COMMUNITY CONNECT
Navigating the Future Together
May 30, 2024
Agenda

2:00 p.m.  Welcome & Introduction
2:15 p.m.  Recent News & Programs
2:25 p.m.  Project Updates, Construction & Closures
2:55 p.m.  Service Planning
3:15 p.m.  Q & A
Before We Get Started...

• Add questions or comments to the chat room any time during our presentation
• During the Q & A session, we will mix those in with your verbal questions
  • Use Zoom's RAISE HAND function, or raise your real hand so it's visible on the screen (during Q & A only)
  • From computer, use Alt Y (Windows) or Option Y (Mac)
  • From phone, use star 9
• PLEASE MUTE YOUR MICROPHONE unless you are speaking during the Q & A period.
Introducing Community Connect

• Quarterly series of events
• Includes one virtual opportunity
• Timed in advance of service changes
• Conversations & connections: interactive public participation
• Goal: user-focused transit system
Moving with Metro - Recent News & Upcoming Programs

Presented by Chuck Stewart, Jr.,
Chief Operating Officer
Metro Team Member Recognized with 'Spirit of St. Louis' Award

Service Area Manager Terry Fondren was honored with the regional award on May 15th by the St. Louis Attractions Association.
St. Louis Cardinals Celebrated Our Roadeo Winners!

MetroBus Operator Bobby Morris and Metro Mechanics Jamie Kenyon, Ryan Lang, and Josh Maloney advanced to APTA's International Bus Roadeo in Portland, Oregon
Gateway Go Summer
Youth Pass Returns June 1

• Ages 13-25
• Pass Price: $80
• Three month pass valid June 1 – August 31
• Pass is swiped on a MetroBus farebox or shown to fare inspectors onboard MetroLink trains.
• Not valid on Via or Call-A-Ride.
• Purchase at MetroStore
• (801 Pine Street, St. Louis, MO 63101)
  314-982-1495
Recruitment Update

• April & May hiring events alone resulted in 271 applications and made 199 job offers

• **Next hiring event:**
  Saturday, June 8th
  10 a.m. - 2 p.m.
  Illinois MetroBus Facility
  801 N. 47th Street
  East St. Louis, IL 62202
What is the Purpose for the Project?

• Provide new equitable access to growing and established job centers for residents with limited transportation options
• Invest in historically underserved or marginalized neighborhoods
• Expand and strengthen the region’s transportation network for future economic growth
Project History and 2024 Update

• 2008: Project alignment first studied
• 2017: City voters approved ½ cent sales tax for north-south light rail extension.
• 2023: 15% Design completed
• Feb. 2024: East-West Gateway Council of Governments, St. Louis’ metropolitan planning organization, adopts modified Northside-Southside Alignment as locally preferred alternative (LPA)
• Today: Project moves to Environmental Review and 30% Design
What is Being Studied

No Build Alternative
Keep existing transportation system as is except for already planned and committed transportation improvements.

Build Alternative
Approved as Locally Preferred Alternative
- 5.6 miles
- 10 station stops with three design options (reduces construction costs and property impacts)
- New transfer station connecting to existing Red & Blue MetroLink lines
Build Alternative Features Modern In-Street Technology

- Minimizes impacts to adjacent properties
- Operates in dedicated lane, separated by curb to enhance safety and travel times
- Enhances pedestrian experience with street level station boarding
What is NEPA?

• Requirement of National Environmental Policy Act (NEPA) when seeking federal funding

• Is an integrated decision-making process

• Analysis of the existing No Build conditions to Build Alternative conditions and potential impacts to environment

• Public input helps the project team to determine scope of environmental issues to be addressed
Environmental Resources To Be Studied

- Water resources
- Safety and security
- Air quality
- Wildlife and Threatened and Endangered Species
- Land Use and Acquisitions
- Economic Development
- Neighborhoods and Community Facilities
- Parks and Recreational
- Historic and Archeological
- Noise and Vibration
- Visual and Aesthetics
- Farmlands and Soils
- Hazardous Materials
- Short-Term Construction
- Transit and Transportation

Environmental Justice – Analysis on impacts to minority and low-income communities.

*What other environmental issues should be considered? Tell us. Complete a comment form.*
Get Involved!

• Complete a comment form

• Sign up to receive project updates at MetroLinkGreenLine.com

• Follow us on social media:
  - @stlmetrolinkgreenline
  - @stlgreenline
  - @stlmetrolinkgreenline

• Email questions to: info@MetroLinkGreenLine.com
Real Time Camera Center
Stations in Packages 1 & 2

The design and construction of the Secure Platform Plan has been separated into six (6) packages. With each package consisting of four (4) to eight (8) stations.

**Package #1:**
- Jackie Joyner-Kersee Center
- College
- Emerson Park
- Washington Park

**Package #2:**
- Forest Park
- Central West End
- Cortex
- Grand
- Union Station
- Civic Center
- Delmar
Washington Park Gates
Emerson Park
Full Height Gate

- Full height double barrier steel motorized pedestrian door
- Thirteen rod-shaped crossbars
- Unidirectional or bidirectional operation
- Passage Height: 83.66 in.
- Passage Width: 41.10 in.
Full Height Turnstile

- Three rotor blades 120" apart
- Seven trombone shaped crossbars
- Unidirectional or bidirectional operation
- Hydraulic damper for smooth operation
- Anti-backup device to prevent reverse rotation once moved 30 degrees
- Passage Height: 83.66 in.
- Passage Width: 26.34 in.
College Station
Stations in Packages 3 & 4

Package #3:
- Laclede's Landing
- North Hanley
- UMSL North
- UMSL South
- Rock Road
- Wellston

Package #4:
- Lambert 1/Lambert 2
- Stadium
- 8th & Pine
- Convention
- Skinker
- Big Bend
- Forsyth
Laclede’s Landing Station
Skinker Station
Stations in Packages 5 & 6

Package #5:
- East Riverfront
- 5th & MO
- Fairview Hts
- Memorial
- Swansea
- Belleville
- Shiloh-Scott
- Mid-America

Package #6:
- Shrewsbury
- Sunnen
- Maplewood
- Brentwood
- Richmond Heights
- Clayton
Regional Reports

- Monthly updates distributed
- Featured on the Metro SPP Blog
- To receive the monthly report, complete form at https://RideOnMetro.org/Ride-On-To-A-Safer-Region/
Construction & Closures

Presented by Tim Nittler,
Senior Director of Capital Projects
8th and Pine

- Project involves removal of the escalators and construction of staircases.
- Station closure and bypass is currently in-place at 8th and Pine while construction is underway.
- Station is scheduled to re-open this fall, with work then transitioning to Convention Center.
Convention Center

• Convention Center Station will be closed and bypass will be put in-place after 8th and Pine construction is completed.

• Convention Center project completion is scheduled for early Winter.
MidAmerica Airport Extension

- Project consists of a 5.5 mile extension of MetroLink from existing Shiloh-Scott Station to a new station at MidAmerica Airport.
MidAmerica Airport Extension Status

• Construction by Saint Clair County Transit District’s contractors is progressing as planned.
• No direct impacts to existing MetroLink service are expected at this time.
MidAmerica Airport Extension Timeline

- Operation of the extension is expected in 2026.
Downtown Tunnel Standpipe Replacement

- Work will require evening and weekend single tracking through the limits of the tunnel.
- Construction is expected to begin this summer and last two months.
Union Station Tunnel Rehabilitation

• Work will evening single tracking through the limits of the tunnel
• Construction is expected to begin late this summer and last 3 years.
June 17 Service Change

Presented by:
Jessica Gershman, Assistant Executive Director
Lisa Cagle, Assistant GM – Paratransit Systems & Innovation
MetroBus Improvements
More Frequency, Evening Service

• Adjustments to 23 MetroBus routes effective June 17
• Increased frequency for 15 routes
• Resuming evening service for 4 routes
• Additional changes for routing or on-time performance.
• No changes to MetroLink
• New schedules and maps available early June at MetroStLouis.org/Upcoming-Schedule-Changes/
Increased Frequency for 15 MetroBus Routes

- #8 Shaw-Cherokee
- #10 Gravois
- #11 Chippewa
- #47 N. Hanley
- #60 Shepley-Lilac
- #61 Chambers
- #70 Grand
- #73 Carondelet
- #74 Florissant
- #76 McDonnell-Waterford
- #78 Bellefontaine
- #79 Ferguson
- #90 Hampton
- #95 Kingshighway
- #98 Ballas-N. Hanley
Resuming Evening Service for 4 MetroBus Routes

- #60 Shepley-Lilac
- #76 McDonnell-Waterford
- #78 Bellefontaine
- #79 Ferguson
CALL-A-RIDE
ADJUSTMENTS

MetroBus service span adjustments in North County
Means there will be a Slight Increase in Call-A-Ride service hours north of Chambers Rd after 8 pm
Call-A-Ride Leadership & Phone System Updates

Presented by
Cynthia Scott, General Manager of Paratransit
Alison Driscoll, Paratransit Analyst
NEW LEADERSHIP TEAM

• Cynthia Scott – General Manager *NEW
• Lisa Cagle – Asst. General Manager *NEW
• Shaun Murray – Director of Paratransit Operations
• Christina Deters – Customer Service Manager
• Alison Driscoll – Paratransit Analyst
Metro switched to a new phone service provider on Fri. May 24.

Call-A-Ride experienced issues with both incoming & outgoing phone calls this past weekend.

Call issues resolved with vendor on Tues. May 28 evening.
Call-A-Ride Reservations Window

Presented by Amy Parker, Director ADA Services, ADA Coordinator
Engagement Timeline

• April – Engagement and Public Comments
• May – Data Analysis and Determination of Plan
• June – Get the Word Out
• July – Implementation
• We will not implement Next Day Only Reservations in July!
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What did the 157 comments say?

• Don't do Next-Day Only! (50)
• Offer Next-Day Only as an option (44)
• Keep the window the same or increase it (30)
• Make it 1-3 Days across the board (23)
• Don't Mess with Fridays (11)
What did Metro hear from you?

• We need time to make alternative arrangements
• We call at the earliest possible time
• We want to be able to schedule in advance or on the fly
• We want on-line scheduling
• We don't think a shorter window would reduce cancellations
• We don't believe that cancellations are the problem
What does ride and phone data suggest?

- Callers on Friday experience 2x longer hold times once on the line
- Calls on Friday take 2x longer to complete
- Reservations made further out are more likely to be cancelled or forgotten
- More trips are cancelled or forgotten by our customers than trips we can't provide (ADA Denials)
- It is hard to schedule rides into the spaces that are created by cancellations
Can we meet in the middle?

Very real and valid points from many perspectives. How can we put it all together to create positive change?
The Plan

• Continue scheduling window of 1-3 days
• Eliminate option to schedule 5 days in advance on Fridays
• Effective July 5th
• Re-Visit policy in 6 months
Next Series: August 2024

DATES FOR THREE IN-Person AND ONE VIRTUAL COMMUNITY CONNECT OPEN HOUSES TO BE DETERMINED
Q & A