

**BI-STATE DEVELOPMENT
SAFETY AND SECURITY COMMITTEE MEETING
(VIRTUAL MEETING VIA ZOOM)
OPEN SESSION MINUTES
August 11, 2022
8:30 AM**

Committee Members Participating via Zoom

Vernal Brown
Rose Windmiller – Absent
Fred Pestello – Absent

Herbert Simmons, Chair
Derrick Cox – Absent
Irma Golliday – Absent

Other Commissioners Participating via Zoom

Nate Johnson
Sam Gladney – Absent

Terry Beach
Debra Moore

Staff Participating via Zoom

Taulby Roach, President and Chief Executive Officer
Brenda Deertz, Director of Executive Services
Lisa Stump, Lashley & Baer, Legal Counsel
Myra Bennett, Manager of Board Administration
Charles Stewart, Executive Director Metro Transit
Tom Curran, Executive Vice President Administration
Kevin Scott, General Manager Security
Andrew Ghaissi, General Manager Safety, Chief Safety Officer

Others Participating via Zoom

Melony Self, ASL Interpreter

1. Open Session Call to Order

9:25 a.m. Chair Simmons called the Open Session of the Bi-State Development Agency, Security Sub-Committee Meeting to order at 9:25 a.m.

2. Roll Call

9:25 a.m. Roll call was taken, as noted above.

3. Public Comment

9:26 a.m. Chair Simmons asked Ms. Bennett if any speaker cards were submitted for today's meeting. Ms. Bennett noted that the following public comment was received:

Name: Matthew Inman

Topic: July 26th Metro Service Disruptions and Lack of Preparedness

Comments: To the Bi-State Development Agency Board of Commissioners:

I'm a student at Washington University and I am a frequent user of Metro as a means for me to commute to work, run errands, and to overall get around town without a car. I wanted to share some comments and suggestions with you that involve Metro service during the recent flash floods on the morning of July 26th, 2022.

As a student with no access to a personal vehicle I have relied on Metrolink as a means to get to and from work each day this summer. I've rode with Metrolink enough to know that when it rains the train is delayed, but I was shocked when I checked the Transit App to see an alert that delays of "Up to two hours or more were occurring" Knowing the devastating impact this could have on my commute I hurried out the door to walk to Skinker Station. Based on the alert on the app and the Metro website I could tell that there were delays but it was unclear if the train was still running, if so between where, or if shuttles were in service. Ultimately, I decided that I would be able to gather more information at the station. Surely, if the train was no longer serving the station or the station was closed there would be signs to that effect with instructions on where to find the shuttle stop.

I was wrong.

And one comment I have is concerning Metro's lackluster planning and crisis management during the events of July 26th. Metro's rider alerts when they are issued at all are often confusing and contradictory. The alert on the website/app did not immediately tell me if the train was running or if the station was closed. And when I got to the station the PA system was giving contradictory announcements. The automated PA system was notifying passengers of the delay but did not clearly tell those waiting that the train was not serving the station.

I attempted to call Metro's transit information line for clarification if the station was open, and while I did get an answer eventually I was hung up on or otherwise disconnected several times in the process. This leads me to another issue about Metro's preparation for a large-scale Metrolink service disruption like this: The lack of easy to find information/wayfinding signage on Metrolink Shuttle stops.

There is no information on the platform nor was any sign posted about the overall location of the Metrolink shuttle stop locations. While I was easily able to find the sign that indicated the westbound Metrolink shuttle, I was unable and still have yet to find or receive a straight answer on where the Eastbound Metrolink shuttle stop is for the Skinker station. It seems that Metro hopes for people to aimlessly wander around in a blind attempt to find a little sign. Which is a prime example of poor planning and under preparedness.

Furthermore, I have yet to ride a designated Blue Line shuttle to or from Skinker and the Central West End. In my vain attempt to wait and hope the shuttle eventually shows up there have always been other bus/paratransit operators that have stopped and offered me a ride.

I understand that a weather event on the scale of what happened on July 26th may be beyond the design basis for much of the Metrolink system. However, I encourage Metro and Bi-State to take the lessons from this event to heart to better prepare for any future large scale disruptions.

4. **Approval of the Minutes of the May 5, 2022, Safety & Security Committee, Open Meeting 9:30 a.m.** The minutes of the May 5, 2022, Safety & Security 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 Johnson. **The motion passed unanimously.**

5. **Task Force Quarterly Report**

9:31 a.m. The Task Force Quarterly Report was provided in the meeting materials, Kevin Scott, General Manager Security, gave an overview of this item, noting that the numbers contained in the in the quarterly reports come directly from our law enforcement partners and is broken down by jurisdiction. He stated that this is an opportunity to also stress the importance and compliment the men and women who work on a daily basis to interact with our customer base and address issues. He reported that 177 incidents occurred in the past three months, noting that the Agency uses this data in determining where to deploy resources. Mr. Scott reported that 71% of the most recent incidents were self-initiated, by proactive law enforcement engagement, which means that these were incidents that were not “calls for service”, but rather were observed or discovered by law enforcement during their routine patrols, while engaging ridership. He noted that the numbers reflect a high level of incidents at North Hanley and Fairview Heights locations, partially due to the proactive stance that law enforcement has been taken at these locations.

Chair Simmons asked for an update on the dispatch project. Mr. Scott stated that he has been in continuing discussions with Captain Morrow from St. Louis County and he is committed to the 90 day pilot. He stated that, during the FTA audit, it was noted that the inter collaboration radio communications between jurisdictions were highlighted as a weakness, and is a finding that the organization must address. Mr. Scott states that he believes that part of the issue is that our law enforcement partners do not understand the regulatory oversight that the Agency is under, and the benchmarks that we are obligated to achieve. He reported that the discussions with St. Louis County have been well received. Mr. Scott stated that we will not know what does, and does not work, until the organization completes the 90 day pilot. Commissioner Simmons noted that St. Clair County has continue to work with Captain Morrow regarding this project.

Chair Simmons asked for an update regarding the camera project at the peace app centers. Mr. Scott stated that there has been a reconfiguration of some responsibilities, and positioning people with expertise in certain areas to address specific issues, and is hopeful that this will speed the process. Chair Simmons stated that he is optimistic that this will be done as early as next week, as the Agency is waiting for software to arrive. He noted for the Committee, that this project will allow monitoring of the platforms and parking lots, from the dispatch centers in St. Clair County. It was noted that this capability will only be available in St. Clair County at this point. Mr. Scott stated that the Secure Platform Plan contract, approved by the Board this morning, will allow for a buildout of a real time camera center at the central facility, which will support and compliment this project.

6. Unscheduled Business

9: 41 a.m. There was no unscheduled business.

7. President/CEO Report

9:41 a.m. President/CEO Taulby Roach asked Chuck Stewart, Executive Director of Metro Transit, to provide input regarding the public comment from Mr. Inman. Mr. Stewart noted that staff has responded to Mr. Inman. He stated that Mr. Inman represents a very important part of our ridership, as a student of Washington University. Mr. Stewart stated that Mr. Inman experienced the worst of the crisis, related to the unprecedented flooding incident, and significant damage to our system and facilities. He noted that the Agency is continuing to work to address these issues, and commended the entire staff for their response to these events.

Chair Simmons asked if staff responds directly to the public comments that are submitted. Mr. Stewart reported that staff does respond directly to the individuals, and stated that he could provide that correspondence to the Board, if needed. Chair Simmons asked that Mr. Stewart please forward that information to the Board.

8. Call for the Dates of Future Board & Committee Meetings

9:45 a.m. Myra Bennett, Manager of Board Administration announced the upcoming meetings as follows:

Operations Committee Meeting:	Friday	August 19, 2022	8:30 AM
Audit, Finance & Administration Committee:	Friday	August 19, 2022	Following OPS
Board of Commissioners Meeting:	Friday	September 23, 2022	8:30 AM

9. Adjournment

9:46 a.m. Chair Simmons asked if there was any further business; being none, Commissioner Beach 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 9:46 a.m.


Deputy Secretary to the Board of Commissioners
Bi-State Development