



Operations Committee

Open Meeting

Friday, March 21, 2025 at 8:30 am

Hybrid Meeting

211 North Broadway, 6th Floor

St. Louis, MO, 63102



Operations Committee - Open Meeting on March 21, 2025 at 8:30 am

Notice of Meeting and Agenda

1. Call to Order	Approval	Chair Moore
2. Roll Call		M. Bennett
3. Public Comment	Information	Chair Moore
4. Approval of Minutes of the January 24, 2025 - Operations Committee, Open Meeting	Approval	Chair Moore
A. Draft Minutes - January 24, 2025 - Operations Committee - Open Meeting - 4		
5. Contract Award - Southwestern Illinois (SWIL) Freight Railroad Network Analysis	Approval	M. Lamie
A. Briefing Paper - 13		
6. Contract Award - Cellular Phone Services	Approval	J. Gupta
A. Briefing Paper - 15		
7. Contract Award - On-Call Public Relations and Media Services	Approval	T. Zimmerman
A. Briefing Paper - 17		
8. Contract Modification - SCADA System CTC Upgrade	Approval	J. Gupta
A. Briefing Paper - 19		
9. Contract Modification - Public Address Customer Info System	Approval	J. Gupta
A. Briefing Paper - 20		
10. Contract Modification - Testing of Fire Protection System & Fire Extinguishers Maintenance Services	Approval	C. Stewart
A. Briefing Paper - 22		
11. Contract Authorization: Cervello Security Information and Management Solution	Approval	J. Gupta
A. Briefing Paper - 24		
12. Contract Modification: Microtransit Project Contract Extension	Approval	C. Stewart
A. Briefing Paper - 25		
13. Unscheduled Business	Information	Chair Moore
14. Operations Report	Information	C. Stewart
A. Operations Update - 27		
B. Workforce Update - 30		
15. President/CEO Report	Information	T. Roach
16. Call for the Dates of Future Board & Committee Meetings	Information	M. Bennett

17. Adjournment to Executive Session

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); Real Estate under §10.080(D)(2); and Purchasing and Contracts under §10.080(D)(7).

Approval

Chair Moore

18. Reconvene to the Open Meeting

Approval

Chair Moore

19. Adjournment

Approval

Chair Moore

**BI-STATE DEVELOPMENT
OPERATIONS COMMITTEE MEETING
OPEN SESSION MINUTES
(Hybrid Meeting)
January 24, 2025
8:30 A.M.**

Operations Committee Members participating via Zoom

Debra Moore, Chair
Derrick Cox – Absent
Irma Golliday – Absent

Other Commissioners participating via Zoom

Andrea Jackson-Jennings
Terry Beach
Herbert Simmons
Nate Johnson
Sam Gladney

Staff participating via Zoom

Taulby Roach, President and Chief Executive Officer
Brenda Deertz, Director of Executive Services
Gregory Linhares, Chief Legal Counsel
Myra Bennett, Manager of Board Administration
Mary Lamie, Executive Vice President – Multimodal Enterprises
Thomas Curran, Executive Vice President – Administration
Tammy Fulbright, Executive Vice President, Chief Financial Officer
Trenise Winters, Assistant Executive Director – Metro Transit
John Langa, Vice President – Economic Development
Chris Poehler, Vice President – Capital Programs
Tim Nittler, Senior Director – Capital Projects
Kevin Scott, General Manager – Security
Ted Zimmerman, Vice President – Marketing and Communication
Patti Beck, Senior Director – Media & Public Relations
Dale Schaefer, General Manager – Vehicle & Facilities Maintenance
Kelly Hamm, Senior Director – Capital Projects
Rich Reiniger, Senior Director – BSD Technology Infrastructure

Others participating via Zoom

Rachel Koch, ASL Interpreter
Bex Lackey, ASL Interpreter

1. Open Session Call to Order

8:30 a.m. Chair, Debra Moore, 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

8:31 a.m. Chair Moore asked Myra Bennett, Manager of Board Administration, to summarize any speaker cards have been received for today's meeting. Ms. Bennett noted that no public comments were submitted for today's meeting.

4. Approval of the Minutes of the October 18, 2024 - Operations Committee, Open Meeting

8:32 a.m. The minutes of the October 18, 2024, Operations Committee, Open Meeting, were provided in the Committee meeting materials for review. A motion to approve the minutes was made by Commissioner Simmons and was seconded by Commissioner Jackson-Jennings.

The motion passed unanimously.

5. IDOT Intergovernmental Agreement for Southwestern Illinois (SWIL) Freight Railroad Network Analysis and Improvements Program

8:33 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 authorization for the President and CEO to enter into an intergovernmental agreement with the Illinois Department of Transportation (IDOT) for a Statewide Planning & Research Funds (SPR)/State Planning grant, effective May 1, 2025 and expires on September 30, 2028. Mary Lamie, Executive Vice President – Multimodal Enterprises, gave an overview of this item.

Ms. Lamie noted that an objective of the St. Louis Regional Freightway (Freightway) is to maximize the region's freight transportation network by improving intermodal connectivity and increase efficiency and reliability, and the St. Louis region's freight network system is an integral part of the U.S. freight transportation system. She stated that railroad stakeholders including the Terminal Railroad Association of St. Louis (TRRA), Norfolk Southern (NS), and Alton and Southern Railway (A&S, subsidiary of Union Pacific) have engaged with the Freightway to identify a need to address numerous railroad bottlenecks in southwestern Illinois. She reported that the proposed project will also further refine the boundaries of the SWIL regional study area focusing on the rail congestion and safety centered in the cities of East St. Louis and Sauget radiating to the south within northeast St. Clair County and there is potential for some considerations as far north as Granite City in a portion of southwestern Madison County. Ms. Lamie stated that the area is bounded on the west by the Mississippi River with a high density of rail served waterborne commerce and modal transfers including trucks using the local, state, and interstate highways. She added that the \$600,000 project is 100% funded through Federal and State funds. (\$480,000 Federal, \$120,000 State of Illinois Matching, and 0% Local Match)

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

The motion passed unanimously.

6. Parkway Interlocking / Richmond Heights Turnout Design - Professional Engineering Services for Signal System Design

8:35 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 approval, authorization

for the President and CEO to enter into a sole source contact with STV Inc., dba STV Engineers, Inc., to provide redesign and construction phase services for Parkway Interlocking/Richmond Heights turnout Design, with a period of performance through June 30, 2027, at a cost not to exceed \$114,075.01. Chris Poehler, Vice President – Capital Programs, gave an overview of this item, stating that Bi-State Development has determined that the construction of an additional crossover and turnout is necessary to achieve reliable levels of service, during the future rehabilitation of Skinker Tunnel and Big Bend Tunnel. He noted that the additional crossover will be added to the existing single crossover, located west of the Forest Park – DeBaliviere Station. Mr. Poehler stated that BSD has negotiated the proposed scope of work and fee with STV Inc. to provide the necessary services for the proposed signal design services and design services during construction, as it is beneficial to the Agency to have STV perform this redesign and support services, since they were the original design engineers. He added that Metro staff has reviewed the proposal and have determined the cost to be fair and reasonable.

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

The motion passed unanimously.

7. Bus Air Purification System

8:38 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 enter into an agreement with Central States Thermo King, for the purchase and installation of the bus air purification system, in the not-to-exceed amount of \$1,035,270. Thomas Curran, Executive Vice President-Administration, gave an overview of this item, noting that in 2023, Thermo King, the manufacturer of the climate control systems on Metro transit coaches, produced a multi-tiered purification system that works in conjunction with the existing climate control system, which does not require modification to the electrical system or structure of the vehicle, in order to purify the air. He reported that this system is an add-on device to the existing climate control system and is in line with the return air, thus all purification techniques affect the entire air stream of the vehicle. Mr. Curran reported that the system has been tested, and it was found that within ten minutes of the system running, there was a noticeable difference in the comfort/climate in the interior of the coach, which none of the other tested mitigating technologies were able to achieve. He noted that Dale Schaefer, General Manager – Vehicle & Facilities Maintenance, is available to answer any technical questions.

A motion to approve this agenda item, as presented, was made by Commissioner Johnson and was seconded by Commissioner Jackson-Jennings.

The motion passed unanimously.

8. Replacement of MetroLink Forest Park A & B Signal Houses at the Forest Park MetroLink Station

8:41 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 approval, a recommendation to authorize the President & CEO to enter into a sole-source contract with Knorr-Bremse for quoted amount of \$2,846,379, plus an additional 5% contingency, for a not to exceed amount of \$2,988,698, to replace Bi-State Development's (BSD) Forest Park A & B

Signal Houses at the Forest Park MetroLink Station. Thomas Curran, Executive Vice President Administration, gave an overview of this item. He noted that Bi-State Development experienced a catastrophic flood event on July 26, 2022, damaging beyond repair the Signal & Train Control Interlocking House at the DeBaliviere Junction, and due to the emergency need for restoring full MetroLink light rail service, the President & CEO waived the normal procurement procedure for replacing critical components of the MetroLink system, in accordance with Board Policy 50.010, Procurement and Contract Administration, (M)(1.), which included the DeBaliviere Signal House on September 23, 2022. He reported that, following the delivery of the DeBaliviere Signal House, plans for the less urgent replacement of Forest Park A & B Signal Houses commenced and shall be funded through BSD's property insurance policy. He stated that Rail Systems has contracted with KB Signaling (a.k.a. Alstom, the original equipment manufacturer of the DeBaliviere Interlocking House) for delivery of two factory-wired/factory-tested signal houses Forest Park A and B. Mr. Curran stated that, as the original manufacturer of the MetroLink Signal and Train Control System, Alstom understands the BSD system design and operating environment, and to award the replacement of the Forest Park A & B Signal Houses to a contractor other than Alstom, would introduce risk. He noted that Kelly Hamm, Senior Director – Capital Projects, is available to answer any questions.

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. Contract Change Order – Communications Network East Cell Expansion

8:43 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 and CEO to enter into a sole source contract modification with Motorola Solutions, Inc. to provide network cell expansion, in the amount not to exceed \$458,434.32. Thomas Curran, Executive Vice President Administration, gave an overview of this item, noting that the Board of Commissioners previously authorized a capital project budget of \$33 million dollars for the design, procurement and installation of a modern voice radio and data communications network, capable of meeting regional transit operations and its associated interoperable Public Safety components well into the future. He noted that, of the \$33 million budget previously approved, five sole source contracts, for a total of \$14,946,668.52 have been awarded to Motorola Solutions, Inc., of which two are still active.

Mr. Curran noted that the east network cell is at capacity (number of supportable subscribers) and requires a capacity increase to the existing infrastructure, in order to mitigate the number of busy tones the subscribers (individual radio/users) are experiencing. He added that the system busy tone indicates a denial of access to the network, disrupting the business operations of Metro and posing life safety concerns to the first responders and other emergency services using Metro's network. It was noted that this particular capacity increase involves adding spectrum and hardware to the operating system. Mr. Curran noted that Rich Reiniger, Senior Director – BSD Technology Infrastructure, is available to answer any technical questions.

Commissioner Simmons and Commissioner Moore posed questions relating to the number of busy signals, the location of the issues, and any limitations.

A motion to approve this agenda item, as presented, was made by Commissioner Johnson and was seconded by Commissioner Jackson-Jennings.

The motion passed. (Commissioner Simmons abstained from the vote.)

10. Contract Award – Public Safety & Security Services

8:49 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 and CEO to enter into a five-year contract, with funds to be committed annually, for public safety and security services with the highest-ranking firm, Allied Universal Security Services, whose proposal is most advantageous to BSD, with price and other factors considered, in the not-to-exceed amount of \$56,024,354.80, for Public Safety and Security Services. Kevin Scott, General Manager – Security, provided an overview of this item, noting that, on November 27, 2024, Bi-State Development issued solicitation 25-RFP-545365-TJL Public Safety & Security Services, to obtain a qualified firm to provide public safety and security services for Metro transit system – stations, transit centers, facilities, vehicles, and any other designated areas of Metro in Missouri and Illinois. (The contract period of performance consists of five (5) base years, with funds to be committed annually.) He reported that five proposals were received and deemed responsive, and the proposals were evaluated, based on their technical merit, and upon completion of the evaluation, a consensus meeting was held. Mr. Scott reported that Allied Universal Security Services was the highest technical ranking firm; therefore, Allied Universal was asked to submit a Best and Final Offer (BAFO) cost proposal, as noted in the briefing paper.

President & CEO, Taulby Roach, stated that this is a large contract, and it included extensive review by the evaluation committee and Procurement Department. He thanked all of the respondents for working for a contract that was sustainable.

Commissioner Simmons noted that Mr. Roach consulted with him regarding this matter, as Chair of the Safety and Security Committee. He stated that security is a priority for system, and stated that staff did an excellent job regarding negotiation of this contract.

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

The motion passed unanimously.

11. Operating Agreement between BSD and the Loop Trolley Transportation Development District

8:58 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 recommendation that Bi-State Development execute an extension to the services agreement between Bi-State Development and the Loop Trolley Transportation Development District. President and CEO, Taulby Roach, gave an overview of this item. Mr. Roach noted that the Agency and the Loop Trolley Transportation District (LTTDD) signed a services agreement, in 2022, wherein the LTTDD would pay BSD for all expenses necessary for the operation of the Loop Trolley, in exchange for BSD's services in operating the Loop Trolley on behalf of the LTTDD. He noted that the Agency serves on a management basis. He reported that during the timeframe of the agreement, the Agency has reduced assets associated with the Loop Trolley, and

noted that the Trolley has ran consistently, within its means. Mr. Roach reported that no BSD funds are used to operate the Loop Trolley. He stated that the Agency is now looking for ways to build value for the Loop Trolley, noting that ridership grew by 40% over the past year. It was noted that it is recommended that the Agency execute an extension of the service agreement.

A motion to approve this agenda item, as presented, was made by Commissioner Jackson-Jennings and was seconded by Commissioner Johnson.

The motion passed unanimously.

12. 79th Street Retaining Wall Rehabilitation and Accompanying IGA

9:01 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 recommendation that the President and CEO be authorized to negotiate and sign an Intergovernmental Agreement (IGA) between BSD, Illinois American Water (ILAW), and the St. Clair County Highway Department (SCCHD), for the repair of the MetroLink retaining wall system adjacent to 79th Street, in substantial conformity to the attached draft, and allow the waterline and retaining wall construction to proceed. Chris Poehler, Vice President - Capital Projects, gave an overview of this item noting that the retaining wall system at the 79th Street Bridge crossing in East St. Louis has been experiencing distress in recent years. He noted that Bi-State Development began the engineering process of evaluation of these walls to develop a path forward, and the Preliminary Engineering Study determined the best solution to fortify the wall without significantly impacting operations was to build a new wall system in front of the existing walls. He reported that during the preliminary engineering phase, several waterlines owned and operated by ILAW were identified to be near the existing and proposed retaining wall system, and in order to construct the new walls, Metro would need to relocate ILAW water lines under 79th Street, and close the Street for some time in order to do so. Mr. Poehler noted that BSD is now seeking authority to adopt an IGA to gain approval for this work with ILAW and SCCHD. Commissioner Simmons posed questions regarding the proposed work, asking for clarification as to whether this is a permanent solution to the problem. Mr. Poehler noted that this project will include construction of a significant wall. President & CEO Roach noted that this is a permanent fix for the retaining wall system, and will also involve repair of the waterlines.

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

The motion passed.

13. 24:1 Transportation Development District

9:02 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 recommendation to allow the 24:1 Transportation Development District (TDD) petition to proceed without objection, and authorize the President and CEO to sign any subsequent Intergovernmental Agreement (IGA) establishing the 24:1 TDD, should the voters approve it. John Langa, Vice President – Economic Development, gave an overview of this item noting that the 24:1 TDD is a project of 24:1, the community collaborative working for and on behalf of the 24 communities making up the Normandy School District area. He noted that Mayors and leaders from what is now the 24:1 TDD group began meeting in May 2023 (including with BSD) to discuss opportunities to increase funding for transportation improvements related to roadways,

with the group creating a road conditions assessment within the project area. He stated that the group asked for BSD input, given the public transit services provided by Metro and the importance of this service area to St. Louis County, Metro customers and Metro's partners. He added that, while the TDD's initial focus will likely be road improvements, the TDD would be authorized to conduct transit projects that could involve BSD. Mr. Langa noted that 17 communities each adopted resolutions in support of the 24:1 TDD, and per the community resolutions and the pleading to the petition, BSD and St. Louis County would also serve on the 24:1 TDD board giving it a membership of 19 entities. MoDOT would also be included, but as an advisory, non-voting member. BSD's voting member would be the highest-ranking BSD Board of Commissioner from Missouri; however, in lieu of voting, but to retain its 24:1 TDD leadership position, BSD could send a staff member in a non-voting, proxy capacity. Mr. Langa noted that BSD received the petition for the 24:1 TDD on January 3, 2025, and the deadline for responsive pleadings in February 9th. The 24:1 ballot issue will likely occur within the 17 communities on the April 2025 election. BSD may respond to the petition within 30 days, or if BSD makes no objection to the pleading, the initial pleading including BSD on the TDD Board will proceed.

A motion to approve this agenda item, as presented, was made by Commissioner Jackson-Jennings and was seconded by Commissioner Johnson.

The motion passed unanimously.

14. Unscheduled Business

9:09 a.m. There was no unscheduled business; however, Commissioner Johnson stated that, with regard to the Loop Trolley, he would like to congratulate the Agency on getting that project back in the black. He stated that any push to get this story in the media would be great, as there had been significant backlash previously regarding this agreement. President & CEO, Taulby Roach, thanked Commissioner Johnson and stated that there have been several interviews; however, increased awareness is valuable. Mr. Roach noted additional ideas that are being considered to increase use and function of the Loop Trolley.

15. Operations Report

9:13 a.m. An operations report for Metro Transit was included in the Committee packet. Trenise Winters, Assistant Executive Director – Metro Transit, provided a summary of the report for the Committee, including the reduction of denials from 45% in 2020 to a current rate of 0%. She noted December service changes, and new paratransit software upgrades, the next phase of which will be in February, and will include an app and reservation portal. Ms. Winters gave a workforce update, noting that there is still a need for mechanics and electricians, with the next hiring event being held on January 25th.

16. President/CEO Report

9:20 a.m. Bi-State Development President/CEO Taulby Roach provided an overview of operations during the most recent snow event, acknowledging the outstanding work by the Operators and staff. Mr. Roach thanked Mr. Ken Sharkey for his help regarding the 79th Street item, stating that he is proud to be part of an organization which has developed sound relationships with its partners. Mr. Roach noted that the FTA is in town, and stated that he is looking forward to working with Carrie Butler, the new FTA Region 7, Regional Administrator.

17. Call of Dates for Future Board and Committee Meetings

9:23 a.m. Myra Bennett, Manager of Board Administration, advised the Board of Commissioners of the following upcoming meetings:

Board of Commissioners Meeting	Friday, February 28, 2025	8:30 AM
Safety & Security Committee Meeting	Thursday, March 13, 2025	8:30 AM
Operations Committee Meeting	Friday, March 21, 2025	8:30 AM
Audit, Finance & Administration Committee	Friday, March 21, 2025	Following OPS

18. Adjournment to Executive Session

9:24 a.m. Chair Moore asked for a motion that the Committee go into Executive Session for the purpose of discussing legal, confidential, or privileged matters, as permitted under Bi-State Development Board Policy Chapter 10, Section 10.080, (D) (1) – Legal; (D) (2) – Real Estate; and (D) (3) – Personnel. The motion was made by Commissioner Johnson, and was seconded by Commissioner Jackson-Jennings.

A roll call vote was taken as follows:

Sam Gladney – Yea	Herbert Simmons – Yea
Nate Johnson – Yea	Terry Beach – Yea
Andrea Jackson-Jennings – Yea	Debra Moore – Yea

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

19. Reconvene to the Open Meeting

9:41 a.m. Chair Moore stated that the Committee has reconvened to the Open Meeting.

A motion to approve the minutes from the October 18, 2024, Operations Committee, Executive Session, as a closed record, was made by Commissioner Johnson, and was seconded by Commissioner Beach.

A roll call vote was taken as follows:

Sam Gladney – Yea	Herbert Simmons – Yea
Nate Johnson – Yea	Terry Beach – Yea
Andrea Jackson-Jennings – Yea	Debra Moore – Yea

The motion passed.

A motion to accept the St. Ann Transit Enhancement Project and the DeBaliviere Powerhouse Redevelopment Project, as presented in Executive Session, and forward them to the Board of Commissioners for approval, was made by Commissioner Jackson-Jennings, and was seconded by Commissioner Johnson.

A roll call vote was taken as follows:

Sam Gladney – Yea	Herbert Simmons – Yea
Nate Johnson – Yea	Terry Beach – Yea

Andrea Jackson-Jennings – Yea

Debra Moore – Yea

The motion passed.

20. Adjournment

9:44 a.m. Chair Moore asked if there was any further business, and being none, Commissioner Johnson made a motion to adjourn the meeting. The motion was seconded by Commissioner Jackson-Jennings. Unanimous vote in favor was taken. The motion passed, and the meeting was adjourned at approximately 9:44 a.m.

Deputy Secretary to the Board of Commissioners
Bi-State Development Agency

From: Mary Lamie, Executive Vice President, Multi-Modal Enterprises
Subject: **Contract Award: Southwestern Illinois (SWIL) Freight Railroad Network Analysis and Improvement Program**
Disposition: Approval
Presentation: Mary Lamie, Executive Vice President, Multi-Modal Enterprises

Objective:

To present to the Operations Committee for review, and referral to the Board of Commissioners for approval, an authorization for the President and CEO to approve the award of a consulting contract to provide a Southwestern Illinois Freight Network Analysis and Improvement Program for the St. Louis Regional Freightway to the Cambridge Systematics firm.

Background:

On December 24, 2024, Bi-State Development (BSD) issued solicitation *25-RFP-572370-MD Southwestern Illinois (SWIL) Freight Network Analysis and Improvement Program*. The solicitation was issued to obtain proposals from qualified firms for a freight network analysis in southwestern Illinois that evaluates the existing conditions of the rail infrastructure network with contributing freight flows to identify a package of infrastructure improvement projects with planning level cost estimates. The study area will be centered in Southwestern Illinois (SWIL) specifically in East St. Louis and Sauget.

An objective of the St. Louis Regional Freightway (Freightway) is to maximize the region's freight transportation network by improving intermodal connectivity and increase efficiency and reliability. Understanding performance of the freight transportation system and the challenges that come with maintaining existing freight flows and anticipated growth in demand is important to improving freight mobility and productivity.

Analysis:

In response to the solicitation, two (2) proposals were received from the following firms:

- Cambridge Systematics
- TranSystems Corps

The two (2) proposals were reviewed, evaluated and scored in accordance with the technical evaluation requirements specified in the solicitation package.

The evaluation committee consisted of three (3) BSD employees and one rail representative with the Terminal Railroad Association of St. Louis. The three (3) BSD employees included two from the St. Louis Regional Freightway and one from the St. Louis Downtown Airport. The technical evaluation criteria required that offerors include in their proposal:

- Experience
- Project Understanding
- Capacity

The table below shows the overall results representing the consensus' technical and cost scores combine.

Round 1				
Firm:	Cost	Cost Score	Technical Score	Total
Cambridge Systematics	\$598,093.00	150.00	288.13	438.13
Transystems Corp	\$600,000.00	149.52	248.75	398.27
Total Possible Points		150.00	350.00	500.00
Percentage of Total Points		30%	70%	100%
Round 2 - Best and Final Offer				
Firm:	Cost	Cost Score	Technical Score	Total
Cambridge Systematics	\$535,583.00	150.00	288.13	438.13
Transystems Corp	\$600,000.00	133.90	248.75	382.65
Total Possible Points		150.00	350.00	500.00
Percentage of Total Points		30%	70%	100%

A Best & Final Offer was received from Cambridge Systematics in the amount of \$535,583.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request that the President & CEO enter into a contract with the highest-ranking firm, Cambridge Systematics, whose proposal is most advantageous to BSD with price and other factors considered plus a 12% contingency of \$64,230 for a total amount not to exceed \$600,000

Funding Source:

This \$600,000 project is 100% funded through Federal and State funds. (\$480,000-Federal, \$120,000-State of Illinois Matching and 0% Local Match).

Board Policy 50, Purchasing – Section 50.010 Procurement and Contract Administration E.1.a. The Board of Commissioners shall approve the following Procurements: Competitive Negotiation Procurements which exceed \$500,000

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 21, 2025**

From: Charles A. Stewart, Executive Vice President & COO, Metro Transit
Subject: **Contract Award: Cellular Phone Services**
Disposition: Approval
Presentation: Jyotsna Gupta, Vice President & CIO, Information Technology

Objective:

To present to the Operations Committee for review and referral to the Board of Commissioners for approval, an authorization for the President and CEO to enter into a contract with T-Mobile for provision of cellular phone services for a five-year period.

Background:

On January 9, 2025, Bi-State Development (BSD) issued solicitation *25-RFP-602417-MD Cellular Phone Services*. The solicitation was issued to obtain proposals from qualified firms that could support various cellular services including smart and non-smart phones for use by employees, hotspots, and equipment to support various mobile and fixed wi-fi initiatives.

Cellular services are essential to support Metro Transit, Gateway Arch, Riverboats, and St. Louis Downtown Airport operations. The contract will consist of five (5) base years.

Analysis:

In response to the solicitation, three (3) proposals were received, reviewed, and forwarded to the evaluation team, which consisted of individuals within BSD's Information Technology Division. The proposals were evaluated and scored in accordance with the following evaluation requirements specified in the solicitation package:

- Service Plans
- Hardware
- Special Connectivity Concerns
- Current 4G and 5G network
- Account Management and Conversion Plan

The table on the following page presents the overall results representing the consensus technical and cost scores combined. The five-year cost shown is projected, based on our current use of smart and non-smart mobile phones, hotspots, and connected tablets and laptops.

Firm	Cost	Cost Score	Technical Score	Total
AT&T	\$2,257,878.00	104.92	175	279.92
T-Mobile	\$1,895,103.20	125	257.5	382.5
Verizon	\$2,303,118.58	102.86	153.33	256.19
Total Possible Points		125	375	500
Percentage of Possible Points		25%	75%	100%

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request that the President & CEO be authorized to enter into a contract with the highest-ranking firm, T-Mobile, whose proposal is most advantageous to BSD with price and other factors considered, in a not-to-exceed amount of **\$1,895,103.20** to include cellular devices and wi-fi services.

Funding Source:

This contract is funded 100% through operational funds.

Board Policy Chapter 50.010 E., Purchasing, requires the Board of Commissioners to approve competitive negotiated procurements which exceed \$500,000.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 21, 2025**

From: Ted M. Zimmerman, Vice President – Marketing & Communications
Subject: **Contract Award: On-Call Public Relations & Media Services**
Disposition: Approval
Presentation: Ted M. Zimmerman, Vice President – Marketing & Communication

Objective:

To present to the Operations Committee for discussion, and referral to the Board of Commissioners for approval, a request for authorization to award Contract 25-RFP-607497-MD – On-Call Public Relations & Media Services Project for a five-year period.

Background:

On February 14, 2025, Bi-State Development (BSD) issued solicitation 25-RFP-607497-MD On-Call Public Relation & Media Services. The solicitation was issued to seek public relations / media firms with successful histories of helping high-profile organizations develop and implement proactive public relations, media strategies, and community outreach. The contract period of performance consists of three (3) base years and two (2) option years.

The successful firm will provide professional counsel and assist with the development and implementation of public relations strategies, designed to help the Communications team improve public perception and increase the organization’s reach with key stakeholders, customers, and the St. Louis regional community for Bi-State Development, Metro Transit, St. Louis Regional Freightway, and St. Louis Downtown Airport

Analysis:

In response to the solicitation, two (2) proposals were received, reviewed and forwarded to the evaluation team, which consisted of individuals within Bi-State Development’s Marketing and Communications division and Multi-Modal Enterprises team. A total of twelve (12) potential vendors viewed the solicitation; three (3) stated they would not be bidding, and two (2) provided proposals.

The proposals were scored in accordance with the evaluation requirements specified in the solicitation package. Upon completion of the individual scoring, the cost proposals were reviewed and evaluated.

The table below details the overall results, representing the consensus technical and cost scores combined. As a result, The Hauser Group is the highest-ranking firm.

Firm:	Cost Score	Technical Score	Total
The Hauser Group	175.00	288.33	463.33
Osborn & Barr Communication	138.42	177.50	315.92
Total Possible Points	175.00	325.00	500.00

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request that the President & CEO be authorized to enter into a five-year contract with the highest-ranking firm, The Hauser Group, whose proposal is most advantageous to BSD with price and other factors considered with a not-to-exceed amount of **\$1,379,225.**

Funding Source:

This contract is funded 100% through operational funds.

Board Policy:

Board Policy Chapter 50.010 E., Purchasing, requires the Board of Commissioners to approve competitive negotiated procurements which exceed \$500,000.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 21, 2025**

From: Charles A. Stewart, EVP and COO of Metro Transit
Subject: **Contract Modification: 22-SS-313254-DR SCADA System CTC Upgrade**
Disposition: Approval
Presentation: Jyotsna Gupta, Vice President/Chief Information Officer, Information Technology

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to authorize the President & CEO to execute a contract modification with Wabtec, Inc., to extend the contract completion date from December 31, 2024, to June 30, 2026, providing design services to add Mid-America Airport Extension functionality for the MetroLink Operation Control Center associated with Contract 22-SS-313254-DR SCADA System CTC Upgrade.

Background:

Metro desires to add MetroLink Operation Control Center SCADA System functionality for the Mid-America Airport Extension. The confidential details of AIM SCADA are the intellectual property of Wabtec.

Analysis:

On April 21, 2022, Bi-State Development entered into a contract with Wabtec to replace the existing MetroLink SCADA System and add functionality to support the operations of the MetroLink Mid-America Airport Extension for the MetroLink Operation Control Center, to coincide with the scheduled opening of the Mid America Airport Extension.

Funding Source:

This Project is funded through Federal (Sections 5307 & 5337) and local funding sources.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request to authorize the President & CEO to execute a zero-cost, contract modification to Bi-State's existing contract with Wabtec, Inc. for the delivery of the Mid-America Airport Extension functionality for the MetroLink SCADA system, extending the contract period of performance from December 31, 2024 to June 30, 2026, to coincide with the scheduled opening of the Mid-America Airport Extension.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 21, 2025**

From: Charles A. Stewart, EVP & Chief Operating Officer – Metro Transit
Subject: **Contract Modification: 23-SB-369236-GH – PACIS, CTS, and CCTV Upgrades – Illinois - Time Extension**
Disposition: Approval
Presentation: Jyotsna Gupta, Vice President & Chief Information Officer, Information Technology
Marc S. Cruz, General Manager Capital Projects & Technology

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to modify the Public Address Customer Information (PACIS), Communication Transmission (CTS), and Closed-Circuit Television (CCTV) System Upgrades contract with Wissehr Electric, Inc.

Background:

The PACIS, CTS, & CCTV Upgrades – IL Project replaces obsolete PACIS equipment (station controllers, LED Message Boards, speakers, amplifiers, and cabling) at all eleven (11) MetroLink Stations in Illinois. Improvements will include new LCD video message boards displaying three rows of text for Red Line Train Arrivals, Blue Line Train Arrivals, and Date/Time/Ad Hoc messages; enhanced audio voice quality, improved circuit distribution for sustained audio coverage, and Real Time Vehicle Location GPS data points for asset management and scheduling. The headend design, equipment, and software is a proprietary solution, and the installation phase of the project involves separate Missouri and Illinois contracts.

The contract was awarded to Wissehr Electric Inc., as a result of a competitive procurement process, for a not-to-exceed amount of \$4,756,900.00, with a 3% Disadvantaged Business Enterprise goal, with an approximate 14-month performance period.

Construction impacts to date include the following:

- Coordination with Secure Platform Project Design & Construction
- Owner Furnished Contractor Installed Equipment (CCTV Cameras & Equipment Racks)

Wissehr Electric submitted a construction schedule extending delivery to June 30, 2025 and requested no additional cost for extending the completion date.

The equipment installation is now 80% complete and a time extension is needed to allow the vendor to deliver the project.

Analysis:

Project Coordination Delays:

Wissehr Electric Inc. was directed to work in step with the Secure Platforms Project (SPP) construction package sequence and activity by installing Communication Interface Cabinets (CIC), conduits, and cabling to support both PACIS and SPP networking equipment. The SPP design

packages development resulted in changes to conduit routing and upgrades to the CIC enclosures. The Wissehr crew performing PACIS installation simultaneously supported SPP installations, alternating weeks between the two projects. Approximately three (3) months were devoted to the SPP activities, resulting in slowed progress to PACIS activity.

Metro Furnished Equipment Delays:

Another schedule impact associated with Owner Furnished Contractor Installed (OFCI) equipment delays, included Metro procurement of larger equipment racks to support future SPP equipment, CCTV cameras and networking equipment. Technical specifications were changed to match the CCTV and networking switches planned for the Secure Platform Project, resulting in delays of approximately four (4) months.

Differing Site Condition Delays:

Deteriorated electrical boxes at Shiloh-Scott Station
Damaged drainage system at 5th & Missouri Station

Operations Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, a recommendation to approve and authorize the President & CEO to execute a contract modification with Wissehr Electric to adjust the PACIS, CTS and CCTV Upgrades contract completion date to **August 31, 2025**, which includes a 60-day schedule contingency.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 21, 2025**

From: Charles A. Stewart, EVP & Chief Operating Officer, Metro Transit
Subject: **Contract Modification: 21-RFP-182966-SG/MD -Testing of Fire Protection System & Fire Extinguisher Maintenance Services**
Disposition: Approval
Presentation: Charles A. Stewart, EVP & Chief Operating Officer, Metro Transit
 Enzo Stefano, Sr. Director of Bus & Rail Facility Maintenance

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to modify the Testing of Fire Protection System & Fire Extinguisher Maintenance Services contract with Gateway Fire Protection Systems, Inc.

Background:

On March 3, 2021, Bi-State Development (BSD) entered into a contract with Gateway Fire Protection to provide required services for testing of the agency’s fire protection system and fire extinguisher maintenance services, in the amount of \$313,097.03, for a performance period of five (5) base years.

The scope of work included optional services; however, since the time of the initial contract execution, BSD’s Maintenance Division confirmed that these optional services are required. Two contract modifications totaling \$170,238.80 have already been made to the original base contract, which caused the cumulative cost to increase to \$483,335.82. A third modification is now being requested that adds funds to Base Year 4 plus \$100,000 in anticipated needs for Base Year 5.

Contract Transaction Document	Contract Cost Summary Award and/or Modification Amount	Administrative Action
Contract Award	\$313,097.02	Base Years: 1, 2, 3, 4 & 5 May 31, 2021 – May 30, 2026
Contract Mod 1	\$85,048.97	Add additional funds to Base Year 2
Contract Mod 2	\$85,189.83	Add additional funds to Base Year 3 and change completion date.
Contract Mod 3	\$98,623.22	Add additional funds to Base Year 4 May 31, 2024 – May 30, 2025
Base Year 5 – Remaining	\$100,000.00	Anticipated additional funds needed
Contract Total Amount	\$681,959.04	

Board Policy 50, Purchasing – Section 50.010 Procurement and Contract Administration E.1.a. The Board of Commissioners shall approve the following Procurements: Competitive Negotiation Procurements which exceed \$500,000

Analysis:

The modification is to include additional services as follows:

- Quarterly inspection and/or testing of Deluge, Dry Pipe and Pre-action Fire Suppression System, Wet Pipe Fire Suppression System and Fire Detection System
- Perform hydrostatic inspection of Metro facilities fire suppression systems

The Project Team feels the modification will adequately address the required maintenance services for the agency's Fire Protection System. The proposed increased amount has been reviewed by staff and found to be fair and reasonable.

Committee Action Requested:

The Operations Committee recommends 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 with Gateway Fire Protection Systems, Inc., for Testing of the Fire Protection System & Fire Extinguisher Maintenance Services, in the amount of **\$198,623.222**, increasing the total contract not-to-exceed amount to **\$681,959.04**.

Funding Source:

Operational funds

From: Charles A. Stewart, Executive Vice President & COO – Metro Transit
Subject: **Contract Authorization: Cervello Security Information and Management Solution**
Disposition: Approval
Presentation: Jyotsna Gupta, Vice President & Chief Information Officer, Information Technology

Objective:

To present to the Operations Committee, for discussion and referral to the Board of Commissioners for approval, a request to authorize the President & CEO to execute a license agreement through World Wide Technology’s OMNIA contract with Cervello, to provide visibility and security analysis of the asset inventory for the MetroLink SCADA environment.

Background:

Bi-State Development Agency desires to close State Safety Oversight (SSO) Corrective Action Plan 202110-SS04, by monitoring SCADA system usage by deployment of the Cervello Security Information and Even Management tool. This additional capability will monitor system security and user privacy through user behavior analytics and report atypical usage to management.

Analysis:

On February 22, 2023, the Bi-State Safety Oversight Agency approved Corrective Action Plan 202110-SS-04, due to an identified hazard of insufficient event logging of the MetroLink SCADA system, found after an external cybersecurity audit.

OMNIA Partners is a state and local government cooperative purchasing entity and has nationally solicited, evaluated and awarded contracts through a competitive bidding process, on behalf of its members. OMNIA’s procurement process consists of the following:

- Development of a Request for Proposal
- Public Notice & Advertisement
- RFP Opening and Evaluation
- Contracts Awarded – Contracts awarded to the most responsive and responsible supplier(s), and award notices sent.

Management is requesting that Bi-State obtain the Cervello Security Information and Even Management tool through our partnership contract with OMNIA. The proposals for the Cervello system were evaluated by an evaluation committee using the evaluation criteria established in the RFP. The committee determined that World Wide Technology demonstrated the ability to provide the products and services outlined in the solicitation while offering competitive pricing.

Funding Source:

This Project is funded through Federal (Sections 5307 & 5337) and local funding sources.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, this request for a three-year enterprise license agreement with Cervello through World Wide Technology’s OMNIA contract, in the not-to-exceed amount of **\$690,000**.

Board Policy 50, Purchasing – Section 50.010 Procurement and Contract Administration E.I.a. The Board of Commissioners shall approve Competitive Negotiation Procurements which exceed \$500,000.

**Bi-State Development Agency
Operations Committee
Open Session Agenda Item
March 21, 2025**

From: Charles Stewart, Exec. Vice President / Chief Operating Officer - Metro Transit
Subject: **Contract Modification: Microtransit Project Contract Extension**
Disposition: Approval
Presentation: Charles Stewart, Exec. Vice President / Chief Operating Officer - Metro Transit

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 with River North Transit, LLC, dba Via Transportation, Inc. to operate microtransit service that complements Metro's other services in the St. Louis region. This modification would extend the current contract one additional year beyond the original period of contract performance.

Background:

Contract 20-RFP-106723-DR - Microtransit Pilot Project was approved by the Board of Commissioners on February 21, 2020 after a competitive procurement process, for a base year plus three option years at a not-to-exceed (NTE) amount of \$5,866,886. This original amount was based on intent to test alternative mobility and first-/last-mile solutions with modest anticipated service growth.

Due to the impacts of the COVID-19 pandemic, almost immediately upon Via Metro STL's launch in June 2020, this microtransit partnership was used to fill Metro's service gaps when bus service was reduced or suspended due to workforce shortages. Over the post-pandemic years of restoring bus service, Metro has continued to rely on microtransit to provide transit coverage in areas MetroBus could not operate, and provide a safety net for vulnerable communities at risk for significantly reduced transportation services.

While bus operator hiring and retention increased successfully through 2024, the availability of vehicle mechanics has not grown at the same rate. Bus network restoration to pre-pandemic levels is impacted by these interconnected resources, as well as by overall operating budget constraints. Meanwhile Via has proved to be a nimble and cost-effective way to meet transit demand in these areas where Metro does not have enough resources to sustain its service.

Via has worked with Metro to fine-tune its operations and service model in St. Louis, such as implementing a distance cap of up to 7 miles per trip in order to increase the cost efficiency of the service. Overall, the program has shown microtransit to be an integral mode of transit delivery for the St. Louis region. Microtransit and first-/last-mile options for customers to connect to the fixed route transit system are now a key part of Metro's long-range plan for reliable service delivery across the St. Louis region's vast service area. Metro is planning to initiate a competitive procurement process for a long-term microtransit program in Fall 2025.

Additionally, Via's flexible service model has provided the opportunity to explore commingling general microtransit customer trips with paratransit customer trips that exceed Call-A-Ride's current operating capacity. As Call-A-Ride has improved operations over the past year, reliability

of Metro's paratransit services is increasing, as well as customer demand for those services. However, Call-A-Ride is experiencing the same shortage of vehicle mechanics as the rest of Metro Operations, and is negatively impacted by lack of operable vans available on a given day. With demand for paratransit service expected to continue increasing through the upcoming warmer months, Metro needs a safety net plan for paratransit service delivery beyond what Call-A-Ride can deliver today in order to meet the needs of our riders and fulfill our federal obligations. Metro has begun working with Via on an additional avenue of service delivery within the current contractual terms: the implementation of a paratransit overflow program that focuses on commingling paratransit and non-paratransit customers for efficient and cost-effective service delivery within existing Via microtransit zones.

Analysis:

Over the years, Via Metro STL has had a positive impact on Metro's ability to deliver mobility options to the St. Louis region, with nearly 70% of riders either connecting to fixed route transit, or traveling to work or school. Additionally, the program's utilization has grown and is well-received by transit riders in the region. Via Metro STL has provided over 750,000 total completed rides across St. Louis County since the program began in 2020, with an 85% average rate of met demand for ride requests, and an average Productivity Rate of 3 completed rides per vehicle revenue hour. The service is cost-competitive with Metro service modes, and therefore provides an innovative solution where a 40-foot bus on a fixed route might be inefficient or unproductive.

Call-A-Ride leadership anticipates an increase in demand, but does not foresee an immediate rise in van resources. Therefore, Metro is collaborating with Via to develop and pilot a process for managing paratransit overflow trips within their existing service areas. Our recent analysis of a week in late January 2025 revealed that on average over 150 CAR trips per day had both their origin and destination within Via Metro STL's service zones.

Given the shifts in travel demand and continued resource constraints within Metro Operations, microtransit has proven to be a supportive element of Metro's service offerings. In addition to providing key customer connections to Metro's fixed route network through microtransit, Via is a flexible and effective partner for responding to various emerging needs such as paratransit overflow. As such, Metro seeks to extend Via's contract for one additional year in order to provide service continuity for customers as Metro's workforce stabilizes and other microtransit options are explored.

Committee Action Requested:

Management recommends that the Operations Committee accept, and forward to the Board of Commissioners for approval, a request to authorize the President & CEO to approve a contract modification with Via, for the continued operation of microtransit service, for a one-year extension (through May 31, 2026), in an amount not to exceed **\$6,344,000**.

Funding Source:

Funding is accommodated within the FY2026 Operating Budget.



VISION

“Now more than ever, Metro is committed to meeting the needs of our team members, customers, and community. We are driven to deliver service that is safe, secure, and attractive. We are combining reliable performance with cutting-edge programs to make Metro a mobility system of choice for residents and visitors across the St. Louis region.”

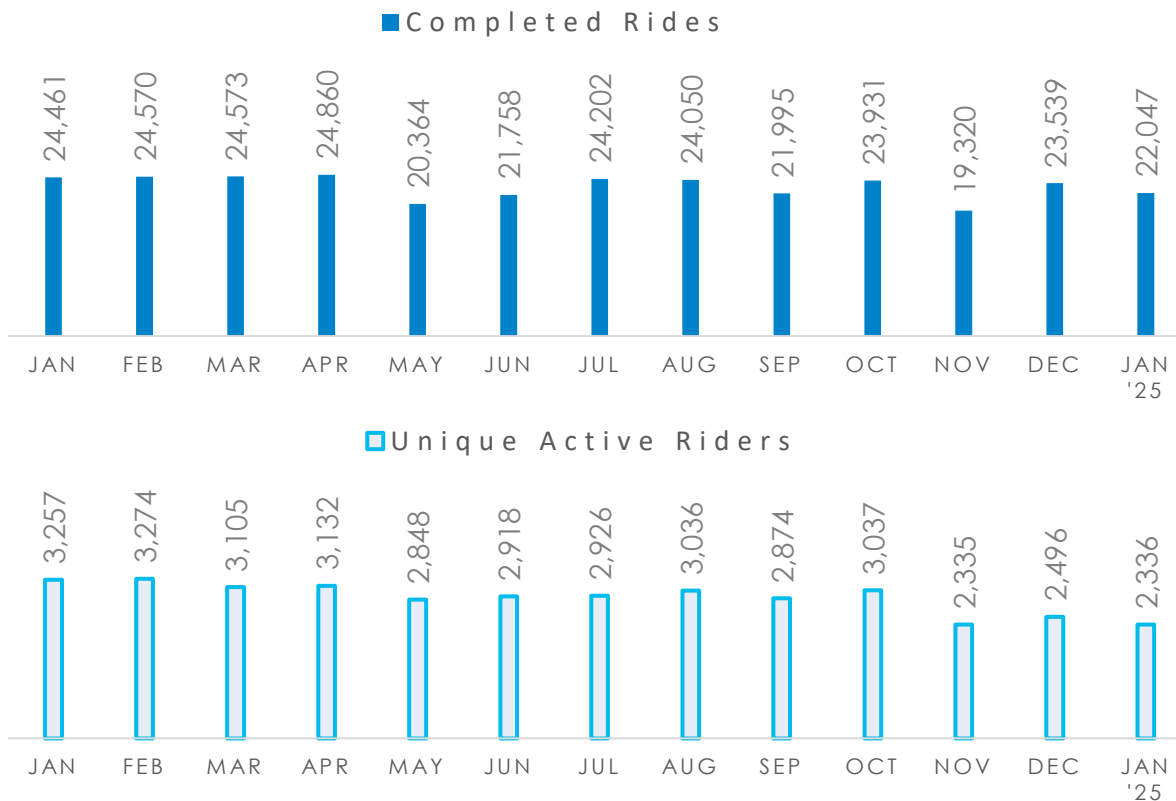
*Chuck Stewart
Executive Vice President, Chief Operating Officer, Metro Transit*

Transit Service Performance ACTUALS		MetroBus Fixed Route + Special Services	FY25 vs. FY24	MetroLink	FY25 vs. FY24	Call-A-Ride	FY25 vs. FY24
System Ridership	YTD	7,482,200	2.9%	4,415,300	7.0%	226,100	34%
	Q3	863,700	(-6.5%)	563,193	11%	29,100	16%
Missouri Ridership	YTD	6,383,000	3.3%	3,502,700	7.8%	226,100	34%
	Q3	738,800	(-6.0%)	458,000	16%	29,100	16%
Illinois Ridership	YTD	1,099,200	2.9%	912,600	3.7%		
	Q3	124,900	(-9.2%)	103,000	(-5.7%)		
Revenue Miles	YTD	7,723,200	13%	1,461,500	3.7%	2,345,700	33%
	Q3	1,135,600	12%	197,000	(-12%)	308,800	19%
Revenue Hours	YTD	565,900	16%	64,700	2.9%	146,200	42%
	Q3	83,795	14%	8,814	(-9.1%)	19,200	27%
On-Time Performance	YTD	85.1%	0.0%	95.5%	0.0%	92.3%	(-0.1%)
	Q3	84.0%	(-3.1%)	91.7%	(-2.3%)	85.3%	(-7.2%)

Call-A-Ride Passenger Trip Requests, January 2025

Passenger Trip Requests	# of Trips	Percent of Trip Requests
Scheduled and Made	29,058	74.53%
Cancelled by Passenger	8,046	20.64%
No-Shows + Late Cancels	1,278	3.28%
Missed Trips	359	0.92%
Van Unavailable – ADA Rider Capacity Denial	0	0.0%
Van Unavailable – Same-Day Capacity Denial	12	0.03%
Van Available – Adversarial Denial	206	0.53%
Eligibility, Beyond Hours or Boundaries	28	0.07%
Former ADA Denial	0	0.0%
Total Trip Requests	38,987	100%

Via Metro STL, Last 12 Months



Service Performance Summary



- Year-over-year Fixed-Route Ridership Dynamics**

Ridership Trends (January 2025)

- > MetroBus ridership decreased by 6%, while MetroLink ridership increased by 11% compared to January 2024.
- > These trends reflect the impacts of winter weather disruptions and improved passenger counting technology.

- Winter Weather Response**

Despite severe winter weather in January, Metro Transit ensured essential regional connectivity, providing access to jobs, healthcare, and other critical services.

During the most challenging weather conditions:

- > MetroBus maintained limited service on high-ridership routes, prioritizing safety, thanks to the dedication of operators, mechanics, and support staff.
- > MetroLink remained fully operational at all stations, though freeze-thaw cycles caused ground instability along a small section of track in Illinois.

- Single-Track Operations & Increased Transfer Activity**

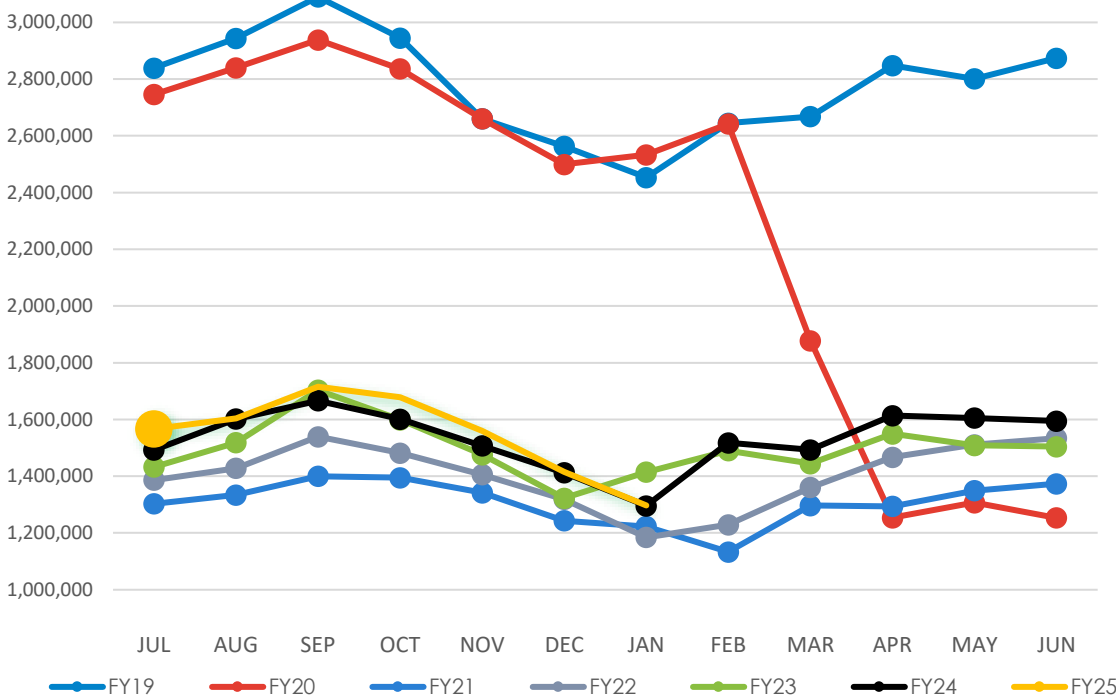
To ensure safety during ground instability:

- > Blue Line service was restricted to service between Shrewsbury and Forest Park stations.
- > Passengers traveling to or from stations east of Forest Park had to transfer to the Red Line, resulting in some travelers being counted twice in unlinked passenger trip data

- Technology Upgrades & Improved Ridership Accuracy**

- > Metro is nearing completion of Automatic Passenger Count (APC) equipment upgrades across most MetroLink vehicles.
- > Previously, ridership reports relied on data imputation due to equipment limitations.
- > The new system significantly enhances boarding detection capabilities, resulting in more accurate ridership counts.
- > Metro expects reported ridership increases to reflect both actual growth in ridership and enhanced accuracy from upgraded passenger counting technology.

STANDARDIZED FIXED-ROUTE RIDERSHIP



Fiscal Year Fixed-Route Ridership

Actuals

FY19 = 35,874,800
Jul-Jan = 24,143,300

FY20 = 29,733,900
Jul-Jan = 20,681,300

FY21 = 16,971,000
Jul-Jan = 9,999,200

FY22 = 18,156,000
Jul-Jan = 10,542,800

FY23 = 19,332,300
Jul-Jan = 11,324,700

FY24 = 19,481,000
Jul-Jan = 11,081,700

YTD FY25
11,897,400

Standardized Ridership smooths out month-to-month variance caused by differences in the different service types per month.

- Standardized Monthly Ridership = [(average weekday * 20) + (average Saturday * 4) + (average Sunday * 4)]

Fixed-route ridership figures—standardized and actual—do not include MetroBus Special Service.

All Ridership totals have been adjusted to reflect the impacts of cyberattacks, equipment malfunctions, and other technical outages.



Sign-on and Retention Bonuses

- As of November 9th, 2024, Mechanics and Electricians are the only positions with a sign-on bonus.
- 77% of 2024 new hires eligible for the sign-on bonus are still employed, while 23% were separated without a payment.

Status of Operations

MetroBus	1,359 (1.4%) of 98,141 scheduled trips were missed in January, with 416 (0.4%) due to workforce issues.
MetroLink	There were (5) annulled trips in January, 2025
Call-A-Ride	Zero (0) denied boardings out of 38,987 trips requested in January.

In January 2025, MetroBus missed 1.4% of all scheduled trips, as reported by Metro Operations in TroubleLog. Service levels and bus routes were adjusted on December 2nd at the quarterly service change to improve coverage, frequency, and connections across the network. The volume of missed trips was highest (2.0%) during the afternoon peak (2pm-6pm), when it has been difficult to get all runs out on time due to peak hour vehicle requirements and staffing and fleet shortages. There was an emergency weather event in early January which likely impacted the overall volume of missed trips this month. There were also several scheduled construction projects that caused disruptions to regular MetroLink service, including single tracking due to track work for a portion of the Illinois alignment.

Recruitment Progress

- 23 Bus Operators were hired in January. Our next Training classes will be in March.
- 11 Van Operators were hired and graduated in January. We have another 12 scheduled to start in February.
- Bus (2.0%) and Van (4.4%) Operator positions continue to exceed budget expectations. MetroLink had a net loss of 1 EE and is now experiencing a 15.7% budget shortage, up 1% from December 2024.
- Over the past 12 months, Van Operators have increased in headcount by over 57%; all three operator groups increased headcount by 12% (combined).
- MetroLink Operator shortage deficit has increased for the 4th consecutive month starting in October; the position shortage is still below BSD's 12-month high (21.6%) in July 2024.

Recruiting & Training Snapshot

	Applications	Hires	Scheduled for Training	In Training	FY25 Grads
MetroBus Operators	182	23	8	19	83
MetroLink Operators	0	0	0	0	16
Call-A-Ride Operators	306	11	12	0	87
1A Mechanics	23	0	2	6	16
Electro-Mechanics	11	0	0	3	0
Electricians	19	1	2	3	4

Staffing Levels

	MetroBus Operators	MetroLink Operators	Call-A-Ride Operators	General Maintenance 1A Mechanics	Vehicle 1A Mechanics	MetroLink ElectroMechanics	Electricians
Budgeted	650	102	180	46	181	42	65
Needed for Service	651	94	180	-	-	-	-
Active EEs	663	86	188	36	163	29	56
Budget Shortage (%)	(2.0%)	15.7%	(4.4%)	21.7%	9.9%	31.0%	13.8%