



Notice of Meeting and Agenda

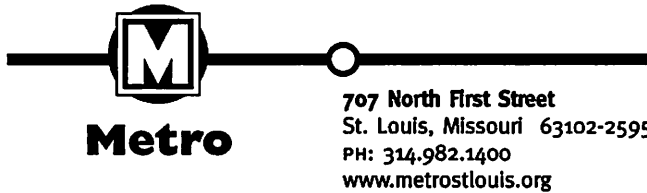
**Bi-State Development
Operations Committee
Tuesday, October 20, 2015, 8:00 a.m.**

**Headquarters - Board Room, 6th 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 Metro 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.

Agenda	Disposition	Presentation
1. Call to Order	Approval	Chairman Buehlhorn
2. Roll Call	Quorum	S. Bryant
3. Public Comment*	Information	Chairman Buehlhorn
4. Minutes from May 19, 2015 Operations Committee	Approval	Chairman Buehlhorn
5. Contract Award: GE Transportation Systems (GETS)	Approval	R. Friem / S. Grott / L. Jackson
6. Transit Operations 2015 4th Quarter Performance Report and Capital Projects Review	Information	R. Friem
7. Unscheduled Business	Information	Chairman Buehlhorn
8. Call of Dates for Future Committee Meetings	Information	S. Bryant
9. Executive Session (If needed)	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 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></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.



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**BI-STATE DEVELOPMENT AGENCY / METRO
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
MAY 19, 2015**

Committee Members in Attendance

Missouri

Vernal Brown
Kelley Farrell

Illinois

Michael Buehlhorn, Chair
Irma Golliday
Jeffrey Watson (absent)

Other Commissioners in Attendance

Aliah Holman (via phone)
David Dietzel

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
Larry Jackson, Vice President, Procurement, Inventory Management & Supplier Diversity
Scott Grott, Chief MetroLink Operations
Jessica Mefford-Miller, Chief Transit Planning & System Development
Fred Bakarich, Director, Engineering System
Mark Vago, Controller
Jason Davis, Manager, Security Fare Enforcement
Maureen Williams, Planner
Patti Beck, Director Communications
Kathy Klevorn, Senior Vice President Chief Financial Officer
Tracy Beidleman, Director Program Development & Grants
Richard Zott, Chief of Public Safety
Jerry Vallely, External Communications Manager
David Beal, Capital Budget & Program Development Administrator
Michael Gibbs, Accountant Business Enterprise
Kerry Kinkade, Vice President Chief Information Officer

Others in Attendance

None

1. **Call to Order**
8:05 a.m. Commissioner Buehlhorn called the Open Session Operations Committee Meeting to order at 8:05 a.m.
2. **Roll Call**
8:05 a.m. Roll call was taken.
3. **Public Comment**
8:06 a.m. There was no public comment.
4. **Minutes of Prior Open Session Operations Committee Meeting**
8:06 a.m. The March 17, 2015, Open Session Operations Committee Meeting minutes were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Dietzel and seconded by Commissioner Golliday. **Motion passed unanimously.**
5. **Contract Award: Purchase of Low Floor Transit Buses**
8:07 a.m. The briefing paper regarding the contract award for the purchase of low floor transit buses was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services, and Larry Jackson, Vice President, Procurement, Inventory Management & Supplier Diversity, provided a brief overview. In 2008, the Agency had to sell the rest of its RFP options due to the impending service reduction. Since that time, the Agency has piggybacked on various contracts from different cities purchasing approximately 90 buses. Those buses were modified to fit the terms and specifications required by the Agency. For the first time since 2008, the Agency is issuing a new RFP to purchase primarily 40 foot diesel buses. The description and prices for the 40 foot diesel buses were omitted from the briefing paper in error, which will be corrected when this item is presented at the next scheduled Board meeting. The Agency currently operates an active fleet of 390 buses with a contingency fleet of 56 buses. Bus replacement, as suggested by the Federal Transit Administration (FTA), is 12 years or 500,000 miles. Because of the success of the Agency's maintenance program, the average life expectancy for transit buses is 15 years or 825,000 miles. The anticipated replacement schedule is an average of 30 buses per year. A solicitation was issued for low floor transit buses on November 11, 2014, and by the March 5, 2015 due date, two manufacturers responded. After the review and evaluation of the proposals, Agency management recommended that the Committee approve and refer to the Board for approval the request for a 5 year indefinite delivery/indefinite quantity contract with Gillig Corporation to cover bus procurement of Diesel, CNG, and Hybrid buses. A motion to approve management's recommendation was made by Commissioner Golliday and seconded by Commissioner Brown. **Motion passed unanimously.**
6. **Contract Extension of Time of Performance with Illinois Excavators Inc., for Illinois Slopes Stabilization Services & Scour Protection – Phase 2 Construction**
8:09 a.m. The briefing paper regarding the contract extension of time of performance with Illinois Excavators Inc., for Illinois Slopes Stabilization Services and Scour Protection – Phase 2 Construction was provided in the Committee packet. Fred Bakarich, Interim Director Engineering, provided a brief overview. The Illinois Slopes Stabilization Services and Scour Protection Phase 2 Project (the "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. The road would allow Agency employees access to the MetroLink alignment for maintenance and inspection activities in areas where access is currently only possible by rail. The majority of the embankment slopes for the MetroLink alignment are steep slopes that are difficult to maintain. Areas of minor erosion are being reshaped and reseeded to reestablish grass. The original

completion date for the Project was November 15, 2014. The Notice to Proceed (NTP) was delayed four months while waiting for pre-award concurrence from the Illinois Department of Transportation (IDOT). The Agency extended the current contract 180 days as permitted by policy. The delayed start of construction activities caused the contractor to miss most of the favorable construction season in the first year. The 180 day extension from November 16, 2014 to May 14, 2015 resulted in only about one month of productive activity because the crews were only able to resume work on April 20, 2015. The contractor wasn't able to final shape and seed any of the work areas in 2014. IDOT allows seeding in the fall from August 1 to November 15 and spring seeding from March 1 to June 1. With all the spring rains, the contractor has not been able to perform final shaping of the work areas that require seeding. Because final shaping is required at numerous locations and there is the possibility of additional rain delays, Agency staff recommends that the contract be extended to incorporate the fall seeding season. A motion for the Committee to approve and forward to the Board for review and approval the request to extend the contract time of performance through November 14, 2015, was made by Commissioner Dietzel and seconded by Commissioner Golliday. **Motion passed unanimously.**

7. **Award of Contract to Successful Offerer of the Ewing Yard Retaining Wall Remediation Design-Build Request for Proposal**

8:16 a.m. The briefing paper regarding the award of contract to successful offerer of the Ewing Yard Retaining Wall Remediation Design-Build Request for Proposal was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services; Fred Bakarich, Interim Director Engineering; and Larry Jackson, Vice President Procurement, Inventory Management and Supplier Diversity, provided a brief overview. Approximately 100 feet 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, taking yard Tracks 114 and 115 out of service and undermining the southern portion of Scott Avenue. The Agency engaged a geotechnical engineer and a construction contractor to stabilize the collapses. The Agency's insurance carrier, Lexington, was also notified. It was determined that all but 58 feet of the 1000 foot long wall required remedial measures to restore structural stability and prevent further damage to the Ewing Yard, public utility infrastructure, and Scott Avenue. 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. Portions of the remediation project were covered by Lexington, but combining insurance funds with Federal Capital Project Funds presented a problem because there was no mechanism that allowed combining these two funding sources on one project. Lexington's claim analysis of the actual costs and the projected costs submitted by the Agency is progressing very slowly. Without the insurance proceeds, additional projects would be deferred. On December 5, 2014, a second wall failure occurred and roughly 160 feet of wall collapsed into the Ewing Yard, taking with it the adjacent portion of Scott Avenue. On December 8, 2014, the Agency moved forward, without insurance claim proceeds, and put all capital funds necessary into place to completely finance the entire remediation project, diverting completely the funding of three capital projects and a portion of one other project. A solicitation for the design and construction services for remediation of the Ewing Yard wall and repair of all damage resulting from the wall failure was issued on December 16, 2014. Final proposals from the three short listed design-build firms contending for the contract were submitted to the Agency on April 30, 2015. Proposal presentations from each of the offerers is scheduled for May 18 – May 21, 2015, with final committee review decision expected on May 21, 2015. The initial design-build budget is set at \$8.5 million, as a condition of the RFP, and the successful offerer's proposal will be at or below that amount. Although no final selection has been made at this time, this information is being presented to the Committee to get approval to forward to the Board for the June 26, 2015 meeting. Management will provide a final briefing paper with details of the review committee's selection and a request for approval of the final

design-build firm at the June 26, 2015 Board meeting. A motion for the Committee to refer to the Board the request to approve the award of a contract to the review committee's final firm selection in an amount not to exceed \$8.5 million, and authorize a construction budget of \$9,562,740 was made by Commissioner Golliday and seconded by Commission Brown. **Motion passed unanimously.**

8. Metro Adopt-A-Stop Program Proposal

8:24 a.m. The briefing paper regarding Metro's Adopt-A-Stop Program Proposal was provided in the Committee packet. Jessica Mefford-Miller, Chief of Planning and System Development, provided a brief overview. The Agency has over 6,000 bus stops and while the Agency has some arrangements with the City and other partners for maintenance of those stops, to take all of that in house would not be practical and would require a tremendous amount of resources. The Agency serves stops that are located on municipal rights of way, as well as rights of way owned by the City of St. Louis, St. Louis County, MoDOT and IDOT as well as other municipalities in Illinois. Moving problematic bus stops, at the request of property owners, would not only require a lot of manpower and resources, it would also create a burden to Agency customers. In order to improve the appearance and condition of the bus stops, Agency staff is suggesting partnering with the communities, individual citizens, businesses and organizations to ask them to help the Agency maintain these stops through the Adopt-A-Stop Program. Other transit systems around the country have successfully used this type of program. The Agency has a 3 year goal of a 15% adoption rate, which would be approximately 900 bus stops. This program would provide an opportunity to exhibit civic pride for those individuals, businesses, and organizations who participate. This effort would also create a cleaner, safer, and more pleasant transit experience for the riders. This is a prudent method of moving forward and creating some positive community support for the program. This program would be managed internally by existing Service Planning staff. Management tasks would include auditing bus stops to assure compliance, updating a database of "eligible" bus stops, ensuring that the bus stops with reported and confirmed trash problems are recommended for adoption, and ongoing adopter recruitment campaigns. The official campaign kickoff is scheduled for summer 2015. This report was informational only and no Committee action was required. A copy of the briefing paper will be kept at the office of the Deputy Secretary.

9. Transit Operations 2015, 3rd Quarter Performance Report

8:31 a.m. The Transit Operations 2015, 3rd Quarter Performance Report was provided in the Committee packet. Ray Friem, Chief Operating Officer Transit Services, provided a brief overview. Systems revenues were down \$1.5 million year to date, which includes all passenger revenue loss due to low ridership. Revenue for MetroLink and MetroBus was 2.6% below budget through the third quarter. Transit Operations expenses were lower than initially budgeted for many departments, led by Vehicle and Bus Facility Maintenance at almost 9% under budget as new rolling stock phased out older, more expensive equipment. In the previous quarter MetroLink ridership was down 6.0% and MetroBus down 1.5%. MetroLink's third quarter ridership had a loss of almost 4% and MetroBus ridership was down 3.1% for the same period. Ridership was down year-to-date on MetroLink 3.4%, MetroBus 0.8%, and Call-A-Ride 0.8%. There was a small reduction in the amount of service in the fixed route portion of the system primarily due to less special event service. Security activity on the system had an increase in customer complaints. The year to date statistics show security complaints up 30%. Regional civil unrest and criminal activity led to a 23% increase in dispatched calls. Arrests were down for the quarter by 38% and down 54% for the year. Service Quality Indicators show that on time performance numbers continue to improve and complaints per boarding on rail are down. MetroBus and Call-A-Ride complaints have increased slightly. Van complaints are offset by commendations which are not reported, but for every van complaint received, we are averaging

3 commendations. Although the preventable accident numbers for the Agency are good industry wide, they are still up slightly primarily due to a large number of new operators added this year. Equipment delays for rail were down 38%, buses were up 15% and vans were up 51%. The newer buses and older vans continue to present a challenge for the Vehicle Maintenance Department. The mean distance between failure for both buses and vans should improve with the delivery of new vans, and the development of better maintenance practices to support the new technology bus systems. Customer Service call volume continues to decline for the third quarter and this coincides with the Agency's efforts to push out real time information through the website and the new cell phone app. 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.

10. Transit Capital Program Overview

8:45 a.m. The Transit Capital Program Overview Presentation was provided in the Committee packet. Tracy Beidleman, Director Program Development & Grants, provided a brief overview. The Capital Budget was recently approved and the FY16 through FY18 budget will start on July 1, 2015. The Agency is currently receiving 5307 Urbanized Area Formula Funds and State of Good Repair Funds, which were previously called Fixed Guideway Funds. The Urbanized Area Formula Funds are received in the region based on the service the Agency operates, population density, bus service, Paratransit service and a variety of other criteria. The State of Good Repair funds are based on the light rail service provided, the amount of light rail miles operated, and years in service. These funds are received each year based on the level of funding appropriated by Congress. In the past, the Agency also received Congressional Earmark Funds that were appropriated to support revenue vehicle and major infrastructure needs. Those earmarks were eliminated in 2008 and replaced with Notices of Funding Availability (NOFAs). NOFAs are discretionary funds competed for across the country that include funding sources such as State of Good Repair, Bus Livability and Clean Fuels programs. Certain funding were formularized into the Bus and Bus Facility Formula programs under Moving Ahead for Progress in the 21st Century (MAP-21) in FY12. MAP-21 was signed into law by President Obama on July 6, 2012, and was in effect from October 1, 2012 through September 30, 2014; which was extended through May 31, 2015, through a continuing resolution authorized by Congress. Congress is currently in the process of signing a short term bill to extend MAP-21 through July 31, 2015. The Agency and other transit agencies are hoping that Congress approves a six year authorization bill. President Obama is proposing a Grow America bill which is a six year bill that goes beyond what is currently in MAP-21. There is also the possibility that Congress will propose its own six year program. If a six year plan is approved, it would strengthen the current programs and increase the funding, which would allow the Agency to plan more effectively. Some discussion followed regarding the FY16 through FY18 Capital Funds, Local Capital Sources of Funds, Federal Sources of Capital Funds, Discontinued Federal Funds, Discretionary Federal Funds, Rail-Specific Federal Formula Funds, Bus, Bus Facility and System Needs Federal Sources, Local Discretionary FHWA Federal Funds, and Capital Cash Flow by Use. This report was informational only and no Committee action was required, however, the Committee recommended that the presentation be forwarded to the full Board. A copy of the report will be kept at the office of the Deputy Secretary.

11. Unscheduled Business

9:16 a.m. No unscheduled business.

12. 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).

9:16 a.m. Pursuant to the requirements of Section 610.021 (1) of the Revised Statutes of Missouri, Commissioner Buehlhorn requested a motion to allow the Committee to go into closed session. A motion was made by Commissioner Golliday and seconded by Commissioner Dietzel. A roll call vote was taken and the Commissioners present: Brown, Farrell, Buehlhorn, Golliday, Holman, and Dietzel voted to approve this agenda item. **Motion passed unanimously.**

13. Call of Dates for Future Committee Meetings

10:10 a.m. The next Audit Committee meeting is scheduled for Friday, May 22, 2015, at 8:00 a.m.; the next Board meeting is scheduled for Friday, June 26, 2015, at 8:00 a.m.; and the next Operations Committee meeting is scheduled for Tuesday, August 18, 2015, at 8:00 a.m.

14 Adjournment

10:10 a.m. A motion to adjourn the Open Session Operations Committee meeting was made by Commissioner Dietzel and was seconded by Commissioner Farrell. **Motion passed unanimously.**


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

**Bi-State Development
Operations Committee
Agenda Item
October 20, 2015**

From: Raymond A. Friem, Executive Director Metro Transit
Subject: **Sole Source Contract Award: GE Transportation Systems (GETS)**
Disposition: Approval and Referral
Presentation: Raymond A Friem – Executive Director Metro Transit – Transit Services; Scott D. Grott, Chief MetroLink Operations; Larry Jackson, Vice President – Procurement, Inventory Management & Supplier Diversity

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 GE Transportation Systems (**GETS**), Global Signaling for manufacture of materials to rehabilitate the MetroLink system audio frequency track circuits along the phase 1 alignment.

Board Policy:

In accordance with Board Policy Chapter 50.010 (E) (1) (b), the Board of Commissioners must approve a single bid that exceeds \$100,000.00.

Funding Source:

The funding sources for rehabilitation of MetroLink system audio frequency track circuit materials are Federal Transit Administration (**FTA**) Grant number MO-54-0001 and Local Funding.

Background:

The original MetroLink system began operation in 1993. The audio frequency track circuit components are now obsolete and newer generation circuit board components are required. However, the new generation circuitry is incapable of operating within the existing equipment. Metro Transit has replaced audio frequency track circuits in recent years, but only on a smaller scale during construction of new signal interlocking locations. In order to safety certify operation the circuits had to be totally isolated, utilizing insulated rail joints. The manufacturer (GETS) would not certify or warranty audio frequency track circuits comprised of older and newer generation components. In order to safety certify the new interlocking locations, 100 % of the components were new generation circuitry within the construction limits and isolated rail joints were cut into the mainline tracks to ensure safe and proper operation. The current contracting activity is to replace 100 % of the remaining audio frequency track circuit equipment that wasn't upgraded during recent signal interlocking projects (Tucker Interlocking, East Riverfront Interlocking, and UMSL South Interlocking).

In November 2014, the Board of Commissioners approved the award of a contract to GETS for supply of replacement impedance bonds due to anticipated long lead deliveries. These impedance bonds are the only part of the audio frequency track circuit (apart from the running rails) that function with existing or new generation circuitry. The requested contract award to GETS covers the remaining bill of materials to complete replacement of obsolete audio frequency track circuitry. Each circuit board is individually manufactured, tuned, and factory tested.

Analysis:

GE Transportation Systems, Global Signaling is the only source of supply. Metro Transit obtained recent catalogue pricing from the manufacturer and pricing is in line with previous GETS GS quotes for like materials 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 sole-source contract to GE Transportation Systems – Global Signaling to manufacture audio frequency track circuit equipment for the duration of the MetroLink Audio Frequency Track Circuit Rehabilitation Project in an amount not-to-exceed \$1,203,160 (includes 10% contingency). The contract duration shall not exceed two years from contract award.

METRO Transit Division
FY2015 4th Quarter and Year End Summary
Report to the President /CEO and Board of Commissioners

Financials

	FY2015	FY2015	FY2015	FY2015	FY2014	Diff FY2015
YTD	Actual	Budgeted	Variance	%	Actual	vs. FY2014
Revenue	\$60,474,546	\$63,743,095	\$ (3,268,549)	-5.1%	\$ 60,882,132	\$(407,586)
Expenses	\$210,736,913	\$223,564,131	\$(12,827,218)	-5.74%	\$ 205,683,407	N/A

Expenses for the Transit Operations Department came in below budget in FY2015 as a result of lower than anticipated costs for labor, (open positions), healthcare costs, diesel fuel and revenue equipment parts. IN FY2015 the Engineering Department has been included in the Metro Transit Roll-up report so a comparison between FY2014 and FY2015 is not appropriate. FY2015 saw the implementation of the new labor contract. The Transit System Revenue missed budget by 5.1%, and also fell over \$500,000 below FY2014 receipts. Ridership declines in the second half of the year on both fixed route service, coupled with higher than expected declines in Medicare contract revenue all contributed to the lower than anticipated system revenue.

Ridership Comparison

Fourth quarter ridership was one of the weakest fixed route ridership performances in recent history. There are many contributing factors, including lower attendance or

Mode	4th Qtr. FY15	4th Qtr. FY14	+/- Previous Period	YTD FY2015	YTD FY2014	+/- Previous Period
Rail	4,178,949	4,581,615	-9.6%	16,637,447	17,466,322	-5.0%
Bus	7,070,525	7,584,507	-7.3%	29,232,748	29,920,882	-2.4%
Van	145,499	145,692	-0.1%	577,134	580,562	-0.6%
System	11,394,973	12,311,814	-8.0%	46,447,329	47,967,766	-3.3%

cancellation of downtown events, lower fuel prices, and slow job growth in the central corridor. However staff believes that the largest contributing factor is the perception of system and regional personal safety brought on by the civil unrest experienced in St. Louis during the fiscal year coupled with highly publicized security events which did occur in the transit system during the third quarter. For the year the system experienced negative growth for the first time since service restoration began in 2010, and for the first non-service cut year since 2005. MetroLink led in ridership loss down 5% for the year. After the first quarter of the fiscal year ridership had increased by almost a full percentage point. The loss has been rapid, and largely unchecked. The loss of ridership cannot be explained by any other service quality performance metric.

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	3,123,958	3,127,483	-0.11%	132,595	132,922	-0.25%
Bus	18,399,992	18,529,083	-0.70%	1,364,135	1,362,513	0.12%
Van	5,335,156	5,315,418	0.37%	305,467	311,539	-1.99%
	FY2014 Pass/ Rev. Mile	FY2014 Pass/ Rev. Mile	+/- Previous Period	FY2014 Pass / Rev. Hour	FY2014 Pass / Rev. Hour	+/- Previous Period
Rail	5.326	5.585	-4.86%	125.476	131.403	-4.72%
Bus	1.589	1.615	-1.64%	21.430	21.960	-2.48%
Van	0.108	0.109	-0.97%	1.889	1.864	1.37%

System efficiency measures are negatively impacted by the ridership loss as well. Passengers per revenue mile are off in all three modes, after slight decreases is passenger miles operated in both bus and rail. Passengers per revenue hour are also down on fixed route service with service hours being basically unchanged. Paratransit did experience an improvement in passengers per revenue hour up over a percentage point for the fiscal year.

Security Activity

Enforcement Efforts	4th Qtr. FY2015	4th Qtr. FY2014	Variance (%)	YTD FY2015	YTD FY2014	Variance (%)
Custodial Arrests	105	209	-50%	425	902	-52%
Summons	3,872	4,011	-3%	14,167	16,647	-14%
Dispatched Calls	1,692	1,624	4%	6452	7,144	-10%
Valid Customer Service Complaints	122	31	293%	379	184	106%

Efforts to improve the perception of security on the transit system were significantly and negatively impacted by regional unrest and a series of on-board incidents that were given significant airplay both on broadcast news and on social media. Valid complaints for the fourth quarter were up by 293%. For the fiscal year that

number was up 106%. FY2014 was an extremely good year in terms of low complaints. The complaint totals for FY2015 are very similar in quantity to those reported in FY2013. The severity of the incidents is the larger issue, with several events resulting in injury.

Service Quality Indicators

	FY2015 On Time Performance	FY2014 On Time Performance	+/- Previous Period	FY2015 Complaints/100,000 Boardings	FY2014 Complaints/100,000 Boardings	+/- Previous Period
Rail	97.30%	96.73%	0.59%	1.55	1.46	6.16%
Bus	92.00%	92.14%	-0.15%	14.59	11.86	23.02%
Van	93.40%	93.90%	-0.53%	22.71	28.94	-21.53%
	FY2015 Preventable Accidents	FY2014 Preventable Accidents	+/- Previous Period	FY2015 Total Accidents/Violations (ML)	FY2014 Total Accidents/Violations (ML)	+/- Previous Period
Rail	4	4	0%	22	24	-8%
Bus	213	180	18%	477	440	8%
Van	46	51	-10%	106	119	-11%
	FY2015 Service Delays – Equipment	FY2014 Service Delays – Equipment	+/- Previous Period	FY2015 MDBF	FY2014 MDBF	+/- Previous Period
Rail	171	230	-26%	36,855	27,659	33%
Bus	1010	928	9%	21,112	22,854	-8%
Van	602	630	-4%	35,012	54,183	-35%

When discussing these indicators it is important to note that almost all of these results are considered to be outstanding accomplishments when compared against industry averages. Our management systems reflect a desire to seek continuous and incremental improvements, and as such these results are not completely satisfying to the Metro Transit Team. On-time performance continues to be steady, around 97% for MetroLink,

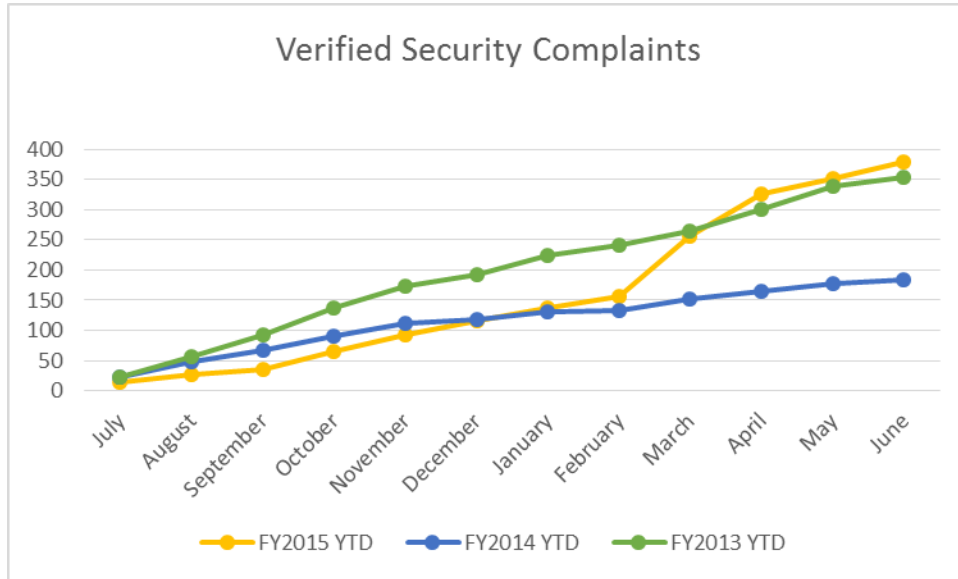
92% and 93 % respectively for MetroBus and Call-A-Ride. Preventable accidents are up slightly, while overall accidents are fairly flat. The new bus rolling stock continues to create issues for the vehicle Maintenance Department with older buses outperforming newer rolling stock significantly. The new vans did not arrive in time to significantly impact failure rates for that fleet but the experience with the new van fleet is promising. Service complaints against fixed route service was up. The chief contributing factor for MetroLink is the high level of weekend work that results in single track and delays. There were two weekend shutdowns of the system in support of the Delmar Trolley project. MetroBus complaints are largely driven by complaints against operators. System to super heat its filters and exhaust remaining particles before continuing in service. Vehicle maintenance has incorporated design changes into the new van specifications which should dramatically reduce this problem.

YTD Customer Service Call Center Statistics

Metro's Transit Information and Customer Service Call Center experienced significantly less call volume in FY2015. Staff believes this is due to the real time system information applications that were rolled out as the Automatic Vehicle Locator System (AVL) has been fully deployed on MetroBus. Percentage of calls answered remained above the 90% goal threshold.

	FY2015	FY2014	+/-
Information Calls Presented	660,805	765,912	-13.72%
% Information Calls Answered	90.32%	91.42%	-1.21%
Service Calls Presented	24,341	27,000	-9.85%
Service Calls % Answered	93.1%	91.3%	1.97%

Other System Information



As you can see from the above chart Metro was experiencing improvement in the area of Security complaints. FY 2014 saw a sharp reduction in complaints over FY2013, and FY2015 was progressing in a similar fashion until March of 2015.

The next two pages are the departmental Employee Accountability and Development System Metric Worksheet. Each individual department is scored on their accomplishments. Their scores roll-up to a departmental score which all share. Again, the goals we set (Represented under the 3 column), reflect some of the highest standards anywhere in the Public Transportation industry.

Key Capital Project Status as of 10/13/2015

Project	Construction / Acquisition / Rehabilitation Projects					CODE
	Action	Total Units	Completed Units	% Complete	Estimated Completion	
EADS Bridge Rehab	Rust Mitigation / Recoat (Panels)	256	228	89.06%	2016	
North County Transfer Center Construction	Contract Award	1	1	100.00%	COMPLETED	
North County Transfer Center Construction	Construction Activity	1	0.65	65.00%	Jan-16	
Downtown Transfer Center Construction	Design Issues (City)	1	1	100.00%	2016	
Downtown Transfer Center Construction	RFP / Contract Award	1	0.5	50.00%	Award Feb. 2016	
Boyle Ave. MetroLink Station	Design Activities	1	0.1	10.00%	RFP Award Jan. 2016	
Radio System Deployment	Current Design Calls For 18 Transmitter sites	24	13	54.17%	2016	
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.	Intergovernment Agreement	5	4	80.00%	2015	
Smart Card	Hardware	592	587	99.16%	Feb-2013	
Software	Rail Sys Testing			75.00%	Aug-2012	
Software	Bus Sys Testing			30.00%	Oct-2014	
Software	Third Party Interfaces			30.00%		
Procedures / Personnel / Equipment	Security/ Enforcement			50.00%		
Vehicle Acquisition						
New Bus Rolling Stock (ILL)	Procure 40' Buses	4	2	50.00%	Oct-2015	
Refurbished Bus Rolling Stock (ILL)	Procure 40' Buses	7	0	0.00%	Jan-2016	
Van Rolling Stock	Procure (New RFP)	37	37	100.00%	Jun-2015	
Non Revenue Vehicles	2015 Procurement	17	0	0.00%	TBD waiting on Chassis	
MetroLink Capital Maintenance	Procure / Lease	70	65	92.86%	Feb-2016	
Wood Tie Phase 1 of 3	Replace	36000	29139	80.94%	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	7	70.00%	Dec-2015	
Elevator Rehabilitation	Design	8	0	0.00%	Jul-2017	
Phase 2 and 3 Software Upgrades to AVL / Trapeze software suites authorized by Board of Commissioners	Tasks	Issue / Title	Estimated Completion			
	Transmit Real Time Bus data	INFO-MOBILE APP + Google Feed	COMPLETED March 2015			
	Public Safety Projects	Genetec Update / Incident Mapping		Jul-2016		
	Operations Management Projects	Dispatch/PSD/Cust. Service		Aug-2016		
	Operation Business Intelligence	Transit Business Suite / Dashboard		Aug-2017		
State of Good Repair	Fare Collection	ADA and Employee Card Interface / Repeat Offender Database		9/1/2014		
MOW Work Integrated Plan	MOW DataBase		100%	Completed		
Color Code KEY	Asst Mgmt Plan Capital Planning Software Tool	Regulatory/ Economic			Behind schedule/overbudget	
	12-May-15	No issues				