

**BI-STATE DEVELOPMENT
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
JANUARY 20, 2017**

Committee Members in Attendance

Missouri

Aliah Holman, (via phone)
Vacant

Illinois

Michael Buehlhorn, Chairman
David Dietzel, (absent)
Irma Golliday (absent)
Tadas Kicielinski (absent)

Other Commissioners in Attendance

Vernal Brown, (present @ 8:06 a.m.)

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
Kathy Klevorn, Sr. Vice President, Chief Financial Officer
Lisa Burke, Executive Assistant
Mark Vago, Controller
Patti Beck, Director, Communications
Scott Grott, Chief MetroLink Operations
Kathy Brittin, Director, Risk Management, Safety & Claims
Kerry Kinkade, Vice President, Chief Information Officer
Andrew Ghiassi, Manager, Safety & Loss Control
Jerry Valley, External Communications Manager
Charles Stewart, Vice President Pension & Insurance
Jessica Mefford-Miller, Chief Transit Planning & System Development
Les Nations, General Manager MetroBus
Keith Gordon, Bus Operator
Kent Swagler, Director Corporate Compliance and Ethics
John Langa, Vice President Economic Development
Gary Smith, Internal Audit Intern
Michael Shane Jennings, Manager IT ERP Systems
Lawrence Brew, Director Brentwood Bus Operations
John Wagner, Director Research Institute
Jonathan Frederick, Director Accounting & Budget
Kelly Schneider, Manager Procurement Support
Yodit Teklu, Associate Project Manager St. Louis Regional Freightway

Julianne Stone, Vice President Strategic Initiatives
Maureen Williams, Planner
Ken Franklin, Vice President Government Relations & Policy Initiatives
Umesh Sharma, ERP Analyst, III

Others in Attendance

None

- 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, stated that as part of the Metro program to recognize “Outstanding Employees Doing Outstanding Things”, two employees were being honored, Keith Gordon and Maureen Williams. Keith Gordon, a MetroBus Operator, was on his route, and came across a naked child wandering unattended in the streets. Mr. Gordon took the child into custody and called the police. An adult, who claimed to be the child’s parent, approached him, however under the circumstances, the child remained in Mr. Gordon’s custody until such time as 911 dispatch confirmed it was safe to return the child to the person claiming to be the parent. Due to the quick actions and good judgment of Mr. Gordon, this child was kept out of harm’s way and was safely returned to the parent. Lawrence Brew, Director Brentwood Bus Operations, presented a proclamation of appreciation to Mr. Gordon. Maureen Williams, a Metro Planner, while on the MetroLink system, noticed that a passenger appeared to be in severe distress and was unresponsive. Ms. Williams immediately notified the appropriate authorities to dispatch paramedics. Additionally, Ms. Williams was able to obtain information from a contact found in the passenger’s cell phone who provided crucial information that was relayed to the paramedics and that resulted in a successful rescue for this passenger. Jessica Mefford-Miller, Chief Transit Planning & System Development, presented Ms. Williams with a proclamation of appreciation.
- 5. Minutes from October 18, 2016 Operations Committee**
8:06 a.m. The October 18, 2016, Open Session Operations Committee Meeting minutes were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Holman and seconded by Commissioner Buehlhorn. **Motion passed unanimously.**
- 6. Contract Award: The Harlan Company for the Rehabilitation of Elevators at Four MetroLink Stations**
8:07 a.m. The briefing paper regarding the Contract Award to The Harlan Company for the rehabilitation of elevators at four MetroLink Stations was provided in the Committee packet. Larry Jackson, Executive Vice President for Administration, provided a brief overview, stating that there are a number of elevators on the alignment, particularly in the Phase I installations that

need rehabilitation. An RFP was issued September 8, 2016, and only one bid was received, which was from The Harlan Company. As a result of receiving only one response, the bid was converted to a negotiated procurement. Management's recommendation is for the Committee to approve and forward to the Board for approval the contract award to The Harlan Company. A motion was made by Commissioner Brown and seconded by Commissioner Holman to approve this agenda item as presented in the briefing paper and forward to the Board for final approval. **Motion passed unanimously.**

7. **Contract Award for Enterprise Asset Management System Software and Implementation**
8:09 a.m. The briefing paper regarding the contract award for Enterprise Asset Management System Software and Implementation was provided in the Committee packet. Ray Friem, Executive Director Metro Transit, provided a brief overview. As part of the requirements of the Moving Ahead for Progress in the 21st Century (**MAP-21**) and the new FTA formula-based program, State of Good Repair Grants (**SGR**), transit agencies are required to develop a Transit Asset Management Plan (**TAM**). Bi-State Development (**BSD**) initiated the TAM program in May 2014, to achieve "Total Asset Visibility" and asset management tools to promote better management of safety-related public transportation capital assets. As part of this project, an application to link inspection reports and other maintenance activities to a Geographic Information System (**GIS**) tool was implemented to provide a complete history of every transit asset. Based on the findings of Phase I and Phase II of this project, the need for a more enhanced Enterprise Asset Management (**EAM**) was identified. An RFP was issued on August 31, 2016, and five (5) proposals were received. The highest ranking firm withdrew their proposal and the second highest ranking firm was selected. Management's recommendation is for the Committee to approve and forward to the Board for approval a contract with Trapeze Software Group, Inc. A motion was made by Commissioner Holman and seconded by Commissioner Brown to approve this agenda item as presented in the briefing paper and forward to the Board for final approval. **Motion passed unanimously.**

8. **1st Quarter Operations Report and Capital Projects Update**
8:12 a.m. The 1st Quarter Operations Report and Capital Projects Update was provided in the Committee packet. Ray Friem, Executive Director Metro Transit, provided a brief overview. Transit Operations Department expenses were below the FY2017 budget and the FY2016 actual. System revenue fell below budget expectations. Ridership is down across the system; valid security complaints are up over FY2016; and On-Time Performance (**OTP**) improved for MetroLink and Call-A-Ride over the first quarter of FY2016. MetroBus maintained its better than 91% OTP for the quarter. The Call Center continues to have significantly less call volume since the introduction of real time information apps to the public; but the percentage of calls answered increased as a result. The call volume has dropped significantly and an evaluation of the Center is planned to determine if there are opportunities to better serve our riding customers. Mr. Friem also discussed Service Levels Snapshot highlighting the Planning Department Schedule Performance Comparison, Elevator/Escalator Availability and Key Capital Project Status as of January 3, 2017.

9. **Unscheduled Business**
8:30 a.m. There was no unscheduled business.

10. Call of Dates for Future Committee Meetings

8:31a.m. The Committee was advised of upcoming meetings as follows:

Audit, Finance & Administration Committee:	Friday, January 27, 2017, 8:00 a.m.
Board Meeting:	February 24, 2017, 8:00 a.m.
Operations Committee:	Tuesday, March 21, 2017, 8:00 a.m.

11. 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 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 § 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).

8:31 a.m. Pursuant to the requirements of Bi-State Development Board Policy, Chapter 10, Section 10.080(D); (1); (2); (7); (16); and (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 Brown and seconded by Commissioner Holman. A roll call vote was taken and the Commissioners present, Buehlhorn, Brown and Holman voted to approve this agenda item. **Motion passed unanimously, and the Open Session meeting was adjourned at 8:31 a.m.**