

# 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 Rodeo Winners!

MetroBus Operator Bobby Morris and Metro Mechanics Jamie Kenyon, Ryan Lang, and Josh Maloney advanced to APTA's International Bus Rodeo 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](https://www.metrost.love))  
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

# Transit Project Update: MetroLink Green Line

Presented by Jessica Gershman, Assistant  
Executive Director of Planning & Systems



STL  
**METROLINK**  
**GREEN LINE**

# PROJECT OVERVIEW



## 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](https://www.metrolinkgreenline.com)
- Follow us on social media:
  - 📘 @stlmetrolinkgreenline
  - ✂ @stlgreenline
  - 📷 @stlmetrolinkgreenline
- Email questions to:  
[info@MetroLinkGreenLine.com](mailto:info@MetroLinkGreenLine.com)



# Transit Project Update: Secure Platform Project (SPP)

Presented by Melissa Webb, Director of Security  
Media & Customer Engagement



# Real Time Camera Center



# Security Fencing



# 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-Kersey Center
- College
- Emerson Park
- Washington Park

## Package #2:

- Forest Park
- Central West End
- Cortex
- Grand
- Union Station
- Civic Center
- Delmar

# Jackie Joyner-Kersey Station



# Washington Park Station

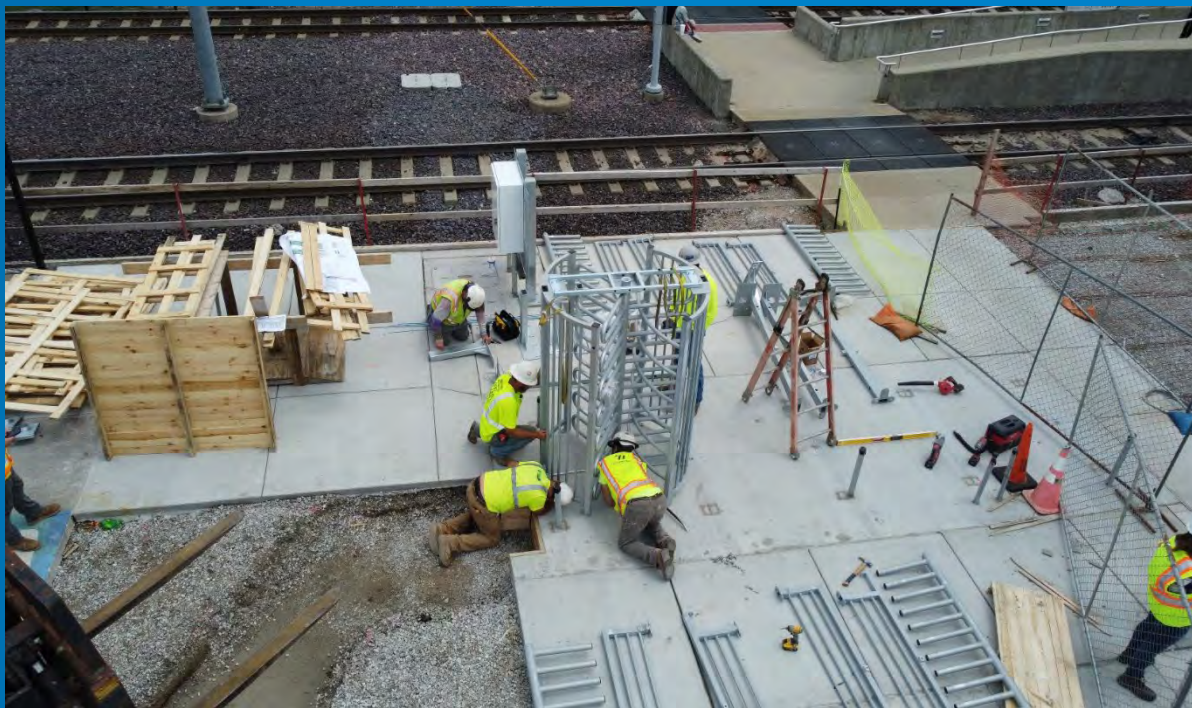




# Washington Park Gates



# 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



# Cortex 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



# Big Bend 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/>



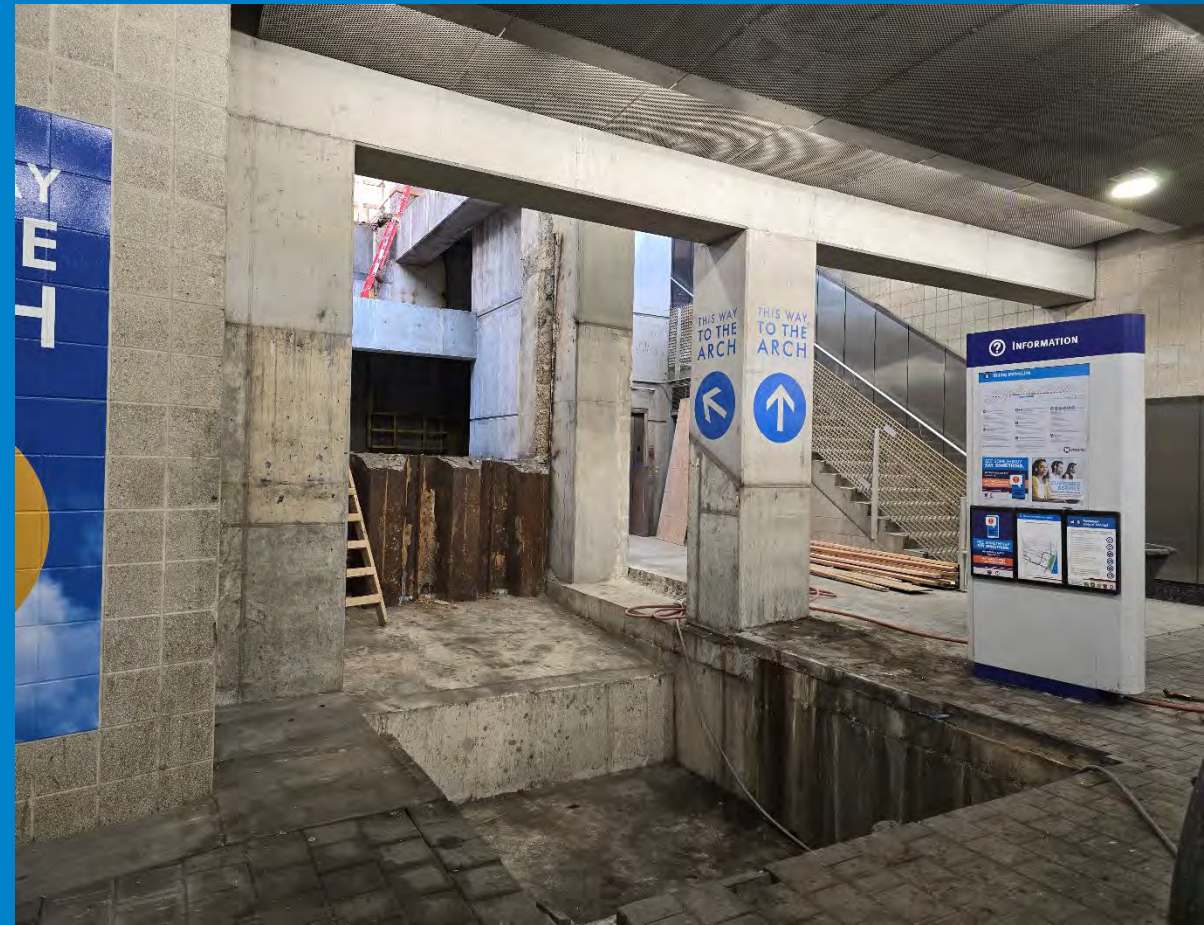
# Construction & Closures

Presented by Tim Nittler,  
Senior Director of Capital Projects



# 8<sup>th</sup> and Pine

- Project involves removal of the escalators and construction of staircases.
- Station closure and bypass is currently in place at 8<sup>th</sup> 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 8<sup>th</sup> 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.



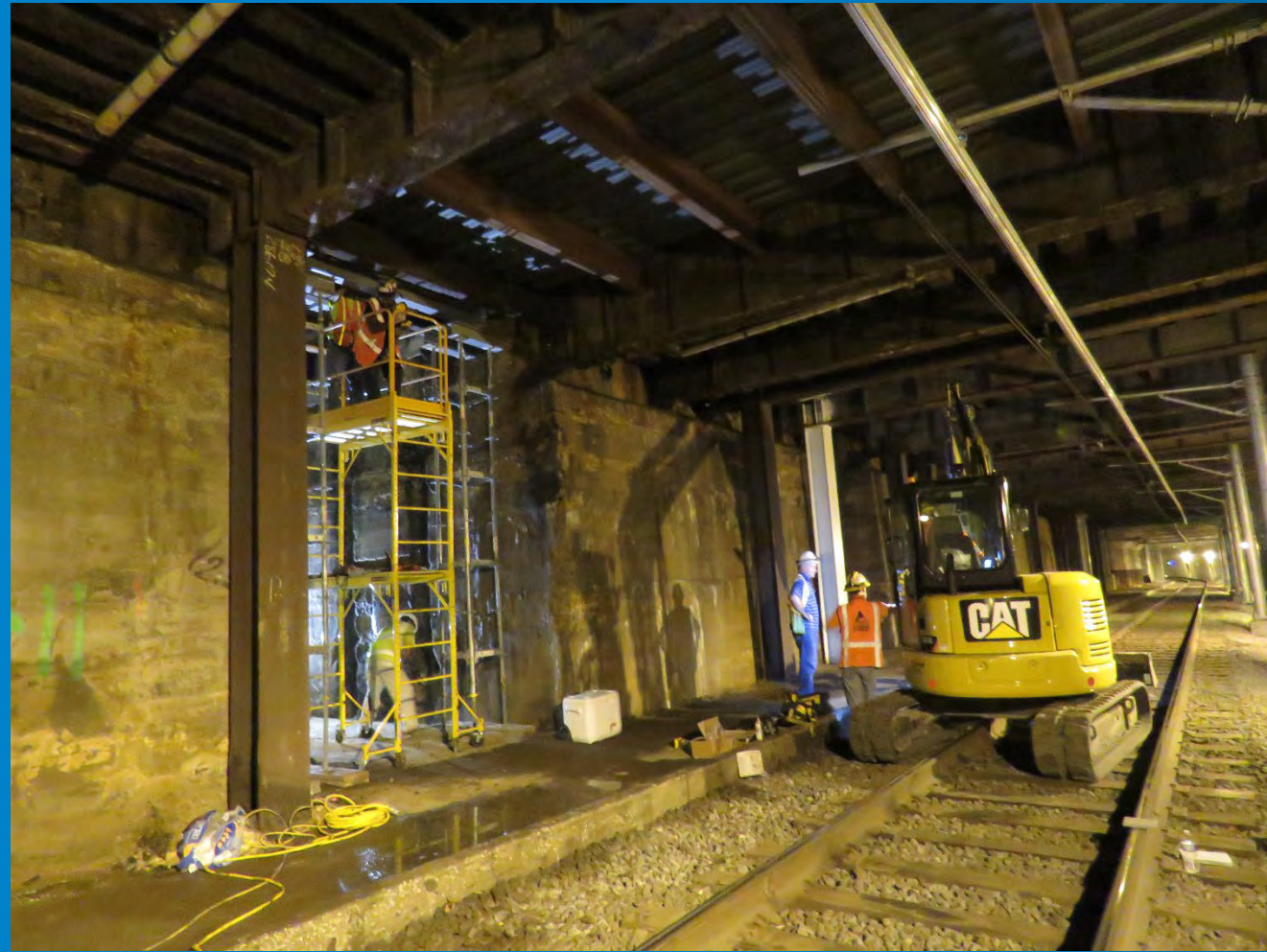
# Downtown Tunnel Standpipe Replacement

- 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/](http://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

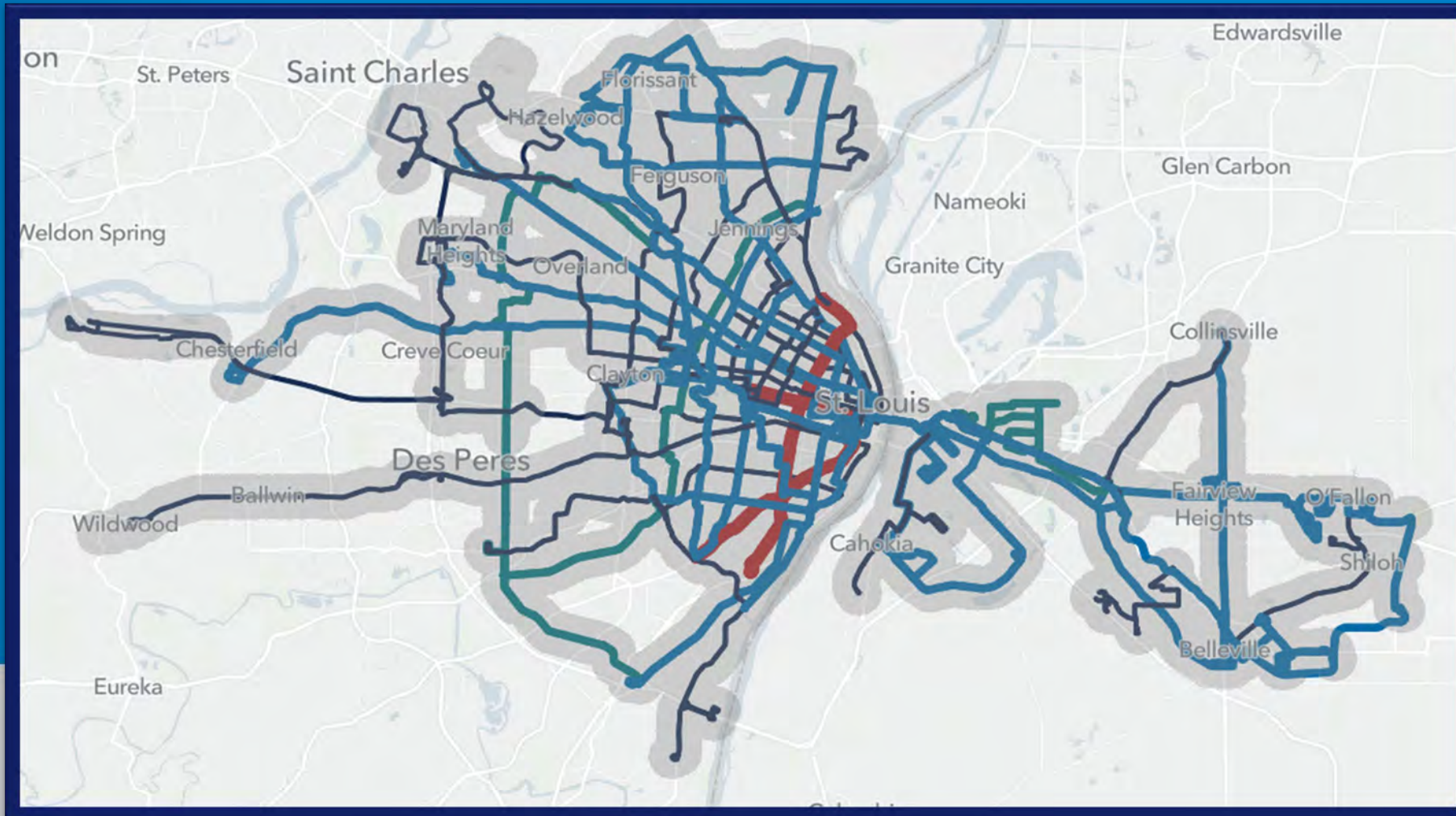
# Resuming Evening Service for 4 MetroBus Routes

- #60 Shepley-Lilac
- #76 McDonnell-Waterford
- #78 Bellefontaine
- #79 Ferguson





# SERVICE CHANGE IMPACTS C-A-R

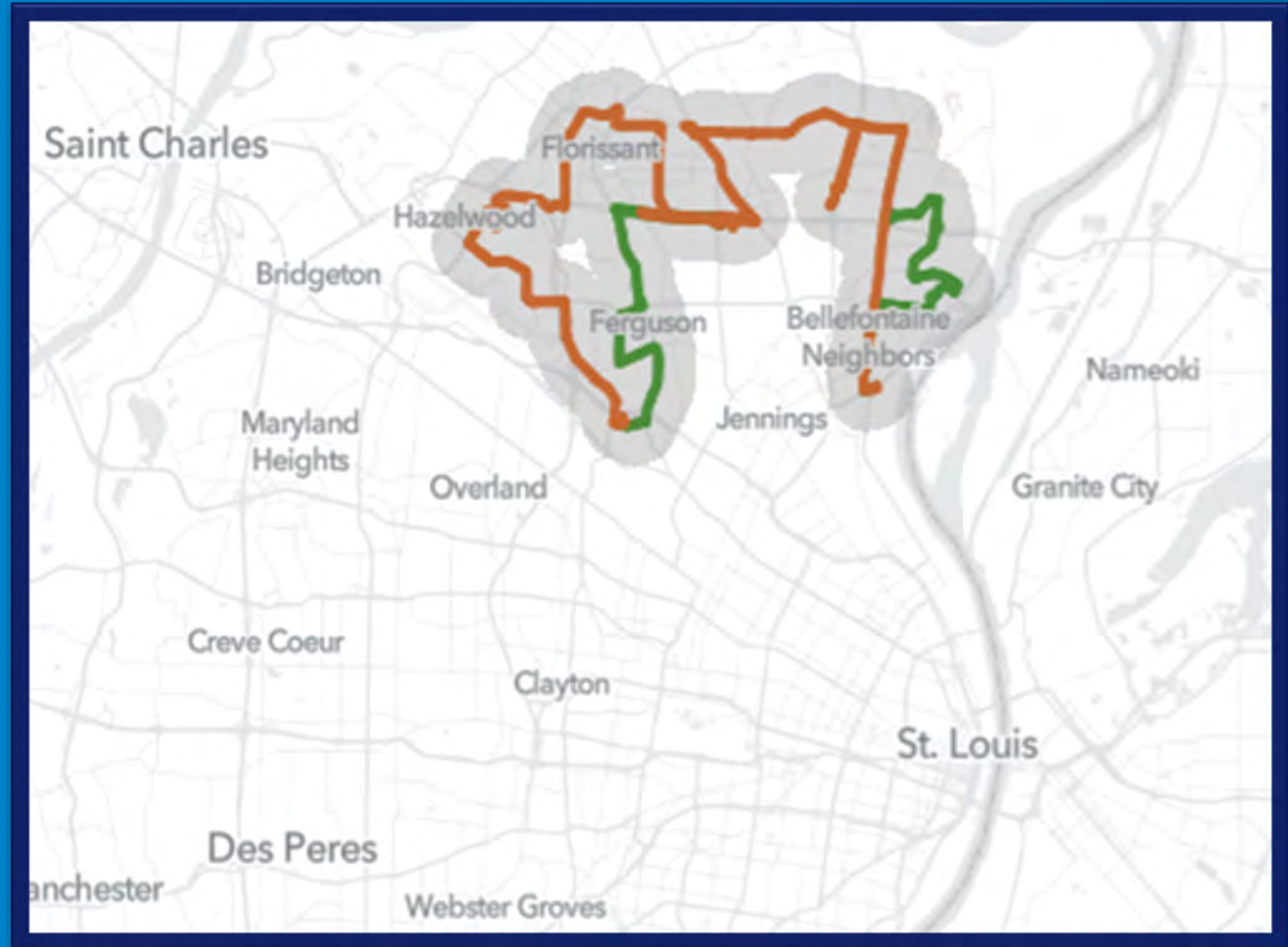


# CALL-A-RIDE ADJUSTMENTS

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

# PHONE SYSTEM UPDATES



- 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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- We will not implement Next Day Only Reservations in July!



# 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



***metro***