred to historically should be added.

The updates of missed trips on the Transit App is still sporadic and not frequently updated. Since the November service change there seems to still be more than expected number of missed trips that I thought the service change would be able to reduce but the last week or so this month of January it does seem that missed trips have been drastically reduced particularly on some of the problem routes mentioned in the Operations Report this month.

I am encouraged with the increased transparency that improvements will continue this 2023 and look forward to those as this will be critical to reversing and downward trend in ridership for Metro St. Louis when compared to peer cities such as Kansas City and Nashville where missed trips are fewer and almost non-existent. In fact both Kansas City and Nashville have both increased service and Nashville WeGo Transit is now close to 85% of pre-pandemic ridership where as Metro St. Louis is closer to 50-60% still with some key routes like the 70 Grand at a disappointingly below 50% of pre-pandemic ridership.

Key point I would like to see improvement by the next meeting is the need for more publicly accessible restrooms and the full reopening of all transit centers with an indoor waiting area and public restroom so the public can best make use of these amenities Metro had provided pre-pandemic. The in-service cleaners placed along the Metrolink system are appreciated. I did discuss my concerns on "Loop riding" with a manager and she re-assured me that staff would be better trained on what "Loop Riding" really is. Essentially if someone has valid fare or paid a fare they are not loop riding.

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Name: Shannon Villa

Topic: Our Metro- The System for The Riders and Public

Comments: We should take the example of the Washington, DC Metro area WMATA "YourMetro" campaign which I have also extended to my Facebook group being renamed to It's Our St. Louis Metro Transit Group #ourMetro:  
<https://www.facebook.com/groups/4675492252472079>

The intent of this emphasis is that this is the system for the people it serves and thus it is "Our Metro" or those working for Metro would term it as the customers' Metro, thus WMATA's emphasis on, "Your Metro."

With "Your Metro" push the public should be better involved in decision making anywhere in the system where the public is affected whether directly or indirectly.

For example, in this packet I see information on the upcoming fare validation system and would like to see that information better shared with the public as this site:  
<https://www.bistatedev.org/public-meetings/> is nowhere linked to <https://www.metrostlouis.org/> and vice-versa so most riders are not aware of this way to provide public comment evidenced by the very low amount of public comment published for each meeting. Public involvement should also be key when purchasing new vehicles as Atlanta MARTA has done with soliciting public feedback and sharing . See this site:  
<https://www.itsmarta.com/yourride.aspx#:~:text=The%20rail%20cars%20are%20scheduled,a%20pilot%20car%20in%202023.>

I would like to see more information shared along with riders on the upcoming fare system implementation and real-time information coming to Metrolink as well as any planned service changes, budget, strategic plan, etc as WMATA has done here:  
<https://www.wmata.com/about/news/Strategic-Plan-The-Way-Forward.cfm>  
<https://www.wmata.com/initiatives/budget/>  
<https://www.wmata.com/about/public-hearings/>

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Name: Shannon Villa

Topic: Metro Take Example from Nashville MTA On Staffing Innovations

Comments: Nashville MTA Peer Learning Opportunity: See page 3 or 4 here:  
[https://www.wegotransit.com/assets/1/27/Final\\_MTA\\_Board\\_Book\\_12.15.22\\_FINAL.pdf?1455](https://www.wegotransit.com/assets/1/27/Final_MTA_Board_Book_12.15.22_FINAL.pdf?1455)

d. Operations Dispatch Overview (OF-D-22-023): Dispatch Manager Karl Dean presented the following item for discussion:

Karl Dean discussed the functions of Dispatch and its impacts on the organization and provided an overview of ongoing and planned improvements. With the upcoming and ongoing Better Bus improvements and enhancements to the service, it is crucial that dispatch continues its innovative approaches to managing the day-to-day operation to both improve service reliability and enhance efficiency. Mr. Dean's presentation outlined a series of operational improvements that have been made in the Dispatch function, with a key element being the reallocation of "extra-board" operators to days of week and times of day when they can be more effective. As a result, even though our Operator shortage is just as acute as it was in mid-2019, lost service trips have been reduced by over 75% from that time.

Jessica Dauphin said that the bus operator shortage is a nationwide issue and some other transit agencies are having to cut routes and or pull back service, but she's happy to see that our shortages are nowhere near some of our peer agencies, and that we've actually been able to add service, even if we haven't been able to add more service as quickly as we would like.

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Name: Shannon Villa

Topic: Aspirational Peer: Nashville MTA WeGo Transit

Comments: See Page 22 on this link:

[https://www.wegotransit.com/assets/1/27/FINAL\\_MTA\\_Board\\_Book\\_11.17.20221.pdf?1443](https://www.wegotransit.com/assets/1/27/FINAL_MTA_Board_Book_11.17.20221.pdf?1443)

Percentage of Pre-Pandemic Ridership Very Impressive Frequent Service Mostly Every 10 min or less weekdays daytime and no less than every 20 min or less evening and weekends leads to very impressive percentages below:

3/5 West End 85.1%

4 \*\*\* Shelby 66.1%

7 \*\*\* Hillsboro 86.3%

22 Bordeaux 69.0%

23 \*\*\* Dickerson Pike 107.7%

50 Charlotte Pike 193.5%

52 Nolensville Pike 103.2%

55 Murfreesboro Pike 128.0%

56 Gallatin Pike 87.9%

Frequent Service Route Totals 96.1%

6 Lebanon Road 88.9%

8 8th Avenue South 98.2%

9 Metrocenter 60.8%

14 Whites Creek 59.8%

17 12th Avenue South 81.9%

18 Airport/Elm Hill 106.4%

19 Herman 69.4%

28 Meridian 59.6%

29 Jefferson 80.0%

34 Opry Mills - Music Valley 85.6%

41 Golden Valley 61.8%

42 St. Cecilia - Cumberland 70.0%

4. **Approval of the Minutes of the October 14, 2022 - Operations Committee, Open Meeting 8:30 a.m.** The minutes of the October 14, 2022, Operations Committee, Open Meeting were provided in the Committee packet. A motion to approve the minutes, as presented, was made by Commissioner Brown and was seconded by Commissioner Beach.

**The motion passed unanimously.**



**5. Contract Modification - On Call GEC Services**

**8:32 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 request for authorization to modify the General Engineering Consultant (GEC) contract with consultant engineering firm WSP, to increase the not-to-exceed amount from \$1,500,000 to \$2,500,000. Tom Curran, Executive Vice President - Administration, gave an overview of this item.

Chair Windmiller asked if the contract modification would include a time frame extension. Mr. Curran stated that it does not. Commissioner Simmons asked how the highest ranking firm is determined. Mr. Curran stated that it is determined through an evaluation committee, and is based on several factors, including cost and experience. Commissioner Simmons posed additional questions regarding the time frame of the contract, and stated that he would prefer to have additional information before voting on this issue.

Chair Windmiller noted that she is in agreement that additional information should be provided to the Commissioners, and stated that this item will be postponed for a future Committee meeting.

**6. Contract Modification - Sole Source Contract with Motorola Solutions - Upgrade Obsolete Dispatch Console Network**

**8:38 a.m.** A briefing paper was included in the meeting materials, presenting to the Operations Committee for discussion, and referral to the Board of Commissioners for final approval, a request to authorize the President & CEO to execute a contract modification with Motorola to provide the console network, services and long-term sustainment plan, in the not-to-exceed amount of \$1,500,000, increasing the total not-to-exceed contract amount to \$14,500,000. Tom Curran, Executive Vice President - Administration, gave an overview of this item.

Commissioner Simmons asked what model the Agency is currently using. Mr. Curran stated that he does not have that information in front of him at the moment, but could forward that information. Commissioner Simmons asked if the Agency has a contact person for the project. President & CEO, Taulby Roach, stated that the contact person is Frank Galvin. Mr. Roach also supplied Commissioner Simmons with information pertaining to the current model of equipment being used by the Agency. Mr. Curran added that the current system was purchased in 2013, and is ten years old.

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

**The motion passed unanimously.**

**7. Contract Modification: 20-SS-126951-CB/DR Public Address/Customer Information System (PA/CIS) Upgrades – Security Announcements Proposal**

**8:43 a.m.** A briefing paper was included in the meeting materials, requesting that the Operations Committee accept, and forward to the Board of Commissioners for approval, a request to authorize the President & CEO to execute a contract modification to Bi-State's existing contract with Wabtec for improved functionality for the Public Address/Customer Information System (PA/CIS) for MetroLink, in the not-to-exceed amount of \$141,738, increasing the total not-to-exceed sole source contract amount to \$4,691,153 and extending the contract period of performance from June 30, 2023 to May 5, 2024. Thomas Curran, Executive Vice President - Administration, gave an overview of this item, noting that the proposed upgrades will add functionality to the real time camera system and provide for live announcements at the platforms.

Commissioner Simmons asked for the timeframe anticipated for the project. Mr. Curran stated eleven months. President & CEO Roach stated that the project should be completed by May 2024. Chair Windmiller stated that she thought that there are already announcements at the platforms. Mr. Curran noted that there are computer generated announcements at the platforms currently; however, these upgrades will allow for real time announcements to be made, including for instance, such as emergency situations.

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

**The motion passed unanimously.**

**8. Contract Award - Electronic Fare Collection System**

**8:48 a.m.** A briefing paper was included in the meeting materials, requesting that the Operations Committee accept, and forward to the Board of Commissioners for approval, a request to authorize the President & CEO to enter into a three-year contract with Masabi for the provision of an electronic fare collection system, in the not-to-exceed amount of \$4,000,000.00. Tom Curran, Executive Vice President - Administration, gave an overview of this item, including a review of operational costs, fees, and expenses.

Chair Windmiller noted that “Discover” is not noted as a payment method, and asked why this form of payment is not included. Mr. Curran noted that this is an error, and “Discover” is included. Chair Windmiller asked Mr. Sutton to give an example of how the system will operate. Mr. Sutton stated that they will be working on a SOP, but provided examples of how payments would be made. Chair Windmiller asked if the system will work with cell phones, and Mr. Sutton indicated that it would.

Commissioner Simmons asked the President & CEO’s confidence level with the proposed system. Mr. Roach stated that this proposed system is 180 degree change versus the current Smart Card system, and is in parallel with systems in use across the country. He noted that Mr. Sutton was asked to take another look at the proposed system, to analyze the process, and ensure that the Agency is not making any mistakes. Mr. Roach noted that customers will be able to use different payment types, as well as different vendors, with the proposed system. He stated that this is the direction in which the industry is moving, and the proposed system offers additional flexibility. Commissioner Simmons thanked Mr. Roach and Mr. Curran for their efforts regarding this project. Chair Windmiller asked how the change of systems will affect large customers. Mr. Curran stated that the Agency will be meeting with large customers, such as universities, regarding the proposed systems change, for discussions on how to best serve those riders.

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

**The motion passed unanimously.**

**9. Unscheduled Business**

**9:04 a.m.** There was no unscheduled business.

**10. Operations Report**

**9:05 a.m.** An operations report for Metro Transit was included in the Committee packet. Charles Stewart, Executive Vice President/Chief Operating Officer Metro Transit, provided a summary of the report for the Committee, noting that ridership has increased 5.2% over last year. He noted that the Agency remains down on staffing; however, missed trips have decreased since service changes were implemented in November, 2022. Mr. Stewart noted that efforts continue to “right size” services to ridership, and another service change is anticipated in March, 2023. He reported that the Agency recently approved an MOA with the IBEW, and negotiations continue with the ATU 788.

Commissioner Moore posed questions regarding how customers are notified of service changes. Mr. Stewart stated that extensive communication systems are in place for notifications. He stated that the Agency is very considerate of our customers, and tries to provide alternatives for them, whenever possible.

**11. President/CEO Report**

**9:15 a.m.** Bi-State Development President/CEO, Taulby Roach, thanked Mr. Stewart and his negotiating team for their work with the ATU and IBEW. He noted that the team is working hard to establish a contract with the ATU, and he is hopeful that an agreement will be reached shortly. He stated that he is grateful for all of their hard work.

Mr. Roach noted the investments that are being made in transit, especially in Illinois. He thanked Illinois and the St. Clair County Transit District for their investments. Mr. Roach noted that he will be in Washington D.C. soon, to secure funding for the Northside/Southside expansion, and he reported that St. Louis County is moving forward with their North County MetroLink Studies.

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

**9:19 a.m.** Myra Bennett, Manager of Board Administration, advised the Board of Commissioners of the following upcoming meetings:

Board of Commissioners Meeting	Friday, February 17, 2023	8:30 AM
Safety & Security Committee Meeting	Friday, March 3, 2023	8:30 AM
Operations Committee Meeting	Friday, March 17, 2023	8:30 AM
Audit/Finance/Administration Committee	Friday, March 17, 2023	8:30 AM

**13. Adjournment**

**9:20 a.m.** Chair Windmiller asked if there was any further business, being none, Commissioner Simmons made a motion to adjourn the meeting. The motion was seconded by Commissioner Brown. Unanimous vote in favor was taken. The motion passed, and the meeting was adjourned at approximately 9:20 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  
March 17, 2023**

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**From:** Charles A. Stewart, EVP, Chief Operating Officer – Metro Transit  
**Subject:** **Contract Award – DeBaliviere Power House Rehabilitation**  
**Disposition:** Approval  
**Presentation:** Christopher Poehler, Vice President of Capital Programs  
Thomas Curran, Executive Vice President of Administration

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**Objective:**

To present to the Operations Committee for discussion and referral to the Board of Commissioners for approval, a request to authorize the President & CEO to enter into a contract with Raineri Construction, LLC to provide the necessary services associated with Solicitation 23-RFP-376327-DGR - *DeBaliviere Power House Rehabilitation*.

**Background:**

The DeBaliviere Power House was constructed in 1902, for the purpose of supplying power to the 1904 World's Fair Streetcar Operations within Forest Park. The Power House was acquired by Bi-State Development (BSD) in 1963, and an agreement has since been established, with parties that include the Missouri State Historic Preservation Office (SHPO), for "the structure to rehabilitated and maintained in accordance with the recommended approaches in *The Secretary of the Interior's Standards for Rehabilitation and Guidelines for Rehabilitation of Historic Buildings*," as the building is eligible for listing in the National Register of Historic Places.

Recognizing the structure's need for attention, staff partnered with BSD's General Engineering Consultant to fully understand the appropriate scope of rehabilitation for this solicitation package. The resulting report recommended specific repairs to the slate roof, skylight, masonry features, and wood windows. BSD issued solicitation 23-RFP-376327-DGR- *DeBaliviere Power House Rehabilitation* on December 21, 2022 to seek competitive proposals for this work, and thirty-two firms plus six clearinghouses were notified of the opportunity.

**Analysis:**

In response to solicitation, only one proposal was received from Raineri Construction LLC. The contracting officer surveyed the non-responding firms to determine the reason for their lack of interest. Of those contacted, only two general contractors responded that they were too busy to even look at bidding on this project, and one specialty firm replied that they did not bid because the firm would not be able to start the work until late summer or fall. Review of the single proposal and preparation for negotiations are underway. An updated briefing paper seeking approval to contract with Raineri for a specific amount will be provided for consideration at the Board of Commissioners meeting on April 21, 2023.

**Committee Action Requested:**

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for final approval, this request to authorize the President and CEO to enter into a contract with Raineri Construction, LLC for the rehabilitation as outlined in solicitation 23-RFP-376327-DGR, *DeBaliviere Power House Rehabilitation*.

**Funding Source:**

Federal funds and matching local Prop M funds.

**Bi-State Development Agency  
Operations Committee  
Open Session Agenda Item  
March 17, 2023**

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**From:** Charles A. Stewart, EVP, Chief Operating Officer – Metro Transit  
**Subject:** **Contract Award – Construction of Charging Infrastructure for Battery Electric Buses**  
**Disposition:** Approval  
**Presentation:** Christopher Poehler, Vice President of Capital Programs  
Thomas Curran, Executive Vice President of Administration

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**Objective:**

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to contract with the party selected in solicitation 23-RFP-370233-DGR for E-Bus Infrastructure DeBaliviere Phase 1.

**Background:**

Bi-State Development / Metro is in the process of procuring Battery Electric Buses (BEBs) to partially replace diesel buses currently operating out of the DeBaliviere Bus Maintenance Facility. This fleet will consist of twelve (12) forty-foot BEBs. Gradual implementation of this fleet is expected to start late 2024 / early 2025. To enable operation of this BEB fleet, charging infrastructure is necessary at DeBaliviere. This charging infrastructure will consist of charging units and new, dedicated power supplies, to enable safe charging operations. The chargers at DeBaliviere will provide overnight charging capability as necessary to maintain BEBs at state of charge sufficient to complete scheduled operations.

On December 20, 2022, BSD issued Solicitation 23-RFP-370233-DGR-E-Bus Infrastructure DeBaliviere Phase 1 to facilitate the design and construction of the charging infrastructure. The charging systems which will be installed under this project will be compatible with all BEBs planned for operation at this time, and will have provisions to allow for expansion to accommodate future phases of BEB fleet growth.

**Analysis:**

In response to solicitation 23-RFP-370233-DGR E-Bus Infrastructure DeBaliviere Phase 1, two (2) proposals were received, one from BP Pulse and one from Wissehr Electric Inc. Review of these proposals and preparation for negotiations with the highest scoring team are underway. An updated paper seeking approval to contract with the selected party for a specific amount will be provided for consideration at the Board of Commissioners meeting on April 21, 2023.

**Committee Action Requested:**

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request to authorize the President and CEO to enter into a contract with the selected respondent to solicitation 23-RFP-370233-DGR E-Bus Infrastructure DeBaliviere Phase 1.

**Funding Source:**

Federal funds and matching local Prop M funds.

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**From:** Charles A. Stewart, EVP & Chief Operating Officer of Metro Transit  
**Subject:** **Contract Award - 22-RFP-337146-TJ – Paratransit Van Purchase**  
**Disposition:** Approval  
**Presentation:** Thomas Curran, Executive Vice President of Administration

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**Objective:**

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to authorize the President and CEO to award a five-year Indefinite Delivery Indefinite Quantity (IDIQ) Contract to Central States Bus Sales for purchase of Paratransit Vans. A minimum quantity of ten (10) to a maximum quantity of fifty (50) vans are anticipated to be purchased.

**Background:**

In 2022, St. Clair County Transit District (SCCTD) Managing Director Ken Sharkey reached out to Bi-State for assistance in procuring new vehicles for the Alternative Transportation System (ATS) group due to difficulties faced in procuring light duty passenger vehicles. Bi-State issued solicitation *22-RFP-337146-TJ – Purchase of Paratransit Vans* for ATS Group, soliciting proposals from qualified manufacturers for the manufacture and delivery of light duty passenger vehicles.

The proposed contract award is based upon anticipated minimum and maximum requirements over the next five (5) years. Individual task orders will be issued against this contract as requirements materialize and funding becomes available. SCCTD's anticipated requirements for this solicitation are a minimum of ten (10) and a maximum of fifty (50) light duty passenger vehicles. The solicitation maximum quantity of one hundred (100), which is greater than the original requested amount, was established to provide BSD/Metro an additional source of vehicle procurement for its paratransit fleet, as it is not immune to the difficulties of procuring light duty passenger vehicles for paratransit service. Metro's anticipated requirements for this solicitation are a minimum of zero (0) and a maximum of fifty (50) vans.

**Analysis:**

A total of six manufacturers were solicited; however, only one (1) proposal was received from Central States Bus Sales, Inc. The proposal was forwarded to an evaluation team comprised of BSD's Quality Assurance and Vehicle Maintenance Departments, plus ATS's Director of Transportation. The proposal was scored according to the technical evaluation criteria, specified in the solicitation package.

BSD conducted a survey of potential sources that chose not to participate or submit a proposal in an effort to ensure that the technical criteria were not limiting. Responses were consistent in that these groups would not commit to a five-year procurement given the market instability. Such instability included chassis availability from an original equipment manufacturer (OEM) source and the Producers Price Index utilized in cost analysis associated with the production of these vehicles.

**Funding Source:**

SCCTD has committed to one hundred (100%) funding to purchase the minimum purchase quantity of ten (10) up to a maximum quantity of fifty (50) vehicles, in addition to any costs associated if the district elects to utilize the option for five (5) battery-electric vehicles.

BSD/Metro's commitment for production of a minimum purchase quantity of zero (0) up to a maximum of fifty (50) shall be based on funds available as established in the annual capital budgets. Funding for purchase of paratransit vans is typically 80% FTA and 20% local match. Funding will be established for each subsequent purchase against this contract prior to issuance of any firm commitment for production based on funds available.

**Committee Action Requested:**

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, the request that the President & CEO enter into a five-year IDIQ contract to supply Ford Transit 350 EL High Top ATS Vans to the highest ranked firm, Central States Bus Sales, whose proposal is most advantageous to BSD with price and other factors considered, in the not-to-exceed amount of **\$5,875,000.00**.

**Board Policy:**

*Board Policy Chapter 50.010 E., Purchasing, requires the Board of Commissioners to approve competitive negotiated procurements which exceed \$500,000.*



**Bi-State Development Agency  
Operations Committee  
Open Session Agenda Item  
March 17, 2023**

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**From:** Charles A. Stewart, EVP& Chief Operating Office – Metro Transit  
**Subject:** **Contract Award 23-RFP-324136-TJ -St. Clair Yards & Shop Facility Cleaning**  
**Disposition:** Approval  
**Presentation:** Thomas 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 to authorize the President & CEO to enter into a contract with MERS Goodwill to provide cleaning services at the St. Clair Yards & Shop Facility.

**Background:**

On November 3, 2022, Bi-State Development (BSD) issued solicitation *23-RFP-324136-TJ - St. Clair Yards & Shop Facility Cleaning* to obtain a qualified firm to provide all equipment, supplies, materials, labor, supervision, staff, and transportation necessary to provide cleaning services at the St. Clair Yards & Shop facility. The solicitation was advertised on BSD/Metro's iSupplier website. The contract period of performance consists of five (5) base years, with funds to be committed annually for cleaning of the St. Clair Yards & Shop facility.

**Analysis:**

In response to the solicitation, a total of two (2) proposals were received:

- MERS Goodwill
- Innex

The two (2) proposals were deemed responsible and responsive and were forwarded to an evaluation committee, which consisted of individuals within Metro's Maintenance Department. The proposals were scored in accordance with the evaluation requirements specified in the solicitation package. After completion of the initial technical evaluation, a consensus meeting was held to discuss the scoring.

The table below presents the overall rating results, representing the consensus technical and cost scores combined, and MERS Goodwill is the highest ranking firm.

Firm	Cost	Cost Score	Technical Score	Total
Innex	\$1,257,786.80	81.4	210.0	291.4
MERS Goodwill	\$682,903.25	150.0	280.0	430.0
<b>Total Possible Points</b>		<b>150</b>	<b>350</b>	<b>500</b>
Percentage of Total Points		30%	70%	100%

**Committee Action Requested:**

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request to authorize the President and CEO to enter into a five-year contract with funds to be committed annually for cleaning of the St. Clair Yards & Shop facility with the highest ranking firm, MERS Goodwill, whose proposal is most advantageous to BSD with price and other factors considered, in the not-to-exceed amount of **\$682,903.25**

**Funding Source:** Funding will be provided through the operating budget.

**Bi-State Development Agency  
Operations Committee  
Open Session Agenda Item  
March 17, 2023**

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<b>From:</b>	John Langa, Vice President, Economic Development
<b>Subject:</b>	<b>On-Call Professional Commercial Real Estate Services</b>
<b>Disposition:</b>	Approval
<b>Presentation:</b>	John Langa, Vice President, Economic Development, Thomas 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, the hiring of CBRE for on-call real estate brokerage services.

**Background:**

Bi-State Development's (BSD) Economic Development Department has used on-call real estate brokerage services as needed, to support BSD's overall operations and requirements. These on-call services are especially helpful when BSD is charged with inventorying the market for a new location, or disposing of property that will be complex and require a great deal of real estate and market expertise.

At this time, BSD is contracted with CBRE, effective January 20, 2020 until July 19, 2023. A time extension has been incorporated into the conformed contract extending option year one (1) for the continuation of services until July 19, 2023, allowing time for the procurement process and awarding of a new contract.

Solicitation 23-RFQ-362179-CG - On-Call Professional Commercial Real Estate Services was issued on September 15, 2022. Seven (7) firms were invited to participate in the request for qualifications advertised in BSD's iSupplier Portal, the agency's web-based communication tool structured to allow interested bidders/proposers full and open access to view, communicate, and submit bids/proposals on active solicitations. In order to promote competition, invitations were also sent via email by the Contracting Officer to each firm.

**Analysis:**

In response to the solicitation, one (1) proposal was received from CBRE. The single proposal was forwarded to the evaluation team, composed of BSD's Economic Development and Real Estate staff. CBRE's technical proposal was scored according to the technical evaluation criterion specified in the solicitation package.

A review and evaluation of the proposal received from CBRE, confirmed that the technical proposal met the requirements, qualifications and experience in accordance with the scope of work described within the solicitation.

A key element for these on-call services is the ability of BSD's Economic Development staff to interact with the firm, in order to understand the market and how St. Louis compares to other markets as far as property values and of possible user interest. In the past, working with a firm with a national, as well as a St. Louis focus, has been beneficial. In addition, it is beneficial to BSD staff that the firm has expertise in office, industrial and retail property, as well as a specific background in working with public entities.

The on-call services are commission based services. If BSD engages the firm to dispose (sell, lease or sublease) BSD property, the brokerage commission rates below will apply, for a performance period of three base years and two option years:

- Landlord Representation, Sales: 3.0% of the transaction value;
- Landlord Representation, Lease or Sublease: 2.5% of the transaction value ;
- Tenant Representation, Purchase, Lease or Sublease: 0.5% of the transaction value if not paid by Owner or Tenant.

**Committee Action Requested:**

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, the hiring of CBRE for on-call real estate brokerage services.

**Funding Source:**

No BSD funds are anticipated to be used as part of this project, unless BSD engages the on-call broker to dispose of BSD property or acquire a property where the Seller or Lessor does not offer a commission. In that instance, then BSD would pay a commission, as noted above, for those services.

## VISION

*"Now more than ever, Metro is committed to meeting the needs of our team members, customers, and community. We are driven to deliver service that is safe, secure, and attractive. We are combining reliable performance with cutting-edge programs to make Metro a mobility system of choice for residents and visitors across the St. Louis region."*

Chuck Stewart  
Executive Director, Metro Transit

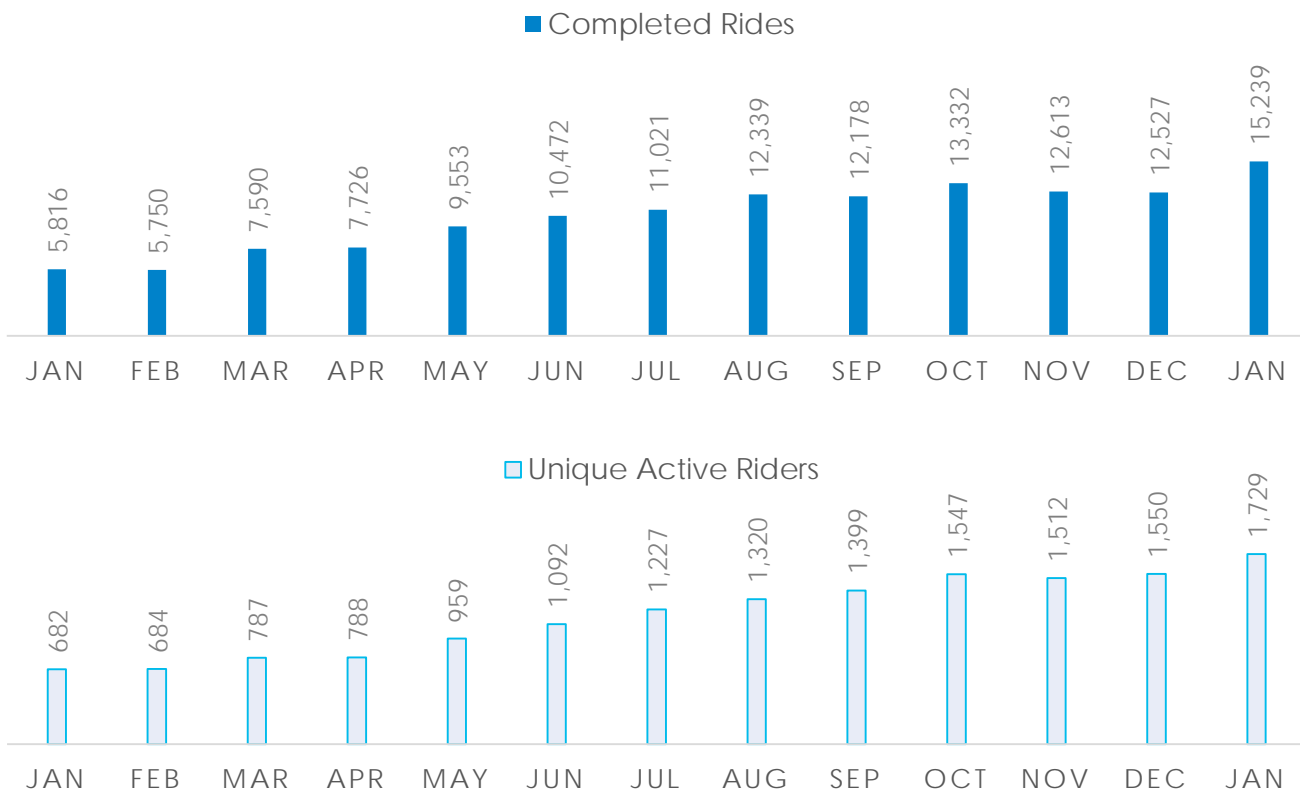
Service Performance Measures		MetroBus Fixed Route + Special Services	FY23 vs. FY22	MetroLink	FY23 vs. FY22	Call-A-Ride	FY23 vs. FY22
System Ridership	YTD	7,331,400	6.9%	3,997,300	8.6 %	183,100	(-9.4%)
	Q3	983,300	19%	550,800	20%	22,000	(-15%)
Missouri Ridership	YTD	6,308,000	5.0%	3,144,100	9.1%	183,100	(-9.4%)
	Q3	842,000	17%	429,100	19%	22,000	(-15%)
Illinois Ridership	YTD	1,023,400	21%	853,200	6.6%		
	Q3	141,300	32%	121,700	20%		
Revenue Miles	YTD	7,439,400	(-12%)	1,409,200	(-16%)	1,984,300	(-6.6%)
	Q3	1,015,100	(-7.5%)	214,900	(-13%)	243,100	(-11%)
Revenue Hours	YTD	523,900	(-13.4%)	62,800	(-14%)	115,600	(-3.9%)
	Q3	72,900	(-7.5%)	9,500	(-14%)	14,500	(-7.0%)
On-Time Performance	YTD	86.9%	(-.5%)	92.6%	(-5.6%)	92.5%	(-1.8%)
	Q3	88.1%	(-2.3%)	96.7%	(-1.7%)	93.2%	(-0.6%)
Financials		YTD F23 Actual		YTD FY23 Budget		Budget Adherence	
Expenses (Transit)		\$156,828,600		\$178,316,100		(-\$-21,487,500) / (-12%)	
Passenger Revenue		\$11,929,500		\$11,115,500		\$814,700 / 7.3%	
Farebox Recovery Ratio		7.6%		6.2%		22%	
Fixed Route MetroBus + MetroLink 12-Month Rolling Average Fare		\$1.04	(-3.4%)*	Call-A-Ride 12-Month Rolling Average Fare		\$1.77*	80%

\*Rolling average fare statistics are compared year-over-year.

## Call-A-Ride Passenger Trip Requests, January 2023

Passenger Trip Requests	# of Trips	Percent of Trip Requests
Scheduled and Made	21,986	46%
Cancelled by Passenger	5,746	12%
No-Shows	1,151	2.4%
Missed Trips	81	0.2%
Van Unavailable – Capacity Denial – ADA Riders	18,098	38%
Van Unavailable – Capacity Denial – NON-ADA Riders	52	0.1%
Van Available – Adversarial Denial – All Riders	353	0.7%
Eligibility, Beyond Hours or Boundaries	107	0.2%
<b>Total Trip Requests</b>	<b>47,574</b>	<b>100%</b>

## Via Metro STL, Last 12 Months

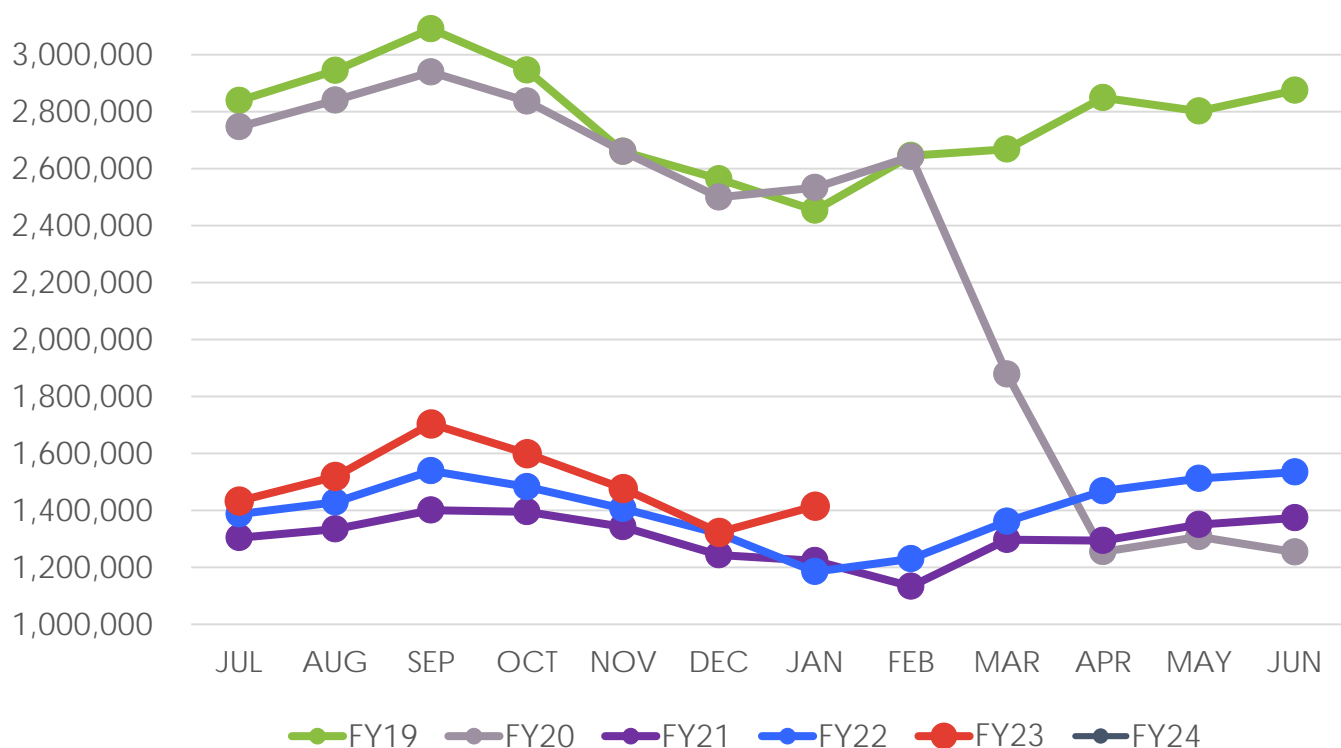


# Service Performance Summary



- Despite workforce shortages and an unfavorable calendar mix in January 2023, the St. Louis transit system saw a significant increase in passenger trips, with a growth rate of over 19%, shared nearly equally across fixed-route modes. This growth in ridership is a promising sign for the region as transportation demand rebounds after being impacted by the pandemic. It reflects the hard work and dedication of Metro staff and management, who have continued to provide essential transportation services throughout the pandemic.
- In January, Via Metro service experienced a remarkable surge in demand, with 179 new active unique riders taking over 2,700 additional rides compared to the previous month. The rise in demand was driven by a combination of factors, including a holiday promotion on passes, missed trips due to the driver shortage, and the elimination of the #71 Parker MetroBus route in the North County Via zone.
- To meet the surge in demand, Metro quickly added new drivers to the North County Via schedule. Despite the added drivers, demand continued to push the service to capacity limits, highlighting the pressing need for reliable and efficient transportation in the region. Both demand and service quality have now stabilized, and the On-Demand Via Metro service continues to provide safe, reliable, and affordable transportation options to the St. Louis community.
- Metro's paratransit service is struggling to keep up with demand, and in January, Call-A-Ride denied over 18,000 ride requests from eligible ADA riders. To address this critical concern, Metro is changing the Call-A-Ride service area effective April 10, 2023. Under the new boundaries, trips that are currently eligible for Call-A-Ride service will continue to be eligible, but trips with start or end points outside of the new boundaries will no longer be eligible. This service area change is a significant step forward for Metro's paratransit service, and it will reduce trip denials, lower phone reservation wait times, and improve customer service.
- By reducing the One-Day Adventure Pass from \$7.50 to \$5.00 and offering other pass fares, riders are accessing the transit system more frequently, which has led to an increase in total passenger revenue by over a million dollars and by 10% over the same period in fiscal year 2022. While average fares have decreased, this is a benefit to the customer, as it offers riders the flexibility to access the transit system more frequently within a defined time window. This increase in ridership has also benefited total revenues by encouraging more people to use the system. By purchasing a pass fare, riders can access the transit system more often, which reduces the average fare, while at the same time encouraging ridership.

## STANDARDIZED FIXED-ROUTE RIDERSHIP (TOTAL SYSTEM)



## PERFORMANCE

### Metro Transit Workforce At-A-Glance

#### Sign-on and Retention Bonuses

- 586 new hires since sign-on bonus program began in 2021.
- 262 sign-on bonuses paid to date.
- 53 referral bonus payments made.

#### Recruiting & Training Capacity

- 2 classes per month scheduled for Call-A-Ride.
- 1 class every 8 weeks scheduled for MetroBus.
- MetroLink class scheduled for January 2023.

#### Status of Operations

MetroBus	1,801 of 87,453 missed trips in January, with 1,604 due to workforce shortage. This is 1.8% of the total trips.
MetroLink	<i>Six (6) missed trips in January 2023.</i>
Call-A-Ride	18,098 denied boardings of the 47,574 trips requested in January. This is 38.04% of the total trips.

On Monday, November 28, 2022, MetroBus implemented a quarterly service change that included in a 7% reduction in Missouri MetroBus service and the reassignment of nine routes from the Brentwood MetroBus facility to the DeBaliviere MetroBus facility. As a result of these actions, the total trips missed due to workforce shortage have been reduced from 6.1% in November, to 2.5% in December, and 1.8% in January.

#### Recruitment Progress

- Our recruiting event will be quarterly starting in January 28th. We will be adding to the list of positions for these events to include TSMs, Reservation Clerks, Dispatchers, Mechanics, and Arch positions. BSD is participating in other job fairs and hiring events in the community. We have eight events scheduled through March currently.
- Pre-employment assessment and Realistic Job Preview (RJP) RFP was issued on January 9th. The RFP is in progress.
- Researching community venues where we could potentially maintain a regular presence (weekly or bi-weekly) to interact with public and share employment opportunities.
- Early stages of partnership with MO Public Transportation Association in development of apprenticeship programs.

#### Recruiting & Training Pipeline (December)

	Applications Received	Candidates in Process	Candidates Scheduled for Training	Trainees in Process
MetroBus Operators	81	15	12	8
Call-A-Ride Operators	55	9	5	4
1A Mechanics	8	4	0	2
Electro-Mechanics	2	0	3	0
Electricians	12	7	0	0

#### 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	224	42	61
Active Employees	585	84	122	38	196	34	47
Percent Shortage	25.86%	17.64%	39.30%	17.39%	12.50%	19.05%	22.95%