

**BI-STATE DEVELOPMENT  
OPERATIONS COMMITTEE MEETING  
OPEN SESSION MINUTES  
AUGUST 15, 2017**

**Committee Members in Attendance**

Michael Buehlhorn, Chairman  
David Dietzel, (absent)  
Irma Golliday, (via phone)  
Aliah Holman, (via phone)  
Justin Zimmerman

**Other Commissioners in Attendance**

Vernal Brown, (via phone)

**Staff in Attendance**

John Nations, President & CEO  
Barbara Enneking, General Counsel and Deputy Secretary  
Shirley Bryant, Certified Paralegal  
Ray Friem, Executive Director Metro Transit  
Barbara Georgeff, Director of Executive Services  
Kathy Klevorn, Sr. Vice President, Chief Financial Officer  
Jim Cali, Director Internal Audit  
Larry Jackson, Executive Vice President of Administration  
Dianne Williams, Vice President of Communications & Marketing  
Patti Beck, Director of Communications  
Lisa Burke, Executive Assistant  
Patti Beck, Director, Communications  
Richard Zott, Chief of Public Safety  
Matthew Hibbard, Social Media Communications Manager  
Kent Swagler, Director Corporate Compliance & Ethics  
Virginia Alt-Hildebrandt, Manager Administrative Services  
Diana Bentz, Vice President of Organizational Effectiveness  
Jenny Nixon, Executive Director Tourism Innovation  
Dave Sanders, Strategic Business Development Manager  
Kathy Brittin, Director, Risk Management, Safety & Claims  
Ted Zimmerman, Director Marketing  
Mary Lamie, Executive Director St. Louis Regional Freightway  
Charles Stewart, Vice President Pension & Insurance  
Kerry Kinkade, Vice President, Chief Information Officer  
David Allen, Director Arts-In-Transit  
Yodit Teklu, Associate Project Manager – Freight Partnership  
Scott Grott, General Manager MetroLink  
Jessica Mefford-Miller, Assistant Executive Director, Transit Planning & System Development  
Ken Franklin, Vice President Government Relations & Policy Initiatives  
Julianne Stone, Vice President Strategic Initiatives  
Annissa Stanley, Casualty Claims Manager

**Others in Attendance**

Taulby Roach, St. Clair County Transit District  
Edwilla Massey, Rep. Clay's Office  
Richard Maxwell  
Scott Kirks  
Ryan McClure

**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**

**8:00 a.m.** There was no public comment.

**4. Minutes from May 16, 2017 Operations Committee**

**8:01 a.m.** The May 16, 2017, Open Session Operations Committee Meeting minutes were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Brown and seconded by Commissioner Zimmerman. **Motion passed unanimously.**

**5. St. Louis Regional Freightway 2017 Multimodal Transportation Project List**

**8:02 a.m.** The briefing paper and attachment regarding the St. Louis Regional Freightway 2017 Multimodal Transportation Project List was provided in the Committee packet. Mary Lamie, Executive Director St. Louis Regional Freightway, provided a brief overview. The updated 2017 Multimodal Transportation Project List was developed by the Needs Analysis and Freight Development Committee (NAFD). NAFD consists of a broad cross section of industry leaders representing, manufacturing, logistics, industrial real estate, workforce development, economic development organizations, academia, all modes of transportation, both the Illinois and Missouri Departments of Transportation and the East-West Gateway Council of Governments (EWGCOG). The Freight Multimodal Transportation Project List was unanimously approved by the Freight Council, the EWGCOG Board of Directors and the Bi-State Development Board of Commissioners in 2016. NAFD updated the project list for 2017. The project list is a tool for elected leaders, the DOTs and regional leaders to better understand the infrastructure needs of manufacturing and logistic industries that represent the region and the nation's supply chain. The projects in the 2017 Multimodal Transportation Project List were developed through a request for projects throughout the St. Louis region from state and local agencies and our committee members. NAFD committee members met and the projects were vetted with public and private stakeholders from across the region. The Merchants Bridge (TRRA) over the Mississippi River was ranked as the Freightway's highest priority project. New projects include improvements to Interstate 70, Hanley Road, and St. Charles Rock Road in Missouri and Interstate 64, Air Mobility Drive expansion, and Kaskaskia Regional Port District projects in Illinois. Some discussion followed regarding other projects that may be considered in the future. 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.**

John Nations, President & CEO, also informed the Board that Mary Lamie was recognized by the *St. Louis Business Journal* as one of the 25 most influential women in business in the St. Louis region, and it is a well-deserved recognition.

**6. Contract Award: Mobile Data Terminal Replacement for Call-A-Ride (CAR)**

**8:08 a.m.** The contract award for Mobile Data Terminal Replacement for Call-A-Ride (CAR) was provided in the Committee packet. Ray Friem, Executive Director Metro Transit, provided an overview. The Mobile Data Terminals (MDT) are at the heart of how the CAR system operates; it is the system that communicates to the operators in real time about changes in their schedules. Paratransit does not have a fixed route, appointments are set up day by day, and they are subject to change through the course of the day. The MDT interfaces directly with the scheduling software, which is a critical piece of equipment for CAR, and without it we wouldn't be able to meet customer expectations in paratransit. A solicitation was issued on February 24, 2017, and two (2) proposals were received (StrataGen and Trapeze). Upon completion of the consensus technical scores, presentation/demonstration scores and the best and final cost scores, management's recommendation is that the Operations Committee approve and forward to the Board for final approval the request that the President & CEO enter into a contract with the firm whose proposal is most advantageous to Bi-State Development, with price and other factors considered. The contract is not to exceed the amount of \$634,123 to implement new Mobile Data Terminals for the Metro Call-A-Ride fleet that meets or exceeds the functionality and capabilities that they employ today. Additional discussion followed. A motion was made by Commissioner Zimmerman 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 Modification: Extension of Communications Agency Services Contract with Common Ground Public Relations**

**8:12 a.m.** The contract modification for the Extension of Communications Agency Services Contract with Common Ground Public Relations was provided in the Committee packet. Jenny Nixon, Executive Director Tourism Innovation provided an overview. A solicitation was issued in February 2013 to provide communications services, professional counsel and strategic planning services to assist in the development and implementation of activities for the Gateway Arch Riverfront. The contract was awarded to Common Ground Public Relations (CGPR). The contract was for three (3) base years and two (2) option years. The contract period began April 24, 2013, and currently the contract is in Option Year 2. During the past five (5) years the City Arch River project and other improvements at the Jefferson National Expansion Memorial have continued and the overall completion date for the project has been extended. The project completion date is Summer 2018. The completion of the project and the new visitor experience is expected to draw significant local, regional, and national interest. The Missouri Division of tourism along with Explore St. Louis have stated their intent to focus on the completion of the project in promoting the 2018 tourism season. Management's request is to extend the current contract with CGPR for an additional six (6) months. The contract extension will not only allow continuity of services but will also allow the flexibility of services if the project completion date is modified again. Management's recommendation is for the Operations Committee to approve and forward to the Board for final approval the request that the President & CEO issue a modification to extend the contract six (6) months and expand the scope of services in the amount of \$188,000 with Common Ground Public Relations for the purposes of continuity of services for the project completion and grand opening activities in 2018. The total revised contract would not exceed \$675,461. 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. Amendment of Bylaws for 501(c)(3) Arts in Transit, Inc.**

**8:16 a.m.** The Amendment of Bylaws for 501(c)(3) Arts in Transit, Inc. was provided in the Committee packet. Dianne Williams, Vice President of Communications & Marketing and David Allen, Director Arts-In-Transit were present for the presentation and to answer any questions from the Committee. Due to technical problems with the microphones, John Nations, President & CEO, provided a brief overview of this agenda item. Arts-In-Transit (**AIT**) has received funding from a number of governmental grant makers including the St. Louis Regional Arts Commission, the Missouri Arts Council, and the National Endowment for the Arts. This has resulted in hundreds of thousands of additional dollars to Bi-State Development (**BSD**) over the years for educational and community programs, permanent and temporary public art, and integrated artistic design. Now that AIT is a 501(c)(3) organization, they are eligible to apply to broader range of funders. A major evaluation for most foundations and funding institutions is the composition of the grantee's governing body. Every grant application asks about the diversity of the Board of Directors, and the background and/or professional expertise of the Board's membership. Currently AIT's board consists of BSD staff members only. The Board of Directors of AIT should be modified and its Bylaws amended to include outside representation. A five member Board of Directors would include a combination of one member of the Board of Commissioners, two members from the Visual Arts and/or Design community, one member from the education community and one member from the business community. Management's recommendation is that the Operations Committee approve and forward to the Board for final approval the Amended and Restated Bylaws of Arts In Transit, Inc. and the Affiliation Agreement between Arts In Transit, Inc. and BSD. A motion was made by Commissioner Zimmerman 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.**

**9. 4<sup>th</sup> Quarter Operations Report and Capital Projects Update**

**8:21 a.m.** The 4<sup>th</sup> Quarter Operations Report and Capital Projects Update was provided in the Committee packet. Ray Friem, Executive Director Metro Transit provided an overview of the 4<sup>th</sup> Quarter Report for FY17. Expenses for the Transit System finished the year under budget, however in the beginning of the fiscal year Metro assumed it would reimburse St. Louis County Police Department \$4.1 million of contract expenses. After the start of the fiscal year, St. Louis County paid the police department directly resulting in the contract service line item being significantly under budget. The FY18 budget reflects this change. Fuel cost continued to trend lower than budget by almost \$3 million. Wages and benefits were also less than budgeted primarily because of open positions throughout the fiscal year. The loss of passenger revenue was below budget by almost \$7.5 million and below the previous year's total by over \$4 million. This is directly related to lower ridership across the system. The system ridership was 7.6% lower than FY16. Major public safety incidents in March 2017 contributed to this quarterly ridership loss. Metro carried 3.1 million fewer passengers in FY17 compared to FY16. MetroBus ridership was down 8.2%, MetroLink ridership was down 5.5%. The annual service plan is relatively unchanged. Rail revenue miles and hours are down slightly because of the reopening of the EADS Bridge. MetroBus miles and hours are up slightly due to the opening of the North County Transit Center. Call-A-Ride can self-adjust depending on the daily rides scheduled and the reduced miles and hours reflect the ridership trend for that service. Valid Security complaints were stable when compared to the 4<sup>th</sup> quarter of FY16. System Performance Measures continue to meet the very high goals set for them. On time performance is stable or improving for all modes. Valid customer complaints are up 3% for the quarter and 22% for the year. Maintenance data shows lower mean distance between failures (**MDBF**) for FY17, but each

mode is well above industry averages. Metro is unable to accurately track custodial arrests across the system because that information isn't reported to Metro staff. For this reason, Metro staff will devise a new reporting system to more accurately report the security activity for future reports. Lower ridership totals and the addition of on-line communication tools have had an impact on call volumes in the Customer Service Center. Effective August 14, 2016, Customer Service expanded its operating schedule from 7:30a.m. – 4:30p.m. to 7:00a.m. – 6:00p.m. The Downtown Transit Center Project is 100% completed and open. The SmartCard project will be the focal point of the October 17, 2017 Operations Committee meeting. The system is ready and is in final testing. The Service Design Review is a new project that Jessica Mefford-Miller will discuss in more detail today in agenda item #10.

Some discussion followed regarding revenue received from various jurisdictions and other revenue sources, as well as system ridership and LRV replacement. This agenda item was informational only and no further action was required. A copy of this report will be kept at the office of the Deputy Secretary.

#### **10. Metro Reimagined Project Update**

**8:40 a.m.** The Metro Reimagined Project Update was provided in the Committee packet. Jessica Mefford-Miller, Assistant Executive Director Transit Planning & System Development provided a brief overview. The Metro Transit System has undergone several service transformations over the past decade. *Metro Redefined*, initiated in 2004, transformed the transit system into a hub-and-spoke service model that no longer required customers to go downtown to reach their final destination. The system expanded to include a light rail expansion in 2006 and several new transit centers that addressed the changing passenger travel needs. *Metro Reimagined* will result in recommendations for service adjustments which could be phased in over a five year horizon. Possible service changes to be explored could include new route realignments, frequency and spacing adjustments, and additional service types designed specifically to create new opportunities to access the system. *Metro Reimagined* will provide a look at current market conditions, service performance, and operations. The Market Analysis will provide insight on existing market demand and mobility needs by evaluating land use, demographics, and travel patterns within the St. Louis region. Service Evaluation will analyze Metro Transit's network design, service operations, and ridership to provide insight on how customers use the system. *Metro Reimagined* will build on the successes while employing innovative mobility options that enhance the customer experience and provide a variety of appropriate service levels. This report was informational only and no Committee action was required. A copy of this report will be kept at the office of the Deputy Secretary.

#### **11. Metro Transit System Security Update**

**8:53 a.m.** Metro Transit System Security Update was provided in the Committee packet. John Nations, President & CEO, provided a brief update. The Board requested regular updates regarding recent changes in Security policy including the regional Memorandum of Understanding (MOU) for MetroLink Security. Agency staff has been working with the jurisdictions to implement the MOU. Conversations are ongoing and a meeting is scheduled later today with the Chief of Police in St. Louis County to discuss how to proceed. The jurisdictions and the Transit Access Working Group have been meeting, and an invitation has been extended to Mr. Friem to become a part of the Transit Access Working Group. We are still working through the issues in the MOU with the jurisdictions. Mr. Friem stated that as we work through some of the MOU issues, we are proceeding both on a functional and technical day-to-day review of the different functions that comprise the entire security asset. The major incidents on the system have declined a little bit in the last quarter. There have been reports of increased activity on the

trains both on the part of the police departments and Metro's Public Safety. Some of the goals of some of the programs seem to be realized in the initial stages. Mr. Nations stated that there is a renewed emphasis and commitment of everyone involved to maximize safety on the public transit system. 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.

**12. Unscheduled Business**

**8:55 a.m.** There was no unscheduled business.

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

**9:00 a.m.** The Committee was advised of upcoming meetings as follows:

Audit, Finance & Administration Committee:	Friday, August 25, 2017, 8:00 a.m.
Board Meeting:	Friday, September 22, 2017, 8:00 a.m.
Operations Committee:	Tuesday, October 17, 8:00 a.m.

**14. 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).**

**9:00 a.m.** Pursuant to the requirements of Bi-State Development Board Policy, Chapter 10, Section 10.080(D); (1); (11); (15); and (16), 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 Zimmerman and seconded by Commissioner Holman. A roll call vote was taken, and the Commissioners present, Holman, Buehlhorn, Golliday, Zimmerman and Brown voted to approve this agenda item. **Motion passed unanimously, and the Open Session meeting was adjourned at 9:00 a.m.**