

**BI-STATE DEVELOPMENT
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
(Virtual Meeting)
May 21, 2021
Immediately following the
Audit, Finance & Administration Committee Meeting**

Operations Committee Members participating via Zoom

Rose Windmiller, Chair
Derrick Cox
Irma Golliday
Vernal Brown
Terry Beach

Other Commissioners participating via Zoom

Justin Zimmerman
Herbert Simmons
Nate Johnson
Sam Gladney
Fred Pestello – absent

Staff participating via Zoom

Taulby Roach, President and Chief Executive Officer
Brenda Deertz, Director of Executive Services
Barbara Enneking, General Counsel and Deputy Secretary
Myra Bennett, Manager of Board Administration
Jessica Mefford-Miller, Executive Director Metro Transit
Jessica Gershman, Assistant Executive Director Planning & Systems
Mary Lamie, Executive Vice President of Multi Modal Enterprises
Chris Poehler, Assistant Executive Director Engineering Systems
Darren Curry, Assistant Executive Director Transit Assets
Andrew Ghiassi, General Manager Safety/Chief Safety Officer
Ted Zimmerman, Vice President Marketing & Communication

Others participating via Zoom

Jenni Bevell, ASL Interpreter
Chelsey Niezwaag, ASL Interpreter

- 1. Open Session Call to Order**
9:57 a.m. Chair Windmiller called the Open Session of the Operations Committee Meeting to order at 9:57 a.m.

2. Roll Call

9:57 a.m. Roll call was taken, as noted above.

3. Public Comment

9:57 a.m. Chair Windmiller asked Myra Bennett, Manager of Board Administration, if any speaker cards have been received for today's meeting. Ms. Bennett noted that the following communication was received.

Name: Derrick Osborne
Representing: Self
Topic: Bus not showing up

Comments: On May 10th, the 97 Delmar Westbound did not show up at 3:18 pm at Delmar and Kingshighway. This is the 3rd time in 3 weeks that a scheduled bus has failed to show. I contacted the Director of Facilities and was informed there was a "service issue".

After viewing the new promotional ads, I am forced to conclude that clearly Metro can't get me where I need to go when I need to be there. I can only guess how many other riders this has happened to.

As we try to press people to get back to work, how can we be assured public transport will get us there and back?

I have lost faith in Metro and am forced to find other alternatives

It is my sincere hope that the Board will look into why buses aren't where they are supposed to be, when they are supposed to be there.

Since you have lost me as a patron, in addition to the fact the system is bleeding riders. I hope for other riders that these issues can be corrected.

Commission Zimmerman asked if the Board could receive an e-mail in response to this situation. Jessica Mefford-Miller, Executive Director Metro Transit, stated that this will be provided, and she noted that staff has responded to Mr. Osborne, to address his concerns.

4. Minutes of the April 8, 2021 Operations Committee, Open Meeting

10:00 a.m. The minutes of the April 8, 2021, Operations Committee, Open Meeting were provided in the Committee packet. A motion to approve the minutes was made by Commissioner Beach and seconded by Commissioner Brown. **The motion passed unanimously.**

5. Metro Transit's Agency Safety Plan

10:01 a.m. A briefing paper was included in the meeting materials, presenting to the Operations Committee, for discussion, acceptance, and referral to the Board of Commissioners for approval, a request to authorize the President & CEO to approve the Metro Transit's Agency Safety Plan. President & CEO, Taulby Roach, gave an overview of this item. A motion to accept this item

and recommend it to the Board of Commissioners for approval, as presented, was made by Commissioner Golliday and seconded by Commissioner Zimmerman. **The motion passed unanimously.**

6. Operations Report

10:03 a.m. An operations report for Metro Transit was included in the Committee packet. Jessica Mefford-Miller, Executive Director of Metro Transit provided a PowerPoint presentation to the Committee, addressing the pandemic recovery program and the capital investment program. She noted that currently, approximately 40% of the BSD team have been vaccinated, and after this weekend's event, 45% should be vaccinated; however, this is not enough. She noted that communications continue to be sent to employees to encourage vaccinations and notify employees of upcoming vaccine opportunities. Commissioner Zimmerman stated that he feels that BSD has exhausted its current efforts. He stated that he feels that the numbers are not where they need to be, noting that they are below the national average for the Operators. He stated that the workforce needs to be safe, and it needs to be a safe environment for the riders. He asked that Metro Transit please continue efforts to encourage the workforce to be vaccinated. Ms. Mefford-Miller stated that she agrees that not enough of the workforce has been vaccinated, and Metro Transit will be introducing other incentives soon, to further encourage vaccination. Commissioner Brown asked if Metro Transit has received any input from the workforce regarding the hesitancy. Ms. Mefford-Miller stated that several reasons have been given, and Metro Transit is trying to address these issues and concerns.

Ms. Mefford-Miller stated that Metro Transit is welcoming riders back, noting that MetroBus is operating at approximately 89% and MetroLink is operating at approximately 94%. She stated that she is seeing growth, and Metro Transit is making changes to meet the demands, including an increase to the micro transit efforts.

(Commissioner Johnson left the meeting at approximately 10:11 a.m.)

Ms. Mefford-Miller gave an overview of capital improvements including increased marketing efforts, modernization of the bus fleet, Wi-Fi testing, camera upgrades, upgrades to the light rail vehicles and fare collection upgrades. Commissioner Gladney posed questions regarding operator shortages. He asked if we have workers in the process of being trained, and if the ridership is being made aware of the shortage of drivers and bus issues. Ms. Mefford-Miller stated that Metro Transit has employees in the pipeline to be trained and is holding additional recruitment events, and incentives. She noted that Metro Transit is not alone regarding the workforce shortage issue. This item was presented as information only.

7. Pilot Fare Programs to Promote Access, Equity, and Ridership

10:29 a.m. A briefing paper was provided in the meeting materials, regarding this item. Jessica Mefford-Miller, Executive Director Metro Transit, provided an overview of this issue. It was noted that both the current recovery conditions and the development of a Fare Program update are setting the stage to explore fare discount programs that could reduce barriers and enable more people to ride the fixed route system (MetroBus and MetroLink). While Call-A-Ride (CAR) paratransit service has largely sustained its pre-pandemic level of demand, there is currently excess capacity on bus and light rail modes. Testing fare programs that benefit targeted groups of riders will focus on enticing more fixed route ridership over the second half of 2021, during a 6

month trial basis. She noted that the program would decrease ridership on Call-A-Ride, while increasing the ridership on the other Metro Transit systems.

Chair Windmiller posed questions regarding the no fare and reduced rates, asking if this program will include first mile/last mile. Ms. Mefford-Miller stated that it would not. Chair Windmiller expressed concerns as to whether this program will be successful, when it is much more convenient for riders to be picked up at their homes. This item was presented as information only.

8. Contract Award – Light Rail Vehicle Professional Engineering Consulting Services

10:37 a.m. A briefing paper was provided in the Committee packet, regarding a request for acceptance and referral to the BSD Board of Commissioners for approval, a request to authorize the President and CEO to enter into a contract with Hatch LTK, not to exceed \$7,190,996, for light rail vehicle (LRV) professional engineering consulting services for Bi-State Development. Darren Curry, Assistant Executive Director Transit Assets, gave an overview of this item, noting that on February 25, 2021, Bi-State Development (BSD) issued solicitation 21-RFP-198978-CG Light Rail Vehicle (LRV) Professional Engineering Consulting Services. The solicitation was issued to seek proposals from qualified vendors to provide LRV Professional Engineering Consulting Services. A Disadvantaged Business Enterprise (DBE) Goal was not recommended for this project, and the contract period of performance will consist of five (5) base years. Key tasks and deliverables will include conceptual design, industry review, and technical specifications.

President/CEO Roach noted potential alternatives that are noted in the briefing paper, including evaluation of the feasibility of operating a single extended length LRV in lieu of Metro's standard 2-car concept.

A motion to accept this agenda item, as presented, and recommend it to the Board of Commissioners for approval, was made by Commissioner Gladney and seconded by Commissioner Golliday. **The motion passed unanimously.**

9. Contract Award – Electronic Fare Collection System

10:42 a.m. A briefing paper was provided in the Committee packet, regarding a request to accept and refer to the BSD Board of Commissioners for approval, authorization of the President & CEO to enter into a contract, for three (3) base years with two (2) options years, with the highest ranking firm whose proposal provide the Agency with the best value based on the most advantageous offer, technical and cost factors, the quality of services to be performed, their conformity with the scope of services and the firm's suitability to the requirements of the Agency's entities involved, in the not to exceed amount of \$3,500,000.00. Jessica Mefford-Miller, Executive Director Metro Transit, gave an overview of this item.

Commissioner Simmons asked how much money was spend on the Gateway Card program. Ms. Mefford-Miller noted that the Gateway Card program was part of a much larger program, and a memo had been sent regarding this issue. She stated that she could re-send that memo. Commissioner Simmons posed questions regarding handheld equipment that is not being used. Ms. Mefford-Miller noted that some of the equipment is being used. Commissioner Simmons stated that it is his understanding that some operators have no way to validate the Gateway Cards, and asked for clarification of what the total costs of the upgrades will be. Additional discussion

was held regarding the upgrades and costs. Chair Windmiller expressed concerns as to how the proposed project will fit into the total system. President/CEO Roach stated that he understands the Commissioners' concerns regarding how this one element will fit into the total context of the larger system; however, it does not make sense to invest into the old system. He suggested that it may be necessary to table this item, so the entire system can be discussed in greater detail. A motion to table this agenda item, for further discussion, was made by Commissioner Zimmerman and seconded by Commissioner Simmons. **The motion passed.** (This item will be tabled for further discussion.)

10. Title VI Procedures and Analyses Updates

10:58 a.m. A briefing paper was provided in the Committee packet, regarding a request to accept and refer to the BSD Board of Commissioners for approval, AFE analysis and monitoring updates as part of Metro's Title VI program. Jessica Gershman, Assistant Executive Director Planning & System Development, gave an overview of this item, noting that the Title VI program includes policies and procedures that protect objective and equitable decision-making regarding the allocation of transit system benefits. She noted that, with these policies in place, Metro Transit staff have updated procedures for conducting service and fare equity (SAFE) analysis, which determine the adverse effects, if any, of these changes on minority and low-income populations. Ms. Gershman stated that staff have executed the SAFE analysis updates by utilizing the newly updated Title VI policies, and have applied that procedure to the most recently scheduled major service change, which was Metro Reimagined in late 2019, and she noted that any temporary emergency service changes that occurred as a result of the COVID-19 pandemic were exempt from this analysis per FTA guidance. She added that the equity analysis found that routing and service changes under the Metro Reimagined plan did not have adverse effects on minority or low-income populations. She reported that Metro Transit staff examined average vehicle age, on-time performance, passenger loads, and access to service, finding no disparity in service quality on the basis of race/ethnicity or income level.

Chair Windmiller stated that she appreciates the information provided, and asked if this information is validated by any outside review. Ms. Gershman noted that the FTA reviews the Title VI plan every three years. Commissioner Golliday noted previous complaints regarding fares and services, and asked if changes were made. Ms. Gershman indicated that these items were addressed.

A motion to accept this agenda item, as presented, and recommend it to the Board of Commissioners for approval, was made by Commissioner Brown and seconded by Commissioner Golliday. **The motion passed.**

11. Marketing & Strategic Planning Services

11:03 a.m. A briefing paper was provided in the Committee packet, regarding a request to accept and refer to the Board of Commissioners for approval, that the President & CEO be authorized to enter into a 5-year contract with Werremeyer Creative, in the not to exceed amount of \$2,128,500.00 for marketing and strategic planning services. Ted Zimmerman, Vice President Marketing and Communications, gave an overview of this item, noting that this would be a three year contract, with 2 option years. He noted that the contract includes services for website maintenance and development, focused customer communications, and internal communications, all of which are critical in responding to the changing landscape of transit.

Commissioner Cox asked if the cost noted, is the total cost for all five years. Mr. Zimmerman stated this is correct. Commissioner Cox asked if BSD has cut back on marketing. Mr. Zimmerman stated that marketing has actually increased, including communications to Metro Transit ridership regarding steps that have been taken to make the system safe and secure. He noted that information is being distributed in various languages as well. Chair Windmiller noted that the briefing paper indicated that a DBE goal was not recommended for this project, and posed questions as to why. Mr. Zimmerman stated that DBE is determined by the Procurement Department, and noted that BSD is very proactive is pursuing DBE with its procurements. Chair Windmiller noted that she has noticed that several recent procurements did not specify a DBE goal, and would like more information from Procurement regarding this issue.

A motion to accept this agenda item, as presented, and recommend it to the Board of Commissioners for approval, was made by Commissioner Beach and seconded by Commissioner Simmons. (Commissioner Cox voted nay.) **The motion passed.**

12. President/CEO Report

11:10 a.m. Bi-State Development President/CEO Taulby Roach addressed the Committee noting that BSD is begging to receive and collect data on safety and security, and he anticipates that the first quarterly report will be sent to the Commissioners on Wednesday.

Mr. Roach also noted that Mr. Curran will supply information at the next Board meeting regarding the DBE process, as requested by the Commissioners.

13. Unscheduled Business

11:11 a.m. There was no unscheduled business.

14. Call of Dates for Future Board and Committee Meetings

11:11 a.m. Myra Bennett, Manager of Board Administration, advised the Committee that the next Board of Commissioners Meeting will be held on Friday, June 25, 2021, at 8:30 a.m. She noted that no meetings are currently scheduled for the month of July.

15. Adjournment

11:12 a.m. Chair Windmiller asked if there was any further business, being none, Commissioner Simmons made a motion to adjourn the meeting. The motion was seconded by Commissioner Beach. Unanimous vote in favor was taken. The motion passed, and the meeting was adjourned at approximately 11:12 a.m.



Deputy Secretary to the Board of Commissioners
Bi-State Development