

**BI-STATE DEVELOPMENT  
OPERATIONS COMMITTEE MEETING  
OPEN SESSION MINUTES  
(Virtual Meeting)  
January 27, 2023 at 8:30 AM**

**Operations Committee Members participating via Zoom**

Rose Windmiller, Chair  
Vernal Brown  
Derrick Cox – Absent  
Irma Golliday – Absent

**Other Commissioners participating via Zoom**

Terry Beach  
Herbert Simmons  
Debra Moore (joined the meeting at 8:31 a.m.)  
Fred Pestello – Absent  
Nate Johnson – Absent  
Sam Gladney – Absent

**Staff participating via Zoom**

Taulby Roach, President and Chief Executive Officer  
Brenda Deertz, Director of Executive Services  
Barbara Enneking, General Counsel  
Myra Bennett, Manager of Board Administration  
Thomas Curran, Executive Vice President – Administration  
Charles Stewart, Executive Vice President, Chief Operating Officer Metro Transit

**Others participating via Zoom**

Chelsey Niezwaag, ASL Interpreter  
Katie Roberts, ASL Interpreter  
Lawrence Sutton, Hyperion

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**  
**8:30 a.m.** Chair Windmiller asked Myra Bennett, Manager of Board Administration, to provide an overview of the public comments that were received for today's meeting. Ms. Bennett noted that the Agency received seven public comments for today's meeting. She provided the name of the individuals who submitted comments, along with the topic of the comments. Ms. Bennett stated that all comments were distributed to the Commissioners prior to the meeting, for

review. In addition, she noted that the comments, in their entirety, are contained in the online meeting materials, and will be included in the minutes from today's meeting. (Please see public comments noted below.)

Name: Jim Zavist

Topic: Via Metro STL

Comments: I've been noticing that the vehicles/minivans Via Metro STL is using around St Louis have a variety of out-of-state license plates (Colorado, New Jersey, Florida, etc.). As a taxpayer-funded agency, I would have thought that Metro would have required your vendor to register their vehicles locally and to pay any required local taxes. I'm guessing that the excuse will be that these are either leased vehicles or that it was not a requirement in the RFP/contract. In either case, it's a bad look for an agency that continues to struggle with funding.

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Name: Shannon Villa

Topic: Metro Input from Riders

Comments: Metro needs to solicit public feedback and have a hearing before there are any service changes. Metro just also involve the public in its strategic future, plan, purchase of vehicles, etc.

Here is a link to DC Metro #yourmetro: [https://www.wmata.com/about/news/Strategic-Plan-The-Way-Forward.cfm?fbclid=IwAR2N1-eB8kyGrDwTMh1xhsbgKSpQ3gshDCCFdYDVtOc17qQ3HjJu5\\_Ly5E&mibextid=Zxz2cZ](https://www.wmata.com/about/news/Strategic-Plan-The-Way-Forward.cfm?fbclid=IwAR2N1-eB8kyGrDwTMh1xhsbgKSpQ3gshDCCFdYDVtOc17qQ3HjJu5_Ly5E&mibextid=Zxz2cZ)

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Name: Patrick Douglas Richmond

Topic: Rickshaws and double-decker buses as another form of micro transit

Comments: In some countries, there is a small vehicle called a "rickshaw" and what this strange vehicle is, is that it is a bicycle or a motorcycle with a passenger cabin on its back or on a specially built chassis. Due to their low capacity, they can be given assignments such as running on routes that have very small ridership and due to their small size, they can be used as small neighborhood shuttles since they can even fit on narrow streets. They cost less than a minivan. They have great gas mileage, and although they are designed to go pretty slow, and they can only reach a top speed of 50 miles an hour, we could put those things to work on covering areas like running between Kirkwood and Oakville via the side streets, or by running from Manchester Road down to downtown Eureka. They can also be a tourist attraction just like the arch. The way the system could work is that just like Via, the person could use their phone, and to pay the fare, there would be two or three ways to pay. Bus pass, MetroLink ticket, or cash since some people don't carry credit cards. Also to help draw tourism, would be to create some routes that would utilize double-decker buses. They could be put on routes like a shuttle in Forest Park or a service that would connect many St. Louis County parks, running between Shrewsbury all the way out as far as Eureka. In Chiba, Japan, they use suspended monorails where the bogeys are housed in a casing and the passengers can really get a good view of the city. But the downside to that is that it would be very expensive, such as building the track, elevators, escalators, how to plan on where the route will go although monorails can even glide over houses!

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Name: Shannon Villa

Topic: Update Since Last Meeting- Improvements Seen and Next Steps

Comments: I appreciate being provided more detailed data on Metrobus and Metrolink ridership similar to what I was provided years ago by the same Metro resource.

I am assured by Mr. Stewart that a dashboard is in the works to provide more detailed data or ability to drill-down data on missed trips, ridership, etc to allow for better understanding of system performance metrics.

I would still like to get the public easy access to what is currently an internal trouble log even cited by Mr. Stewart in this month's Operations Report toward the end of this packet to give more details on missed trips showing missed trip percentages on key routes and appreciate the recognition of these routes as having high missed trip percentages and that per the Operations Report, "These routes are critical to the overall Metro Transit System. These routes serve key regional neighborhoods protected by the Federal Transit Association's (FTA) Title VI regulations associated with the Civil Rights Act. I wonder if this comment was added in part to due to any complaints or findings raised regarding FTA Title VI regulations.

A web page on daily missed trips that can be referred to historically should be added.

The updates of missed trips on the Transit App is still sporadic and not frequently updated. Since the November service change there seems to still be more than expected number of missed trips that I thought the service change would be able to reduce but the last week or so this month of January it does seem that missed trips have been drastically reduced particularly on some of the problem routes mentioned in the Operations Report this month.

I am encouraged with the increased transparency that improvements will continue this 2023 and look forward to those as this will be critical to reversing and downward trend in ridership for Metro St. Louis when compared to peer cities such as Kansas City and Nashville where missed trips are fewer and almost non-existent. In fact both Kansas City and Nashville have both increased service and Nashville WeGo Transit is now close to 85% of pre-pandemic ridership where as Metro St. Louis is closer to 50-60% still with some key routes like the 70 Grand at a disappointingly below 50% of pre-pandemic ridership.

Key point I would like to see improvement by the next meeting is the need for more publicly accessible restrooms and the full reopening of all transit centers with an indoor waiting area and public restroom so the public can best make use of these amenities Metro had provided pre-pandemic. The in-service cleaners placed along the Metrolink system are appreciated. I did discuss my concerns on "Loop riding" with a manager and she re-assured me that staff would be better trained on what "Loop Riding" really is. Essentially if someone has valid fare or paid a fare they are not loop riding.

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Name: Shannon Villa

Topic: Our Metro- The System for The Riders and Public

Comments: We should take the example of the Washington, DC Metro area WMATA "YourMetro" campaign which I have also extended to my Facebook group being renamed to It's Our St. Louis Metro Transit Group #ourMetro:  
<https://www.facebook.com/groups/4675492252472079>

The intent of this emphasis is that this is the system for the people it serves and thus it is "Our Metro" or those working for Metro would term it as the customers' Metro, thus WMATA's emphasis on, "Your Metro."

With "Your Metro" push the public should be better involved in decision making anywhere in the system where the public is affected whether directly or indirectly.

For example, in this packet I see information on the upcoming fare validation system and would like to see that information better shared with the public as this site:  
<https://www.bistatedev.org/public-meetings/> is nowhere linked to <https://www.metrostlouis.org/> and vice-versa so most riders are not aware of this way to provide public comment evidenced by the very low amount of public comment published for each meeting. Public involvement should also be key when purchasing new vehicles as Atlanta MARTA has done with soliciting public feedback and sharing . See this site:  
<https://www.itsmarta.com/yourride.aspx#:~:text=The%20rail%20cars%20are%20scheduled,a%20pilot%20car%20in%202023.>

I would like to see more information shared along with riders on the upcoming fare system implementation and real-time information coming to Metrolink as well as any planned service changes, budget, strategic plan, etc as WMATA has done here:  
<https://www.wmata.com/about/news/Strategic-Plan-The-Way-Forward.cfm>  
<https://www.wmata.com/initiatives/budget/>  
<https://www.wmata.com/about/public-hearings/>

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Name: Shannon Villa

Topic: Metro Take Example from Nashville MTA On Staffing Innovations

Comments: Nashville MTA Peer Learning Opportunity: See page 3 or 4 here:  
[https://www.wegotransit.com/assets/1/27/Final\\_MTA\\_Board\\_Book\\_12.15.22\\_FINAL.pdf?1455](https://www.wegotransit.com/assets/1/27/Final_MTA_Board_Book_12.15.22_FINAL.pdf?1455)

d. Operations Dispatch Overview (OF-D-22-023): Dispatch Manager Karl Dean presented the following item for discussion:

Karl Dean discussed the functions of Dispatch and its impacts on the organization and provided an overview of ongoing and planned improvements. With the upcoming and ongoing Better Bus improvements and enhancements to the service, it is crucial that dispatch continues its innovative approaches to managing the day-to-day operation to both improve service reliability and enhance efficiency. Mr. Dean's presentation outlined a series of operational improvements that have been made in the Dispatch function, with a key element being the reallocation of "extra-board" operators to days of week and times of day when they can be more effective. As a result, even though our Operator shortage is just as acute as it was in mid-2019, lost service trips have been reduced by over 75% from that time.

Jessica Dauphin said that the bus operator shortage is a nationwide issue and some other transit agencies are having to cut routes and or pull back service, but she's happy to see that our shortages are nowhere near some of our peer agencies, and that we've actually been able to add service, even if we haven't been able to add more service as quickly as we would like.

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Name: Shannon Villa

Topic: Aspirational Peer: Nashville MTA WeGo Transit

Comments: See Page 22 on this link:

[https://www.wegotransit.com/assets/1/27/FINAL\\_MTA\\_Board\\_Book\\_11.17.20221.pdf?1443](https://www.wegotransit.com/assets/1/27/FINAL_MTA_Board_Book_11.17.20221.pdf?1443)

Percentage of Pre-Pandemic Ridership Very Impressive Frequent Service Mostly Every 10 min or less weekdays daytime and no less than every 20 min or less evening and weekends leads to very impressive percentages below:

3/5 West End 85.1%

4 \*\*\* Shelby 66.1%

7 \*\*\* Hillsboro 86.3%

22 Bordeaux 69.0%

23 \*\*\* Dickerson Pike 107.7%

50 Charlotte Pike 193.5%

52 Nolensville Pike 103.2%

55 Murfreesboro Pike 128.0%

56 Gallatin Pike 87.9%

Frequent Service Route Totals 96.1%

6 Lebanon Road 88.9%

8 8th Avenue South 98.2%

9 Metrocenter 60.8%

14 Whites Creek 59.8%

17 12th Avenue South 81.9%

18 Airport/Elm Hill 106.4%

19 Herman 69.4%

28 Meridian 59.6%

29 Jefferson 80.0%

34 Opry Mills - Music Valley 85.6%

41 Golden Valley 61.8%

42 St. Cecilia - Cumberland 70.0%

4. **Approval of the Minutes of the October 14, 2022 - Operations Committee, Open Meeting 8:30 a.m.** The minutes of the October 14, 2022, Operations Committee, Open Meeting were provided in the Committee packet. A motion to approve the minutes, as presented, was made by Commissioner Brown and was seconded by Commissioner Beach.

**The motion passed unanimously.**

**5. Contract Modification - On Call GEC Services**

**8:32 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 for authorization to modify the General Engineering Consultant (GEC) contract with consultant engineering firm WSP, to increase the not-to-exceed amount from \$1,500,000 to \$2,500,000. Tom Curran, Executive Vice President - Administration, gave an overview of this item.

Chair Windmiller asked if the contract modification would include a time frame extension. Mr. Curran stated that it does not. Commissioner Simmons asked how the highest ranking firm is determined. Mr. Curran stated that it is determined through an evaluation committee, and is based on several factors, including cost and experience. Commissioner Simmons posed additional questions regarding the time frame of the contract, and stated that he would prefer to have additional information before voting on this issue.

Chair Windmiller noted that she is in agreement that additional information should be provided to the Commissioners, and stated that this item will be postponed for a future Committee meeting.

**6. Contract Modification - Sole Source Contract with Motorola Solutions - Upgrade Obsolete Dispatch Console Network**

**8:38 a.m.** A briefing paper was included in the meeting materials, presenting to the Operations Committee for discussion, and referral to the Board of Commissioners for final approval, a request to authorize the President & CEO to execute a contract modification with Motorola to provide the console network, services and long-term sustainment plan, in the not-to-exceed amount of \$1,500,000, increasing the total not-to-exceed contract amount to \$14,500,000. Tom Curran, Executive Vice President - Administration, gave an overview of this item.

Commissioner Simmons asked what model the Agency is currently using. Mr. Curran stated that he does not have that information in front of him at the moment, but could forward that information. Commissioner Simmons asked if the Agency has a contact person for the project. President & CEO, Taulby Roach, stated that the contact person is Frank Galvin. Mr. Roach also supplied Commissioner Simmons with information pertaining to the current model of equipment being used by the Agency. Mr. Curran added that the current system was purchased in 2013, and is ten years old.

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

**The motion passed unanimously.**

**7. Contract Modification: 20-SS-126951-CB/DR Public Address/Customer Information System (PA/CIS) Upgrades – Security Announcements Proposal**

**8:43 a.m.** A briefing paper was included in the meeting materials, requesting that the Operations Committee accept, and forward to the Board of Commissioners for approval, a request to authorize the President & CEO to execute a contract modification to Bi-State's existing contract with Wabtec for improved functionality for the Public Address/Customer Information System (PA/CIS) for MetroLink, in the not-to-exceed amount of \$141,738, increasing the total not-to-exceed sole source contract amount to \$4,691,153 and extending the contract period of performance from June 30, 2023 to May 5, 2024. Thomas Curran, Executive Vice President - Administration, gave an overview of this item, noting that the proposed upgrades will add functionality to the real time camera system and provide for live announcements at the platforms.

Commissioner Simmons asked for the timeframe anticipated for the project. Mr. Curran stated eleven months. President & CEO Roach stated that the project should be completed by May 2024. Chair Windmiller stated that she thought that there are already announcements at the platforms. Mr. Curran noted that there are computer generated announcements at the platforms currently; however, these upgrades will allow for real time announcements to be made, including for instance, such as emergency situations.

A motion to approve this agenda item, as presented, was made by Commissioner Brown and was seconded by Commissioner Moore.

**The motion passed unanimously.**

**8. Contract Award - Electronic Fare Collection System**

**8:48 a.m.** A briefing paper was included in the meeting materials, requesting that the Operations Committee accept, and forward to the Board of Commissioners for approval, a request to authorize the President & CEO to enter into a three-year contract with Masabi for the provision of an electronic fare collection system, in the not-to-exceed amount of \$4,000,000.00. Tom Curran, Executive Vice President - Administration, gave an overview of this item, including a review of operational costs, fees, and expenses.

Chair Windmiller noted that “Discover” is not noted as a payment method, and asked why this form of payment is not included. Mr. Curran noted that this is an error, and “Discover” is included. Chair Windmiller asked Mr. Sutton to give an example of how the system will operate. Mr. Sutton stated that they will be working on a SOP, but provided examples of how payments would be made. Chair Windmiller asked if the system will work with cell phones, and Mr. Sutton indicated that it would.

Commissioner Simmons asked the President & CEO’s confidence level with the proposed system. Mr. Roach stated that this proposed system is 180 degree change versus the current Smart Card system, and is in parallel with systems in use across the country. He noted that Mr. Sutton was asked to take another look at the proposed system, to analyze the process, and ensure that the Agency is not making any mistakes. Mr. Roach noted that customers will be able to use different payment types, as well as different vendors, with the proposed system. He stated that this is the direction in which the industry is moving, and the proposed system offers additional flexibility. Commissioner Simmons thanked Mr. Roach and Mr. Curran for their efforts regarding this project. Chair Windmiller asked how the change of systems will affect large customers. Mr. Curran stated that the Agency will be meeting with large customers, such as universities, regarding the proposed systems change, for discussions on how to best serve those riders.

A motion to approve this agenda item, as presented, was made by Commissioner Simmons and was seconded by Commissioner Beach.

**The motion passed unanimously.**

**9. Unscheduled Business**

**9:04 a.m.** There was no unscheduled business.

**10. Operations Report**

**9:05 a.m.** An operations report for Metro Transit was included in the Committee packet. Charles Stewart, Executive Vice President/Chief Operating Officer Metro Transit, provided a summary of the report for the Committee, noting that ridership has increased 5.2% over last year. He noted that the Agency remains down on staffing; however, missed trips have decreased since service changes were implemented in November, 2022. Mr. Stewart noted that efforts continue to “right size” services to ridership, and another service change is anticipated in March, 2023. He reported that the Agency recently approved an MOA with the IBEW, and negotiations continue with the ATU 788.

Commissioner Moore posed questions regarding how customers are notified of service changes. Mr. Stewart stated that extensive communication systems are in place for notifications. He stated that the Agency is very considerate of our customers, and tries to provide alternatives for them, whenever possible.

**11. President/CEO Report**

**9:15 a.m.** Bi-State Development President/CEO, Taulby Roach, thanked Mr. Stewart and his negotiating team for their work with the ATU and IBEW. He noted that the team is working hard to establish a contract with the ATU, and he is hopeful that an agreement will be reached shortly. He stated that he is grateful for all of their hard work.

Mr. Roach noted the investments that are being made in transit, especially in Illinois. He thanked Illinois and the St. Clair County Transit District for their investments. Mr. Roach noted that he will be in Washington D.C. soon, to secure funding for the Northside/Southside expansion, and he reported that St. Louis County is moving forward with their North County MetroLink Studies.

**12. Call of Dates for Future Board and Committee Meetings**

**9:19 a.m.** Myra Bennett, Manager of Board Administration, advised the Board of Commissioners of the following upcoming meetings:

Board of Commissioners Meeting	Friday, February 17, 2023	8:30 AM
Safety & Security Committee Meeting	Friday, March 3, 2023	8:30 AM
Operations Committee Meeting	Friday, March 17, 2023	8:30 AM
Audit/Finance/Administration Committee	Friday, March 17, 2023	8:30 AM

**13. Adjournment**

**9:20 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 Brown. Unanimous vote in favor was taken. The motion passed, and the meeting was adjourned at approximately 9:20 a.m.

  
Deputy Secretary to the Board of Commissioners  
Bi-State Development