



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

**NOTICE OF MEETING AND AGENDA
 BI-STATE DEVELOPMENT AGENCY
 OPERATIONS COMMITTEE
 Tuesday, May 19, 2015, 8:00 A.M.
 Headquarters Building
 707 North First Street, Board Room
 St. Louis, MO 63102**

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Agenda	Disposition	Presentation
1. Call to Order	Approval	Chairman Buehlhorn
2. Roll Call	Quorum	Shirley Bryant
3. Public Comment*	Information	Chairman Buehlhorn
4. Minutes from March 17, 2015 Operations Committee	Approval	Chairman Buehlhorn
5. Contract Award: Purchase of Low Floor Transit Buses	Approval	R. Friem / L. Jackson
6. Contract Extension of Time Performance with Illinois Excavators Inc., for Illinois Slopes Stabilization Services & Scour Protection – Phase 2 Construction	Approval	R. Friem / F. Bakarich
7. Award of Contract to Successful Offerer of the Ewing Yard Retaining Wall Remediation Design-Build Request for Proposal	Approval	R. Friem / F. Bakarich
8. Proposed Adopt-A-Stop Program	Information	R. Friem / J. Mefford-Miller
9. Transit Operations 2015 3rd Quarter Performance Report	Information	R. Friem
10. Capital Projects Review	Information	R. Friem
11. Unscheduled Business	Information	Chairman Buehlhorn
12. Executive Session (If needed)	Approval	Chairman Buehlhorn
<i>If such action is approved by a majority vote of The Bi-State Development Agency's Board of Commissioners who constitute a quorum, the Board may go into closed session to discuss legal, confidential, or privileged matters under §610.021(1), RSMo; leasing, purchase or sale of real estate under §610.021(2); personnel actions under §610.021(3); discussions regarding negotiations with employee groups under §610.021(9); sealed bids, proposals and documents related to negotiated contracts under §610.021(12); personnel records or applications under §610.021(13); records which are otherwise protected from disclosure by law under §610.021(14); records relating to hotlines established for reporting abuse and wrongdoing under §610.021(16); or confidential or privileged communications with the District's auditor, including auditor work products under §610.021(17).</i>		
13. Call of Dates for Future Committee Meetings	Information	Shirley Bryant
14. Adjournment	Approval	Chairman Buehlhorn

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



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**BI-STATE DEVELOPMENT AGENCY / METRO
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
MARCH 17, 2015**

Committee Members in Attendance

Missouri

Vernal Brown

Illinois

Michael Buehlhorn, Chair

Irma Golliday

Jeffrey Watson (absent)

Other Commissioners in Attendance

Aliah Holman (via phone)

Staff in Attendance

John Nations, President & CEO

Barbara Enneking, General Counsel and Deputy Secretary

Shirley Bryant, Certified Paralegal/Assistant Secretary

Ray Friem, Chief Operating Officer Transit Services

Linda Espy, Senior Administrative Assistant

Kathy Klevorn, Sr. Vice President, Chief Financial Officer

Larry Jackson, Vice President, Procurement, Inventory Management & Supplier Diversity

Scott Grott, Chief MetroLink Operations

Jessica Mefford-Miller, Chief Transit Planning & System Development

Patti Beck, Director, Communications

Kent Swagler, Director, Corporate Compliance and Ethics

Fred Bakarich, Director, Engineering System

Erick Dahl, Director, St. Louis Downtown Airport

Mark Vago, Controller

Jason Davis, Manager, Security Fare Enforcement

Jeffrey Butler, Chief, Paratransit Services

Patricia Hall, Director, ADA Services

Marlon Stacker, Director, Customer Service

Caleb Friz, Manager, Customer Service

Reggie Cavitt, ATU Local 788

Others in Attendance

Kate Durkin, SLU Clinical Law Offices

Erica Mazzet, SLU Clinical Law Offices

Juliet Salih

Donna Neal

Monica Williams

Danielle Minor
Bob Jaco
Kim Killian
Chris Dorth
Emma Perry
Jo Peterson

1. **Call to Order**
8:00 a.m. Commissioner Buehlhorn called the Open Session Operations Committee Meeting to order at 8:00 a.m.
2. **Roll Call**
8:01 a.m. Roll call was taken.
3. **Public Comment**
8:01 a.m. There was no public comment.
4. **Minutes of Prior Open Session Operations Committee Meeting**
8:02 a.m. The January 27, 2015, Open Session Operations Committee Meeting minutes were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Golliday and seconded by Commissioner Brown. **Motion passed unanimously.**
5. **Contract Award: Leon Uniform Company**
8:03 a.m. The briefing paper regarding the contract award for Leon Uniform Company was provided in the Committee packet. Larry Jackson, Vice President, Procurement, Inventory Management & Supplier Diversity, provided a brief overview. A five (5) year contract was previously awarded to Leon Uniform Company in 2009 to supply Bus, Van, and LRV Operator Uniforms from November 20, 2009, through November 19, 2014. In September 2014, a new solicitation was issued seeking proposals from qualified firms to provide uniforms. The current contract with Leon was extended 180 days through May 20, 2015, to maintain service until the new solicitation process is completed and awarded. Three responses were received and after the technical evaluation and scores were completed, management's recommendation was to award the contract to Leon Uniform Company.

A motion for the Operations Committee to approve and forward to the Board for approval to award Contract 14-RFP-100998-DR - Metro Operator Uniforms to Leon Uniform Company to provide the uniforms and accessories for the Bus, Van, and LRV Operators for a period of three (3) base years and two (2) one-year options to be exercised at the Agency's discretion was made by Commissioner Brown and seconded by Commissioner Golliday. **Motion passed unanimously.**
6. **Contract Extension and Increase: Transystems, Inc., for Contract 09-RFP-5516-CB/MM, Eads Bridge Rehabilitation Engineering Services Part II**
8:07 a.m. The briefing paper regarding the contract extension and increase for Transystems, Inc., for Contract 09-RFP-5516-CB/MM, Eads Bridge Rehabilitation Engineering Services, Part II was provided in the Committee package. Fred Bakarich, Director Engineering Systems, provided a brief overview. The Agency previously procured a contract with Transystems, Inc. (TS) for design and construction services for the Eads Bridge Rehabilitation Project. The original estimate for inspection, design, and construction professional services, at submission of the grant application, was \$2 million, based on an estimated construction cost of \$22.5 million. Following

the discovery of severe floor system deterioration, it was determined that the floor system of the bridge had reached the end of its useful service life, which redefined the core scope of structural services to be performed. A contract was issued to TS for a not to exceed amount of \$1.5 million in March 2010 for services through the end of 2012, which was the anticipated end of construction. These additional design services consumed funds originally dedicated to construction. A proposed budget increase was presented to the Board on May 18, 2012, and contract modification Number 1 was executed on September 28, 2012, in the amount of \$1,597,328.80. The contract completion date was extended to October 15, 2015. After obtaining Board approval in May 2012 to increase the Engineering and Construction Services budget, Agency staff issued Modification 2 to TS on March 3, 2014, in the amount of \$200,000 for additional Coating Inspection/Quality Assurance, leaving a balance of \$202,671 in the budget. Modification 2 was issued at the 67% complete mark of Track 1 production coating. It was estimated that the remaining budget for the TS contract combined with the \$200,000 supplement would be enough to complete the balance of coating inspection activity on Track 1 and 2. Myriad structural repairs that were performed following production painting, combined with the final inspection and acceptance of Track 1 coating required inspection hours that were well in excess of the original estimate. This warranted an increase in the Engineering and Construction Inspection budget. After a peer review in 2010 that included engineering experts from Chicago Transit Authority, Southeast Pennsylvania Transportation Authority and Massachusetts Bay Transit Authority, it was their opinion that the actual costs for professional services including both design and construction management functions for structural rehabilitation projects of this nature generally run 12% of the construction cost. The FTA Project Management Oversight Consultant confirmed the analysis and suggested that fees in excess of 12% of construction cost are realistic given the nature of the work. The construction contract is currently at approximately \$40.3 million and the proposed modification to TS, the value of professional services for design and construction services total 9.9% of the construction cost, and is below the accepted industry standard. Based on the nature of the work and the schedule proposed by the Contractor, staff is confident that the additional manpower specified in the proposed change is in the best interest of the Project. Management recommends approval of this agenda item in a total amount not to exceed \$3,997,328.80.

Some discussion followed regarding the grant funding for this project. The Agency has federal funds already targeted for this project and the budgeted amount of \$56.8 million is 80% federal and 20% local funding. Upon conclusion of this project, any remaining funding can be redirected to other projects included in the Transportation Improvement Program that are 80/20 eligible.

A motion for the Committee to approve and forward to the Board to approve the extension of the contract time of performance through May 31, 2016, and to increase the Engineering and Construction Inspection budget amount by \$497,372.80 bringing the total budget value to \$3,997,328.80 was made by Commissioner Golliday and seconded by Commissioner Brown. **Motion passed unanimously.**

7. Paratransit Policy on No-Shows

8:19 a.m. The briefing paper regarding the Paratransit Policy on No-Shows was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services; Jeffrey Butler, Chief of Paratransit Services; and Patricia Hall, Director of ADA Services provided a brief overview. The U.S. Department of Transportation (DOT) and Americans with Disabilities (ADA) regulations have always allowed transit agencies to suspend the provision of paratransit service to riders who have a pattern or practice of "no-show" on their prearranged rides. Those individuals who repeatedly fail to appear for these rides have a detrimental effect on the operational efficiency, cost, and the quality of service the Agency provides for other riders. This agenda item is a follow

up to concerns raised regarding the “No-Show Policy” by representatives from CTI, an advocacy group for disabled persons, at the February 27, 2015, Board meeting. The Metro ADA Advisory Group (MAAG) meets bi-monthly and is comprised of constituents and leaders of local organizations that represent the disabled community. Conversations regarding revisions to the current No-Show Policy began in early 2013, with a main goal of strengthening the policy in regard to those riders who were repeat offenders. During the process, it was discovered that some of the FTA guidelines have changed. Those changes required the Agency to review the rider's frequency of use in order to establish a true pattern or practice of excessive No-Shows; and that a formal appeals process is established for those riders facing a suspension. The Agency has been working closely with Rebecca Rand, the Civil Rights Officer with FTA Region VII, to produce the new policy, a copy of which is included in the Committee packet. This agenda item was informational only and no Committee action was required. A copy of the report will be kept at the office of the Deputy Secretary.

8. Transit Operations 2015 Second Quarter Performance Report

8:35 a.m. The Transit Operations 2015, Second Quarter Performance Report was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services, provided a brief overview. Transit system revenues were behind budget forecast by 3.4%, MetroLink ridership was off by 7% year to date with a drop in farebox revenue of approximately \$1.2 million. Transit operations expenses were positive. Ridership growth fell in the second quarter compared to last year, with rail down by 3.2%, van down by 1.5%, the system down by 1.0%, and bus up by 0.2%. Year to date there was little change in service profiles in terms of revenue miles and hours operated. Enforcement efforts in the second quarter show reductions in both arrests and issuance of summons, while dispatched calls grew slightly year over year. Preventable accidents were up slightly, primarily due to 135 new operators hired in the past year, and this issue will be addressed in Operator refresher training scheduled to start in the third quarter. Mean Distance Between Failure (MDBF) numbers are down for both Call-A-Ride and MetroBus. The core reason for the downturn in MetroBus is that the new buses were designed to meet the new EPA standards and are experiencing high failure rates. The failure rates are so high that parts availability is an issue for all properties that received new buses in 2013. The industry is trying to get enough parts out there to get the buses running again and try to figure out if there is some kind of modification retrofit that would allow these new buses to live fifteen (15) years in harmony with the maintenance cycle and the environment. The van fleet is averaging 6-1/2 years, and the recommended replacement is 3 years. New vans were not previously available because they were simply not being manufactured. Vans could not be built to any reasonable specifications until recently. Three new vans have been received, but the Agency will not issue a general release to construct until such time as the manufacturer meets the quality specifications needed. With the new specifications and equipment, the new vans should average ten (10) years. Information calls for the second quarter are down 10% year over year and are now down 8.4% for the year. A new cell phone application will soon be available that would allow the customer to get real time information on bus schedules. A construction/acquisition/rehabilitation project spreadsheet was provided identifying project status for the following: Eads Bridge, North County Transfer Center, Downtown Transfer Center, Radio System Deployment, Automatic Vehicle Locator, Vehicle Acquisition, MetroLink Capital Maintenance, Phase 2 and 3 Software Upgrades to AVL/Trapeze Software Suites authorized by the Board, and Maintenance of Way (MOW) Work Integrated Plan. MOW scored 99.6% on their efficiency rating for the quarter. The number one complaint on the MetroLink system was escalators, primarily because of the snow, salt, and mud tracked onto the equipment that contributes to more maintenance issues.

Some discussion followed regarding the Trapeze software for the No Show Module that is in the initial testing stages. This report was informational only and no Committee action was required. A copy of the report will be kept at the office of the Deputy Secretary.

9. Unscheduled Business

9:00 a.m. John Nations, President & CEO, stated that although it is difficult to maintain the escalators, Agency staff does a great job keeping them operational. The Clayton garage that services the Metro system is owned and operated by St. Louis County (the "County"). The County decided that the maintenance necessary to keep the escalators operational was not cost effective and decided to remove them two years ago. Mr. Nations also discussed the attention the municipal courts are receiving regarding fines and court costs assessed in light of the Justice Department's report. Mr. Nations advised Fox-2 News Reporter, Elliott Davis that the fines and court costs are assessed by the courts, and the Agency does not receive any of the funds collected as a result of citations issued on the alignment. More inquiries were received regarding this issue and as a result Mr. Nations plans to meet with a presiding Judge in St. Louis County to further discuss this issue. The Agency received approximately \$207 from the State of Illinois as a result of the fines collected from citations issued on the alignment in Illinois. As this issue continues to be a topic of discussion, the Agency will continue its conversations with the courts.

****9:04 a.m. Commissioner Holman disconnected.**

- 10. Executive Session - If such action is approved by a majority vote of the Bi-State Development Agency's Board of Commissioners who constitute a quorum, the Board may go into closed session to discuss legal, confidential, or privileged matters under §610.021(1), RSMo; leasing, purchase or sale of real estate under §610.021(2); personnel action under §610.021(3); discussions regarding negotiations with employee groups under §610.021(9); sealed bids, proposals and documents related to negotiated contracts under §610.021(12); personnel records or applications under §610.021(13); records which are otherwise protected from disclosure by law under §610.021(14); records relating to hotlines established for reporting abuse and wrongdoing under §610.021(16); or confidential or privileged communications with the District's auditor, including auditor work products under §610.021(17).**

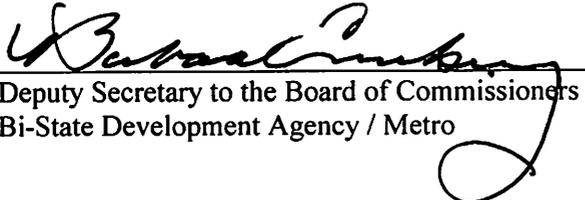
9:04 a.m. There were no Executive Session Items to discuss, therefore no Executive Session was called.

11. Call of Dates for Future Committee Meetings

9:05 a.m. The next Business Services & Economic Development Committee meeting is scheduled for Friday, March 20, 2015, at 8:00 a.m.; the next Finance & Administration Committee/Budget Review is scheduled for Friday, March 27, 2015, at 8:00 a.m.; and the next Board meeting is scheduled for Friday, April 24, 2015.

12. Adjournment

09:05 a.m. A motion to adjourn the Open Session Operations Committee meeting was made by Commissioner Brown and was seconded by Commissioner Golliday. **Motion passed unanimously.**


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

**Bi-State Development Agency / Metro
Operations Committee
Agenda Item
May 19, 2015**

From: Raymond A. Friem
Chief Operating Officer - Transit Services
Subject: **Contract Award: Purchase of Low Floor Transit Buses**
Disposition: Approval
Presentation: Larry B. Jackson, Vice President – Procurement & Inventory Management

Objective:

To present to the Operations Committee for discussion and referral to the Board of Commissioners' a request for approval for the President and CEO to award a five-year Indefinite Delivery – Indefinite Quantity (**IDIQ**) Contract to the Gillig Corporation to supply Metro with 30, 35, and 40 Foot Low Floor Buses.

Board Policy:

Board Procurement Policy requires Board approval of Negotiated Procurements exceeding \$500,000.

Funding Source:

Specific project funding will be set for each task order prior to issuance and will be detailed annually in Metro's Capital Budget. Typically buses are procured through a mix of Federal, Illinois Department of Transportation (**IDOT**), and local funding sources.

Background:

Metro currently operates a total active fleet of 390 with a contingency fleet of 56 in anticipation for support of special services, bus bridges, training and short term expansion. Federal Transit Administration (**FTA**) guidelines for bus replacement suggest retirement at 12 years or 500,000 miles. Due to the success of our maintenance program, Metro's average life expectancy for transit buses is 15 years or 825,000 miles. Our anticipated replacement schedule is an average of 30 buses per year. Metro's current fleet of buses is 100% Diesel.

Solicitation 15-RFP-100793-DH for low floor transit buses was released through Metro's on-line sourcing system November 11, 2014 with bids due March 5, 2015. All FTA approved large bus manufacturers were solicited for this requirement. The solicitation was advertised in APTA's *Passenger Transport* magazine and on Metro's website. This solicitation included options for diesel, CNG and Hybrid vehicles.

Proposals were received from two manufacturers. An evaluation committee comprised of representatives from Metro's Bus Operations and Vehicle Maintenance teams reviewed and scored the proposals.

Analysis:

Metro utilized the Federal Transit Administration’s Best Value Source Selection methodology for the acquisition of Low Floor Transit Buses. This methodology lists each technical selection criterion in the relative order of importance. Each manufacturer’s proposed vehicle is then evaluated based on the ranked criteria.

<u>BUS TYPE</u>	<u>Gillig</u>	<u>New Flyer</u>
35 Ft Diesel	\$426,793.00	\$468,990.00
30 ft Diesel	\$418,868.00	No bid
40 Ft Hybrid	\$634,963.00	\$648,560.00
35 Ft Hybrid	\$630,763.00	\$643,560.00
30 Ft Hybrid	\$622,838.00	No Bid
40 Ft CNG	\$482,285.00	\$513,155.00
35 Ft CNG	\$478,085.00	\$508,155.00
30 Ft CNG	\$470,160.00	No Bid

Overall scores are as follows:

<u>DIESEL</u>	<u>GILLIG</u>	<u>NEW FLYER</u>
<u>BUS</u>		
TECHNICAL	531.25	474.25
SUBMISSIONS	344.25	364.75
PRICING	405.00	368.26
	1280.50	1207.26
<u>CNG</u>		
<u>BUS</u>		
TECHNICAL	531.25	474.25
SUBMISSIONS	344.25	364.75
PRICING	405.00	380.64
	1280.50	1219.64
<u>HYBRID BUS</u>		
TECHNICAL	531.25	474.25
SUBMISSIONS	344.25	364.75
PRICING	405.00	396.51
	1280.50	1235.51

Committee Action Requested:

Management requests that the Operations Committee approve and forward to the Board of Commissioners this request for a 5 year indefinite delivery/indefinite quantity contract to Gillig Corporation to cover bus procurements of diesel, CNG and Hybrid.

**Bi-State Development Agency / Metro
Operations Committee
Agenda Item
May 19, 2015**

From: Raymond A. Friem, Chief Operating Officer, Transit Services
Subject: **Contract Extension of Time of Performance with Illinois Excavators Inc., for Illinois Slopes Stabilization Services & Scour Protection – Phase 2 Construction**
Disposition: Approval
Presentation: Raymond A. Friem, Chief Operating Officer – Transit Services; Frederick J. Bakarich, Interim Director - Engineering; and Larry B. Jackson, Vice President - Procurement and Inventory Management

Objective:

To present to the Operations Committee for discussion and referral to the Board of Commissioners, a request to extend the contract completion date for the contract with Illinois Excavators, Inc. for construction associated with the Illinois Slope Stabilization Services and Scour Protection – Phase 2, through November 14, 2015.

Board Policy:

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

Funding Source:

Slope Stabilization – Phase II	100% Illinois Department of Transportation (IDOT)
Embankment Erosion Control	78.14% IDOT, 21.86% St. Clair County Transit

Background:

This project addresses two major issues concerning Metro’s operation for the Phase 2 and Phase 3 MetroLink extensions:

1. Access to the MetroLink alignment
2. Embankment erosion

The Illinois Slope Stabilization Services and Scour Protection – Phase 2 project provides for the construction of an access road from MP 23.54 to MP 27.2. The stone aggregate surfaced access road requires the construction of three bridges, a double barrel concrete box culvert, and two retaining walls. This access road will allow Metro personnel access to the MetroLink alignment for maintenance and inspection activities in areas where current access is only possible via the rails. Future plans by St. Clair County Transit include paving the access road with an asphalt surface and incorporating it into their MetroBikeLink system.

The majority of the embankment slopes for the MetroLink alignment between MP 22.64 and MP 37.70 are 2:1 slopes (2 feet of horizontal distance for every one foot of vertical rise – in practical terms, it is a steep slope that is difficult to maintain). These embankments have severe erosion at numerous locations. Due to the difficulty in maintaining a 2:1 embankment slope, stone rip rap (large stone, 12” – 18” in mean diameter, applied to stabilize slopes and waterways) is being installed to prevent future erosion of the embankment at various locations between MP 22.64 and MP 37.70. Areas of minor erosion are being reshaped and reseeded to reestablish grass.

This project also addresses problems with stabilizing a number of the junction boxes used for communication and signal control. A number of the junction boxes are leaning as a result of being installed on the steep 2:1 slope. The junction boxes need to be stabilized to prevent the potential of service disruption resulting from a disconnected signal/communication cable. Small retaining walls are being constructed around affected junction boxes to stabilize the boxes while providing a flat surface around the box for Metro maintenance crews to work from.

The original scheduled completion date for the Illinois Slope Stabilization Services and Scour Protection – Phase 2 was November 15, 2014. This completion date was based on an April 1, 2014 Notice to Proceed [NTP] as defined in the contract specifications. Issuance of the NTP was delayed four months however while waiting for pre-award concurrence from the IDOT. Metro has extended the current contract 180 days as allowed by policy.

Analysis:

The delayed start of construction activities caused the contractor to miss most of the favorable construction season in the first year of the contract. The 180 day contract extension from November 16, 2014 to May 14, 2015 has resulted in about one month of productive activity, as the first full week crews were able to resume work was April 20, 2015.

The contractor was not able to final shape and seed any of the work areas in 2014. IDOT allows fall seeding between August 1 and November 15 and spring seeding between March 1 and June 1. With the numerous rains this Spring, the contractor has not been able to perform final shaping of the work areas that require seeding.

With final shaping required at numerous locations between MP 22.64 and MP 37.70 and the possibility of additional rain delays, Staff recommends that the contract be extended to incorporate the Fall seeding season.

Committee Action Requested:

Management recommends that the Operations Committee approve and refer this request to the Board of Commissioners to extend the contract time of performance through November 14, 2015.

**Bi-State Development Agency / Metro
Operations Committee
Agenda Item
May 19, 2015**

From: Raymond A. Friem, Chief Operating Officer, Transit Services
Subject: **Award of Contract to Successful Offerer of the Ewing Yard Retaining Wall Remediation Design-Build Request for Proposal**
Disposition: Approval
Presentation: Raymond A. Friem, Chief Operating Officer – Transit Services; Frederick J. Bakarich, Interim Director - Engineering; and Larry B. Jackson, Vice President - Procurement and Inventory Management

Objective:

To present to the Operations Committee for discussion and referral to the Board of Commissioners, a request to award a contract in an amount not to exceed \$8,500,000, to the successful offerer currently competing in the Ewing Yard Retaining Wall Remediation Design-Build Request for Proposal [RFP]; 15-RFP-101065-CB, and authorization of a \$9,562,740 overall construction budget.

Board Policy:

Board Policy Chapter 50.010, Section E.1.a, requires the Board of Commissioners to approve all Competitive Negotiation Procurements which exceed \$500,000.

Funding Source:

This project is 80% funded through three FTA grants, MO-90-X296, MO-05-0028, MO-54-0001, with 20% provided through local appropriations from local jurisdictions.

Background:

On April 3, 2014, a roughly 100' long segment of the retaining wall forming the northern extent of the MetroLink Ewing Yard and supporting Scott Avenue above the yard collapsed into the Ewing Yard, undermining the southern portion of Scott Avenue and taking yard Tracks 114 and 115 out of service. Metro immediately engaged the services of a geotechnical engineer, mobilized a construction contractor to the site to stabilize the collapse, and contacted our insurance carrier, Lexington.

Following review of available information of the wall in conjunction with structural and geotechnical investigation, it was determined that all but 58' of the approximately 1000' long wall required remedial measures to restore structural stability and prevent further damage to the Ewing Yard, public utility infrastructure, and Scott Avenue. Metro commenced work with affected utility companies (Ameren, AT & T, MCI and Charter) and the City of St. Louis to develop both short and long term plans for stabilizing the wall, protecting utilities and safeguarding the public. Concurrently, Metro was working with Lexington to reach agreement

on whether this was an insurance covered event and if so, the value of the event. Lexington indicated that the event was a covered loss in April 2014.

Considerable time and resources were committed to development of temporary wall shoring and temporary utility relocation plans until funding for the permanent solution could be identified. The fact that the remediation project as a whole had portions of work that would be covered by Lexington combined with Federal capital project funds constituted an accounting problem internal to Metro, namely, there does not appear to be a mechanism to allow for the combining of insurance proceeds and federal funds into one project. Furthermore, Lexington's claim analysis of Metro's submitted actual costs and projected costs was progressing very slowly. Funding the entire project necessitated deferment of several other already approved capital projects, even accounting for insurance proceeds in the total cost. Without the insurance proceeds, additional projects would be deferred.

On December 5, 2014, following a period of rain exceeding 2", a second wall failure occurred as roughly 160' of wall collapsed into the Ewing Yard, taking with it the adjacent portion of Scott Avenue. On December 8, 2014, Metro moved forward without insurance claim proceeds and put all capital funds necessary into place to completely finance the entire remediation project, diverting the funding of three capital projects completely (Missouri Slope Rehabilitation Phase II and III, and North County Transit Center Phase II), and a portion of one other (Bus and Paratransit Maintenance).

On December 16, 2014, Metro issued a solicitation for RFP's for design and construction services for remediation of the Ewing Yard wall and repair of all damage resulting from the wall failures.

On February 17, 2015, Metro short listed three design-build firms to compete for the final award of the project.

Final proposals from the three short listed DB firms contending for the contract were submitted to Metro on April 30, 2015. Metro commenced review and scoring of the proposals on May 4, 2015. Proposal presentations from each of the offerers is scheduled for May 18 – May 21, 2015, with a final committee review decision coming on May 21, 2015.

Analysis:

Metro's review committee in conjunction with Procurement will reach consensus on the highest scoring candidate that demonstrates the best overall value through design and construction of the proposed project while satisfying all terms and conditions of the RFP. The initial design-build budget is set at \$8,500,000, as a condition of the RFP, and the successful offerer's proposal will be at or below \$8,500,000.

Operations Committee

Award of Contract to Successful Offerer of the Ewing Yard Retaining Wall Remediation Design-Build

Request for Proposal, 15-RFP-101065-CB

May 19, 2015

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Committee Action Requested:

Management requests the Operations Committee approve and refer this request to the Board of Commissioners this request to approve award of a contract to the review committee's final firm selection in an amount not to exceed \$8,500,000, and authorize a construction budget of \$9,562,740.

Management will provide a final briefing paper with details of the review committee's selection and request for approval of the final design-build firm selected at the June 26, 2015, Board of Commissioners Meeting.

**Bi-State Development Agency / Metro
Operations Committee
Agenda Item
May 19, 2015**

From: Raymond A. Friem, Chief Operating Officer – Transit Services
Subject: **Metro Adopt-A-Stop Program Proposal**
Disposition: Information
Presentation: Jessica Mefford-Miller, Chief of Planning and System Development; Maureen Williams, Planner

Objective:

To present a proposal for implementing an Adopt-A-Stop Program (**Program**) that would help enhance and sustain Metro bus stops; improve the image of Bi-State Development Agency / Metro and its services; and provide a sustainable, cost-effective mechanism for bus stop maintenance.

Funding Source:

The Agency's support of the Program and commitment to adopters will include supplies related to the removal of trash and safety items; incentives, likely a small denomination of 1-day transit passes; a logo or sign to be affixed to the adopted bus stop for the duration of adoption; and honorable mention via Agency communication channels as deemed appropriate.

Board Policy:

No Board Policy applies.

Background:

In March 2009, the Agency was forced to implement a 30% service reduction impacting all modes of the transit system due to a large budget shortfall and the failure of a tax referendum in St. Louis County. The reduced Metro transit system was insufficient for meeting regional transit needs, and left few options for enhancing and expanding service. In order to help create a path forward, the Agency conducted a regional planning process intended to create a framework for enhancing and expanding the transit system. The resultant plan, *Moving Transit Forward*, was adopted by the Board of Commissioners and by the East-West Gateway Council of Government in 2010.

With the passage of Proposition A in April of 2010, Metro began implementing the plan goals and was able to rapidly restore service to near previous levels in 2011.

Analysis:

One of the emergent themes from customer and community outreach was a desire to make MetroBus service more customer friendly. Specifically, customers requested better and more amenities at bus stops; more customer information; improved connections; and more and better transit stations and facilities.

The Agency began addressing these requests by analyzing bus stops throughout the Metro service area, looking for logical bus stop consolidations and opportunities to make investments in the remaining bus stop locations. Since 2010 we have added 20 shelters to the system. We have also made investments of 658 benches that have been installed throughout the region. The real time automatic vehicle location (AVL) system began providing the public with real-time MetroBus arrival

information earlier this year, and the Metro mobile trip planning application, “Metro On The Go”, was made available free to the public last quarter.

The Agency also entered into an agreement with the City of St. Louis in which Metro paid for the capital costs of adding garbage receptacles near selected City bus stops, and agreed to support removal of trash from those receptacles and the area surrounding the bus stops. The City’s initial investment in this effort was \$100,000 per year; this amount was increased to \$200,000 in FY2015 and included garbage removal from some stops that were previously maintained by Metro.

The Agency currently has an estimated 6,000 bus stops throughout the St. Louis metropolitan region. The Agency’s maintenance of these bus stops is now limited to the repair and replacement of the amenity (bench or shelter), the hardware (poles and blades), and the replacement of worn or missing route decals.

Customer complaints and staff observations of litter surrounding bus stops and damaged equipment confirm the need for a program that addresses issues beyond our current efforts. These problems exist across the region, in both the City and County, and to an extent, in St. Clair County as well. Often the complaints originate from governmental entities such as Aldermen; other complaints come from business or individual property owners or tenants. Metro attempts to correct these difficulties as best we can, although we are not resourced to provide trash pick-up or street cleaning services at the level often requested of us.

If these issues are not addressed, complaints and requests to remove and relocate bus stops will continue. In an attempt to improve the bus-stop conditions and allay public concerns, the Agency is proposing an "Adopt-A-Stop" bus stop maintenance program that would complement Metro’s maintenance program by engaging volunteers who agree to keep designated bus stops clean and report any other problems related to their assigned bus stops. These volunteers will remove litter, report damage and generally keep the area around the stop free of debris and unsightly clutter. The goal of Adopt-A-Stop is to maintain attractive bus stops.

Community Participation:

Adopt-A-Stop is an important opportunity to forge partnerships between the Agency and the communities we serve. For individuals, businesses and organizations that choose to participate, this program will provide an opportunity to exhibit civic pride while creating a cleaner, safer and more pleasant transit experience. Success of the volunteer-based Program will be reliant on the ongoing participation of adopters.

At the onset of the Program, Metro will launch a communications and marketing effort to make the public aware of this Program and recruit volunteers. This effort will include signage aboard the Metro System; media releases and events; promotion at community events; promotion and communication via a Program webpage and via Agency social media. At this time, the Agency already has a short list of “early adopters” eager to participate in the Program.

Program Management:

Metro’s expectations of adopters will include entering into an agreement stipulating the terms of adoption, including an adoption period; removal of trash and other debris at or near the bus stop;

visiting bus stops as agreed and reporting damage (i.e. graffiti, vandalism, etc.) immediately; wearing provided safety equipment while cleaning the stop; and disposing of garbage as agreed by the Agency, municipalities and adopter.

The program will be managed internally by existing Service Planning staff. Management tasks will include auditing bus stops to assure compliance; updating a database of “eligible” bus stops; ensuring that bus stops with reported and confirmed trash problems are recommended for adoption; ongoing adopter recruitment campaigns; supply inventory management; and communication with adopters.

Measuring Success

Effective management of the Program will require monitoring and evaluation of the program’s outcomes, including review of adopter status reports; percentage of eligible bus stops adopted; trends in bus stop-related customer complaints; and favorable audits of adopted bus stops. The Agency’s 3-year goal for the Program is 15% adoption of bus stops (approximately 900 adopted stops).

Next Step

Staff is currently developing the program of activities that will culminate with an official campaign kickoff in summer 2015.

Committee Action Requested:

Information only. No action is required at this time.

METRO - Transit Operations Division
FY2015– 3rd Quarter Summary
Report to the President /CEO and Board of Commissioners

Financials

YTD	FY2015 Actual	FY2015 Budgeted	FY2015 Variance	FY2015 %	FY2014 Actual	Diff FY2015 FY2014
Revenue	\$45,999,289	\$47,465,683	(\$1,466,394)	1.1%	\$44,978,210	\$1,021,079
Expenses	\$155,763,060	\$162,922,470	\$7,159,410	-4.39%	\$152,320,190	\$4,672,739

Transit Revenue is behind budgeted expectations by 1.1% so far in FY2015. The core reason for this is lower than budgeted for ridership, primarily on the MetroLink System. As reported previously TMA contract revenue is also underperforming budgetary expectations, down 20% from projections. MetroBus and MetroLink Revenues are currently 2.6% below budget through the third quarter. Expenses for Transit Operations are running lower than initially budgeted in nearly all departments, but led by the Vehicle and Bus Facility Maintenance, which is almost 9% under budget as new rolling stock phases out older, more expensive equipment.

Ridership Comparison

In the previous quarter MetroLink ridership was reported to be down 6.0%, while

Mode	FY15	FY14	+/- Previous Year	YTD FY2015	YTD FY2014	+/- Previous Period
Rail	3,719,139	3,861,246	-3.8%	12,458,498	12,884,942	-3.4%
Bus	6,748,982	6,958,200	-3.1%	22,162,091	22,336,369	-0.8%
Van	143,189	142,423	0.5%	431,249	434,870	-0.8%
System	10,611,310	10,961,869	-3.3%	35,051,838	35,656,181	-1.7%

MetroBus was down 1.5%. In the third quarter, MetroLink continues to show ridership loss, and was down almost 4%. MetroBus ridership also fell 3.1% for the same period. The third quarter saw fewer events in Downtown when compared to last year, which explains some of the reduced ridership, as does the lower price of gasoline. However, regional security concerns, and security issues specific to transit are likely the larger issues driving transit ridership loss. Following a very good first quarter, system ridership is now down 1.7% for the fiscal year to date.

YTD Service Profiles and System Efficiencies

	FY2015 YTD Revenue Miles	FY2014 YTD Pass/ Rev. Mile	+/- Previous Period	FY2015 YTD Revenue Hours	FY2014 YTD Revenue Hours	+/- Previous Period
Rail	2,344,534	2,349,260	-0.20%	99,434	99,908	-0.48%
Bus	13,792,361	13,857,952	-0.48%	1,019,737	1,020,168	-0.04%
Van	3,986,657	3,958,113	0.72%	228,389	233,752	-2.35%
	FY2015 Pass/ Rev. Mile	FY2014 Pass/ Rev. Mile	+/- Previous Period	FY2015 Pass / Rev. Hour	FY2014 Pass / Rev. Hour	+/- Previous Period
Rail	5.314	5.485	-3.21%	125.294	128.968	-2.93%
Bus	1.607	1.612	-0.31%	21.733	21.895	-0.74%
Van	0.108	0.110	-1.57%	1.888	1.860	1.47%

The Service Profile chart to the left shows small reductions in the amount of service in the fixed route portion of the system largely due to less special event service.

Call-A-Ride has increased revenue miles operated and fewer revenue hours. Earlier this fiscal year Call-A-Ride installed new software that improves how vehicles are utilized in service. While this is a small sample size, the initial results are

encouraging.

Measures of efficiency including passengers per revenue mile and hour reflect the lost ridership on the system, with MetroLink seeing the largest impacts, carrying 3% fewer passengers per mile and hour than FY14 YTD. Call-A-Ride is reporting an improvement of 1.47% in the passengers per revenue hour.

Security Activity

Security activity on the transit system shows a significant increase in customer complaints from the record low complaints in the third quarter of 2014. The more realistic measure is the year-to-date statistics which show security complaints up 30% year-over-year. Regional civil unrest and criminal activity led to a 23% increase in

Enforcement Efforts	3rd Qtr. FY2015	3rd Qtr. FY2014	Variance (%)	YTD FY2015	YTD FY2014	Variance (%)
Custodial Arrests	106	171	-38%	320	693	-54%
Summons	3256	3853	-15%	10295	12636	-19%
Dispatched Calls	1590	1297	23%	4760	4233	12%
Valid Customer Service Complaints	140	35	300%	257	197	30%

dispatched calls (in which public safety or police officer are directed to a scene) in the third quarter. Arrests for the quarter were down by 38% and are down for the year by over 50%. Summons activity is also trending lower, down 15% for the year to date. This is partially attributable to the lower ridership levels on the system, absences in the fare inspector ranks, and less summons' written by Police partners.

Service Quality Indicators

	FY2015 On Time Performance	FY2014 On Time Performance	+/- Previous Period	FY2015 Complaints/100,000 Boarding's	FY2014 Complaints/100,000 Boarding's	+/- Previous Period
Rail	97.70%	96.60%	1.14%	1.38	1.55	-10.97%
Bus	92.10%	91.40%	0.77%	14.60	12.22	19.48%
Van	93.40%	93.90%	-0.53%	24.81	23.44	5.84%
	FY2015 Preventable Accidents	FY2014 Preventable Accidents	+/- Previous Period	FY2015 Total Accidents/ Violations (ML)	FY2014 Total Accidents/ Violations (ML)	+/- Previous Period
Rail	4	4	0%	18	24	-25%
Bus	160	125	28%	359	319	13%
Van	41	40	3%	87	98	-11%
	FY2015 Service Delays – Equipment	FY2014 Service Delays – Equipment	+/- Previous Period	FY2015 MDBF	FY2014 MDBF	+/- Previous Period
Rail	117	189	-38%	40,445	25,280	60%
Bus	761	663	15%	21,112	23,767	-11%
Van	119	79	51%	37,884	57,269	-34%

Customer complaints about service increased, driven by valid complaints against operators. On time performance for the fixed route system has improved steadily throughout the year. Accidents for the quarter were in line with previous accomplishments, but year-to-date they are up 13% on MetroBus, but have come down on Call-A-Ride. MetroLink is enjoying improved rail vehicle performance. The newer buses and older vans

continue to present a challenge for the Vehicle Maintenance Department. Both bus and van mean distance between failure (MDBF) measurements should improve with the delivery of new vans, and the development of better maintenance practices to support the new technology bus systems.

YTD Customer Service Call Center Statistics

The third quarter saw call volumes continue to decline for the third quarter in a row as real time information is available initially through the website and recently by way of cell phone app have been implemented.

	FY2015	FY2014	+/-
Information Calls Answered	511,466	580,378	-11.87%
% Information Calls Answered	88.98%	91.28%	-2.52%
Service Calls Presented	23,383	22,249	5.10%
Service Calls Answered	18,572	20,019	-7.23%

Key Capital Project Status as of 5/12/2015

Construction / Acquisition / Rehabilitation Projects						
Project	Action	Total Units	Completed Units	% Complete	Estimated Completion	CODE
EADS Bridge Rehab	Rust Mitigation / Recoat (Panels)	256	128	50.00%	2016	
North County Transfer Center Construction	Contract Award	1	0	0.00%	COMPLETED	
North County Transfer Center Construction	Construction Activity	1	0.125	12.50%	Jan-16	
Downtown Transfer Center Construction	Design Issues (City)	1	0	0.00%	2016	
Radio System Deployment	Current Design Calls For 18 Transmitter sites	18	16	88.89%	2015	
Capital Commercial Leases	Negotiate	10	9	90.00%	2015	
New Construction	Construct	1	1	100.00%	2015	
	Existing (Owned)	2	2	100.00%	2015	
	Intergovernment Agreement	5	4	80.00%	2015	
Smart Card	Bus Fareboxes	449	449	Completed	Feb-2013	
	Rail TVM's	28	28	Completed	Aug-2012	
	Rail Validators	115	110	95.65%	Oct-2014	
Vehicle Acquisition						
New Bus Rolling Stock	Procure 40' Buses	43	0	0.00%	Dec-2015	
New Bus Rolling Stock (ILL)	Procure 40' Buses	4	0	0.00%	Oct-2015	
Refurbished Bus Rolling Stock (ILL)	Procure 40' Buses	10	0	0.00%	TBD	
Van Rolling Stock	Procure (New RFP)	37	8	21.62%		
	2015 Procurement	17	0	0.00%		
Non Revenue Vehicles	Procure / Lease	70	63	90.00%	Feb-2015	
MetroLink Capital Maintenance						
Wood Tie Phase 1 of 3	Replace	36000	26050	72.36%	Jan-2016	
Catenary Contact Wire Phase 1 of 4	Replace Wire (miles)	10	10	100.00%	COMPLETED	
Station Edges - Phase 2 of 3	Replace	10	6	60.00%	Dec-2015	
Elevator Rehabilitation	Design Procurement	8	0	0.00%	Jul-2017	
	Tasks		Issue / Title		Estimated Completion	
Phase 2 and 3 Software Upgrades to AVL / Trapeze software suites authorized by Board of Commissioners	Transmit Real Time Bus data		INFO-MOBILE APP + Google Feed		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		ADA and Employee Card Interface / Repeat 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	