



Operations Committee

Open Meeting

Friday, March 18, 2022 at 8:30 AM

Virtual Meeting

211 North Broadway, 6th Floor

St. Louis, MO, 63102



Operations Committee - Open Meeting - March 18, 2022 at 8:30 AM

Notice of Meeting and Agenda

1. Call to Order	Approval	Chair Windmiller
2. Roll Call		M. Bennett
3. Public Comment	Information	Chair Windmiller
4. Approval of Minutes of the January 28, 2022 Operations Committee, Open Meeting	Approval	Chair Windmiller
A. Draft Minutes - January 28, 2022 - Operations Committee, Open Meeting - 4		
5. On the Way with ADA: Fixed Route Incentive Program	Approval	C. Stewart
A. Briefing Paper - 13		
B. ADA - Attachment A - 15		
C. ADA - Attachment B - 16		
6. Sole Source Contract with Four Nines Technologies for Fare Collection Program Development	Approval	T. Curran
A. Briefing Paper - 17		
7. Contract Modification: Union Station Tunnel Rehabilitation Consultant Services	Approval	C. Poehler
A. Briefing Paper - 19		
8. Single Bid Contract Award – Downtown Tunnel Repairs	Approval	C. Poehler / T. Curran
A. Briefing Paper - 21		
9. Northside-Southside MOA	Approval	T. Roach
10. Contract Renewal Negotiations - St. Clair County Transit District	Information	T. Roach
11. Unscheduled Business	Information	Chair Windmiller
12. Operations Report	Information	C. Stewart
A. Workforce Update and Metro Performance Summary - 22		
13. President/CEO Report	Information	T. Roach
14. Call for the Dates of Future Board & Committee Meetings	Information	M. Bennett
15. Adjournment to Executive Session	Approval	Chair Windmiller
If such action is approved by a majority vote, the Committee 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).		
16. Reconvene to the Open Meeting	Approval	Chair Windmiller
17. Adjournment	Approval	Chair Windmiller

**BI-STATE DEVELOPMENT
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
(Virtual Meeting)
January 28, 2022 at 8:30 AM**

Operations Committee Members participating via Zoom

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

Other Commissioners participating via Zoom

Herbert Simmons
Sam Gladney

Fred Pestello – Absent
Nate Johnson – 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
Thomas Curran, Executive Vice President – Administration
Tammy Fulbright, Executive Vice President, Chief Financial Officer
Mary Lamie, Executive Vice President of Multi Modal Enterprises
Chris Poehler, Assistant Executive Director Engineering Systems
Charles Stewart, Executive Vice President Organizational Effectiveness
Jessica Gershman, Assistant Executive Director, Planning & Systems
Virgie Chaffen, Jr., Director Labor Relations

Others participating via Zoom

Erin Stumpf, ASL Interpreter
Rebecca Pursley, ASL Interpreter

1. **Open Session Call to Order**
8:30 a.m. Chair Windmiller called the Open Session of the Operations Committee Meeting to order at 8:30 a.m.
2. **Roll Call**
8:30 a.m. Roll call was taken, as noted above.

3. Public Comment

8:33 a.m. Chair Windmiller opened the meeting by noting that, as a result of the pandemic, and in an effort to keep the Board, staff and the public safe, the Agency has offered the public the opportunity to provide public comment through the Bi-State website, rather than making a personal appearance at our Board meetings. She reported that, since November 29, 2021, emailed public comments have been received from 28 individuals.

Chair Windmiller reported that approximately 20 of the individual comments pertain to turnstiles, including suggestions that funds for this project be spent on workforce development and increased driver wages and hazard pay, in order to increase/hire available drivers, and improve frequency and reliability of bus service. Chair Windmiller stated that safety and workforce development are two of the most important issues that Metro Transit currently faces. She stated that the Agency is fortunate to have finances available to address both issues. In addition, she noted that, within the last week, staff has developed plans to improve starting wages, with a pathway for team members to reach top pay within three years. The labor shortage is a national problem and impacts many, if not all industries. Chair Windmiller stated that the Agency is investing in better training, pay incentives, and wage increases, and the leadership team continues to improve workforce solutions that improve existing team members, and also attract new talent.

Chair Windmiller reported that the Board also received several email comments related to mask compliance, safety questions, bus stop locations, as well as specific service complaints, due to changes to bus service. She noted that staff, who are equipped to address these specific items, will be following up within the next week and informing the Board of their resolution.

Chair Windmiller stated that the public can be assured that the BSD Board of Commissioners receives and reviews all of these valuable public comments about policy and investment decisions, as part of their meeting preparations. She stated that, although the Board does rely on staff to assist with comments related to service and/or operations, the Board also follows up and reviews the outcomes of these comments, as well. She stated that the Board appreciates and takes seriously the emailed comments from the public. Chair Windmiller stated that everyone looks forward to the day when we can resume in person meetings and the Board's personal contact with the public. She added that, as has been past practice, the public comments received have been included in today's meeting materials, and will be included in the minutes from today's meeting.

4. Minutes of the October 15, 2021 Operations Committee, Open Meeting

8:36 a.m. The minutes of the October 15, 2021, Operations Committee, Open Meeting were provided in the Committee packet. A motion to approve the minutes, as presented, was made by Commissioner Golliday and seconded by Commissioner Brown. **The motion passed unanimously.**

5. Agreement between Missouri Department of Health & Senior Services and Bi-State Development

8:37 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, an agreement between Metro Transit and Missouri Department of Health and Senior Services (MDHSS), utilizing \$20,000.00 in funding from MDHSS, for active transportation amenities for Metro Transit's Community Mobility Hubs in North St. Louis City. President & CEO, Taulby Roach, gave an overview of this item. He stated this item is one of many public support

payments we receive, and as such, must come before the Board of Commissioners to obtain approval of the intergovernmental agreement. He noted that although this is a relatively small dollar amount, it is critical funding component to the Agency's operations. Mr. Roach stated that this is support for Senior Services, primarily regarding Call-A-Ride.

A motion to approve this agenda item, as presented, was made by Commissioner Cox and seconded by Commissioner Golliday. **The motion passed unanimously.**

6. Sole Source Contract Authorization for Professional Engineering Services, Phase 2 – Engineering and Design Support Services – Rehabilitation of the MetroLink Cross County Extension Tunnels and Stations

8:38 a.m. A briefing paper was provided in the meeting materials, regarding a request that the Committee accept, and refer to the Board of Commissioners for approval, a request that the President & CEO enter into a "sole source" contract for professional engineering services related to the rehabilitation of the Big Bend/Skinker tunnels and stations with Gall Zeidler Consultants, in an amount not to exceed \$369,006.09. Chris Poehler, Assistant Executive Director Engineering Systems, provided an overview of this issue, noting that this contract will include repairing leakage, as well as damage that has occurred. He noted that Gall Zeidler Consultants were hired by BSD through a sole source award, for Phase I of this project, in April 2021. He reported that Phase I has been completed, and the results from that assessment were used to identify and prioritize needed repairs. Mr. Poehler stated that BSD has negotiated a scope of work and fee with Gall Zeidler Consultants for Phase 2 of the proposed project, in the amount of \$369,006.09, which includes a 10% contingency.

A motion to approve this agenda item, as presented, was made by Commissioner Brown and seconded by Commissioner Cox. **The motion passed unanimously.**

7. Contract Modification: Contract with WSP USA, Inc. – MetroLink Station Enhancements

8:39 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 allow Metro to modify the current contract for design and construction phase services with (WSP) for MetroLink Stations Enhancements, based on the cost proposal submitted on December 28, 2021 and a 10% contingency, in an amount not to exceed \$1,700,000. Chris Poehler, Assistant Executive Director Engineering Systems, gave an overview of this item, noting that in April 2019, Bi-State Development (BSD) entered into a contract with WSP for planning and design services for enhancements for five MetroLink Stations, including Laclede's Landing, Convention Center, 8th & Pine, Forest Park-DeBaliviere and Delmar Loop. He reported that the proposed modification will authorize funding to advance the 20% ACE plans to completion by WSP for two of the MetroLink stations originally scoped: 8th and Pine and Convention Center. Under this proposal, final designs will be developed for the two stations, as well as plans and services for an additional construction phase, to complete the critical improvements as soon as possible. The cost of the proposed project is \$1,700,000, which includes a 10% contingency. Commissioner Cox asked if these enhancements have been considered in the development of the Safe Platform Project, and Mr. Poehler noted that these enhancements will be incorporated into those plans. Commissioner Cox asked if the original WPS assessment included the placement of turnstiles. Mr. Poehler noted that turnstiles were not included in the original scope. President/CEO, Taulby Roach, stated that the WSP report noted the need for "access control", and this will definitely be incorporated into the overall Safe Platform Project.

A motion to approve this agenda item, as presented, was made by Commissioner Gladney and seconded by Commissioner Brown. **The motion passed unanimously.**

8. Skinker Bridge Rehabilitation Project – Contract Time Extension

8:42 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 and CEO to sign a no-cost contract modification to extend the contract period of performance from June 20, 2021 to October 31, 2022. Chris Poehler, Assistant Executive Director Engineering Systems, gave an overview of this item, noting that, overall the Skinker Bridge is in relatively good condition; however, it required some rehabilitation. He reported that the contract was awarded to STV, Inc., for the rehabilitation design and related services during construction of the rehabilitation, and the design has been completed; however the design work took longer than anticipated, primarily due to the COVID-19 pandemic. He noted that it is now proceeding to the construction phase and a time extension of the contract is needed to extend the contract until October 31, 2022.

A motion to approve this agenda item, as presented, was made by Commissioner Brown and seconded by Commissioner Gladney. **The motion passed unanimously.**

9. East Riverfront Stair Replacement Project – Contract Time Extension

8:45 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, a request to authorize the President and CEO to sign a no-cost contract modification, to extend the contract period of performance from February 28, 2022 to October 31, 2022. Chris Poehler, Assistant Executive Director Engineering Systems, gave an overview of this item, noting that contract was awarded to The Harlan Company, for the construction/rehabilitation of the stairs at the MetroLink East Riverfront Station. He reported that the contractor has been delayed due to ongoing maintenance work on the elevators at East Riverfront. In order to maintain passenger access to the platform, Metro has preferred not to have the stairs under construction at the same time that the elevators were being repaired. Mr. Poehler stated that the elevator work is now completed, and the work on the stairs will be able to start in the spring of 2022. The current contract expired on August 30, 2021, with two, 90 day time extensions, extending the contract until February 28, 2022. He noted that the proposed time extension would extend the contract until October 31, 2022. Commissioner Cox asked the cost for this project. Mr. Poehler noted that the original contract amount is approximately \$700,000. Commissioner Simmons asked if the Agency will be able to recoup any of the funds related to the issues with the elevators. President/CEO Roach stated that he does not have that information; however, he will ask Darren Curry to provide an update to the Board of Commissioners regarding that issue. Mr. Roach noted that it is his understanding that heaters that are embedded in the elevators, which were improperly located, caused many of the issues, and if this is related to a design flaw, the Agency may be able to recoup some of those costs. He stated that he will follow-up on this issue. Commissioner Simmons asked the time frame for the project, and Mr. Poehler stated that he anticipates the end of October.

A motion to approve this agenda item, as presented, was made by Commissioner Cox and seconded by Commissioner Simmons. **The motion passed unanimously.**

10. Sole Source Contract Authorization – Replacement of MetroLink SCADA System

9:49 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, a request to allow BSD to issue a sole source contract, not to exceed \$4,560,998, to Collins Aerospace to upgrade the existing MetroLink AIM SCADA CTC system and Phase-1 Spartec RTUs. Tom Curran, Executive Vice President Administration, gave an overview of this item, noting that Collins Aerospace is the sole distributor of this equipment. He stated that staff recommends proceeding now with the initial upgrade of the SCADA system, which will support critical safety features and the buildout of MAA. He noted that future improvements could be contemplated at a later date. Mr. Curran stated that to award the replacement of our SCADA system to a contractor other than Collins Aerospace would produce multiple issues involving intellectual property, duplication of costs, and significant delays in implementation of the Mid-America Airport light rail extension; a second option of creating a separate SCADA system exclusively for the Mid-America Airport extension has been determined to be impractical. In addition, Mr. Curran noted that regulations in FTA Circular 4220.1F, allow for the award of a sole source contract if certain conditions are present, including: 1) unique or innovative concepts involving confidential details; 2) patents or restricted data rights; 3) substantial duplication of costs that are not expected to be recovered through competition; and 4) unacceptable delay if another contractor would be hired to produce highly specialized equipment. He stated that team members from Transit Assets, Engineering and Procurement staff have discussed these regulations and agree that the proposed utilization of Collins Aerospace for replacement of our SCADA system is appropriate for all of these reasons. Chair Windmiller noted that this is a substantial sole source contract; however, she understands that this contract is necessary, due to extenuating circumstances. She thanked Mr. Curran and staff for ensuring the criteria was met.

A motion to approve this agenda item, as presented, was made by Commissioner Simmons and seconded by Commissioner Cox. **The motion passed unanimously.**

11. Contract Award Bus and Van Inspection Services

8:52 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, a request that the President & CEO enter into a 5-year contract to supply bus and van inspections with the highest ranking firm, First Transit, in the not-to-exceed amount of \$551,338.65. Tom Curran, Executive Vice President Administration, gave an overview of this item, noting that a solicitation for this item was issued on June 14, 2021. He reported that two proposals were received and forwarded to an evaluation team for review. He noted that First Transit was the highest ranking firm. It was noted that this contract is funded 100% through operational funds.

A motion to approve this agenda item, as presented, was made by Commissioner Brown and seconded by Commissioner Cox. **The motion passed unanimously.**

12. Contract Award - 21-RFP-192977-TJ - Heavy Duty Transit Buses

8:53 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, a request that the President & CEO enter into a 5-year, IDIQ contract to supply low floor and electric buses with the highest ranked firm, Gillig Corporation, in the not to exceed amount of \$122,197,743.74. Tom Curran, Executive Vice President Administration, gave an overview of this item, noting that a solicitation for Heavy Duty Transit Buses was issued on June 21, 2021, and two proposals were received and

forwarded to an evaluation Committee for review. He noted that, as a result of the consensus technical and cost scores combined, Gillig was determined to be the highest ranking firm. Chair Windmiller posed questions regarding the type of fuel for the new buses, and the number of buses to be purchased. It was noted that the proposal was advertised for both gas and electric buses, and per the contract, 30 buses would be purchased each year, for a 5 year period, for a total of 150 buses. President and CEO Roach noted that the purchases will be made over a 5 year period, in order to maintain fleet continuity. Commissioner Cox asked if delivery is taking longer, due to the supply chain issues, resulting from the pandemic. Mr. Roach noted that it is his understanding that the delays are primarily with the Call-A-Ride fleet, and there was a small issue with the delivery of the battery electric buses; however, he will have Darren Curry, Assistant Executive Director Transit Assets, follow-up on the question.

A motion to approve this agenda item, as presented, was made by Commissioner Simmons and seconded by Commissioner Brown. **The motion passed unanimously.**

13. Letter of Agreement Between Bi-State Development and The Jerry Costello Group, LLC for Consulting Services for the St. Louis Regional Freightway and Bi-State Development

9:00 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, the Letter of Agreement between BSD and The Jerry Costello Group, LLC for consulting services for the Freightway and BSD, with terms in effect for a twenty-four (24) month period of April 1, 2022, through March 31, 2024. Mary Lamie, Executive Vice President of Multi Modal Enterprises, gave an overview of this item, noting that Former Congressman, Jerry Costello, will be the lead person for the Consultant. She noted that the Agency first contracted with the The Jerry Costello Group in 2015, and has worked with the Consultant under three previous contracts. Ms. Lamie stated that the Consultant will provide strategic advice and planning for the Freightway, coordinate activities between the Freightway and the US Secretary of Transportation, as well as with members of the US Congress and other government officials, and will work with Class I Railroads in the St. Louis region to identify strategies to fund Freightway projects. She noted that these services will be provided at the current rate of \$9,000 per month and would be in effect for twenty-four (24) months, starting on April 1, 2022, through March 31, 2024. It was noted that an attachment has been included in the meeting materials, outlining achievements. Chair Windmiller asked if the attachment was recently added to the meeting materials. President and CEO Roach noted that the information was supplied to Ms. Bennett yesterday afternoon, and was added to the meeting materials. He apologized for the late addition. Chair Windmiller stated that it would be helpful if this information could be supplied to the Board of Commissioners on a quarterly basis. Mr. Roach stated that staff will supply this information on an ongoing basis.

A motion to approve this agenda item, as presented, was made by Commissioner Simmons and seconded by Commissioner Gladney. **The motion passed unanimously.**

14. Unscheduled Business

9:03 a.m. There was no unscheduled business.

15. Operations Report

9:03 a.m. An operations report for Metro Transit was included in the Committee packet. President and CEO, Taulby Roach, and Charles Stewart, Executive Vice President Organizational Effectiveness, provided a summary of the report for the Committee.

President/CEO Roach noted that an extensive report is included in today's packet for the Commissioners' review, including a list of Capital Projects; however, he would like to focus on the Light Rail Vehicle (LRV) replacement project. He noted that the Agency has 87 light rail vehicles, many of which have reached the end of their economic life; however, the team has done an excellent job of major renovations on these vehicles. Mr. Roach noted that approximately one-third of the vehicles should be considered for replacement. He noted that specialized engineering consultants are working with the manufacturing community regarding design modifications to increase efficiency.

President/CEO Roach indicated that many additional Capital Project updates are noted in today's report. He stated that he would also like to mention some projects taking place in Illinois. He stated that the Agency has a hybrid relationship and strong partnership with the St. Clair County Transit District which has been fruitful in moving many of these projects forward.

Charles Stewart, Interim Executive Director Metro Transit provided an overview of ridership numbers to the Board of Commissioners. He noted that continued issues relating to operator shortages continue to impact the system, resulting in decreased service and missed trips. Mr. Stewart stated that, although the workforce shortages are still significant, the Agency continues to provide sign on bonuses, incentive bonuses and referral bonuses, as well as continues to hold job fairs. In addition, Mr. Stewart reported that the Agency has reached an agreement with the ATU, which will increase starting wages. He noted that he will continue to monitor this situation. Commissioner Gladney asked for additional details regarding the operator shortage and the wage increase. President/CEO Roach noted that there are currently 21 operators in training, which is promising; however, the effects of the Omicron variant has increased the number of positive results throughout the organization. Mr. Roach added that Trenise Winters, General Manager MetroBus, has indicated that there are a number of good, quality candidates in the current training pool. Mr. Stewart gave specifics relating to the increases being proposed in the agreement with the ATU. He noted that for MetroBus Operators, the starting pay will be increased from \$15.88 to \$18.53; for Call-A-Ride, the pay will be increased from \$16.42 to \$17.33. He noted that there were also increases for two types of Mechanics: For Class 10 Fuel/Oil Attendants, the starting pay will be increased from \$14.81 to \$16.92; and for Class A Bus Maintenance, from \$16.26 to \$18.59. Commissioner Gladney thanked staff for their efforts regarding the worker shortage. Commissioner Simmons congratulated Mr. Stewart on his appointment to this new position. Commissioner Simmons also noted that the Illinois bus garage is sufficiently staffed at this time, and they are not missing trips, which is good news. Mr. Stewart noted that the Agency is having more issues with staffing on the Missouri side. Commissioner Windmiller posed questions regarding the discrepancy between Missouri and Illinois. Jessica Gershman noted that there is a smaller, more manageable amount of service in Illinois. Commissioner Cox posed questions regarding funding for the pay increases. President/CEO Roach noted that the funding is coming from a combination of CARES, CRISSA and existing budget resources. Mr. Roach commended the employees, and partners at the ATU and IBEW for their hard work. Chair Windmiller thanked the team, and stated that hopefully, better days are ahead.

This item was submitted as information only, and no action is needed by the committee.

16. President/CEO Report

9:18 a.m. Bi-State Development President & CEO, Taulby Roach, stated that he would like to welcome Charles Stewart to his new position. He noted that Mr. Stewart has a vigilant

commitment to Bi-State Development, and has exhibited the kind of leadership that the organization needs. He stated that he is looking forward to Mr. Stewart's leadership in this new position.

President/CEO Roach noted the effects of the Omicron variant on the workforce, and stated that the organization continues to hold job fairs, with the next one being tomorrow, at Orlando Gardens in Maryland Heights.

President/CEO Roach reported that MetroBus Operator, Jonathan Cobb, continues to improve. He stated that Trenise Winters, General Manager MetroBus, invited Mr. Cobb to attend a recent meeting. He attended via Zoom, and the staff was pleased that he could attend. Mr. Roach asked that the Board, staff, and public recognize the employees who are out on the front line, for the hard work that they are doing.

President/CEO Roach acknowledged the tremendous partnerships of the Agency, noting that Illinois Governor, J.B. Pritzker, was in attendance at the event held at the Illinois Garage for the \$9.8 million grant for the Emerson Park Project, and thanked him for his attendance.

President/CEO Roach reported that the Secure Platform Plan is going well. He noted that the legal team is currently working through several legal documents related to that project, and he anticipates the design process will begin in February.

17. Call of Dates for Future Board and Committee Meetings

9:24 a.m. Myra Bennett, Manager of Board Administration, advised the Committee of the upcoming meetings, as follows:

Tentative schedule:

Board of Commissioners Meeting:	Friday, February 18, 2022	8:30 AM
Safety & Security Meeting:	Thursday, March 10, 2022	8:30 AM
Operations/Audit, Finance, Administration:	Friday, March 18, 2022	8:30 AM

18. Adjournment to Executive Session – If such action is approved by a majority vote who constitute a quorum, the Committee may go into closed session to discuss legal, confidential, or privileged matters pursuant to Bi-State Development Board Policy Chapter 10, §10.080(D) Closed Records; Legal under §10.080(D)(1).

9:24 a.m. Chair Windmiller requested a motion to allow the Committee to move into closed session as permitted under Bi-State Development Board Policy, Chapter 10, Section 10.080, (D) (1) – Legal; and (D) (7) – Purchasing & Contracts.

A motion to move into Executive Session was made by Commissioner Brown and seconded by Commissioner Gladney. A roll call vote was taken as follows:

Rose Windmiller – Yea	Terry Beach – Yea
Vernal Brown – Yea	Derrick Cox – Yea
Sam Gladney – Yea	Irma Golliday – Yea
	Herbert Simmons – Yea

The motion passed unanimously, and the Committee moved into Executive Session at 9:25 a.m.

19. Reconvene to Open Meeting

9:35 a.m. The Committee reconvened to the Open Meeting at approximately 9:35 a.m.

Commissioner Simmons made a motion to accept, and forward to the Board of Commissioners for approval, an authorization for the President and CEO to enter into an intergovernmental agreement with the Illinois Department of Transportation for the construction of the Engine Run-up at the St. Louis Downtown Airport. The motion was seconded by Commissioner Cox.

Rose Windmiller – Yea
Vernal Brown – Yea
Sam Gladney – Yea

Terry Beach – Yea
Derrick Cox – Yea
Irma Golliday – Yea
Herbert Simmons – Yea

The motion passed unanimously.

20. Adjournment

9:36 a.m. Chair Windmiller asked if there was any further business, and being none, Commissioner Beach made a motion to adjourn the meeting. The motion was seconded by Commissioner Golliday. Unanimous vote in favor taken. The motion passed, and the meeting was adjourned at approximately 9:36 a.m.

Deputy Secretary to the Board of Commissioners
Bi-State Development

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 18, 2022**

From: Charles Stewart, Interim Executive Director Metro Transit;
Amy Parker, ADA Coordinator Metro Transit
Subject: **On the Way with ADA: Fixed Route Incentive Program**
Disposition: Approval
Presentation: Charles Stewart, Interim Executive Director Metro Transit

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners, a request to permanently implement the On the Way with ADA Program that was piloted in 2021. This program allows eligible ADA Complementary Paratransit (Metro Call-A-Ride) riders to use Metro's Fixed Route services (MetroLink and MetroBus) for no fare. This change would incentivize ridership on MetroBus and MetroLink, reduce costs associated with Call-A-Ride service for both the Agency and the Customer, and improve equitable access to transit service.

Background:

Since June 2021, the On the Way with ADA (OTW) Pilot program has offered an incentive for qualified ADA Complementary Paratransit riders to use Fixed Route when they are able to do so. The pilot was implemented in part to address operator shortages that extended to Metro Call-A-Ride. The program goals go beyond COVID-19 solutions. Data collected and summarized in the attachments shows (a) better utilization of scarce Agency resources (see attachment A), (b) cost savings and more options for passengers who may have limited transportation options, and (c) embodiment of the spirit of the ADA--inclusion of people with disabilities into services provided to the public.

Fixed route transit--mass transit, in particular--is a more efficient and cost-effective transportation service than specialized services like paratransit. For example:

- The cost to the Agency and its funders for a single trip on ADA Complementary Paratransit exceeds 5 times the cost of a single trip on Fixed Route.
- There is more capacity on Fixed Route than on paratransit, especially during the present labor crisis.
- **Increasing utilization of Fixed Route by ADA Complementary Paratransit eligible riders is fiscally responsible while simultaneously creating capacity on ADA Complementary Paratransit for those who cannot utilize Fixed Route.**
- Adequate capacity is critical to enable the Agency to meet the requirements established by the ADA which prohibits capacity constraints for required trips.

ADA's intent is full participation and inclusion in society for persons with disabilities. ADA Complementary Paratransit is required by the ADA to replace fixed route service, when a person's disability prevents them from using Fixed Route independently. Many riders with disabilities can use Fixed Route for some transit trips. The physical environment interacts with the rider's physical, visual, and cognitive abilities; the intersection of these factors is what should define whether a specific trip can be completed on Fixed Route. For example, a power wheelchair user needs an

accessible path of travel to and from the stop. A person with an intellectual disability may be able to learn a simple, routine trip on Fixed Route, but may need ADA Complementary Paratransit for an untrained or complicated trip.

Analysis:

Metro has offered the On the Way with ADA Pilot program since last summer as a promotional fare, then extended with Board approval. The pilot will expire May 31, 2022, without action from the Board. This pilot has demonstrated cost savings estimated at over \$500,000 yearly, better use of scarce human resources, and increased transportation outcomes and satisfaction from program participants.

BSD Board Policy states that Metro's transit fare structure "shall seek to meet the needs of transit-dependent customers."¹ For many passengers with disabilities, especially those who need wheelchair accessible vehicles, MetroLink, MetroBus or Metro Call-A-Ride are the only feasible transportation options. Furthermore, paragraph D of Chapter 90 states that, "The Agency shall provide free bus and light rail transit services only in those situations that result in benefits to the Agency."² Our analysis shows that this program is a benefit to the Agency, by allowing Metro to better utilize scarce resources (operators and funding). We ask that the Operations Committee consider making the On the Way with ADA Program a permanent part of the fare structure.

Committee Action Requested:

Management recommends that the Operations Committee accept, and refer to the Board of Commissioners, permanent approval of the On the Way with ADA Program, allowing registered ADA Complementary Paratransit Eligible passengers to use MetroBus and MetroLink for no fare.

Attachments:

- A: Cost Analysis of On the Way with ADA Program
- B: Use and Perception of Program for Program Participants

Funding Source:

This program is projected to save over \$555,000 per year. Funding for administration of the program is accommodated within Metro's Operating Budget.

¹ Board Policy Chapter 90 Transit Operations, Section 90.010 Transit System Fares, B. Evaluation.

² Board Policy Chapter 90 Transit Operations, Section 90.010 Transit System Fares, E. Free Transit Services.

Attachment A:

Cost Analysis of On the Way with ADA Program

\$555,180 Projected Annual Savings to the Agency

\$485,250	Credit: Cost of Trips that would have otherwise been taken on Call-A-Ride
- \$115,128	Loss: Revenue from unpurchased Reduced Fare Passes
= \$370,122	Savings over 8 months (pilot)
÷ 8 = \$ 46,265	Average Savings per Month
x 12 = \$555,180	Estimated Savings per Year

Assumptions for analysis:

- \$50 = Community Investment or Subsidy for each Call-A-Ride trip provided
- 9705 trips not needed on Call-A-Ride during data collection period
- \$39 = Cost per user per month in which the OTW card was validated at least once
- 2952 reduced fare monthly bus passes not purchased by OTW card holders

Data used for analysis:

- Call-A-Ride Ridership Data for the 8 months pilot has been running + previous 8 months
- On the Way with ADA Gateway Card Data for the 8 months the pilot has been running
- Data from Metro's Planning Division regarding community subsidy by transit mode

Attachment B:

Use and Perception of Program for Program Participants

In February 2022, On the Way with ADA pilot program participants who had validated their card at least one time on MetroBus or MetroLink were invited to share feedback about the pilot program. The survey had a 19% response rate.

Of those who responded:

- 96% report this program saves them money each month
- 41% report using Call a Ride “Less Often” or “Not at All”
- 45% report increased ability to get where they need to go
- 49% report increased ability to go when they need to go
- 65% report they are traveling to new places

The survey included an opportunity to share open ended comments about the user’s experience with the program. Highlights show that the program has not only served as an important safety net during our current Call-A-Ride operator shortage, but also that it has driven positive associations with Metro’s overall service:

- **“I can take trips with little notice**, or when I don’t have the change to pay for the fare. The walking helps my back to feel better.”
- “I love it. It is nice to be able to get back and forth to the doctor without waiting for others or transportation. An incredible idea.”
- “It makes me feel better as a senior citizen. **Makes me feel like Metro cares about me getting around.**”
- “This is a great service for the elderly and disabled. Go Metro.”
- “I am just glad for the program, and it helps me out a lot. I get around a lot more than I do if I had to pay the money to ride.”
- **“This card is a gift from God**-this card is an angel. I love this card!”
- “I used the card when I can’t get Call-A-Ride reservations.”
- **“I have more money to buy food and toiletries. This is one of the better things that has happened.** It makes it easier to make everything stretch.”
- “It is so convenient for me because **I am not worried about pulling out money** on busses or trains, especially at the MetroLink Station. I am visually impaired, and I wish it could go on forever.”

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 18, 2022**

From: Charles A. Stewart, Interim Executive Director of Metro Transit
Subject: **Sole Source Contract with Four Nines Technologies for Fare Collection Program Development**
Disposition: Approval
Presentation: Thomas Curran, Executive Vice President of Administration

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to enter into a sole source contract with Four Nines Technologies for external support and validation of a new Fare Collection Program.

Background:

Bi-State Development is building a suite of interconnected projects, collectively entitled the Next Generation Fare Collection Program (FCP), which will include a revised fare policy, fare structure, fare pricing, and fare collection system. This program will include an electronic faring system, validators, ticket vending machines (TVMs), and fareboxes. The FCP must also support the Secure Platforms Project (SPP), which will include constructing infrastructure at each MetroLink station to limit platform access to customers who possess valid fare media.

While Bi-State Development staff are engaged in the formation and execution of the FCP, management is seeking external support for program development and validation from a third party expert that is familiar with the agency's current fare system and transit assets. This consultant would act as an extension of staff, coordinating activities, providing information regarding industry best practices, and making recommendations for the design and execution of the new fare collection program. With consultant support, coordination, and guidance, Bi-State/Metro staff would lead the development of technical specifications, procurement, equipment installation and subsequent testing.

A scope of work (SOW) has been created for the consultant selected to assist with Fare Collection Program development. Phase I of the SOW includes: 1) review of Bi-State's fare policy and all project documentation created for the Fare Collection Program to date; 2) interviewing staff and stakeholders to identify and refine project goals; and 3) preparation of an updated list of goals and objectives for the new fare system that identifies conflicts and recommends solutions.

Phase II of the scope of work will include additional tasks comprised of: a Request for Information (RFI) for all fare collection equipment required; preparation of bid-ready technical and performance specifications for ticket vending machines (TVMs); TVM and farebox replacement; revenue process security; and creation of a detailed project plan and on-going project management. The Phase II work will be considered later, following the creation of updated goals and objectives in Phase I.

Analysis:

Four Nines Technologies, a transit consulting firm, has a successful track record of assisting Bi-State Development with both fare system and policy strategies, as well as transit asset management evaluation. Bi-State staff have engaged Four Nines' expertise over the course of recent years on multiple contracts, and therefore the firm has strong familiarity with agency assets, the nature of the transit system, and the region's demands and constraints. Four Nines' initial contract for the Transit Asset Management (TAM) initiative was awarded through full and open competition, and it was due to the firm's solid performance and proven

expertise that next phases of work continued with them. In 2018, Four Nines reviewed Metro's fare policies and pricing, modeling alternatives with the goal of identifying strategies that promote ridership, increase customer satisfaction, and minimize fare revenue losses. Based on Four Nines' extensive knowledge of the Bi-State/Metro fare system, staff is proposing to negotiate a scope and fee with Four Nines to provide the requested services in the Phase I scope of work.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for final approval, the request that the President & CEO enter into a contract for Phase I of the Next Generation Fare Collection Program with Four Nines Technologies, for ten weeks, at a not-to-exceed amount of \$30,000.

Funding Source:

5307 Federal formula funds plus Proposition M and SCCTD for local match.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 18, 2022**

From: Charles Stewart, Interim Executive Director Metro Transit
Subject: **Contract Modification - Union Station Tunnel Rehabilitation Consultant Services**
Disposition: Approval
Presentation: Christopher C. Poehler, P.E., Assistant Executive Director Engineering Systems
Tom Curran, Executive Vice President - Administration

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request for authorization to modify the current contract for design and construction phase services for the Union Station Tunnel rehabilitation project.

Background:

On June 24, 2016, Bi-State Development (BSD) issued Solicitation Number 17-RFP-103314-DGR-Union Station Tunnel Rehabilitation Design Services, and as a result of the procurement process, award was made to Modjeski and Masters.

The Board of Commissioners approved a not-to-exceed amount of \$4,500,000.00 at their September 23, 2016 meeting. Due to the on-going negotiations with Union Station ownership, it has been necessary to significantly revise the design approach and construction sequencing of the Union Station tunnel project. In addition to completely changing the nature of the repairs, it has become necessary to break the overall scope of work into smaller packages and issue separate early work design and construction packages, while continuing the overall design of the entire tunnel rehabilitation.

Contract Modification #5 includes funding to cover:

- Additional design work that is necessary to minimize impact to the surface; and
- Construction phase services for both the early work structural construction package and the overall rehabilitation construction package.

The construction phase services include design review activities and construction inspection services to augment the BSD staff, over the 36-month project. The cost for these additional services is \$1,694,165.52, which includes a 10% contingency.

Analysis:

Engineering and Procurement have reviewed the cost proposal by Modjeski and Masters and have determined that the cost proposal is deemed fair and reasonable.

Board Policy Chapter 50.010, Section E.I.d., requires the Board of Commissioners to approve Procurements which exceed the amounts budgeted or otherwise approved by the Board of Commissioners for such project, function or service.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, the request that the President & CEO approve Contract Modification #5, for the continued design and construction phase services for the Union Station Tunnel, to Modjeski and Masters, in an amount not to exceed \$1,694,165.52, and extend the contract end date to May 1, 2026.

Funding Source:

Federal Transit Administration Grant Number MO-05-0028, MO-90-X231 and Local Match from Prop M.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 18, 2022**

From: Charles Stewart, Interim Executive Director - Metro Transit
Subject: **Single Bid Contract Award – Downtown Tunnel Repairs**
Disposition: Approval
Presentation: Christopher C. Poehler, P.E., Assistant Executive Director Engineering Systems
Tom Curran, Executive Vice President Administration

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request for authorization to award a single bid contract to Kozeny-Wagner, Inc. for Downtown Tunnel Repairs.

Background:

On January 14, 2022, Bi-State Development received a sealed bid in response to Solicitation Number 22-SB-277987-DGR - Downtown Tunnel Repairs. Only one bid from Kozeny-Wagner, Inc. was received in the amount of the \$5,469,690.00, which significantly exceeded the independent cost estimate of \$2,900,000. Since only one bid was received, bid documents allowed staff to convert the solicitation from a Request for Sealed Bids to a Request for Proposal 22-SB/RFP-277987-DGR to allow negotiations to occur between the contractor and staff.

During negotiations with the contractor, two major costs were identified that could be reduced: Standpipe Replacement and labor costs associated with the shortened workweek due to track time limitations. Based on increased flexibility in the workweek and reductions in the cost of the standpipe installation (which allows water to be piped from fire hydrants at the street level down into the tunnel in case of a fire), the contractors bid was reduced to \$4,377,659.00, which includes a 10% contingency.

Analysis:

Metro Engineering has reviewed the cost proposal by Kozeny-Wagner, Inc. and has determined that the cost proposal is deemed fair and reasonable.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, the request that the President & CEO approve the contract for construction for the repairs of the Downtown Tunnel to Kozeny-Wagner, Inc., in an amount not to exceed \$4,377,659.00.

Funding Source:

Federal Transit Administration Grant Number MO-54-0001, MO-90-X296 and Local Match from Prop M.

Board Policy Chapter 50.010, Section E.1.b., requires the Board of Commissioners to approve Non-Competitive Procurements which exceed \$100,000.

PERFORMANCE

Metro Transit Workforce At-A-Glance

Sign-on and Retention Bonuses

- 146 new hires since sign-on bonus program began.
- 22 sign-on bonuses paid to date. (1st installments)
- 2nd installments begin in March.
- 2nd Installment of Retention bonuses scheduled for March 25th.

Recruiting & Training Capacity

- 2 classes per month scheduled for Call-A-Ride
- 1 class every 8 weeks for MetroBus is scheduled.
- 6 MetroLink Operators graduated February 21st.

Recruitment Progress

- Monthly Open Houses for on-the-spot hiring events continue to attract candidates. BSD participating in other job fair and hiring events in the community:
 - 3/11 – Job information sharing at North Hanley
 - 3/15 – Job fair with E. St. Louis Township
 - 3/17 – Hiring event with Urban League
 - 3/31 – *Job News* job fair
 - 4/15 – Hiring event with Urban League
- Project progress to identify options for retaining bus operator trainees who are unsuccessful on their CDLs in other BSD roles.
- Marketing using Geo-fencing to recruit via social media where layoffs or unstable workforces exist.

Status of Operations

MetroBus	2,974 missed trips in February due to workforce shortage. This is 3.3% of the total trips
MetroLink	Zero missed trips. TSMs have supplemented service.
Call-A-Ride	10,599 denied boardings of the 41,945 trips requested in February. This is 25.3% of the total trips.

A MetroBus 5% reduction in service (frequency only) is scheduled for March 21st which will minimize the number of missed trips based on workforce shortages.

Recruiting & Training Pipeline (February)

	Applications Received	Candidates in Process	Candidates Scheduled for Training	Trainees in Process
MetroBus Operators	130	20	24 started 3/7	24
Call-A-Ride Operators	85	25	3	4
1A Mechanics	3	3	0	4
Electro-Mechanics	5	1	0	0
Electricians	6	0	0	1

Staffing Levels

	MetroBus Operators	MetroLink Operators	Call-A-Ride Operators	General Maintenance 1A Mechanics	Vehicle 1A Mechanics	MetroLink ElectroMechanics	Electricians
Budgeted Positions	789	102	201	46	231	40	60
Active Employees	667	95	149	37	197	30	49
Percent Shortage	15.46%	6.86%	25.87%	19.60%	14.72%	25.00%	17.00%

Metro Service Performance Summary | July -January FY22

Bi-State Board Operations Committee Meeting: March 18, 2022

OVERALL PERFORMANCE

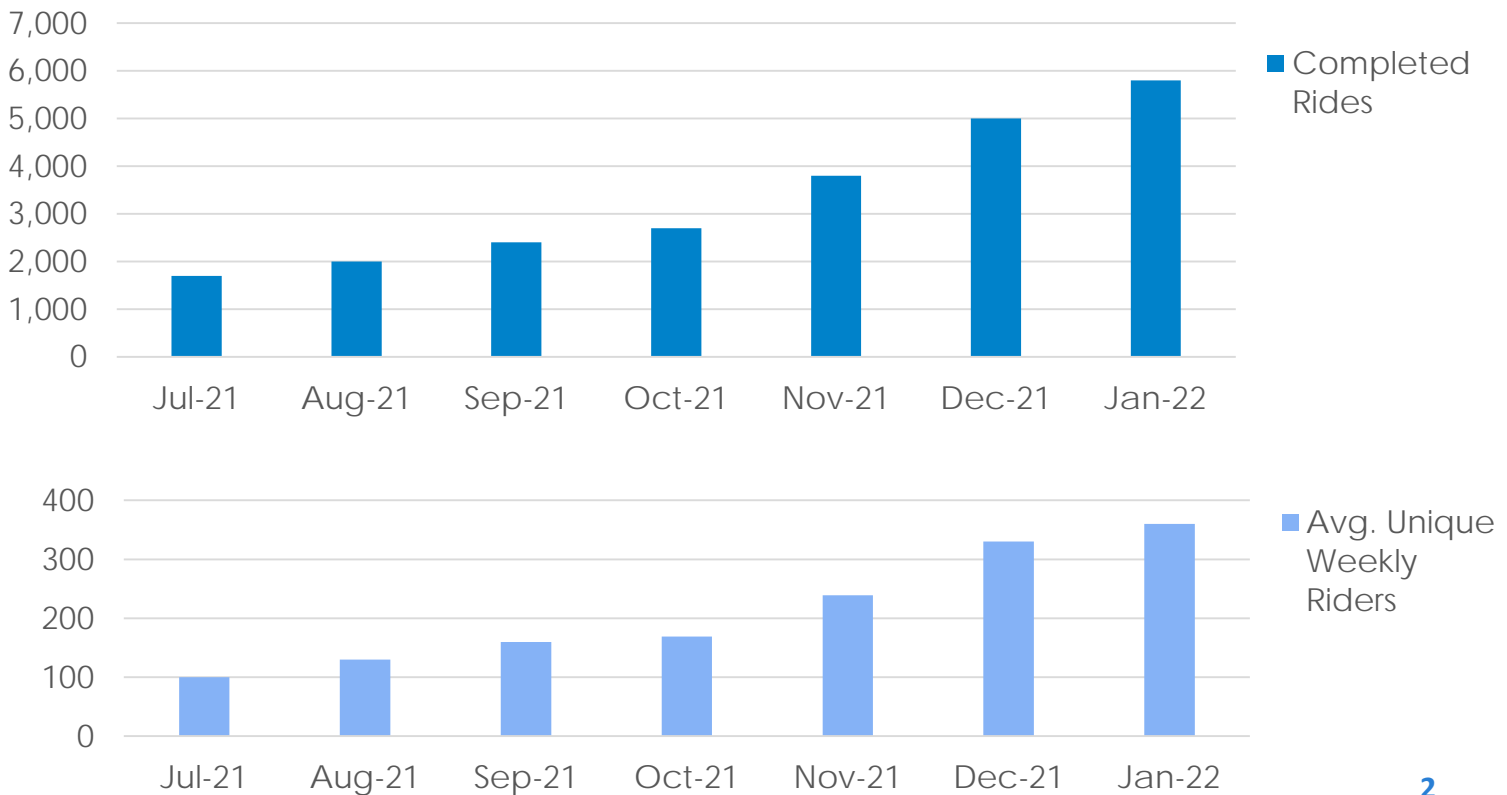
Metro Transit Operations At-A-Glance

YTD FY22 Performance Measures	MetroBus Fixed Route + Special Services	FY22 vs. FY21	MetroLink	FY 22 vs. FY21	Call-A- Ride	FY22 vs. FY21
System Ridership	6,860,400	1.3%	3,682,400	14.1%	202,100	(-14.6%)
Missouri	6,012,300	1.2%	2,882,000	14.8%	202,100	(-14.6%)
Illinois	848,100	2.5%	800,400	11.6%		
Revenue Miles	8,403,200	0.4%	1,676,800	3.0%	2,124,600	(-13.4%)
Revenue Hours	604,600	0.9%	72,700	1.8%	120,200	(-15.3%)
On-Time Performance	88.8%	-1.9%	98.1%	0.3%	93.1%	(-1.9%)
MetroBus + MetroLink 12-Month Rolling Average Fare	\$1.08	10.7%	Call-A-Ride 12-Month Rolling Average Fare		\$0.98	82%
Financials	YTD FY22 Actual		YTD FY22 Budget		Budget Adherence	
Expenses (Transit)	\$160,840,500		\$184,313,100		(-\$23,472,600)/(-13%)	
Passenger Revenue	\$11,867,400		\$12,488,400		(-\$621,000)/(-5%)	
Farebox Recovery Ratio	7.38%		6.78%		8.9%	

Call-A-Ride Passenger Trip Requests, January 2022

Passenger Trip Requests	# of Trips	Percent of Trip Requests
Scheduled and Made	25,941	60%
Cancelled by Passenger	8,037	19%
No-Shows	1,390	3%
Missed Trips	63	0.1%
Van Unavailable – Capacity Denial – ADA Riders	7,095	17%
Van Unavailable – Capacity Denial – NON ADA Riders	57	0.1%
Van Available – Adversarial Denial – All Riders	364	0.8%
Eligibility, Beyond Hours or Boundaries	16	0.0%
Total Trip Requests	42,963	100.0%

Via Metro STL, FY22 Year-To-Date



Metro Service Performance Summary



- Operator shortages across all modes have resulted in missed trips and trip denials, impacting service quality and ridership recovery.
- The March 2022 service change will adjust some Missouri MetroBus route frequencies in reaction to operator shortages, temporarily reducing service by about 5%. The intent is to curb the recent trend of missed bus trips, which hit a high point during early January as the region experienced a surge in positive COVID-19 cases. Missed trips dropped back down to roughly 3% by the end of January.
- Call-A-Ride is working to accelerate hiring drivers, as ADA trip denials remain high with over 7,000 in January 2022, as compared to 26,000 trips scheduled and completed that month. Overall ride demand continues to fall, which may be due to many factors, including driver shortages leading customers to seek other modes of travel (including fixed route On the Way With ADA free fare program). CAR 12-month rolling average fare year-over-year figures reflect a high increase due to FY20 & FY21 pandemic free fares.
- In January, fixed-route ridership was down overall due to a roughly (-7%) decline in MetroBus boardings as compared to 2021. This is likely due to the high percentage of missed bus trips throughout January, which led to fewer boardings overall. MetroLink maintained its scheduled service and saw year-over-year ridership increases in January around 10%.
- Via Metro STL continued to see new riders and increased trips since its expanded service in November 2021. Via completed 5,800 rides in January and averaged 360 unique riders per week. Via is adjusting to this growth with more drivers and vans.
- The Metro Connect partnership with Lyft continues to provide rides that link customers to nearby transit centers as part of their overall transit trip. In January, Metro subsidized over 1,450 Lyft rides to 135 unique riders. Lyft rides have increased due to both the reductions in scheduled service and the missed trips occurring on MetroBus since Fall 2021.

STANDARDIZED FIXED-ROUTE RIDERSHIP (TOTAL SYSTEM)

