

## Notice of Meeting and Agenda

**Bi-State Development  
Operations Committee  
Friday, January 20, 2017 8:00 a.m.**

**Headquarters - Board Room, 6<sup>th</sup> Floor  
One Metropolitan Square, 211 N. Broadway, Suite 650  
St. Louis, Missouri 63102**

**This location is accessible to persons with disabilities. Individuals with disabilities needing information or communication accommodations should call Bi-State Development at (314) 982-1400, for TTY access, call Relay 711. Sign language interpreter services or other accommodations for persons with hearing or speech disabilities will be arranged if a request for such service is made at least two days in advance of the meeting. Large print material, Braille material or other formats will also be provided upon request.**

<b>Agenda</b>	<b>Disposition</b>	<b>Presentation</b>
1. Call to Order	Approval	Chairman Buehlhorn
2. Roll Call	Quorum	S. Bryant
3. Public Comment*	Information	Chairman Buehlhorn
4. Employee Recognition, Outstanding Employees Doing Outstanding Things	Information	R. Friem
5. Minutes from October 18, 2016 Operations Committee	Approval	Chairman Buehlhorn
6. Contract Award: The Harlan Company for the Rehabilitation of Elevators at Four MetroLink Stations	Approval	R. Friem/L. Jackson/ S. Grott
7. Contract Award for Enterprise Asset Management System Software and Implementation	Approval	R. Friem / L. Jackson / D. Curry
8. 1 <sup>st</sup> Quarter Operations Report and Capital Projects Update	Information	R. Friem
9. Unscheduled Business	Approval	Chairman Buehlhorn
10. Call of Dates for Future Committee Meetings	Information	S. Bryant
11. Adjournment to Executive Session:	Approval	Chairman Buehlhorn
<p><i>If such action is approved by a majority vote of The Bi-State Development Agency's Board of Commissioners who constitute a quorum, the Board may go into closed session to discuss legal, confidential, or privileged matters pursuant to Bi-State Development Board Policy Chapter 10, Section 10.080 (D) Closed Records: Legal under §10.080(D)(1); Real Estate under §10.080(D)(2); Personnel under §10.080(D)(3); Health Proceedings under §10.080(D)(4); Employee Negotiations under §10.080(D)(5); Data Processing under §10.080(D)(6); Purchasing and Contracts under §10.080(D)(7); Proprietary Interest under §10.080 (D)(8); Hotlines under §10.080(D)(9); Auditors under</i></p>		

Agenda	Disposition	Presentation
<p><i>§10.080(D)(10); Security under §10.080(D)(11); Computers under §10.080(D)(12); Personal Access Codes under §10.080(D)(13); Personal Information under §10.080(D)(14); Insurance Information under §10.080(D)(15); Rail, Bus, or Facilities Safety and Accidents under §10.080(D)(16) or Protected By Law under §10.080(D)(17).</i></p>		

**\*Note: Public comment may be made at the written request of a member of the public specifying the topic(s) to be addressed and provided to the Agency's information officer at least 48 hours prior to the meeting.**

**BI-STATE DEVELOPMENT  
OPERATIONS COMMITTEE MEETING  
OPEN SESSION MINUTES  
OCTOBER 18, 2016**

**Committee Members in Attendance**

**Missouri**

Vernal Brown  
Vacant

**Illinois**

Michael Buehlhorn, Chairman  
Irma Golliday (via phone)  
Jeffrey Watson (absent)

**Other Commissioners in Attendance**

Tadas Kicielinski (via phone)  
Aliah Holman (via phone)

**Staff in Attendance**

John Nations, President & CEO  
Barbara Enneking, General Counsel and Deputy Secretary  
Shirley Bryant, Certified Paralegal  
Ray Friem, Executive Director, Metro Transit  
Larry Jackson, Executive Vice President for Administration  
Barbara Georgeff, Director of Executive Services  
Kent Swagler, Director, Corporate Compliance & Ethics  
Jim Cali, Director, Internal Audit  
Matthew Hibbard, Social Media Communications Manager  
Richard Zott, Chief of Public Safety  
Dianne Williams, Vice President, Communications & Marketing  
Patti Beck, Director, Communications  
Les Nations, Chief, MetroBus Operations  
Sarah Clarke, Acting Director, Gateway Arch Operations  
John Wagner, Director, Research Institute  
Charles Priscu, Director, Labor Relations  
Karen Handley, Bus Operator  
Lawrence Brew, Director, Brentwood Bus Operations  
Scott Grott, Chief, MetroLink Operations  
Mark Vago, Controller  
Kathy Brittin, Director, Risk Management, Safety & Claims  
Jonathan Frederick, Director, Accounting & Budget  
Caleb Friz, Manager, Customer Service  
Fred Bakarich, Director, Engineering Systems  
Jenny Nixon, Executive Director, Tourism Innovation  
Jeff Braun, Director, Real Estate  
Jessica Mefford-Miller, Chief, Transit Planning & System Development  
Chance Baragary, Manager, Gateway Arch Construction

Ken Franklin, Vice President, Governmental Relations & Policy Initiatives  
John Langa, Vice President, Economic Development  
Jessica Gershman, Manager, Long Range Planning  
Mandi Myers, Compliance & Ethics Analyst & Training Specialist, Part Time  
Virginia Alt-Hildebrandt, Executive Assistant  
Lisa Burke, Executive Assistant  
Jonathan Campbell, Transit Service Manager – Light Rail

**Others in Attendance**

Chris Gary, Missouri Council of the Blind  
Doug Kriete  
Gerald Gardner

**1. Call to Order**

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

**2. Roll Call**

**8:00 a.m.** Roll call was taken.

**3. Public Comment**

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

**4. Employee Recognition, Outstanding Employees Doing Outstanding Things**

**8:01 a.m.** Ray Friem, Executive Director Metro Transit, recognized outstanding employees who did outstanding things. Karen Handley, MetroBus Operator, was recognized for keeping two young children safe on her bus until the Public Safety Department could assist them. It was later learned that the children were runaways and four hours away from their home. Jonathan Campbell, Transit Service Manager – Light Rail, saved a fellow employee from choking. Charles Priscu, Director of Labor Relations, was recognized for putting out a tire fire on a Call-A-Ride van that was in distress. Mr. Friem thanked each of these employees and presented them with awards of appreciation recognizing the outstanding actions each of them demonstrated.

Mr. Friem informed the Committee that Metro Call-A-Ride was recently presented with the Community Service Award at the annual Missouri Council of the Blind dinner. Chris Gray, with the Missouri Council of the Blind was in attendance at the Operations Committee meeting and personally presented the award recognizing the excellent work of the Call-A-Ride team. Mr. Friem thanked Mr. Gray and congratulated Jeff Butler, Chief, Paratransit Operations & Service Development.

John Nations, President & CEO, introduced Ken Franklin, the new Vice President of Governmental Relations and Policy Initiatives.

**5. Minutes of August 16, 2016, Operations Committee**

**8:09 a.m.** The August 16, 2016, Open Session Operations Committee Meeting minutes were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Brown and seconded by Commissioner Holman. **Motion passed unanimously.**

**6. Sole-Source Contract for Remix Software**

**8:10 a.m.** The briefing paper regarding the sole-source contract for Remix Software was provided in the Committee packet. Ray Friem, Executive Director Metro Transit, provided a brief overview and introduced Jessica Mefford-Miller, Chief Transit Planning & System Development, to provide a more detailed overview. Remix is a tool for streamlining the Agency's service planning process for both short-term and long range. Currently, Metro staff use various tools, including Trapeze FX, Goggle Maps, ArcGIS, and Microsoft Excel to complete a range of functions. With Remix, transit planners can quickly map out bus routes and simultaneously understand the estimated cost and demographic impact of a proposed change. Designs can be shared and modified easily through hyperlinks. Remix is the only software that offers this functionality in one tool. This product will be offered as a software as a service (SaaS) package, fully hosted, cloud-based web platform. The acquisition of Remix will support the comprehensive operational assessment (COA) Metro plans for FY 2017-2018. A motion was made by Commissioner Holman and seconded by Commissioner Brown for the Committee to approve and forward to the Board for approval a three year contract with Remix for an amount not to exceed \$280,000 to be paid in three annual installments; and in the event the service does not meet expectations, staff will retain the flexibility to terminate the arrangement in the future. **Motion passed unanimously.**

**7. Comprehensive Operational Analysis Procurement of Services**

**8:15 a.m.** The briefing paper regarding the Comprehensive Operational Analysis Procurement of Services was provided in the Committee packet. Ray Friem, Executive Director, Metro Transit, introduced Jessica Mefford-Miller, Chief Planning and System Development, to provide a brief overview. The transit system has undergone several service transformations over the past decade. The region is reviewing several light rail options which are in various stages of planning. The corridor study for the Bus Rapid Transit Corridors have been completed. In addition to enhancing Metro's network of high-performance transit, Metro envisions a transit system that continues to be forward-looking and responsive to the evolving needs of the region. The Agency's plan is to explore the implementation or adjustment of service levels including route frequency and spacing; and service types which may include local service, limited service, express services, priority routes, demand responsive service, or hybrid transportation network provider fixed-route service. The selected firm will operate as an extension of Metro staff to evaluate the existing transit system and make recommendations for service adjustments that would result in service that is even more productive and attractive for our customers. This comprehensive operational assessment would result in a strategy of service adjustments that could be implemented over time, up to a five year period, without significant additional operating resources. To accomplish this task, Metro intends to engage a consulting firm to assist in the performance of this assessment. Mr. Nations told the Committee that technology is rapidly changing the public transportation landscape and that the Metro Transit Division needs to be able to respond to changes and explore opportunities in less time than current capabilities allow. Mr. Nations also stated that it is imperative for Metro to remain the regional transportation expert which has earned it the distinction of being a National Leader by the U.S. Department of Transportation. Mr. Nations said he views this proposal and the previous one on the Agenda as critical to transportation goals and overall BSD Corporate objectives. A motion for the Committee to approve and forward to the Board for approval the request to authorize the President & CEO to award a consulting services contract, achieved through competitive procurement, in an amount not to exceed \$350,000 in order to perform Comprehensive

Operational Analysis for the enhancement of the Metro Transit System was made by Commissioner Brown and seconded by Commissioner Holman. **Motion passed unanimously.**

**8. Jefferson National Expansion Memorial Gateway Arch Exhibit Rehabilitation – Additional Project Scope**

**8:18 a.m.** The briefing paper regarding the Jefferson National Expansion Memorial (JNEM) Gateway Arch Exhibit Rehabilitation, Additional Project Scope was provided in the Committee packet. Jenny Nixon, Executive Director, Tourism Innovation, introduced Chance Baragary, Manager, Gateway Arch Construction, to provide an overview. The JNEM Gateway Arch Exhibit Rehabilitation project is being pursued to further complement the new visitor experience that will be primarily provided by projects underway in the City-Arch-River (CAR) project. This project will extend the experience beyond the limits of the CAR effort, providing new exhibit items in the Tram Load Zones. The Board awarded a sole source contract to Conference Technologies, Inc. (CTI) on September 25, 2015, for the installation of these exhibits. The initial contract with CTI was in the amount of \$2,580,000. Negotiations with CTI led to an award amount of \$2,244,420 leaving \$335,580 of contingency available. A use was identified for a portion of that contingency leaving an approximate balance of \$275,000. As exhibit installation planning for the Tram Load Zones progressed, additional improvements to the space were identified. The expected cost for the additional scope items is \$984,000, including a 10% contingency, resulting in a need for additional funds not to exceed \$709,000. Funds are available in the JNEM Beneficial Fund to offset these additional costs. A motion for the Committee to approve and forward to the Board for approval the request for the use of additional funds and modification of the contract with CTI to pursue increased scope in the JNEM Gateway Arch Exhibit Rehabilitation project in an amount not to exceed \$709,000 was made by Commissioner Golliday and seconded by Commissioner Kicielinski. **Motion passed unanimously.**

**9. Gateway Arch and Gateway Arch Riverboats Credit Card Processing Contract With Chase Paymentech**

**8:22 a.m.** The briefing paper regarding the Gateway Arch and Gateway Arch Riverboats Credit Card Processing Contract with Chase Paymentech was provided in the Committee packet. Jenny Nixon, Executive Director Tourism Innovation, introduced Sarah Clarke, Acting Director, Gateway Arch to provide a brief overview. The Galaxy by Gateway Ticketing System was implemented in March 2016 for in-person, phone and online ticket sales as well as event reservations at the Gateway Arch and Gateway Arch Riverboats. At the time of the implementation, the current credit card processor, Bank of America Merchant Services (BAMS) was set up through a work around in order to meet the implementation deadline. BAMS is not able to be fully integrated with Galaxy, because the configuration requirements call for an additional on-site payment server and payment gateway (PayFlowPro). The configuration documentation from Gateway Ticketing Systems lists two processors that can fully integrate with Galaxy and they are Chase Paymentech (Chase) and First Data. Chase has been determined to be the provider that meets the configuration requirements and the proposed fees and charges for the variable costs are estimated to be lower than the other providers. The contract with Chase allows the credit card processing to be fully integrated with the Galaxy ticketing software, reduce the risk associated with processing credit card transactions, and reduce the costs associated with a third party online payment gateway. A motion for the Committee to approve and refer to the Board for approval the request for the President & CEO to enter into a Merchant Application and Agreement with Chase Paymentech for a three year period from February 1, 2017, to February 1,

2020, for an estimated amount of \$664,260 or annual average of \$221,420 was made by Commissioner Brown and seconded by Commissioner Golliday. **Motion passed unanimously.**

**10. Revision to Board Policies Chapter 10, Section 10.020, Article IV – Committees of the Board; Section 10.040 – Standing Committees; and Section 10.050 – Ad Hoc Committee**

**8:26 a.m.** The briefing paper regarding the revision to Board Policies Chapter 10, Section 10.020, Article IV – Committees of the Board; Section 10.040 – Standing Committees; and Section 10.050 – Ad Hoc Committee was provided in the Committee packet. Barbara Enneking, General Counsel, provided a brief overview. The Board discussed at the September 23, 2016, meeting the current Committee structure and the Committee meeting schedule for 2017. There was discussion of utilizing the Board’s time more efficiently, and that a structure consisting of two working Committees would better serve the Board’s interests. The Board directed Mr. Nations to prepare a formal proposed policy amendment for this change and have it placed on a Committee Agenda to be reported back to the Board of Commissioners in November. Under the proposed policy revision, the current Finance & Administration Committee would be combined with the current Audit Committee to form the new Audit, Finance & Administration Committee. The Business Services & Economic Development Committee would be eliminated, and all items pertaining to the Agency’s operating enterprises would be presented to the Operations Committee. A motion was made by Commissioner Holman and seconded by Commissioner Brown for the Committee to approve and refer to the Board for approval the revisions to the Board Policies, Section 10.020, Article IV – *Committees of the Board*; Section 10.040 – *Standing Committees*; and Section 10.070 – *Ad Hoc Committees*; and in addition, that the Board Chair designate that the proposed revisions to Board Bylaws and Policies not be tabled pursuant to *Article VI(D)* of the Board Policies, as it is in the best interest of the Agency that these revised Board Policies be approved at the Board meeting on November 18, 2016. **Motion passed unanimously.**

**11. Compliance and Ethics “Five-Year Return on Investment Report”**

**8:28 a.m.** The briefing paper regarding the Compliance and Ethics “Five-Year Return on Investment Report” and a PowerPoint Presentation were provided in the Committee packet. John Nations, President & CEO, stated that at the suggestion of the then General Counsel, Dee Joyce-Hayes, the position of Director of Compliance was established. The Compliance Department has been in existence now for five years under the direction of Kent Swagler. Mr. Nations reported that when he approved the establishment of the Compliance Department, it was with the direction that performance measures and “Return on Investment” could be established to track improvements and cost savings, and that Mr. Swagler was present to report on the first five years of the Department.

Kent Swagler, Director Corporate Compliance & Ethics, introduced Mandi Myers, the new Compliance Analyst and Training Specialist, to the Committee. Mr. Swagler gave a presentation highlighting the current status of compliance and ethics programs, initiatives, and training as well as the compliance requirements, status and results of division reviews for the entire Agency. Mr. Swagler also reviewed cost savings resulting from the work in his department. Mr. Nations noted the cost savings exceeded the total budgets of the department. This report was informational only and no Committee action was required. A copy of this report will be kept at the office of the Deputy Secretary.

**12.     **Unscheduled Business****

**8:43 a.m.** There was no unscheduled business

**13.     **Call of Dates for Future Committee Meetings****

**8:44 a.m.** The Committee was advised of upcoming meeting dates, as follows:

Audit Committee:	Friday, October 21, 2016	8:00 a.m.
Board Meeting:	Friday, November 18, 2016	8:00 a.m.

**14.     **Adjournment to Executive Session - If such action is approved by a majority vote of the Bi-State Development'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, Section 10.080 (D) Closed Records: Legal under §10.080(D)(3); Health Proceedings under §10.080(D)(4); Employee Negotiations under §10.080(D)(5); Data Processing under §10.080(D)(7); Proprietary Interest under §10.080(D)(8); Hotlines under §10.080(D)(9); Auditors under §10.080(D)(10); Security under §10.080(D)(11); Computers under §10.080(D)(12); Personal Access Codes under §10.080(D)(13); Personal Information under §10.080(D)(14); Insurance Information under §10.080(D)(15); Rail, Bus, or Facilities Safety and Accidents under §10.080(D)(16) or Protected by Law under §10.080(D)(17).****

**8:44 a.m.** Pursuant to the requirements of the Bi-State Development Board Policy, Chapter 10, Section 10.080(D) Closed Records; Legal under Section 10.080(D)(1); Real estate under Section 10.080(D)(2); Purchasing and Contracts under Section 10.080(D)(7); Security under Section 10.080(D)(11); Rail, Bus, or Facilities Safety and Accidents under Section 10.080(d)(16) or Protected by Law under Section 10.080(D)(17) Chairman Buehlhorn requested a motion to allow the Committee to go into closed session. A motion to go into Executive Session was made by Commissioner Holman and seconded by Commissioner Brown. A roll call vote was taken and the Commissioners present, Brown, Buehlhorn, Golliday, Holman and Kicielinski voted to approve this agenda item. **Motion passed unanimously, and the Open Session meeting was adjourned.**



Deputy Secretary to the Board of Commissioners  
Bi-State Development

**Bi-State Development  
Operations Committee  
Agenda Item  
January 20, 2017**

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**From:** Raymond A Friem – Executive Director Metro Transit  
**Subject:** **Contract Award: The Harlan Company for the Rehabilitation of Elevators at Four MetroLink Stations**  
**Disposition:** Approval  
**Presentation:** Raymond A Friem – Executive Director Metro Transit; Larry Jackson, Executive Vice President of Administration; Scott Grott , Chief MetroLink Operations

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**Objective:**

To present to the Operations Committee for discussion and referral to the Board of Commissioners a request for authorization to award a contract to The Harlan Company for the Rehabilitation of Elevators at four MetroLink Stations.

**Board Policy:**

Board Policy *Chapter 50.010, Section E.1.b.*, requires the Board of Commissioners shall approve Non-Competitive Procurements which exceeds \$100,000.00.

**Funding Source:**

The funding sources for services to rehabilitate the elevators are Federal Transit Administration (FTA) Grant number MO-54-0001 and St Louis City and County sales tax receipts.

**Background:**

The original MetroLink system began operation in 1993. MetroLink stations on the original alignment have elevators that require extensive overhaul due to the severe working conditions these elevators must endure. Over the years, the corrosive environment has accelerated deterioration of components. The focus of this project is to upgrade these elevators to current standards and address issues that extend beyond the scope of the current elevator and escalator maintenance contract.

Previously, Bi-State Development Agency (**BSD**) hired a professional elevator consultant to survey the elevators, deliver recommendations and probable cost estimate to increase the useful life twenty years. Based on the recommendations of the consultant, BSD proceeded into design phase and procured Ross & Baruzzini to prepare technical specifications for construction to upgrade the elevators.

**Analysis:**

Solicitation No. 17-SB-103454-CB for the rehabilitation of subject elevators was issued September 8, 2016. The Sealed Bid was advertised in BSD's iSupplier Portal, BSD's web-based communication tool structured to allow bidders full and open access to view, communicate, and submit bids on active solicitations. Forty (40) companies were invited to participate and were provided an electronic copy of the solicitation.

On October 27, 2016, one bid was received from The Harlan Company. In accordance with FTA and BSD's policy, a query was conducted of all companies on the bidder's list to determine why only one bid was received. Reasons for not bidding were primarily under-estimation of the trades involved in the project and obtaining subcontractor pricing.

The original bid is listed below:

The Harlan Company Bid	Independent Cost Estimate
\$2,799,400	\$2,400,000

Since only one bid was received, the bid was converted to a negotiated procurement. The bid received exceeded the budgeted amount and independent cost estimate. BSD proceeded with negotiations with The Harlan Company, which resulted in deletion of two locations from the Scope of Work.

The deleted elevators consisted of:

- North Hanley Garage (Elevator is less than half the age of the Phase 1 elevators).
- Central West End (Current design activity for the Boyle Avenue/Central West End MetroLink Station Design will likely result in a new elevator).

BSD received a revised cost proposal from The Harlan Company, for the remaining elevators which included Arch-Laclede's Landing, Convention Center, 8<sup>th</sup> & Pine and Union Station.

The revised cost is listed below:

The Harlan Company Bid	Independent Cost Estimate
\$2,145,450 (Revised)	\$2,171,319 (Revised)

Cost and pricing data is being obtained from The Harlan Company that will verify and evaluate the accuracy and allowed cost.

In addition, The Harlan Company's revised cost proposal is less than the Engineer's Estimate after deletion of the N. Hanley & Central West End locations and considered fair and reasonable.

**Committee Action Requested:**

Management recommends that the Operations Committee discuss and forward to the Board of Commissioners for approval this request to award a single bid contract to The Harlan Company in the amount of \$2,145,450 for construction services to rehabilitate the MetroLink Elevators. The contract period shall not exceed twenty-four months.

**Bi-State Development  
Agenda Item  
Operations Committee  
January 20, 2017**

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**From:** Raymond A. Friem, Executive Director Metro Transit  
**Subject:** **Contract Award: Enterprise Asset Management System Software and Implementation**  
**Disposition:** Approval  
**Presentation:** Raymond A. Friem, Executive Director of Metro Transit; Larry Jackson, Executive Vice President of Administration; Darren A. Curry, Chief Mechanical Officer

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**Objective:**

To present to the Operations Committee for approval and referral to the Board of Commissioners, a request for authorization to award Contract 17-RFP-103083-DR- Enterprise Asset Management System Software and Implementation for a two-year period.

**Board Policy:**

Board Policy, *Chapter 50, Section 50.010 Procurement and Contract Administration, (E) Award Authority, 1.a*, the Board of Commissioners must approve Competitive Negotiation Procurements which exceed \$500,000.

**Funding Source:**

The funding sources for software and implementation services are Federal Transit Administration (FTA) Grant number MO-04-0130, MO-90-X296 and St Louis City and County sales tax receipts.

**Background:**

The Moving Ahead for Progress in the 21st Century Act (P.L. 112-141) (MAP-21), which was signed into law by President Obama on July 6, 2012, is intended to create a streamlined, performance-based, and multimodal program to address the many challenges facing the U.S. transportation system. These challenges include improving safety, maintaining infrastructure condition, reducing traffic congestion, improving efficiency of the system, freight movement, protecting the environment, and reducing delays in project delivery.

As part of the MAP-21, a new FTA formula-based funding program, State of Good Repair (SGR) Grants, has been developed to provide dedicated funding to repair and maintain the nation's rail infrastructure. To be eligible for these funds, transit agencies will be required to develop a Transit Asset Management Plan.

Bi-State Development (**BSD**), in support of the SGR Program, initiated the Transit Asset Management Program in May 2014, which was designed to achieve “Total Asset Visibility” and provide asset management tools that will promote better management of safety-related public transportation capital assets. Specifically, the project would ensure that BSD’s systems would permit our senior management to leverage data contained in our maintenance/material management systems to build asset inventories for higher-level analysis to optimize investments in urban rail/bus capital assets. In addition, applications capable of linking inspection reports and other maintenance activities to an innovative Geographic Information System (**GIS**) driven tool which results in a complete history of every transit asset would be implemented.

In October 2014, Bi-State Development awarded a contract to Four Nines Technologies for the first phase of the project, to perform an assessment of BSD’s current capabilities and systems, identifying processes, roles and applications related to asset management, financial planning, and GIS.

Based on findings of Phase I, which included a need for more enhanced asset management applications, a contract for Phase II of the project was awarded to Four Nines Technologies to perform the following tasks:

- Gather Enterprise Asset Management (**EAM**) application requirements based on BSD current and future needs.
- Develop a Statement of Work for implementation of EAM business requirements.
- Facilitate RFP evaluation and final selection of EAM software.

### **Analysis:**

On August 31, 2016, Bi-State Development issued Solicitation 17-RFP-103083-DR to obtain a qualified firm to provide the necessary services to implement a new software system or systems to manage their Enterprise Assets.

In response to the solicitation, five (5) proposals were received, reviewed, evaluated and scored in accordance with the technical evaluation requirements specified in the solicitation package. The evaluation criteria required that offerors include in their proposal:

- A System Checklist (showcased functionality, ease of use for reporting)
- Experience and Professional Competence
- Approach /Methodology / Project Work Plan

A consensus meeting was held with the members of the evaluation team. As a result, BSD invited all five (5) firms to demonstrate the software capabilities their firm proposed. However, one (1) firm withdrew their proposal prior to software demonstrations and did not receive any further consideration. The overall results consist of the consensus technical scores, software demonstration scores, and the cost scores combined. As a result, John Bean Technologies Corp. was the overall highest ranking firm.

<b>Firm Name</b>	<b>Technical Consensus Score</b>	<b>Consensus Demonstration Score</b>	<b>Cost Score</b>	<b>Total Score</b>
<b>John Bean Technologies</b>	<b>183.00</b>	<b>47.10</b>	<b>150.00</b>	<b>380.10</b>
<b>Trapeze</b>	<b>195.50</b>	<b>51.80</b>	<b>88.27</b>	<b>335.57</b>
<b>Accenture</b>	<b>184.00</b>	<b>50.20</b>	<b>31.64</b>	<b>265.84</b>
<b>Computer Science Corp.</b>	<b>156.50</b>	<b>40.30</b>	<b>16.30</b>	<b>213.10</b>

BSD requested clarifications from the top ranking firm, John Bean Technologies (**JBT Corp.**), regarding a mistake in their proposal; after careful consideration, JBT withdrew their proposal. Therefore, BSD requested a “Best and Final Offer” from the second highest ranking firm whose score was within competitive range of being selected for award.

**Committee Action Requested:**

Management recommends the Operations Committee approve and forward to the Board of Commissioners for approval, the request that the President & CEO enter into a contract with the second highest ranking firm, Trapeze Software Group, Inc., whose proposal is most advantageous to BSD, with price and other factors considered, in a not to exceed amount of **\$3,000,000**, to provide an enterprise asset management system software and implementation.

**METRO - Transit Operations Division**  
**FY2017 1st Quarter and Year End Summary**  
**Report to the President /CEO and Board of Commissioners**

**Financials**

	FY2017	FY2017	FY2017	FY2017	FY2016	Diff FY2017
YTD	Actual	Budgeted	Variance	%	Actual	vs. FY2016
Revenue	\$13,922,089	\$16,319,750	\$(2,397,661)	-14.7%	\$15,327,303	\$(1,405,214)
Expenses	\$51,932,501	\$59,053,095	\$(7,120,594)	-12.06%	\$52,271,824	\$(339,323)

Expenses for the Transit Operations Department came in below budget in FY2017 and Actual FY2016 with positive variances in wages and benefits, Outside Services, Fuel and Materials and Supplies. System revenue fell below budgetary expectations by over is almost \$7M short of FY2015 actuals. TMA contract revenue was also below budget by \$745,000 or 15.9% largely due to further Medicaid program reductions. Weekly and Monthly pass revenues were off by 15% over FY2016 totals which is an indicator that both ridership and revenue trends are unlikely to reverse themselves during the remainder of this fiscal year.

**Ridership Comparison**

Ridership continues to be weak across the transit system, down by 6% and 4 % in MetroLink and Call-A-Ride and 10% on MetroBus. MetroLink experienced an overt 9% ridership loss in July due at least in part to

Mode	FY17 1st qtr.	FY16 1st qtr.	+/- Previous Year	YTD FY2017	YTD FY2016	+/- Previous Period
Rail	4,099,023	4,367,923	-6.2%	4,099,023	4,367,923	-6.2%
Bus	6,696,994	7,423,457	-9.8%	6,696,994	7,423,457	-9.8%
Van	139,404	144,989	-3.9%	139,404	144,989	-3.9%
System	10,935,421	11,936,369	-8.4%	10,935,421	11,936,369	-8.4%

one of the lowest Fair St. Louis Ridership totals in recent history. MetroBus has experienced continued ridership loss in both Illinois and Missouri. Call-A-Ride has seen further reductions in trip bookings through organizations such as Medicaid which also disproportionately impacts revenue. Continued low fuel prices, perceptions of security and employment or enrollment issues are significant contributors to ridership loss for the system.

**YTD Service Profiles and System Efficiencies**

	FY2017 YTD Revenue Miles	FY2016YTD Revenue Miles	+/- Previous Period	FY2017YTD Revenue Hours	FY2016 YTD Revenue Hours	+/- Previous Period
Rail	778,004	788,550	-1.3%	33,160	33,541	-1.1%
Bus	4,709,831	4,680,551	0.6%	358,590	351,375	2.1%
Van	1,348,707	1,362,635	-1.0%	76,182	76,485	-0.4%
	FY2017 Pass/ Rev. Mile	FY2016 Pass/ Rev. Mile	+/- Previous Period	FY2017 Pass / Rev. Hour	FY2016Pass / Rev. Hour	+/- Previous Period
Rail	5.27	5.54	-4.88%	123.61	130.23	-5.08%
Bus	1.42	1.59	-10.35%	18.68	21.13	-11.60%
Van	0.10	0.11	-2.86%	1.83	1.90	-3.47%

The service plan for FY2017 reflects a slight increase over the prior year that was planned to support the new North County Metro Transit Center that opened in March of 2016. MetroLink saw slight reductions in miles and hours operated due largely to smaller crowds at special events and more efficiency in operating around maintenance projects. All three modes saw reductions in passengers per mile and passengers per hour because of the overall lower ridership discussed previously.

## Security Activity

Enforcement Efforts	1st Qtr. FY2017	1st Qtr. FY2016	Variance (%)	YTD FY2017	YTD FY2016	Variance (%)
Custodial Arrests	213	86	148%	213	86	148%
Summons	1681	2947	-43%	1681	2947	-43%
Dispatched Calls	1955	2383	-18%	1955	2383	-18%
Valid Customer Service Complaints	176	95	85%	176	95	85%

Valid Security complaints continue to increase in FY2017, up 85% over FY2016. Perception of personal safety and fare enforcement issues are the leading reasons people will log a security complaint. Increases in Custodial arrests are attributed to increased efforts on the part of Metro and regional police units. Dispatched calls, calls Security Dispatch direct security assets towards an issue or incident, decreased in the first quarter due in part to lower Summons activity. Summons activity is down significantly in the first quarter as Metro's Public Safety Department and our contracted Security Officers at present cannot issue a summons for a violation of MetroLink rules committed in Missouri due to a change in Missouri State procedures. BSD/Metro is now required to obtain a separate law enforcement Identifier number (known as an ORI). In the past BSD/Metro used the ORI number from STL County Police Department.

## Service Quality Indicators

	FY2017 On Time Performance	FY2016 On Time Performance	+/- Previous Period	FY2017 Complaints/ 100,000 Boardings	FY2016 Complaints/ 100,000 Boardings	+/- Previous Period
Rail	97.20%	95.98%	1.26%	1.83	2.77	-51.37%
Bus	91.10%	91.10%	0.00%	16.15	14.75	8.67%
Van	94.80%	93.30%	1.58%	26.54	22.76	16.61%
	FY2017 Preventable Accidents	FY2016 Preventable Accidents	+/- Previous Period	FY2017 Total Accidents/ Violations (ML)	FY2016 Total Accidents/ Incidents (ML)	+/- Previous Period
Rail	1	0	100.00%	14	4	N/A
Bus	67	65	2.99%	131	138	-5.34%
Van	12	9	25.00%	29	23	20.69%
	FY2017 Service Delays – Equipment	FY2016 Service Delays – Equipment	+/- Previous Period	FY2017 MDBF	FY2016 MDBF	+/- Previous Period
Rail	68	60	11.76%	22,834	26,579	-16.40%
Bus	265	271	-2.26%	21,093	17,271	18.12%
Van	37	49	-32.43%	40,877	30,217	26.08%

On Time performance improved for MetroLink and Call-A-Ride over the first quarter of FY2016 while MetroBus maintained it's better than 91% OTP for the quarter. MetroLink enjoyed a significant reduction in operational complaints, while MetroBus and Call-A-Ride saw some increases. There was a reduction in accidents on MetroBus while Van accidents increased almost 20% over a very low quarterly total in FY2016. Worth noting is that MetroBus enjoyed a

44.1% improvement in customer commendations in the first quarter. Rolling stock fleet averages were effectively unchanged with gains in MetroBus and Van performance offset somewhat by an increase in failure rates on Light Rail Vehicles which is the oldest fleet with the highest miles per vehicle in the system.

### YTD Customer Service Call Center Statistics

Metro's Transit Information and Customer Service Call Center continues to significantly less call volume since the introduction of real time information apps to the public. The percentage of calls answered increased significantly as a result. The call volume has dropped so significantly that an evaluation of the center is planned to determine if there are opportunities to better serve our riding customers. The Call Centers received over 150 commendations in the first quarter.

	FY2017	FY2016	+/-
Information Calls	125,880	160,860	-21.75%
% Information Calls Answered	91.60%	86.60%	5.78%
Service Calls	5,940	6,510	-8.76%
Service Calls Answered	97.17%	92.33%	5.24%

### Service Levels Snapshot Planning Department Schedule Performance Comparison

	13-Jun-16	14-Mar-16	30-Nov-15	31-Aug-15	15-Jun-15	30-Mar-15	1-Dec-14	29-Sep-14	% Change Sep '14-Jun '16
Peak Vehicles (Train)	25	25	25	25	25	25	25	25	0%
<b>Peak Vehicles (Bus)</b>	<b>321</b>	318	314	314	314	314	314	314	<b>2%</b>
Full Time Runs (Rail)	73	73	73	73	73	73	73	73	0%
Full Time Runs (Bus)	675	675	663	665	665	665	665	665	2%
Part Time Runs (Bus)	83	83	83	83	83	83	83	83	0%
Downtown Exp (Bus)	5	5	5	5	5	5	5	5	0%
Downtown Local (Bus)	1	1	1	1	1	1	1	1	0%
<b>Feeder Routes</b>	<b>72</b>	<b>72</b>	69	69	69	69	68	<b>68</b>	6%
Weekly Pay Hrs. -Train	3,117	3,117	3,117	3,117	3,117	3,117	3,117	3,117	0%
Weekly Pay Hrs. - Bus	31,748	31,660	30,982	31,212	31,106	31,005	30,859	30,837	3%
Weekly Plat. Hrs.-Train	2,597	2,597	2,597	2,597	2,597	2,597	2,597	2,597	0%
Weekly Plat Hrs – Bus	28,628	24,860	27,822	28,039	28,024	27,848	27,742	27,754	3%
Weekly OT Hrs - Train	92	92	92	92	92	92	92	92	0%
Weekly OT Hrs - Bus	769	795	778	776	739	767	761	742	4%
Pay to Plat Ratio -Train	1.20	1.20	1.20	1.20	1.20	1.20	1.20	1.20	0%
Pay to Plat ratio - Bus	1.11	1.27	1.11	1.11	1.11	1.11	1.11	1.11	0%
Bus - % of PT Plat Hrs.	6.83%	6.59%	6.99%	6.99%	6.99%	6.99%	6.99%	6.79%	1%

### Service Levels Snapshot : Elevators / Escalators

#### Elevator\Escalator Availability-(Time in hh:mm)

Period	Elevators (19) Operating Time hh:mm	Elevator Down Time	% Elevator Availability	Escalator (8) Operating Time hh:mm	Escalator Down Time	% Escalator Availability	Combined Totals	Previous Year FY 16 Comparison
<b>1st QTR FY 17</b>	37990:30:00	932:34:00	97.55%	15996:00:00	301:32:00	98.11%	97.83%	95.71%
<b>YTD</b>	37990:30:00	932:34:00	97.55%	15996:00:00	301:32:00	98.11%	97.83%	95.71%

KEY CAPITAL PROJECT STATUS AS OF 1/3/2017

Construction / Acquisition / Rehabilitation Projects						
Project	Action	Total Units	Completed Units	% Complete	Estimated Completion	CODE
Downtown Transfer Center Construction	Construction Activity	1	0.4	40.00%	Jul-2017	
Boyle Ave. MetroLink Station	Design Activities	1	0.5	50.00%	May-2017	
Radio System Deployment and Site Development	Current Design Calls For 18 Above Ground and 6 Below Ground Transmitter sites	24	13	54.17%	Jun-17	
Capital Commercial Leases. Will require site development and deployment	Negotiate	10	10	100.00%	2015	
New Construction	Construct	1	1	100.00%	2015	
Owned. Will require site development and deployment	Existing (Owned)	2	2	100.00%	2015	
Owned. Will require site development and deployment	Existing (Owned)	6	6	100.00%	2015	
Capital Lease and agreements. Will require site development and deployment	Intergovernmental Agreement	5	5	100.00%	2015	
Smart Card	Hardware	592	587	99.16%	17-Jul	
Software	Rail Sys Testing			95.00%	17-Jul	
Software	Bus Sys Testing			99.00%	17-Jan	
Software	Third Party Interfaces			100.00%	COMPLETED	
Procedures / Personnel / Equipment	Security / Enforcement			100.00%	COMPLETED	
Vehicle Acquisition						
New Bus Rolling Stock (ILL)	Procure 40' Buses	4	0	0.00%	Dec-2016	
New Bus Rolling Stock (MO)	Procure 40' Buses	26	1	3.85%	Dec-2016	
Van Rolling Stock	Procure CAR Vans	17	8	47.06%	None in service, vehicles on warranty hold, waiting on parts.	
New Grant Non Revenue Vehicles	Procure / Lease	30	14	46.67%	Aug-2017	
MetroLink Capital Maintenance						
Wood Tie Phase 1 of 3	Replace	36000	29139	80.94%	COMPLETED	
Catenary Contact Wire Phase 1 of 4	Replace Wire (miles)	10	10	100.00%	COMPLETED	
Station Edges - Phase 2 of 3	Replace	10	7	70.00%	COMPLETED	
Elevator Rehabilitation	Design	8	0	0.00%	Contract Award Pending Feb-2017	
	<b>Tasks</b>		<b>Issue / Title</b>		<b>Estimated Completion</b>	
Phase 2 and 3 Software Upgrades to AVL / Trapeze software suites authorized by Board of Commissioners	Transmit Real Time Bus data		INFO-MOBILE APP + Google Feed		COMPLETED March 2016	
	Public Safety Projects		Genetec Update / Incident Mapping		Jul-2016	
	Operations Management Projects		Dispatch/PSD/Cust. Service		8/1/2016	
	Operation Business Intelligence		Transit Business Suite / Dashboard		Aug-2016	
	Fare Collection		Offender Database		9/1/2014	
State of Good Repair	MOW DataBase			100%	COMPLETED	
MOW Work Integrated Plan	Asst Mgmt Plan Capital Planning Software Tool				2017	
Color Code KEY	12-May-15	No issues	Regulatory/ Economic	Technical issues	Behind schedule/overbudget	
01/20/2017 LAB						