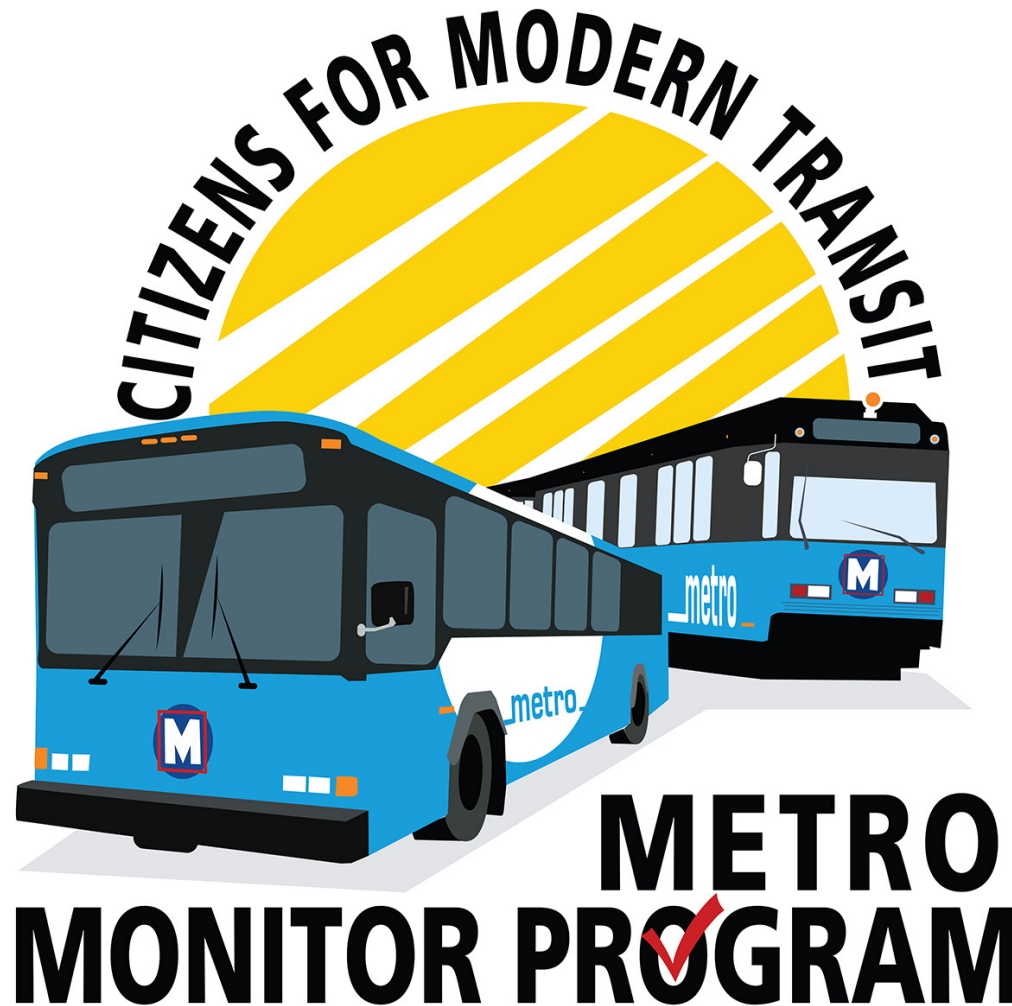


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# **Metro Monitor Report**

PILOT YEAR



[www.cmt-stl.org](http://www.cmt-stl.org)

**Citizens for Modern Transit  
Metro Monitor Survey  
Executive Summary  
October 2020 through September, 2021**

## History

The safety and security of the MetroLink System has been a top, regional priority for the past several years. Significant work has been accomplished through the collaboration of industry leaders, elected officials, police officers, public safety officials and others—yet all agree, more needs to be done. As part of this on-going process, Citizens for Modern Transit (CMT) reinstituted its MetroLink Monitor Program with a new emphasis on safety and security at Metro Transit Stations and Centers in September 2020. This program was originally established in 2012 by CMT's Riders' Advocate Committee to monitor the quality and condition of stations along the MetroLink alignment, much like “secret or mystery shoppers” evaluate in-store experiences. Volunteers observed and recorded conditions at each of the 38 MetroLink Stations and reported their findings to CMT monthly.

Over the last year, information gleaned from the reports was provided to Metro Transit Public Safety on a quarterly basis with a focus on safety and security by evaluating security presence at stations and on trains/buses, observing contract and in-house security, determining if fares are being inspected and gauging levels of customer engagement.

The goal of the program is to provide helpful insight as it relates to the implementation of safety and security measures on the system. The program provides the opportunity to hear directly from riders on what is happening on the system. The program is volunteer-based, and CMT is currently has a team of more than 15 volunteers assisting. Volunteers receive two tickets each month, along with a list of items to check up on at each station. Findings can be submitted via a paper survey or online at <https://cmt-stl.org/programs/metrolink-monitor-program/>.

**How's your trip going?  
We want to know!**

Scan the QR code below to complete a quick survey  
on your transit experience.



**METRO  
MONITOR PROGRAM**  
It's your ride and we want to make sure it's a good one.



**cmt-stl.org**

## **Highlights**

This report reflects one year's worth of data from October 1, 2020 through September 30, 2021. There were 267 reports filed over that time frame with coverage of 25 MetroLink Stations and 3 Metro Transit Centers. There was a slight tweak to the survey at the six-month point. The questions were not changed, but the way survey respondents could answer them changed to allow more flexibility.

Overall, survey respondents felt safe on the system for the most part even without security present (96% of respondents). Some level of security (law enforcement, G4S contract security or TSSs) visible 33 percent of the time. However, visibility has increased significantly over the last four months. Fare checking when security was visible remains low at about 18 percent on average for the year.

## **Moving Forward**

Moving forward, CMT has made the Metro Monitor Survey instrument available online and is in the middle of a transit ad public service campaign for riders. Any rider can now click on the QR code on the ads at the stations to report in about their rides. CMT will also continue to seek volunteers and facilitate quarterly meetings with Metro Public Safety staff and volunteers.

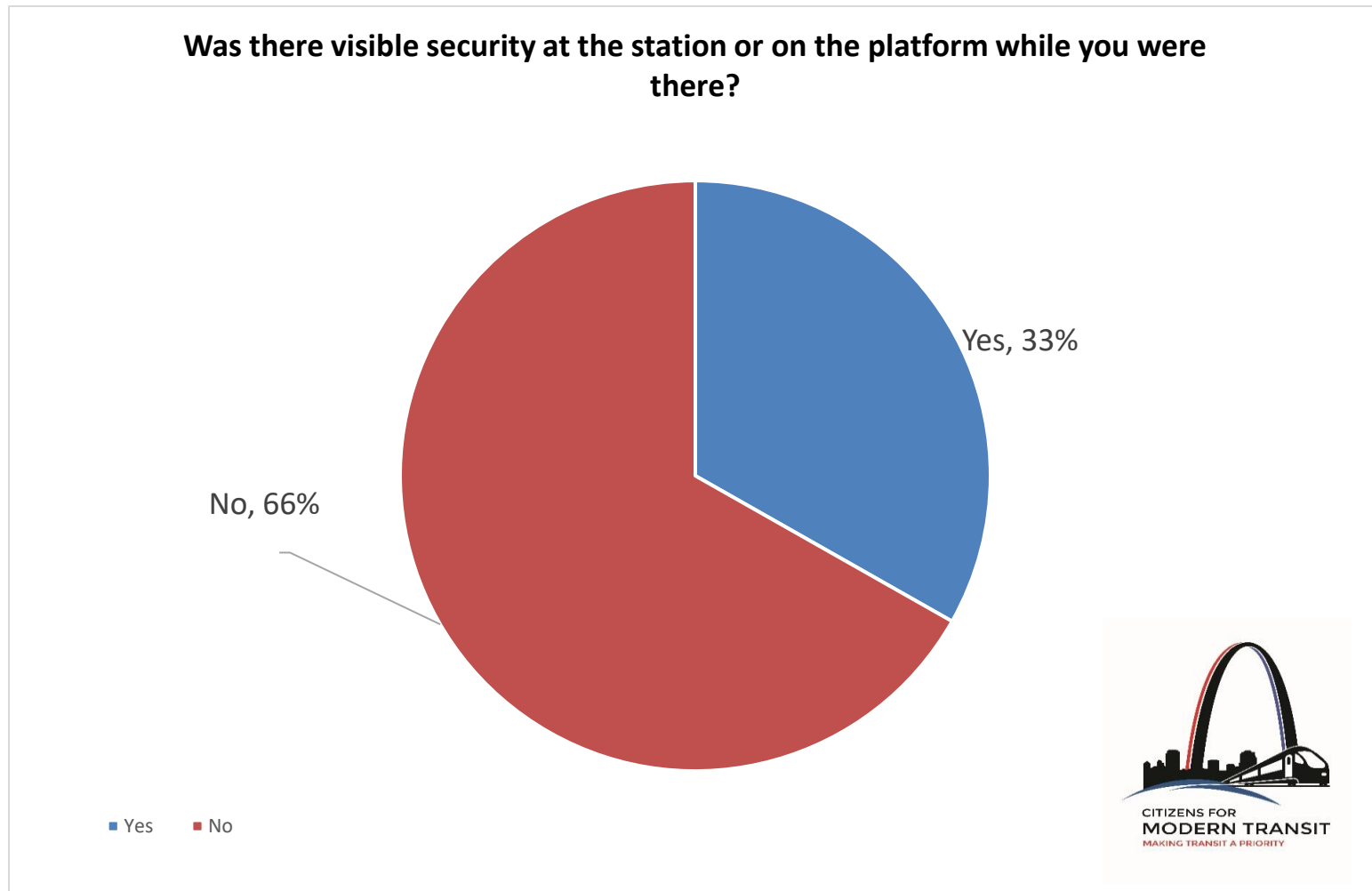
## **Table of Contents:**

- 1.** Survey Responses
- 2.** Verbatim Comments
- 3.** Survey Instrument

## CMT Metro Monitor Report Survey Responses

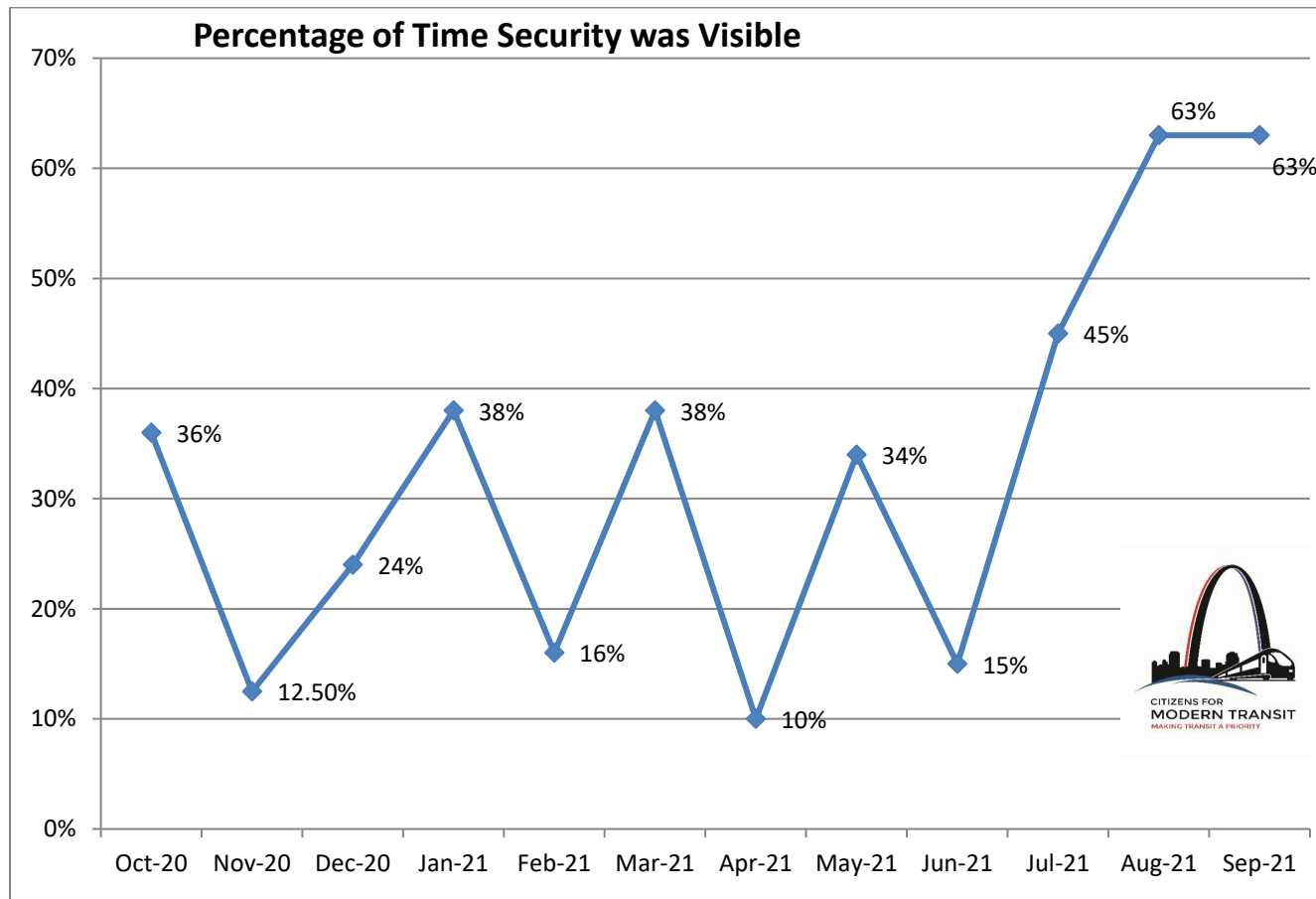
Questions 1 -4 of the survey instrument included personal contact information.

**Question #5: Was there visible security at the station or on the platform while you were there?**



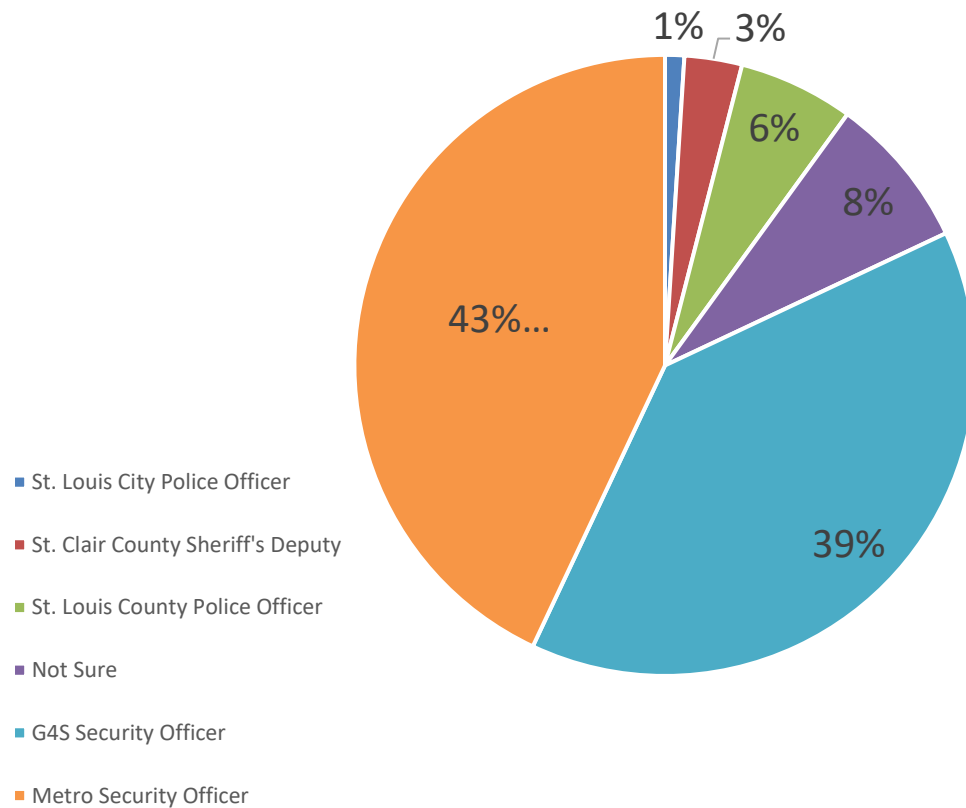
**Question #5A: Breakdown of security visible by month.**

\*At the six -month mark, monitors were instructed to look for security at the stations, on the vehicles and on the platforms. Previously just noting security at the station.



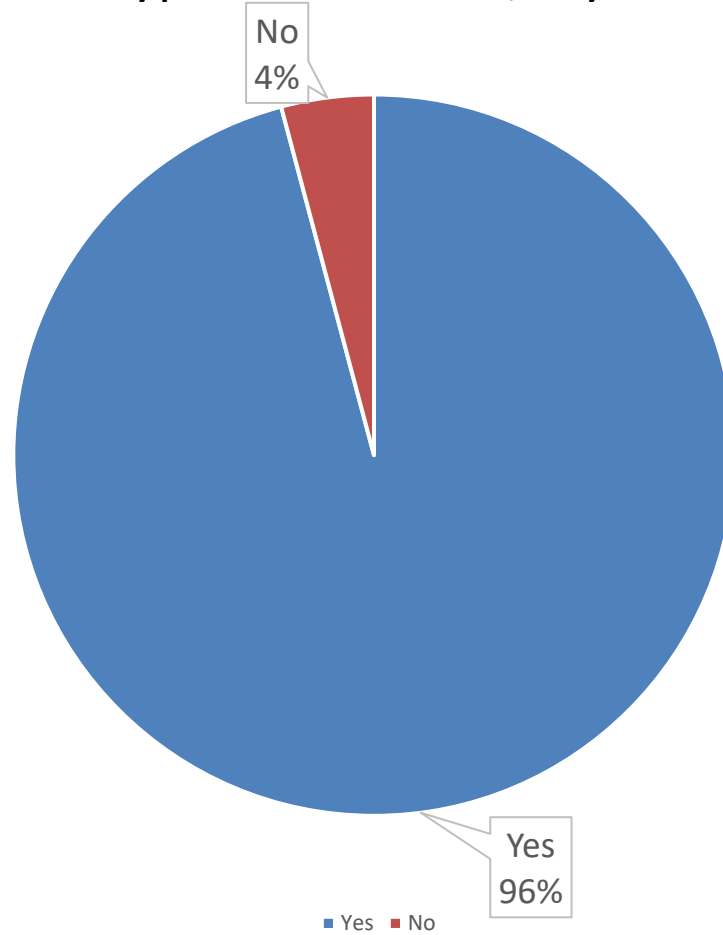
**Q6: What type of security was visible at the station, on the platform, or on the MetroLink/MetroBus?**

**What type of security was visible at the station, on the platform, or on the MetroLink/MetroBus?**

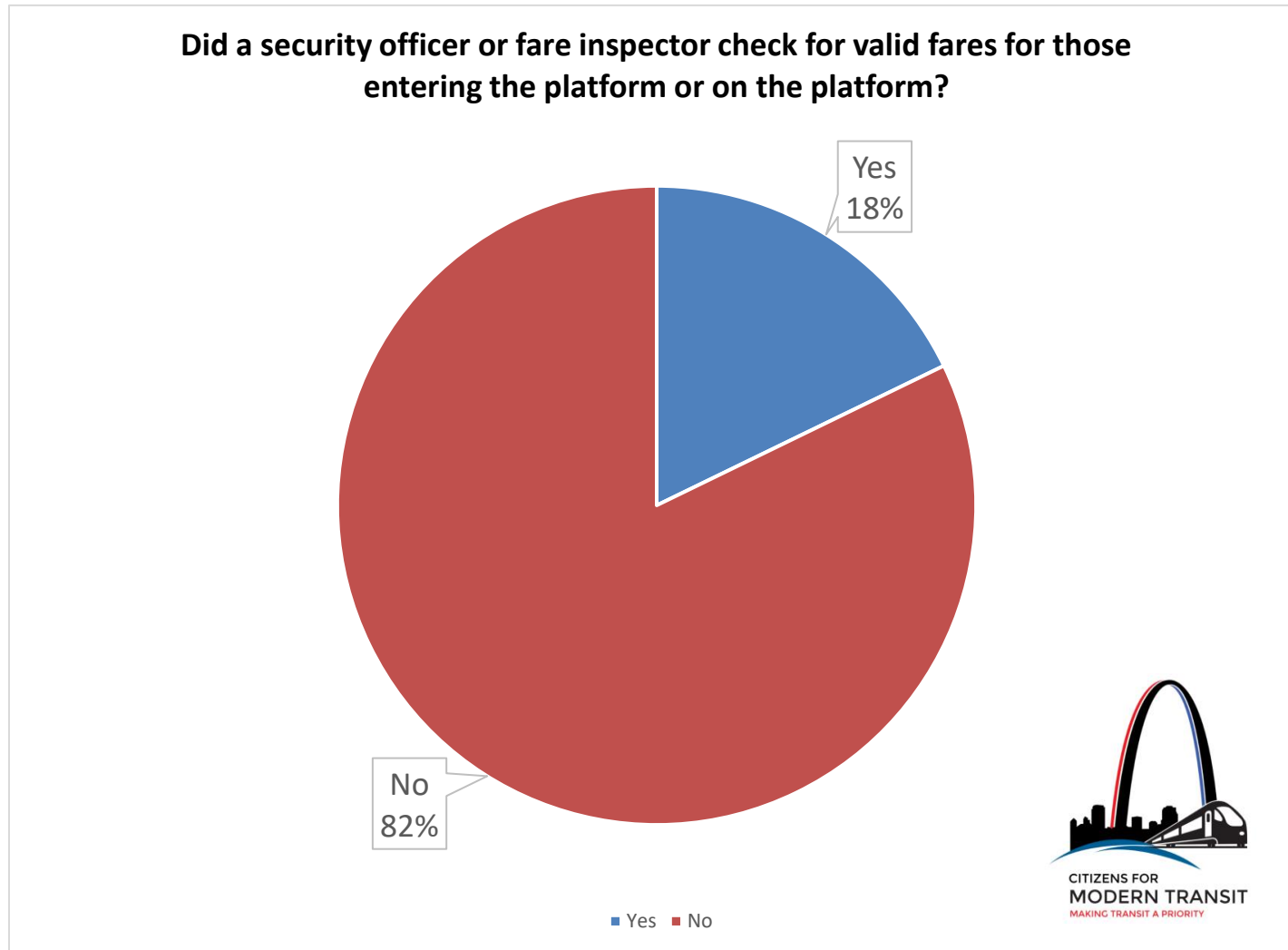


Question #7: If no security personnel were visible, did you feel safe?

If no security personnel were visible, did you feel safe?

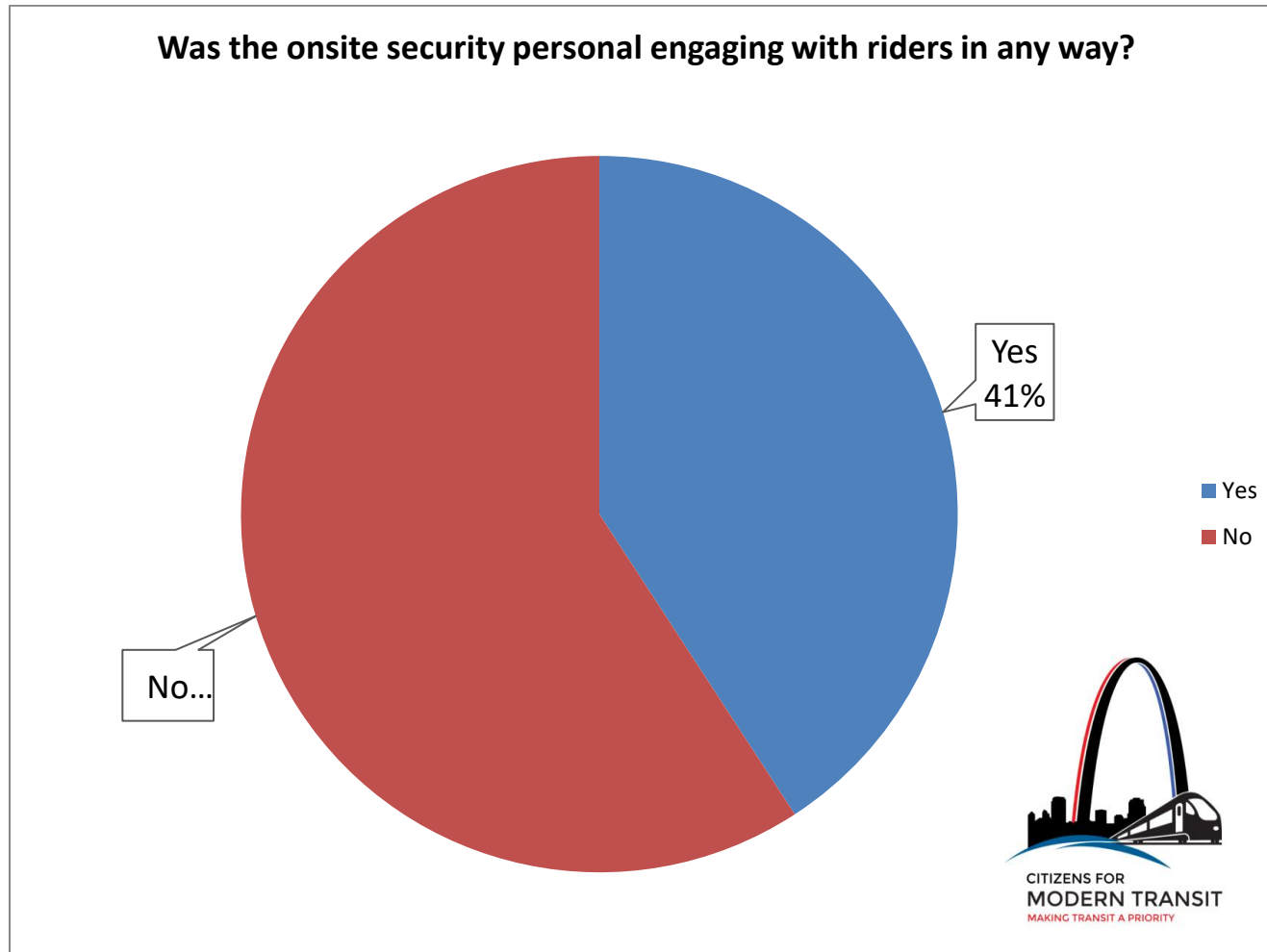


**Question #8: Did a security officer or fare inspector check for valid fares for those entering the platform or on the platform?**



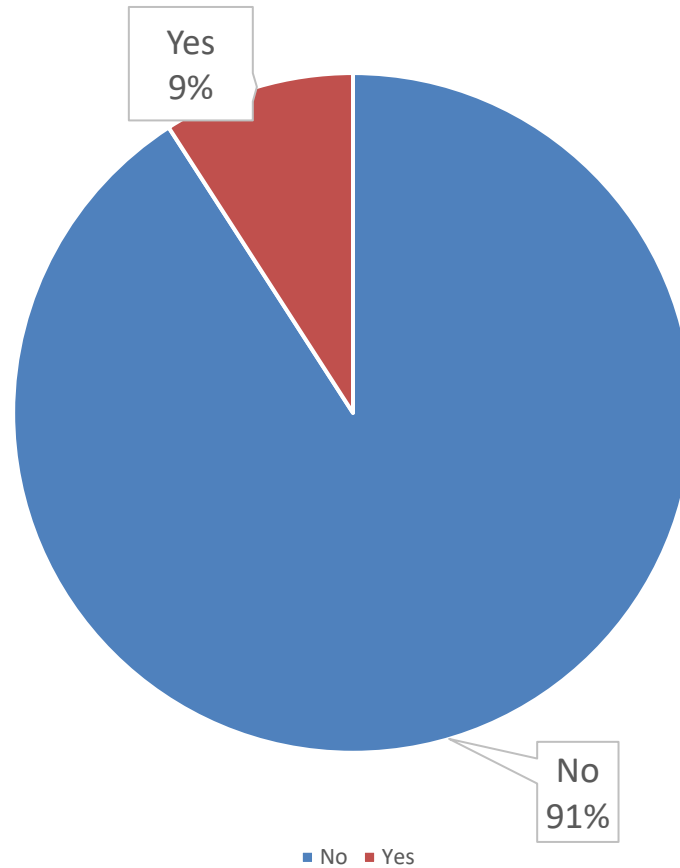


Question #9: Was the onsite security personal engaging with riders in any way?



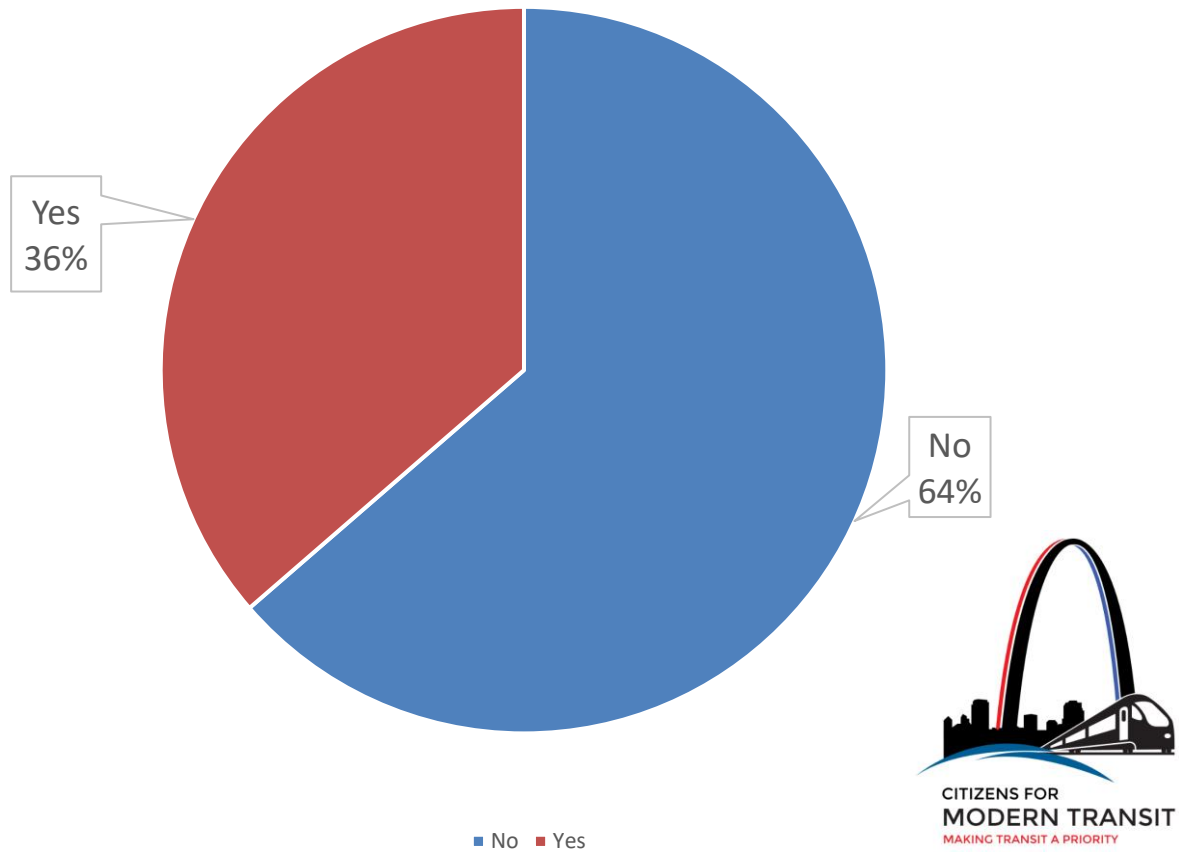
Question #10: Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)?

**Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)?**



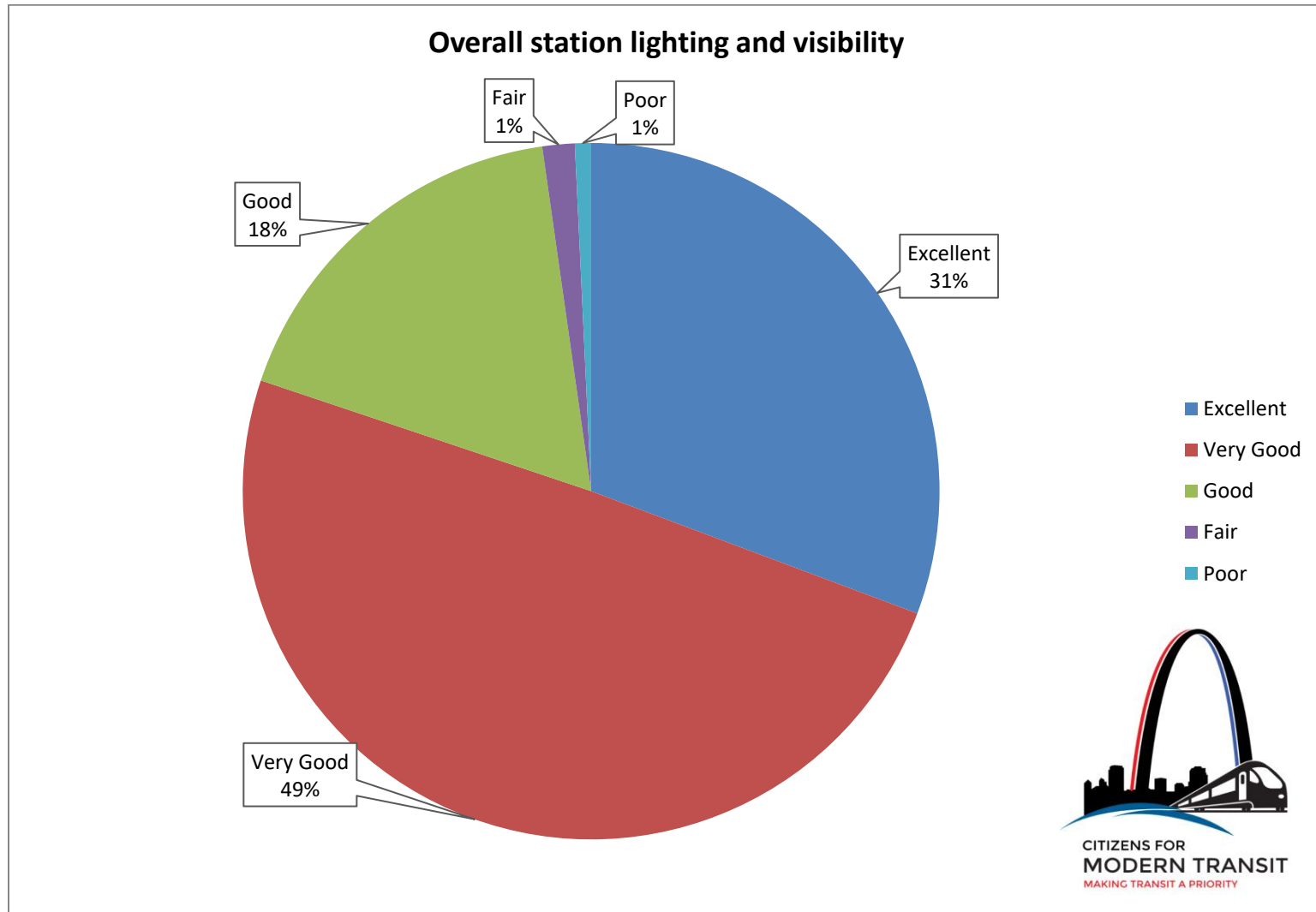
Question #11: If so, was this behavior addressed by onsite security?

If so, was this behavior addressed by onsite security?



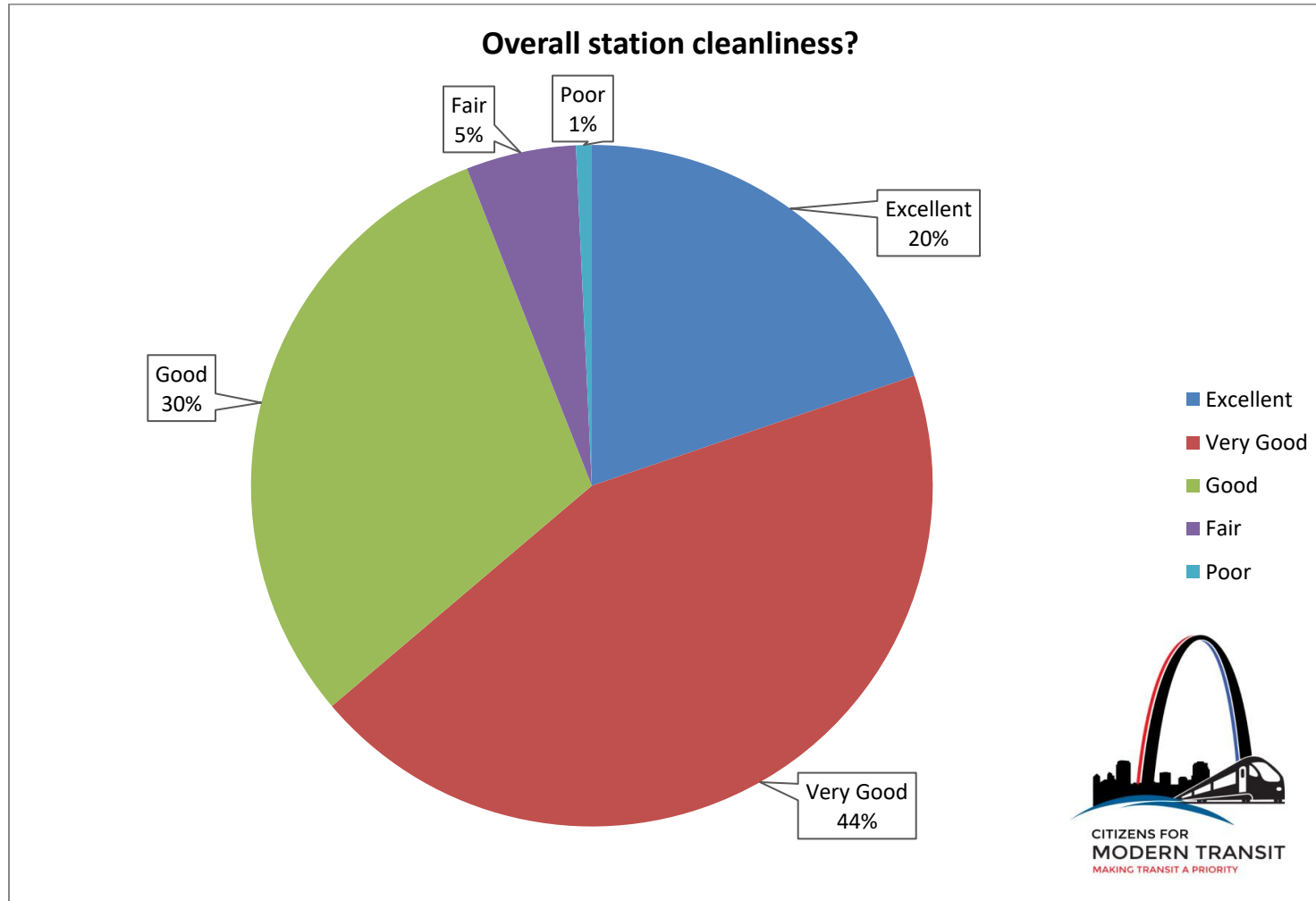
### Question #12: Overall station lighting and visibility

- Eighty percent consistently reported *Very Good to Excellent*.

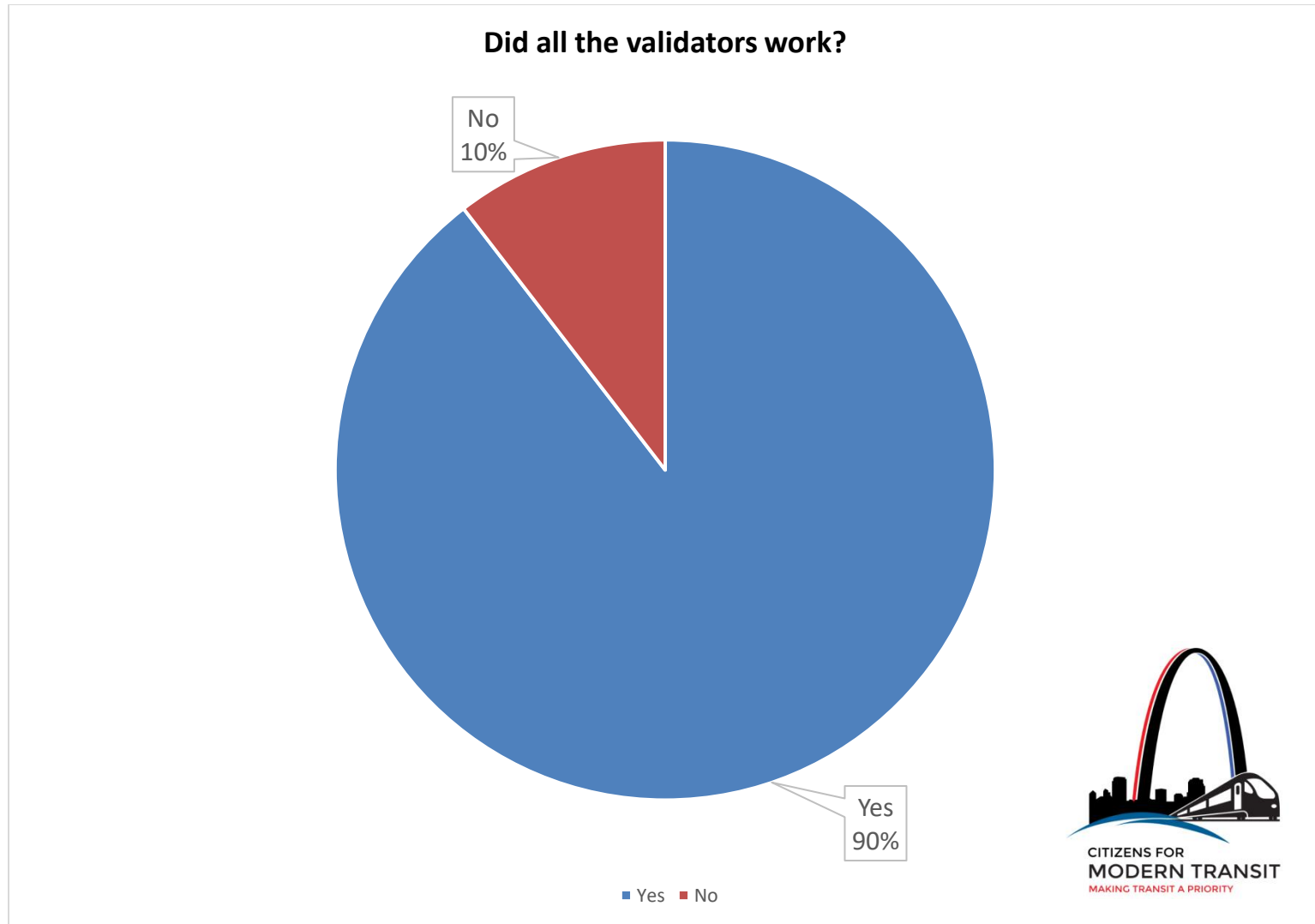


### Question #13: Overall station cleanliness

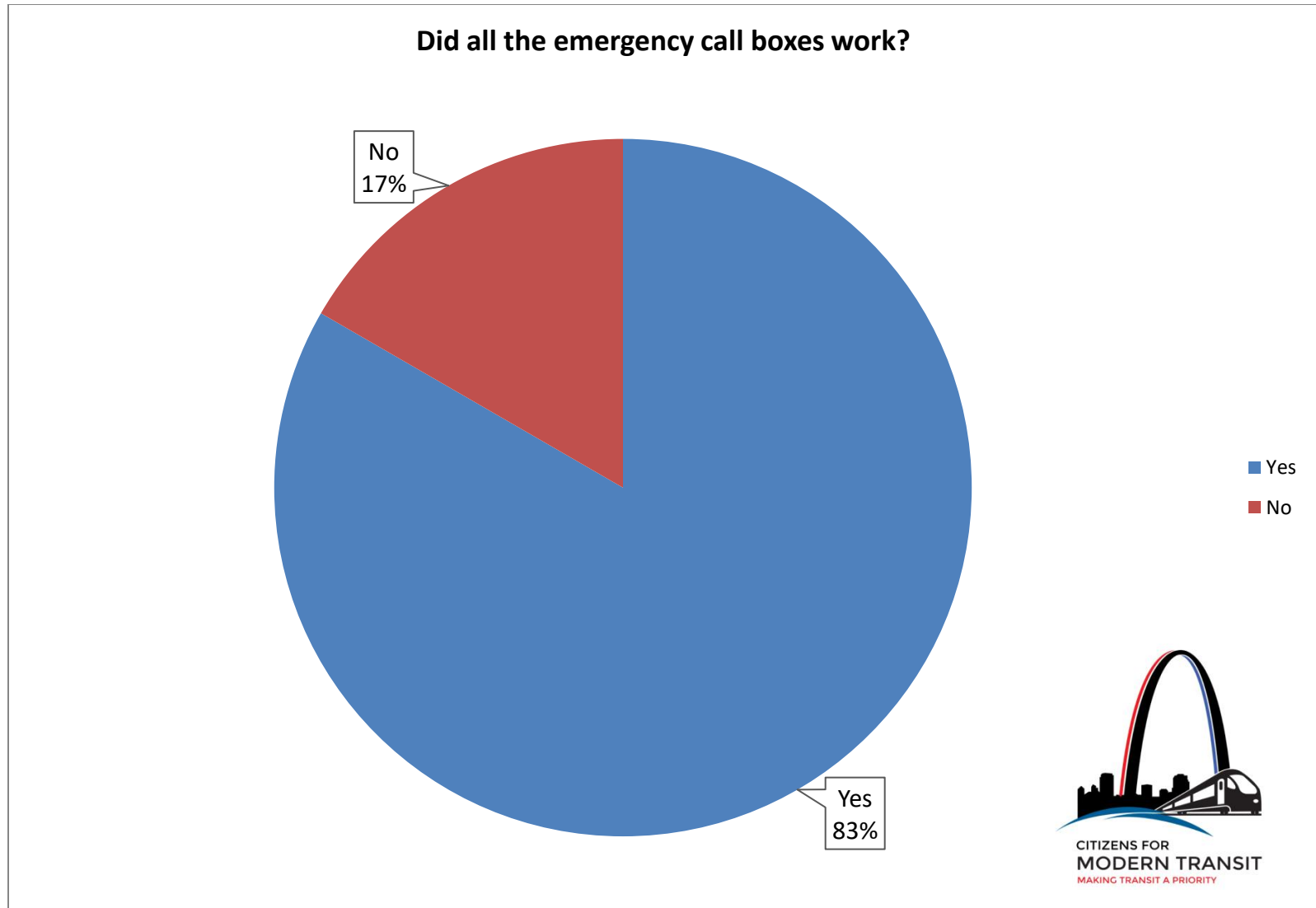
- Sixty-four percent consistently reported stations were *Very Good to Excellent*.



**Question #14: Did all the validators work?**



**Question #15: Did all the emergency call boxes work?**



**Addendum 1 – Question #17: Please provide us with other comments you might have concerning the appearance, operation, and security of the station.**

1	1 sleeper in front car No security seen on platform or on train Fairview-1 G4S moved from front car to rear checked passes-departed 5th & MO Arrive Conv. Ctr 6:45
2	No security seen on platforms or on train. Fairview-1 Deputy & 1 G4S on platform Swansea-1 Deputy on platform Arrive SAFB 3:55
3	One validator still appears to be out of order, but it works.
4	VALIDATOR AT THE NORTH ENTRANCE TO THE WESTBOUND PLATFORM HAS BEEN MISSING FOR WEEKS. ONLY TWO VALIDATORS BY WESTBOUND TVMS. ESCALATORS BEING REFURBISHED BOTH DIRECTIONS. STAIR RISERS ON WB SIDE RUSTED THRU
5	EB ESCALATORS TEMP OUT OF SERVICE. WB DOWN NOT RUNNING, UP OK
6	3 sleepers on front car / 1 sleeper on rear car 1 G4S sitting in rear car-checked passes upon departure changed cars at Belleville. Departed Swansea Wash. Pk-2 G4S boarded rear car-ck passes changed cars at JJK - Departed 5th & MO 1 G4S boarded Conv. Ctr -ck passes Arrive 642
7	No security seen on platforms or on train JJK 1 G4S boarded-ck passes Fairview 1 G4S on platform Arrive SAFB 310
8	3 sleepers on front car No other security seen SAFB to Conv Ctr Arrive 644
9	No security seen on platforms or on train No security seen Conv Ctr to SAFB Arrive 309
10	No security seen on platforms or on train. No security seen Conv Ctr to SAFB Arrive 254
11	2 sleepers on front car/0 rear car 5th & Mo-2 G4S on platform No other security seen SAFB to Conv Ctr Arrive 643
12	4 sleepers on front car/1 Sleeper rear car Fairview-1 G4S on platform Arrive Conv Ctr 6:42
13	No security seen on platforms or on train Fairview-1Metro public safety sitting in Belleville-1 Deputy at parking lot Arrive SAFB 309
14	The call box malfunctioned when I pressed the black Info button. It emitted constant high-pitched noises for about 1 minute. The information operator did not answer. This is a malfunction to investigate immediately.
15	1 G4S on train No sleepers G4S checked passes after departing SAFB changed cars at Belleville-Departed at Swansea No other security seen SAFB- Conv Ctr Arrive 642
16	No security seen on platforms or on train. fairview-2 G4S by parking lot no other security seen Conv Ctr.- SAFB Arrive 310
17	It has been quite a while since my fare has been checked
18	1 G4S arrived with train. ck passes at departure-transferred to front car at Belleville. Departed Swansea. Fairview-1 G4S & 1 Metro Public Safety on platform-walked through cars-departed Arrive Conv. Ctr. 642
19	1 Sleeper on rear car G4S ckd passes after departure except sleeper Moved to front car at Belleville- Departed Swansea Fairview-1 Metro public safety on platform Wash Pk-2 G4S boarded-ckd passed JJK-moved to front car- Departed Emerson Arrive Conv. Ctr. 640



20	No security seen on platform or on train 1 Metro public safety on platform at Laclede's Arrive SAFB 332
21	1 sleeper on rear car 1 G4S on train on arrival to SAFB- cked passes after departure-transferred to front car at Belleville-Departed Swansea Fairview-1 G4S & 1 Metro public safety on platform Arrive Conv. Ctr 642
22	2 sleepers rear car, 4 sleepers front car Fairview-1 G4S in guard shack JJK-2 Deputies hanging out by parking lot Laclede's-2 G4S boarded front car-2 more on platform -2 departed Conv Ctr Arrive Conv Ctr 644
23	E. Riverfront 1- G4S & Metro public safety on platform Fairview-1 G4 S by guard shack Arrive SAFB 357
24	No security seen on platform or on train. Fairview- 1 G4S on parking lot No other security seen Conv Ctr-SAFB Arrive 312
25	1 sleeper on rear car 2 Metro public safety on platform (surprise!) College-G4S transferred to front car-Departed Swansea Laclede's- 1 G4S on platform Arrive Conv. Ctr. 642
26	At least 5 security staff were there in addition to two supervisors and Channel 5, so everyone was on their toes. Channel 5 was interviewing riders about their perceptions of safety on Metrolink and Monitor and I were randomly chosen to be interviewed. Station was busy with riders, including one in motorized wheelchair that had no difficulty with access to train, platform, or street.
27	There were few riders that time of day.
28	Fairview- G4S on parking lot no other security seen Conv Ctr- SAFB Arrive 333
29	No security seen on platforms or on train. Fairview-1 G4S in guard shack No other security seen Conv Ctr- SAFB Arrive 355
30	1 sleeper on front car 1 G4S arrived with train ck passes at College. transferred to front car at Belleville- Departed Swansea Fairview-1 Metro Public Safety boarded- looked around & departed. Arrive Conv. Ctr 642
31	No security seen on platforms or on train Fairview-1 G4S in guard shack No other security seen Conv. Ctr to SAFB Arrive 330
32	Felt safe during the day, but after dark this station could be spooky, with essentially a raw tunnel right by platform.
33	When I called the information line, it was indicated that I was the 5th caller, so since, it was working, i did not wait to speak to a person.
34	VALIDATOR 226 DID NOT WORK. THERE ARE ONLY TWO VALIDATORS AT THIS STATION
35	Station was fine. During ride to Shrewsbury, mentally disturbed man got on. Not sure where, but east of the river. He episodically shouted out curse words and loudly complained when the train stopped at stations. He rode to Shrewsbury. Didn't appear to be an imminent threat, but would have made most riders uncomfortable/fearful. No security officers on train at time.
36	The operation should have a monitor so he or she can hear what is going on the train.
37	In early morning I think you need more security out and in view. Because you have a lot of homeless people up & down the line
38	They are keeping the stations clean. The trains are operating on time. They do not keep a crew on the platform at all times. you may ride by on the train and nobody is on the platform
39	Security & County Officers need to be educated on the passes. I just flash the pass and they say ok. They do not know if the pass good or not

40	I noticed butts on the sidewalk near the buses. I also saw one of the security guards sitting on the train look at his cell phone.
41	Need to check fares more often.
42	Security needs to check the passes, meaning the Gateway. I was not checked at all in a 2 hr 10-minute period.
43	Security to concentrate more on fares and being more visible.
44	No security seen Conv. Ctr. on platform or on train No security seen Conv. Ctr. to SAFB Arrive 354
45	3 sleepers on front car, 4 on rear car G4S departed at Swansea Wash. Pk.- 2 G4S on platform Laclede - 1 G4S boarded Arrive Conv. Ctr. 644
46	Fairview-2 G4S on parking lot 1 Deputy on platform No other security seen Conv. Ctr to SAFB Arrive 355
47	No security seen on platform or on train. Emerson-1 Deputy on platform Fairview-1 G4S in guard shack Arrive SAFB 355
48	3 Sleepers on front car No security seen on platform or on train SAFB-Conv. Ctr Arrive 642
49	No security seen on platforms or on train Fairview-1 G4S at guard shack No other security seen Conv Ctr-SAFB Arrive 353
50	1 Sleeper front car, 1 Sleeper rear car Fairview- 1 G4S by guard shack 1 Metro Public Safety boarded train-looked around & departed Wash Pk-1 G4S & 2 Deputies by parking lot Arrive Conv. Ctr 640
51	Fairview-1 G4S at guard shack No other security seen Conv Ctr- SAFB Arrive 354
52	1 Sleeper front car, 1 Sleeper rear car 1 G4S sitting in rear car upon arrival ck passes after departure, then again at College-did not ck sleeper changed cars at Belleville Depart Swansea Fairview- 2 G4S boarded front car Wash Pk-boarded rear car-ck passes including sleeper Departed Emerson Arrive Conv Ctr 642
53	Platform is clean. Real time information displays working properly. Metro security person boarded westbound blue line while am completing this report. A Metro security officer disembarked the blue line westbound train. All good here.
54	We need more security on platforms and to check the passes and tickets for proper fare.
55	No security seen on platforms or on train Conv Ctr to SAFB Arrive 352
56	2 sleepers front ca, 3 sleepers rear car College-3 Deputies in parking lot with subjects sitting on ground. Wash Pk.-1 G4S boarded front car-boarded rear car-at JJK ck passes Emerson-2 Metro public safety boarded-looked around-departed 5th & MO-G4S departed Arrive Conv Ctr 640
57	1 sleeper front car, 2 sleepers rear car After departure-G4S ck passes-did not wake sleepers or ck their passes Memorial-2 G4S boarded front car Fairview-1 Metro public safety on platform G4S moved to rear car-walked through-did not engage Departed Wash Pk Arrived Conv Ctr 642
58	Laclede-2 G4s on platform Fairview- 2 G4S in guard shack Arrive SAFB 353
59	EB Escalators temp out of service. WB down not running up ok.

60	Validator at the North entrance to the Westbound platform has been missing for weeks. Only two validators by westbound TVMs. Escalators being refurbished both directions. Stair risers on WB side rusted thru.
61	5th& MO-1 G4S & 2 Deputies on platform Fairview-1 G4S on platform Arrive SAFB 353 Waited 50 minutes for VanGo to arrive
62	G4S departed at Swansea Emerson-2 Metro Public Safety on platform 1 checked rear car-departed Conv Ctr-2 G4S departed front car Arrive 642
63	Single track JJK-Memorial 1/2 hour wait at JJK-Depart 353 2 Metro bucket trucks on tracks eastbound east of Fairview No security seen Conv Ctr-SAFB Arrive SAFB 424
64	Issues with the power system Memorial- Emerson Pk Memorial-wait for bus-depart 618 Bus to Emerson Pk-board Metrolink Conv Ctr Arrive 710
65	Validator #254 did not work. Saw one security guard upon arrival. Nonvisible on platform, bus area, or parking lot upon return about an hour later. None on trains during ride to Debaliviere and back. Platform and trains were clean, bus area had trash.
66	Person got on the Metrolink with no mask on, had to walk between two security on the Metrolink to get in. They didn't say anything to him about not having a mask on or putting one on
67	No security seen on platform or on train Fairview-1 G4S by parking lot No other security seen Conv.Ctr.-SAFB Arrive 353
68	1 Sleeper on front car 1 G4S on train at Scott / After leaving station-ck passes Fairview-1 G4S on platform, 1 G4S boarded train Wash. Pk - 2 G4S boarded-ck passes-Departed 5th & MO Arrive Conv. Ctr 640
69	No security seen on platform or on train No security seen Conv-Ctr.-SAFB Arrive 310
70	1 Sleeper in rear car 1 G4S in train at Scott-did not ck passes or engaged w/passengers-departed Swansea Fairview-2 Metro Public Safety on platform-ck 2nd car & departed. Arrive Conv. Ctr. 642
71	Did see G4S, Metro Security and County Police on the trains at different times on my way home.
72	As soon as I got off at the station, I placed a call on the information box. I waited for 6 minutes as there were calls ahead of my call. I never talked with an operator as my train arrived and I got on.
73	Fairview-1G4S in guard shack No other security seen Conv. Ctr to SAFB Arrive 330
74	1 Sleeper on front car 1 G4S on train when it arrived at SAFB Checked passes after departure-departed at Swansea 2 Metro public safety on platform-Fairview 1G4S boarded-checked passes-departed 5th & MO 1G4S boarded Laclede-departed Conv-Ctr Arrive 642
75	Station stairwell had a STRONG smell of urine.
76	1 sleeper on front car Fairview-2 Metro Public Safety boarded performed walk through and departed No other security seen SAFB to Conv.Ctr Arrive 642
77	JJK-Metro Public Safety on platform Fairview-2 G4S in guard shack No other security seen Conv. Ctr to SAFB Arrive 332
78	No security seen on platforms or on train E. Riverfront-Deputy on platform Fairview-1 G4S & 1 Deputy standing by guard shack Swansea- 1 Deputy by guard shack Arrive SAFB 354

79	4 sleepers on front car Fairview-2 Metro security boarded- 1/car-performed walk through & departed No other security seen SAFB to Conv. Ctr. Arrive 642
80	They are dark.
81	Fare was checked on the train.
82	No security seen on platforms or on train No security seen Conv. Ctr to SAFB Arrive 445
83	College-1G4S departed front car-did not board rear Belleville-Metro security boarded-checked passes Fairview- 2 Metro public safety+2 G4S on platform Wash. Pk-1 G4S boarded -checked passes-departed Emerson Laclede-1 G4S boarded Arrive-Conv Ctr-641
84	No security seen on platforms or on train Fairview- 1G4S in guard shack Arrive SAFB 340
85	1 sleeper on front car G4S at Scott-departed at College Fairview-1 G4S & 2 Metro Public Safety on platform Arrive Conv Ctr 645
86	The #41 bus I rode downtown from my neighborhood was clean and comfortable, not crowded. Passengers were compliant with masks. I appreciated that the bus operator lowered the bike carrier to help me get my bike on the rack easier. This was my first bus ride since the farebox was enabled to accept Metro bus tickets. Good idea for contactless fare.
87	Visibility great; also near entrance (probably staffed) to Scott AFB, providing extra sense of security.
88	1 sleeper front car, 2 sleepers rear car No security seen SAFB to Conv. Ctr Arrive 645
89	No security seen on platforms or on train. G4S at Laclede Landing- check passes Arrive Shiloh Scott 315 pm
90	The Metro security personnel boarded the train as I arrived at the Cortex platform. Therefore, I answered the survey questions N/A since I did not observe the interactions before he boarded the train. I did not plan to ride the train at this time and therefore did not validate a ticket. There were no passengers present on the platform or who used the validator or call box while I was present.
91	The new elevator is gorgeous. I look forward to riding it soon. All the Metro elevators should have glass.
92	Fairview -1G4S in guard shack No other security seen. Conv Ctr-SAFB Arrive 335
93	2 Sleepers front car/4 sleepers rear Fairview-1 Deputy & 2 G4S on parking lot Arrive Conv Ctr 644
94	5th & MO -unidentified person checked passes Fairview-1 G4S in guard shack Arrive SAFB 4pm
95	2 Sleepers on front car Fairview-1 G4S on sidewalk Problem with train-departed JJK 630 Boarded blue line 645-continued to destination Arrive Conv Ctr 655
96	Printed Bus schedules posted in Bus Information display were current. Digital passenger information display was operational.
97	Validator #52 still not working. Previously reported. Same security guard who was vaping at street level was eating on platform, not wearing mask, and not interacting or checking tickets. Second security guard took 1st guard's phone and checked in for 2nd guard at street level while 1st guard was still on platform.
98	The front side of the station was very well manicured and free from trash. However, the back (area beside the larger parking lot) was very unkept with lots of trash in the weeds.

99	No security seen on platforms or on train Fairview-1 G4S on parking lot No other security seen Conv. Ctr-SAFB Arrive 1pm
100	4 sleepers on front car/2 sleepers on rear car Fairview-1 G4S on platform Conv. Ctr-1g4S boarded westbound train Arrive 645
101	No security seen on platform or on train Fairview-1 G4S seen on platform Arrive SAFB 355
102	No security seen on platforms or on train Fairview-1 G4S & 1 Deputy in parking lot No other security seen Conv. Ctr-SAFB Arrive 317
103	3 sleepers on front car No security seen on platform or on train Fairview-1 G4S in guard shack Laclede-1 G4S boarded train Arrive 644
104	4 sleepers on front car 1- Deputy boarded at Belleville Fairview-Deputy moved to front car as we left, he was seen on platform with 2 Metro security & 1 other deputy & riders (sleepers?) Arrive Conv. Ctr 645
105	Yes sometimes
106	No security seen on platform or on train 1 sleeper on each car Swasea-2 Deputies escorted passenger with wheelchair full of stuff off of train. 1 G4S boarded train at Conv. Ctr. No other Security seen SAFB to Conv. Ctr. Arrive 644
107	No security seen on platform or on train. Fairview-1G4S in guard shack. No other security seen Conv. Ctr. to SAFB Arrive 312
108	No security seen on platforms or on train & also Conv. Ctr. to SAFB Arrive 356
109	No security seen on platform or on train. 1 sleeper in each car 1 G4S boarded at Conv Ctr westbound. No other security seen SAFA - Conv. Ctr. Arrive 644
110	Some damage on the inside of the "Bus Information" panel. Stickers on ticket windows. Some hunk of metal in the grass. One validator appears to be turned off but actually works.
111	TVM MACHINE 172 DID NOT ACCEPT DOLLAR BILLS. I CALLED 2589 AND REPORTED IT TO LAWRENCE
112	THE PLATFORM SURFACE HAS SEVERAL POTHOLES IN IT, SOME COVERED BY CONES. LOOKS LIKE POOR MAINTENANCE
113	I reported the call box not in working condition earlier this year, but not certain which month. Today I will also text Metro customer service to report this.
114	Validator #52 at by elevator did not work. County police officer riding train on which we arrived at station.
115	This was the first time I rode the rails at mid-day and I was surprised about how many riders there were. All well behaved and seemingly on their way- no loitering.
116	No security on platform or on train 2 Deputies E. Riverfront G4S boarded at 5th & Mo. rode to Wash. Park G4S & 2 Deputies at Fairview by busses 1 Metro Public Safety at Belleville Arrive 3:35
117	No other security seen SAFB to Conv Ctr Arrive 6:45
118	No security noted on platforms or on train Fairview-1G4S by guard shack No security seen Conv Ctr to SAFB Arrive 3:34
119	No sleepers seen on either car. No security seen on platform or on train. Fairview-2 Metro Security in guard shack No other security seen SAFB to Conv. Ctr. Arrive 6:57
120	No security seen on platform or on train Fairview-1 Metro security by platform No other security seen Conv. Ctr to SAFB Arrive 3:55

121	4 sleepers rear car No security seen on platform or on train Fairview-1 Metro security standing by parking lot No other security seen SAFB to Conv. Ctr Arrive 6:45
122	No security seen on platform or on train Fairview-1 G4s by parking lot No other security seen Conv. Ctr to SAFB Arrive 3:55
123	2 sleepers on each car No security seen on platform or on train Fairview-2 G4S boarded- ck passes Departed at Emerson Laclede-1 G4S boarded Arrive at Conv. Ctr 6:42
124	No security seen on platform or on train Fairview-2 Metro security & 1 Deputy G4S in guard shack No other security seen Conv. Ctr to SAFB Arrive 355
125	4 sleepers on front car, 1 on rear no security seen on platform or on the train Memorial Hosp-1 metro security on platform 2 G4S boarded at Wash. Pk.- ck passes departed E. Riverfront 1 G4S boarded at Laclede arrive Conv. Ctr 642
126	No security seen on platforms or train Fairview - 2 G4S standing by guard shack no other security seen Convention center to SAFB Arrived at 3:58 pm
127	Riders were engaged and delighted. Several officers from different departments were onsite.
128	1 Sleeper on front car, 2 sleepers on rear car No security on platform or train 1 Metro Security seen n Laclede Landing on platform no other security seen SAFB to Convention Center Arrived at 6:45 am
129	3 Sleepers on rear car no security seen on platform or on train Washington Park - 2 G4S boarded and checked passes Departed 5th and Missouri Arrived at Convention Center 6:45 am.
130	No security seen on platforms or on train Fairview - 1 G4S waiting on platform no other security seen conv ctr - SAFB
131	3 Sleepers in each car no security seen on platform or train no other security seen SAFB to Convention Center Arrived at 6:40
132	4 Sleepers on front car 4 sleepers on rear car No security seen on platform or train Fairview Heights - 1 Metro Security Officer seen on platform No other security seen between SAFB and Convention Center
133	4 Sleepers on front car 2 sleepers on rear car No Security seen on platform or on train 1 G4S boarded at Washington Park Moved to front car at 5th and Missouri No other security seen between SAFB and Convention Center
134	3 Sleepers on front car 2 Sleepers on rear car No security seen on platform or train Fairview - 2 G4s boarded and checked passes Departed at JJK Laclede Landing - 1 G4S boarded Train arrived at Convention Center at 6:45 a.m.
135	I spoke with an operator as to the signal to stop bar. I saw it in the handicapped section and I thought it was for assistance for handicapped. The operator indicated that the signal for stop bar was all over the train and for anyone's use. I would not receive any handicapped assistance.
136	Validator 230 makes the right noise but does not print on the ticket. The windows on both TVMs need cleaning, inside and out. Very dirty. The grass area on the east side has litter on it - looks bad.

137	There may have been security present on the south end of the bus area. I didn't walk the entire area to observe. I waited at the north end near my bus stop. Now that additional service was added Mar 15, the bus departed with fewer passengers. That allows better physical distancing.
138	All good, personnel were sweeping as I walked around to monitor.
139	No issues observed. Passengers on the train practiced social distancing and wore masks.
140	I arrived on the #4 bus which waited a few minutes, then continued on the route west to my destination. There were no passengers present. I did not get off the bus to test the call box or test validators.
141	N/A
142	Station could use some attention.
143	No concerns at this time.
144	No security seen on platform or on train. Fairview - 1 Metro security in guard shack. Belleville - 1 deputy at station. No other security seen conv. Ctr to SAFB arrive 3:55pm
145	sleepers front car, 1 sleeper rear car. No security seen on platform or on train. Fairview - 2 Metro security at guard shack. No other security seen. SAFB to Conv. Ctr. arrive 6:40a
146	No security on platforms or on train. Fairview - 1 G45 by guard shack no other security seen conv. ctr to SAFB arrive 3:55 pm
147	5 sleepers on rear car. No security seen on platform or on train. No security seen SAFB to Conv. Ctr. arrive 6:45 a.m.
148	No security seen SAFB to Conv. Ctr. - Fairview - 1 Metro security in guard shack. arrive 7:40a.m.
149	No security seen on platform or on train. Fairview - 1 G45 in guard shack. Arrive 3:55pm
150	5 sleepers on rear car. No security seen on platform or on train SAFB to Conv. Ctr. Arrive 6:45a.m.
151	No security seen on platform or on train. Deputy boarded Wash. Park, departed SAFB, no other security seen arrive 3:55pm
152	A few sleepers on both cars - 3 rear car no security seen SAFB to Conv. Ctr arrive 6:55 a.m.
153	No security seen on platform or on train. 1 Metro security in guard shack - Fairview Arrive 3:55pm
154	No security seen on platforms or on train. Fairview - 2 Metro security in guard shack, no other security seen conv to SAFB arrive 3:55pm
155	No sleepers on train. 3 people transferred from arriving train. 1 confirmed sleeper. No security seen SAFB to Conv. Ctr., no heat in rear car. arrive 6:55 am
156	No security seen on platforms or on train. Fairview - 1 Metro security in guard shack. No other security seen. Conv. Ctr to SAFB arrive 3:55 pm
157	No security seen on train or platform. 3 passengers transferred from driving train - sleepers? Fairview - Metro security boarded eastbound train. No other security seen SAFB to Conv. Ctr. arrive 6:55 am
158	No security seen on train or on platforms. College - Deputy seen in parking lot. No other security seen. conv. ctr to SAFB arrive 3:55 p.m.

159	No sleepers seen in rear car - Next train pulled into station - 4 people guarded from other train - sleepers? Fairview - 2 security in guard shack no other security seen SAFB to Conv. Ctr. Arrive 6:55 a.m.
160	The call box was lighted at the top, however when I pressed the call button 3 times there was no answer.
161	3 sleepers in front car, 1 sleeper in rear. No security seen on platform or on train. Fairview - 3 metro security standing on sidewalk by parking lot (6:36 am), G45 on platform Convention Ctr. Arrive 6:43 a.m.
162	No security seen on platforms or on train. Fairview - G45 in guard shack. No other security seen on SAFB Arrive 3:55pm
163	Station feels somewhat isolated, but not unsafe during the day. Security guard checking parking lot, so not checking fares.
164	We were with Billy Reynolds and he pointed out many security officers, that we were not aware of and in different posts, positions. The stations and trains were very clean- especially with all the snow and snow melt.
165	The walking surfaces had been treated with ice melt / chemicals and shoveled. The walking area and benches are free of litter and cigarette butts.
166	Neither validator works.
167	3 sleepers on front car, 6 sleepers on rear car, metro security boarded Laclede's Landing, Arrive conv. ctr. 6:45am
168	No security seen on platform or on train. Deputy on platform East Riverfront G4S in guard shack. Fairview Heights. No other security seen. Arrive SAFB 3:55pm
169	2 sleepers on rear car, 3 on front car. G4S departed at Swansea. No other security seen SAFB to Conv. Ctr. Arrive 6:42 am
170	No security seen on platform or on train. Fairview, G4S & deputy in guard shack. No other security seen to SAFB. Arrive 3:55 pm
171	No sleepers on either car. No security seen on platform or on train. G4S Boarded Laclede's Landing, departed Conv. Ctr. Arrive Conv. Ctr 6:40 a.m.
172	No security on platform, on train. Fairview Heights - 1 public safety in guard shack. Arrive SAFB 2:45 pm
173	East bound platform - validator by stairs no functioning. Can't insert ticket. No security seen on platforms or on train. No security seen through to SAFB arrive 3:55 pm
174	No sleepers seen on train. Metro public safety boarded at Emerson. Departed at E. River front. 1 departed at Conv. Ctr. 6:40am
175	No security seen on platforms or on train. Fairview - 1 deputy & 1 guard by guard shack on lot. No other security seen conv. ctr to college St. Clair deputy at Shiloh Scott. arrive 3:55pm
176	2 sleepers in front car, 1 sleeper in rear car, Fairview - 2 guards boarded, checked passes & departed at Wash. Park. Departed 6:45 a conv. ctr.
177	Station needs better Wayfinding: What is near there and how to get there. Since station is below grade, no potential destinations are visible.
178	3 sleepers on front car. 6 sleepers on rear car. 2 St. Clair deputies boarded 5th & MO - one per car. Walked through, appeared to be looking for something specific. boarded at Laclede & checked passes. Arrived Conv. Ctr. 6:40a
179	No security seen on platforms or train. Fairview - Metro Security in shack on lot, no other security seen. Conv Ctr to Scott Arrive 3:55 p



180	I called the operator to report a streetlight out at a bus stop in my neighborhood. I was directed to another department and was told that the metro system was not responsible for the street lights. I was instructed to call the city. I know how to report outages of street lights, but wanted to see if the call boxes were working and how they would respond to my request.
181	6 sleepers front car. 2 sleepers rear car. No security seen at station or train. 2 St. Clair deputies boarded train at 5th & MO. Did not appear to escort anyone off train. Arrive Conv. Ctr., 6:40am
182	No security seen at Conv. Ctr., on train, or on any platforms. Conv. Ctr to Scott AFB arrive 3:50pm
183	1 sleeper front car. 2 sleepers rear car. No security seen at station or on train. 1 Metro security officer seen on platform. Laclede Landing no other security seen. Scott to Conv. Ctr. Arrive 6:42am.
184	No security noted on platform or on train. Fairview - 1 deputy sheriff and 1 public safety on parking lot. No other security seen conv. ctr to Scott AFB arrive 3:55pm
185	The westbound blue line train had 4 security personnel, two St Louis County officers and 2 metro security staff.
186	3 sleepers in front car. zero sleepers in rear. No security present at station or on train. Shiloh Scott to Conv. Ctr. Arrive 6:40am
187	4 sleepers in the front car. 5 sleeper in rear car. No security noted on platform or train. At Washington Park-Metro security boarded, checked passes. Departed at JJK - no one escorted off? sleepers ok? arrive convention ctr - 6:40am
188	3 Sleepers in front car. 4 sleepers rear car. Fairview- 1 public safety in shack. Washington Park - Metro Security boarded & checked passes 5th & MO - Metro security boarded & checked passes. Arrive 6:40 am, conv. ctr.
189	No security seen on platforms or on train. Conv. Ctr to Shiloh Scott arrive 4:12pm
190	No security on platforms or on train. Metro security boarded at 5th & MO. Checked passes - Departed at Fairview arrive SAFB 3:53pm
191	4 sleepers front car. 7 sleepers rear car. no security seen on platforms or on train. Arrive 6:40am, convention ctr.
192	2 sleepers front car. 4 sleepers rear car. No security present at station or on train. No security seen from Shiloh to Conv. Ctr. Arrive 6:40am
193	No security seen at convention center, on train or on any platform on route to Shiloh-Scott. Arrive Shiloh - 3:55 pm.
194	There was a mouse running around the Westbound platform. No security seen on the platform or the train. Fairview - 1 public safety, arrive 3:55 pm Shiloh Scott
195	Fairview Hgts - 1 deputy and 1 public safety. Belleville - 1 deputy. No other security seen on platforms or on train. Arrive Shiloh-Scott - 4:15pm
196	One validator was out of order. Package of cigarettes spilled open at the information booth.
197	There was some trash on the tracks and in the grass near the bus turnaround.
198	The ticket vending machine did not complete my 2 attempted transactions to load value to my Gateway card. I do not understand what the reason was. My credit card was not accepted.

199	Near the station at street level a panhandler was in the street. A STL city policeman came from the station direction to tell the person (for the third time) to stay out of the street, and gave her a mask. This shows that security is being provided near the station as well as at the actual station.
200	TVM 343 ONLY ACCEPTED CREDIT CARDS, NO CASH
201	The Shrewsbury station had many cigarette butts on the grass above the walkway. The sidewalks were very clean. A metro security indicated that my pass was expired. I explained that we were told that they would be accepted. The person did not know who CMT was and what authority they had about the passes. He let it go and let us on. On the train ride a passenger asked for directions of a metro security person who turned out to be very helpful .
202	3 sleepers front car/2 sleepers rear car. No security present on platform or on train. Metro public safety got on train with other passengers at Wash park. Walked to rear of car arrive convention ctr 6 :45 a
203	5th & MO, public safety boarded & checked passes. Fairview, deputy on platform. Belleville, deputy on platform. Arrive 4:45p, Shiloh Scott.
204	No sleepers in front car, 6 sleepers in rear car, no security noted on platform or train non seen till jjk. 2 public safety boarded & checked passes. 1 removed, probably one of the sleepers.
205	No security seen on platform of train. Metro public safety on platform JJK No other security seen conv ctr shiloh scott.
206	One validator was completely missing, additionally the validator on the bike trail side of the platform had a noticeable hum (similar to an electrical transformer).
207	While on the return trip from downtown to Shrewsbury, the last 3 stations did not have a security person on duty. I also did not see a security on the metro the entire trip back to Shrewsbury.
208	Several places where water (?) was dripping from ceiling; one was by validator #106 which didn't work. Escalators not in service (did not try elevator).
209	I observed a Metro security person in the transit area, in addition to the Sheriff's dept. officer. There were two people waiting for a bus, which they boarded when it arrived.
210	One maskless passenger exited a bus and entered the train platform
211	7 sleepers front car/ 5 sleepers rear car. No security seen Shiloh - Scott -----> Convention Ctr. on train or stations.
212	Convention Ctr - no security seen on platforms or train. One deputy & one public safety seen at Fairview Hgts. - No other security seen.
213	Convention Ctr - No security seen on platforms or train. One deputy & one public safety seen at Fairview Hgts - No other security seen.
214	Fairview - 1 public safety in shelter, no deputies No other security seen Convention to Scott
215	3 sleepers front car 4 sleepers rear car metro security boarded train at 5th and MO and checked passes 1 sleeper escorted off at East Riverfront No other security seen Scott to Convention Center - Arrived at 6:45 am
216	No security seen on train. Fairview Heights - Identified one public safety on lot. Belleville - one deputy seen on platform. Convention Center - Power back on - Eastbound platform. Validator and ticket machines operable

217	6:04 am Redline west train left early - 6:02 am. No sleepers on 6:18 am train. No security, public safety, deputies seen Scott through Convention Center
218	Almost no one there in middle of day. Station felt secure.
219	Power still out at Convention Ctr. Eastbound platform ticket machines & validator out. No security on platforms. At Fairview, 1 public safety in the shelter. No other security seen.
220	No security seen. 4 sleepers in front car. 1 sleeper in rear. No security seen between Shiloh & Convention Ctr. on train or platform
221	Power still out on eastbound platform. could not validate ticket. no security on platforms on train. Emerson - St. Clare car parked - deputy not seen. Fairview 2 St. Clair cars- 1 deputy seen 3 public safety in shelter.
222	5 sleepers front car - 3 sleepers in rear. No security seen between Scott & Convention Ctr.
223	Convention ctr. station poor lighting. No security seen on train. 1 public safety & 2 deputies at Fairview Height, 1 deputy at College.
224	3 sleepers on front car. 4 on rear. no public safety or deputies seen on train or between Scott & convention.
225	Arrived 6:45 a at Convention Ctr. No security at Shiloh-Scott or between Scott & Convention Center. 5 sleepers in rear car on train.
226	Coming back to the Shrewsbury station, a cleaning staff was there. I asked them how often the trains were cleaned. The person I spoke with was very nice and indicated that the trains were cleaned each time they were at this station.
227	QUESTION 9 DOES NOT ALLOW YOU TO CHECK NO AND COMMENT ALSO. TVM 425 HAS MESSAGE ON SCREEN "VGA SIGNAL OUT OF RANGE" VALIDATOR 331 DOES NOT WORK. RODE TRAIN 121 FROM 8TH&PINE TO FH AND RETURN NO ON TRAIN SECURITY OR FARE CHECK EITHER WAY. SECURITY PERSON DID NOT LEAVE HUT WHILE I WAS THERE.
228	The call box I check was by the ticket vending machine and was easy for the security guard to know I am a monitor. He asked me what I was doing so I told him about the Metro monitor program.
229	On question #14 I did responded yes, because I didn't want to test the validator using my Gateway Pass, which would reduce the \$ value. Perhaps another response could be added for this instance. (If I used a monthly or other pass, I could test the validator.)

**Addendum 2 – Question #18: Please describe any exceptional performance you may have witnessed during your visit.**

1	CLEANER AT STATION SWEEPING UP TRASH ON PLATFORM
2	With supervisors there, all security personnel were quite active.
3	1 sleeper front, 2 sleepers rear car G4S on train at arrival-ck passes after departure except sleeper-departed at College Fairview-1 Metro Public Safety boarded rear car looked around-departed 2 G4S boarded front car-Departed Wash Pk. Arrive Conv. Ctr 642
4	The conductor was not very loud or clear in announcing the station stops with buses. He did engage with us as we got on the train and was friendly.
5	Operator on Westbound train, blue line, leaving at 9:52 was very clear in all his station and bus announcements. Often you can't hear or understand these.
6	Security called for help on the train. The train was in motion with in 5 min. or less St. Louis County boarded the train to assist security with passenger. We were only delayed about a minute.
7	The security guards were nice and polite.
8	Cleaner at station sweeping up trash on platform.
9	combination of 5 security guards boarded return trip train at Laclede Landing--STL county officers with STL city officers. No incident caused this, just general riding.
10	While on the train, the conductor informed us that because of construction on the line, the Debaliver station was the last station on this route. Yes, we were talking and not paying attention. His concern for us was touching.
11	Wait for the bus people play loud music without headphones
12	RODE TRAIN 123 FROM 8TH AND PINE TO AIRPORT. NO FARE CHECKING. METRO SECURITY ON TRAIN FROM WELLSTON TO HANLEY LOOKING AT PHONE THE WHOLE TIME ON BOARD
13	RODE TRAIN 123 DEPARTING 3:30 PM TO 8TH & PINE. ON TRAIN ANNOUNCEMENTS WERE INAUDIBLE.
14	The G4S staff were very engaging.
15	Saw security getting on train, riding, getting off several times during ride. Helps with perception of safety.
16	Since I am 2 weeks out from total knee replacement surgery, I had an opportunity to view the ride through a handicapped person. The elevator to the platform was mis-labeled. The indicators in the elevator did not match the symbols on the door on that floor. If you were blind, you would have concerns as to where you were. I also had problems getting out of the train at my stop. I sat in the front of the train in the handicapped spot and there was not enough time to get out of the train in my condition without the doors starting to close.
17	I rode from 8th & Pine to Brentwood and back. At no time did I see any security personnel on the train and therefore my ticket was never checked.

18	Buses arrived and departed on schedule.
19	Spoke with Operator Della Clay after arrival at station. Complimented her on her on-train announcements which were easily heard and understood.
20	Della Clay was our first metro driver of the day. Her voice is very clear and she was so pleasant. Remembered that she is also a Metro Monitor and we were able to visit with her! So pleasant. Her directions were very clear and explicit.
21	Officer Littlejohn handled the situation in a calm but confident manner. Every staff person I met on this ride was very pleasant. Rode to Skinker stop where William Reynolds explained the construction. Stopped at the Manchester station as well.
22	Exceptional cleanliness.
23	The metro security persons were very helpful and spoke with us easily and were very friendly.
24	On return trip westbound, fare inspectors (not sure which agency) dealt very calmly and professionally with rider who had no valid ticket.
25	An eastbound train arrived right after a bus pulled up. Train operator waited for passengers.
26	Security personnel turned on heat lamp for us--I didn't even know they had such things! Security guard got on departing train with us; interacted in a very kind manner with another rider who had an issue.
27	Every employee was very pleasant and professional. They were none threatening and helpful.
28	Station was exceptionally clean.
29	NOTHING EXCEPTIONAL. THERE ARE JUNE 15 SERVICE CHANGE NOTICES IN THE BUS SHELTERS WHICH IS VERY OUT OF DATE.

### Addendum 3 – Additional submitted materials from Monitors.

Date and Route	Comments
<p>Shiloh Scott Station 3/30/2021 Approx. 4:00 pm</p>	<p>Today, when I returned to Shiloh-Scott, I was waiting for the VanGo when a girl approached me. She appeared to have an emotional problem. She asked for change and said she needed water. I gave her \$2.00 and she walked off.</p> <p>When my ride arrived, she walked up to the passenger side, front door of the van, opened it, and asked the driver if he could drop her off somewhere. She then got agitated and started throwing his belongings that were between the seats out of the bus. An O'Fallon/Fairview bus was parked behind the VanGo and I guess the driver called the police. Police arrived as we were pulling out of the transit center.</p>
<p>Red Line West from Shiloh-Scott 4/8/2021</p>	<p>I boarded the 6:04 Red Line this morning at 5:55. I noticed there was a person on the front of the rear car who seemed to be bending over something. I took my seat and soon after realized what was happening. This person was inhaling aerosols. I tried to text Metro Public safety, but the text came back with the message that I had an 'invalid' number. Right then another passenger notified the driver</p> <p>When we arrived at the Fairview station, there were three St. Clair Deputies waiting with a Metro Public Safety Officer and they removed the person from the train.</p>
<p>Riding the Red Line &amp; Blue Line with a Gateway Pass 7/20/2021</p>	<p>Monitor rode Blue &amp; Red Line for 8 hrs. and 40 minutes. Fare checked at 6:13 a.m. near Belleville Station Monitor displayed Gateway Card without fare. Security Looked at card and said okay.</p> <p>Summary 1 fare check in 8 hrs. and 40 minutes.</p>
<p>Riding the Red Line &amp; Blue with a Gateway Pass 7/26/2021</p>	<p>On Monday I validated the Gateway pass at the Shiloh Scott station. There was no security at the validator. I boarded the train at 6:00 am the red line. When the train got to the Belleville Station security got on the train and asked for proof of fare. I showed her my gateway pass. Security looked at the pass and said ok. That was at 6:13 am On my westbound trip on the blue line at Laclede Landing. I saw some youths or young adults smoking weed on the platform at 9:38 am. I rode until 11:50 am no one challenged my fare but once.</p> <p>I got back on the train westbound at the Fairview Heights Station at 3:50 pm. I rode to 6:00 pm and no one checked my fare. The gateway Pass has not left my hand to see if it is physically valid.</p>
<p>Riding the Red Line &amp; Blue Line with a Gateway Pass 7/28/2021</p>	<p>Monitor rode Red &amp; Blue Lines for 7 hrs. and 9 minutes. Monitor was fare checked at 6:53 a.m. at UMSTL-SOUTH. Security looked at Gateway Card and said okay.</p> <p>Monitor was fare checked at Emerson Station at 11:22 a.m. Presented Gateway Card without valid fare and security said okay. Summary 2 fare checks in 7 hrs. and 9 minutes.</p>

<p>Riding the Red Line &amp; Blue with a Gateway Pass 7/28/2021</p>	<p>On Wednesday at 6:00 am I validated the Gateway pass at the Fairview Heights Station. Security was on the platform but did not check the pass. On the westbound trip at the UMSL S Station security asked to see my fare. I showed my Gateway pass she looked at it and said ok. That was at 6:53 am.</p> <p>Later on my westbound trip at the Emerson Park Station at 11:22 am security asked for my fare. I showed my Gateway pass they looked at it and said ok. I rode the train to 1:09 pm and got off. No one has checked the Gateway Pass to see if it is valid or not physically.</p>
<p>Riding the Red Line &amp; Blue Line with a Gateway Pass 7/29/2021</p>	<p>On Thursday at 6:10 am I did not validated the pass no security. Westbound at the Rock Road Station at 6:49 am my Gateway pass was looked at by security. The pass never left my hand. At the Fairview Heights Station at the validator at 8:25 am. I walked right pass security and flashed the pass and kept walking.</p> <p>Security did not stop me. Later that morning at the Fairview heights Station westbound at 10:40 am at the validator. I walked pass security and flashed the Gateway Pass again did not validate the pass. Got on the train and left. I rode Metro train to 12:41 pm. In 6 hours I was checked for fare 1 time.</p>
<p>Riding the Red Line &amp; Blue Line with a Gateway Pass 7/29/2021</p>	<p>Monitor rode Red and Blue Lines for 6 hrs. and 31 minutes. Monitor was fare checked at 6:49 a.m. at the Rock Road Sta-tion. Presented Gateway Card with no fare to security. He kept riding.</p> <p>10:40 a.m. Did not validate Gateway Card at Fairview Heights Station near the platform. Flashed Gateway Card to nearby secur-ity and boarded train.</p> <p>Summary 1 fare check in 6 hrs. and 31 minutes.</p>
<p>Riding the Red Line &amp; Blue Line with a Gateway Pass 8/2/2021</p>	<p>Monitor rode for 6 hrs. and 34 minutes.</p> <p>Monitor did not validate Gateway Card at Fairview Heights Metro Link Station at 6:25 a.m. Flashed Gateway Card to two security guards and boarded train. *Time not noted on report but he was fare checked by a St. Louis Police Officer at North Hanley Station. Showed Gateway Card with invalid fare. Officer said okay.</p> <p>Monitor was fare checked at Washington Park Station at 8:29 a.m. Metro TSA checked invalid Gateway Card and said, Good.</p> <p>Security stopped Monitor at Fairview Heights Station at 10:52 a.m. Monitor did not validate Card but flashed Gateway Card and was allowed to pass to the platform.</p> <p>Summary 4 fare checks in 6 hrs. and 34 minutes.</p>

Riding the Red Line & Blue Line with a Gateway Pass 8/4/2021	<p>Monitor rode trains for 6 hrs. and 15 minutes</p> <p>Monitor noted a passenger without valid fare was removed from the train at Fair-view Heights Station. *No time noted. Monitor was fare checked at 11:10 a.m. at the Delmar Station. Invalid Gateway Card was allowed by security. Security called for help with a passenger. St. Louis County Police assisted in just a few minutes.</p> <p>Summary 1 fare check in 6 hrs. and 15 minutes.</p>
Riding the Red Line & Blue Line with a Gateway Pass 8/5/2021	<p>Monitor rode trains for 4 hrs. and 36 minutes.</p> <p>Monitor was fare checked between Fairview Heights and Washington Park at 8:10 a.m. once by security and the invalid Gateway Card was okayed.</p> <p>Summary 1 fare check in 4 hrs. and 35 minutes.</p>
Riding the Red Line & Blue Line with a Gateway Pass 8/6/2021	<p>Monitor rode the train with the invalid fare check card for a period of 4 hrs. and 37 minutes without being fare checked. Summary 0 fare checks in 4 hrs. and 37 minutes.</p>



**Thank you for helping CMT and Metro Public Safety provide insight as it relates to the implementation of safety and security measures on the Metro system. Please fill out as much of the survey as possible. Thanks for your help!**

\* 1. Monitor Name

\* 2. Station/Transit Center Reviewed

\* 3. What time did you arrive?

Date / Time

Date

MM/DD/YYYY

Time

hh

mm

AM/PM

-

\* 4. What time did you depart?

Date / Time

Date	Time		AM/PM
<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="hh"/>	<input type="text" value="mm"/>	<input type="text" value="-"/>

\* 5. Was there visible security at the station or on the platform while you were there?

- ☐ Yes
- ☐ No

\* 6. What type of security was visible on the platform, at the station, or on MetroLink/MetroBus?

- ☐ St. Louis County Police Officer
- ☐ St. Clair County Sheriff's Deputy
- ☐ St. Louis City Police Officer
- ☐ Metro Security Officer
- ☐ G4S Security Officer
- ☐ Not sure
- ☐ N/A

7. If no security personnel were visible, did you feel safe?

- ☐ Yes
- ☐ No
- ☐ Other (please specify)

\* 8. Did a security officer or fare inspector check for valid fares for those entering the platform or on the platform?

- ☐ Yes
- ☐ No
- ☐ N/A

9. Was the onsite security personal engaging with riders in any way?

- ☐ N/A
- ☐ No
- ☐ Yes (please specify)

10. Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)?

- ☐ No
- ☐ Yes (please specify)

11. If so, was this behavior addressed by onsite security?

- ☐ N/A
- ☐ No
- ☐ Yes (please specify)

\* 12. Overall station lighting and visibility?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

\* 13. Overall station cleanliness?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

14. Did all the validators work?

- ☐ Yes
- ☐ No
- ☐ N/A

15. Did all the emergency call boxes work?

- ☐ Yes
- ☐ No
- ☐ N/A

16. If yes, did you speak with an operator?

- ☐ Yes
- ☐ No
- ☐ N/A

17. Please provide us with other comments you might have concerning the appearance, operation, and security of the station.

18. Please describe any exceptional performance you may have witnessed during your visit.

**Thank you for your assistance in ensuring a safe and secure system for all users.**