

CMT METRO MONITOR

ANNUAL REPORT FY23



CITIZENS FOR
MODERN TRANSIT
MAKING TRANSIT A PRIORITY

The graphic shows two blue Metro buses with 'metro' and 'M' logos. Above them is a yellow sun with white rays. The text 'CITIZENS FOR MODERN TRANSIT' is arched over the sun.

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

Citizens for Modern Transit Metro Monitor Annual Report Executive Summary Fiscal Year 2023 (Sep. 1, 2022 – Aug. 31, 2023)

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) reinstated 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.

Information gleaned from the reports is provided to Metro Transit Public Safety on a monthly 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 currently has a team of ~ 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/>.



Highlights

This report reflects data collected during fiscal year 2023, from September 1, 2022 through August 31, 2023. There were 262 reports filed during that time frame, covering 31 MetroLink Stations (23 in Missouri and 8 in Illinois) and 2 Metro Transit Centers.

Survey respondents indicated security personnel were visible the majority of the time (71% of respondents), with visibility of security lower during March and April as compared to the rest of the study period.

A majority (69%) of survey respondents witnessed fare enforcement during their trip and 67% of respondents witnessed security engaging with riders. Nuisance behavior was observed 76% of the time when security was visible during the trip and 70% of the time when security wasn't visible during the trip. Most (81%) respondents indicated station lighting was excellent or very good, while 62% indicated station cleanliness was excellent or very good. Nearly all (94%) respondents indicated they felt safe even when no security personnel were visible.

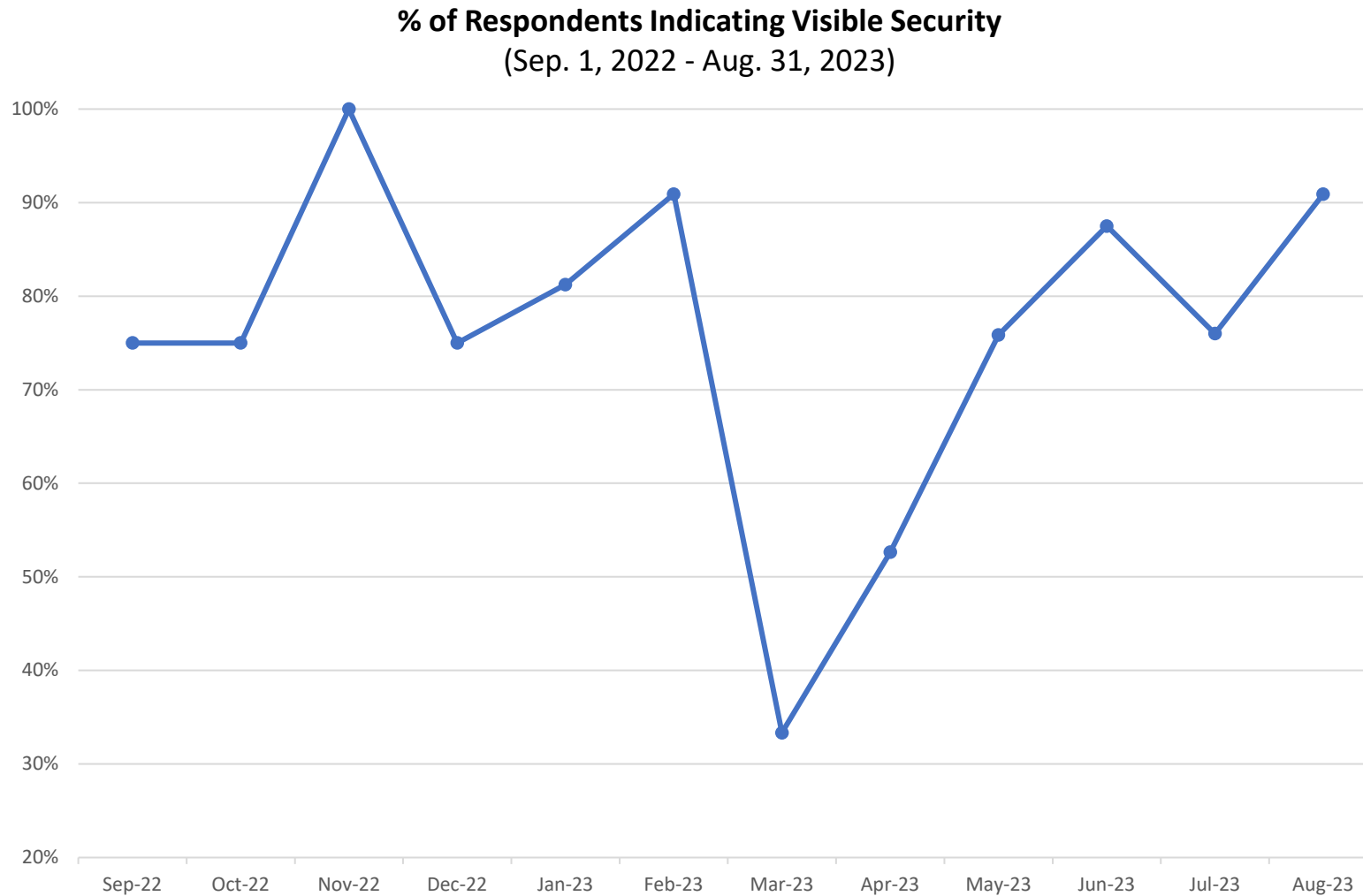
Table of Contents

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

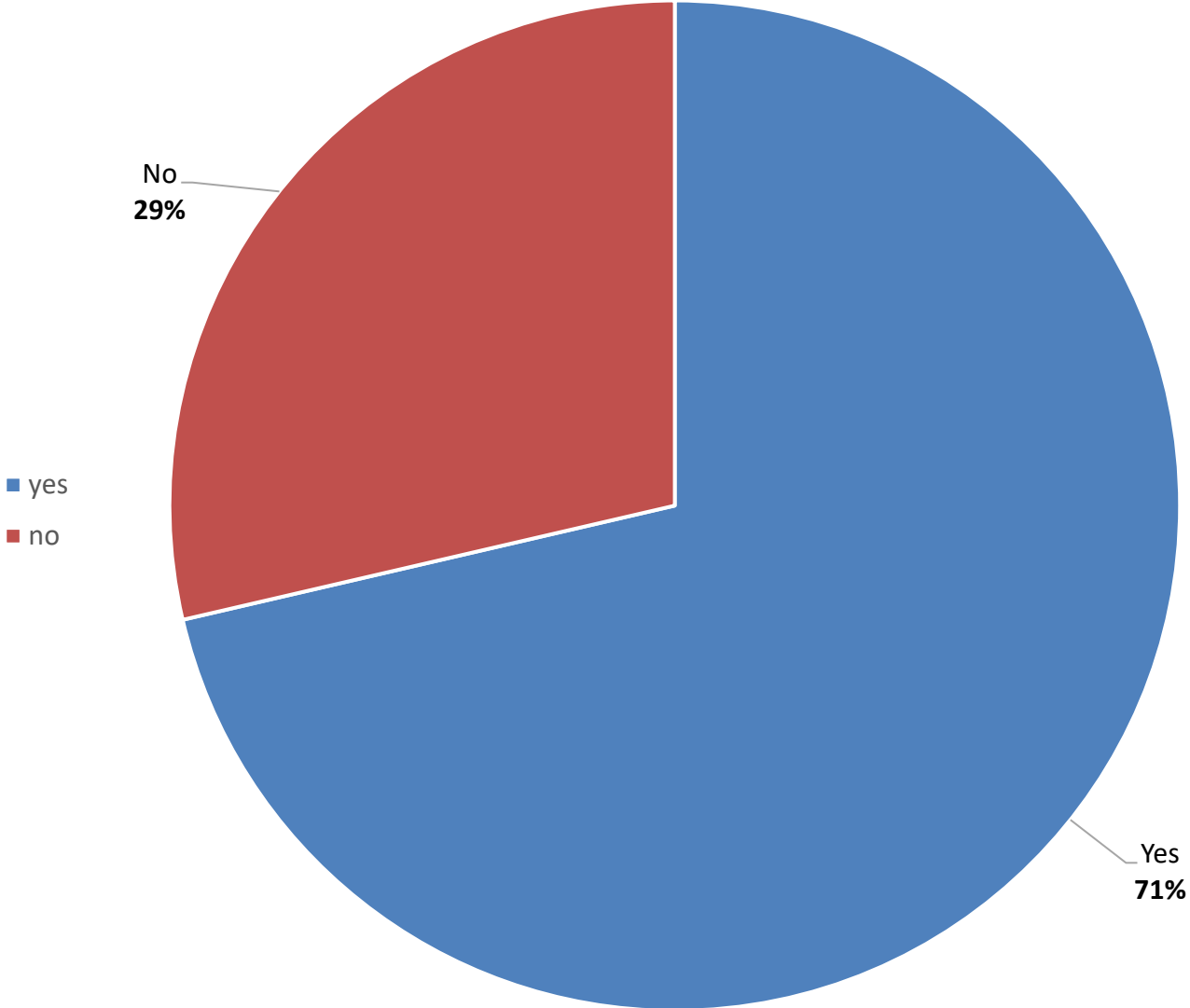


CMT Metro Monitor Report Survey Responses, FY23

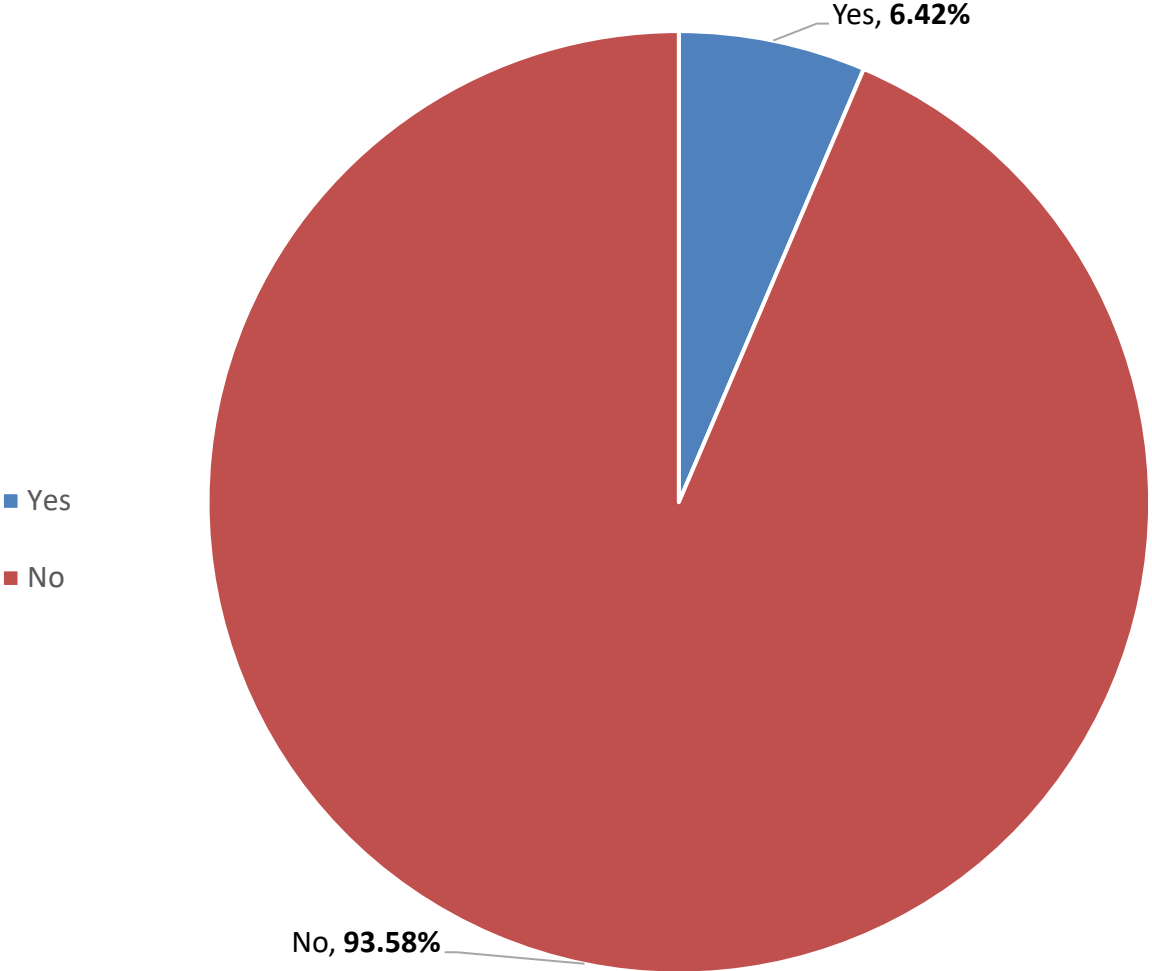
Question: Was there visible security at the station, on the platform, or on the train during your trip?



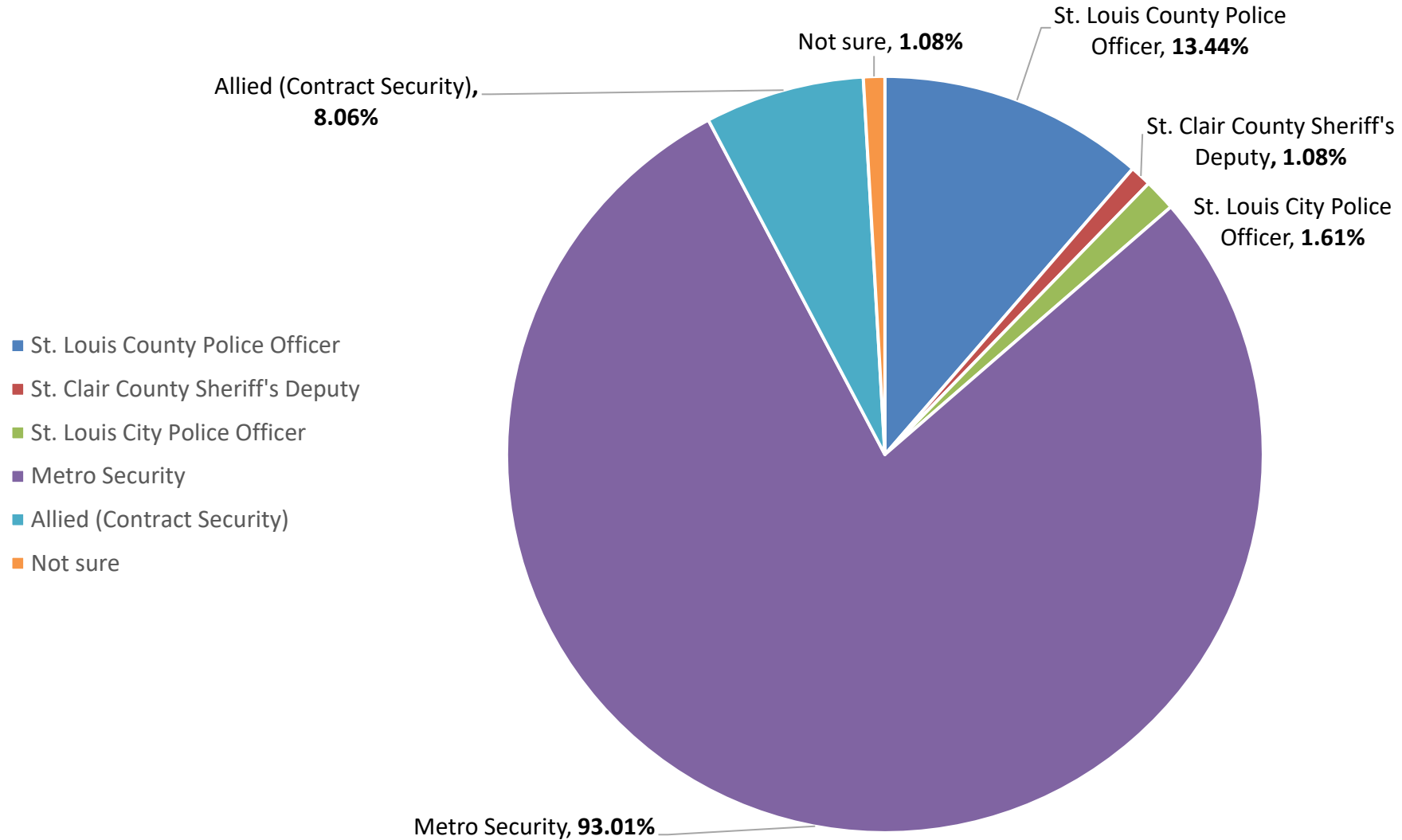
Question: Was there visible security at the station, on the platform, or on the train during your trip?



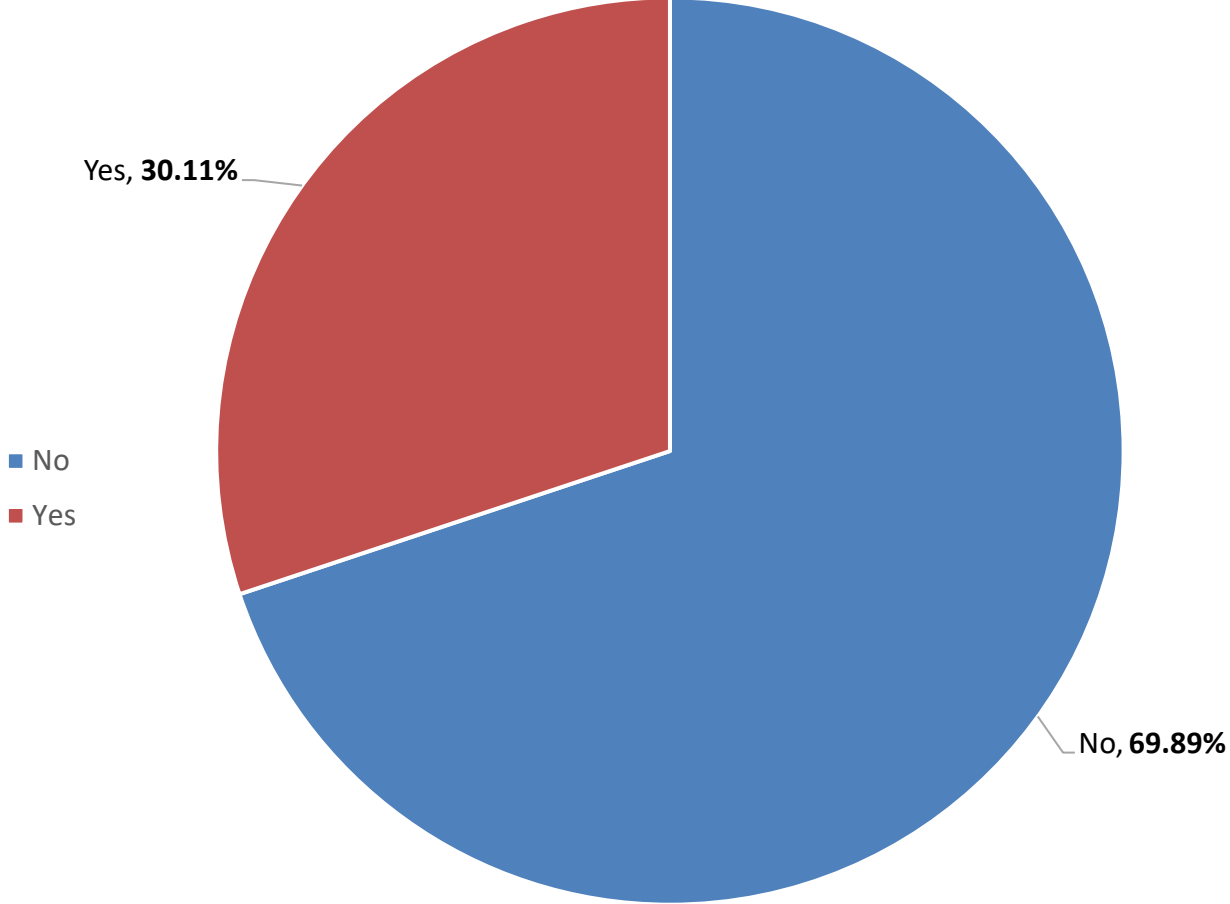
Question: Was there visible Chestnut Health Systems Social Workers at the station, on the platform, or on the train during your trip?



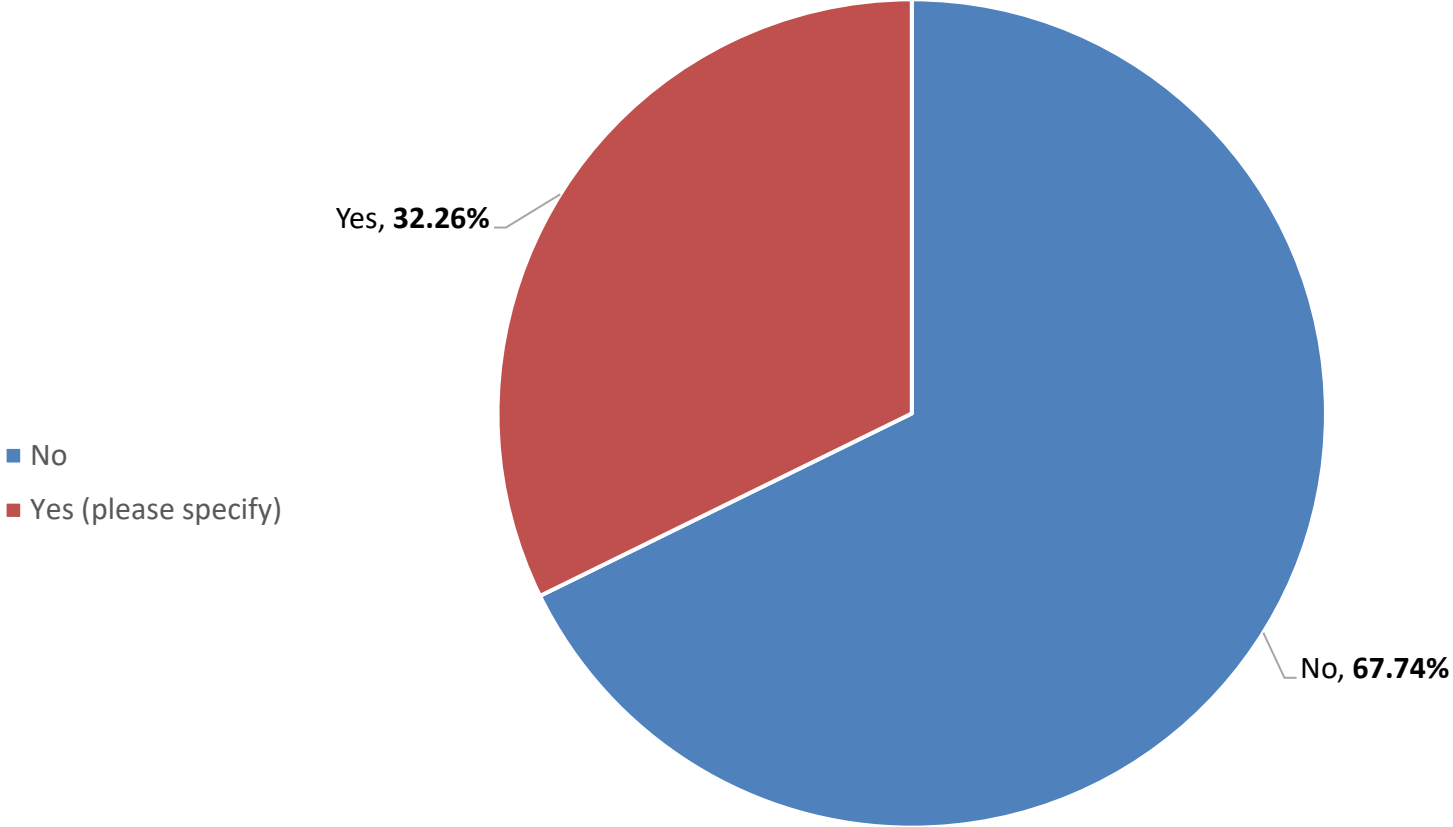
Question: What type of security was visible on the platform, at the station, or on MetroLink/MetroBus?



Question: Did a security officer or fare inspector check for valid fares for those entering the platform, those on the platform, or those riding the train?

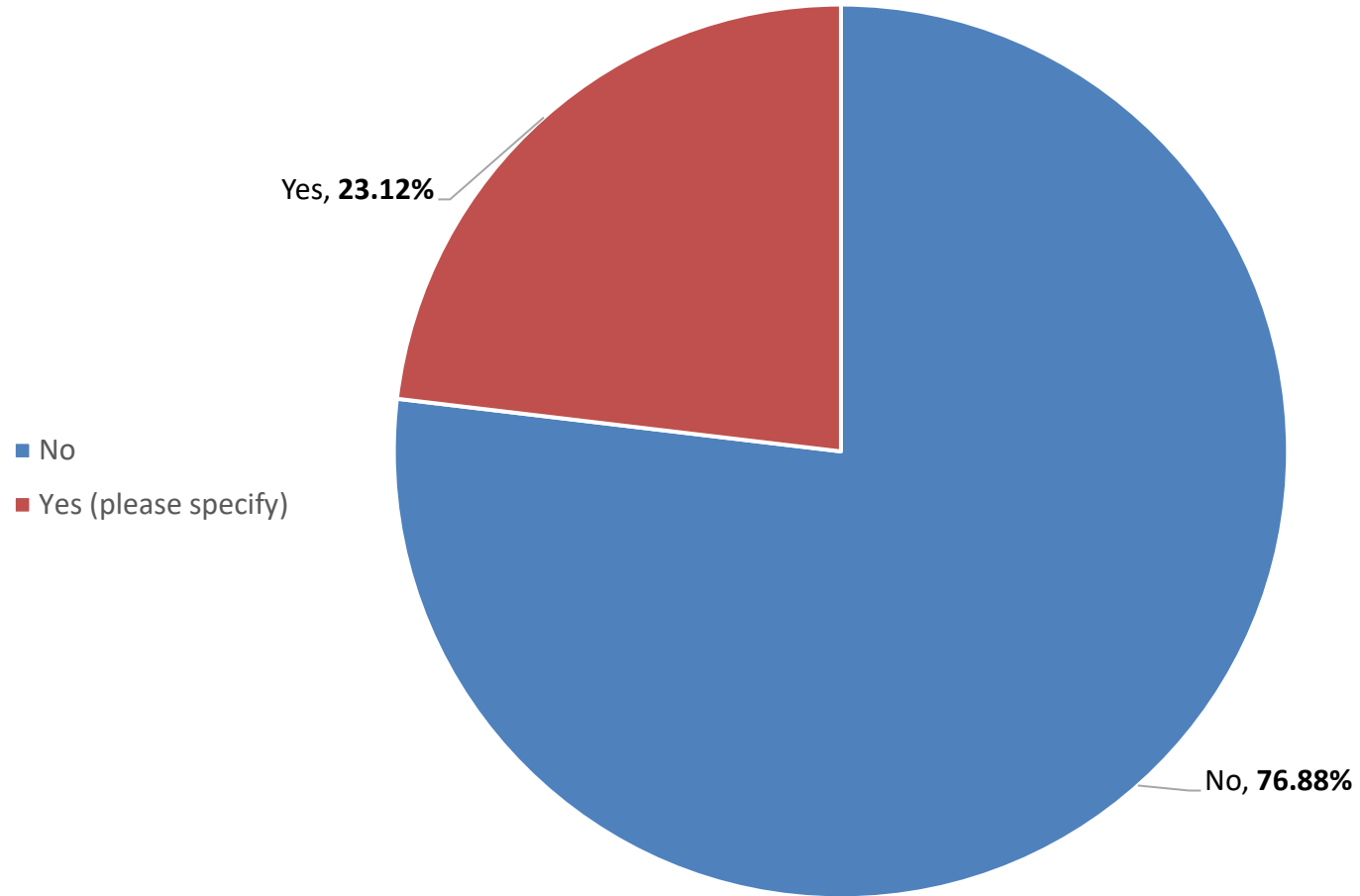


Question: Was the onsite security personally engaging with riders in any way?

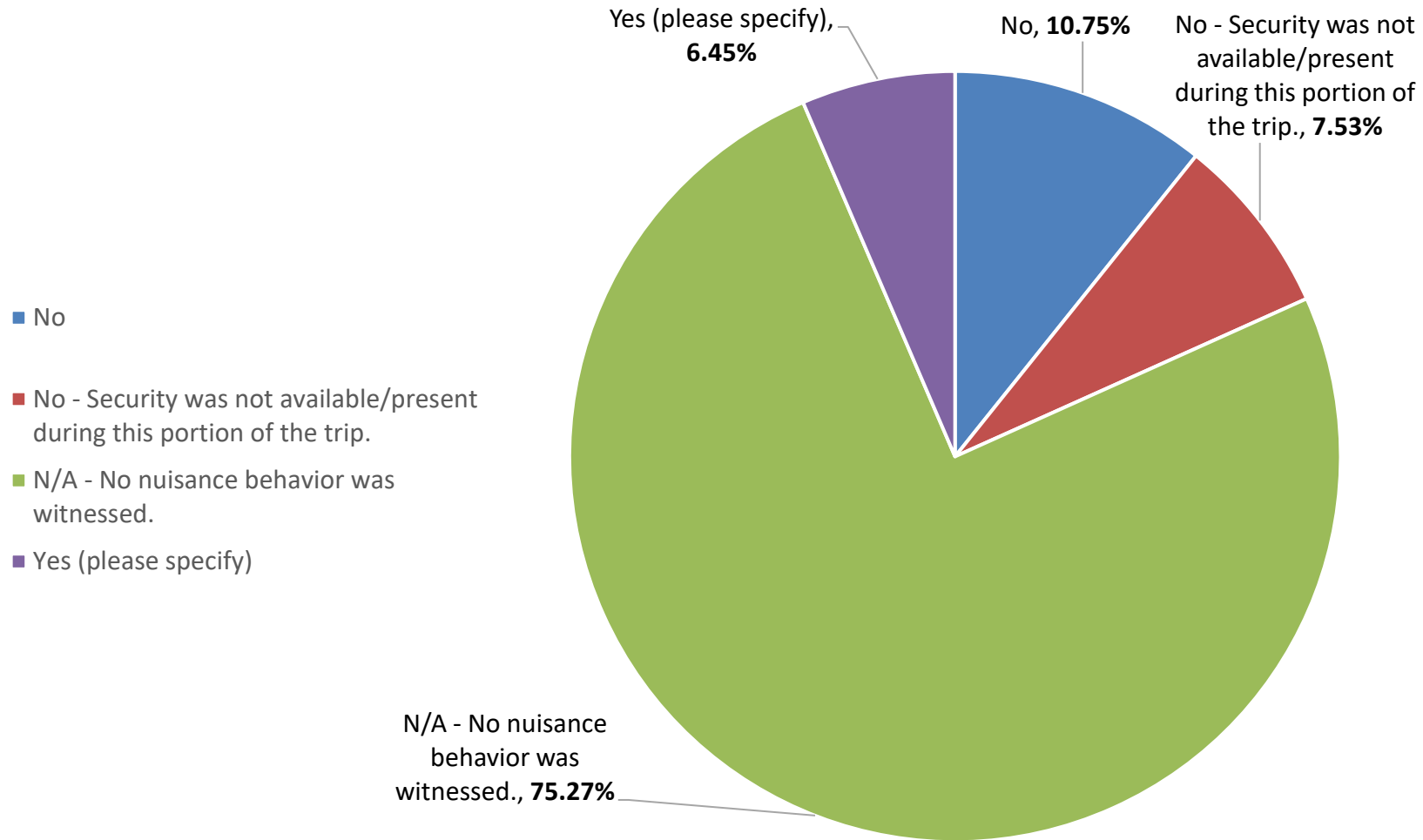


Question: Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)?

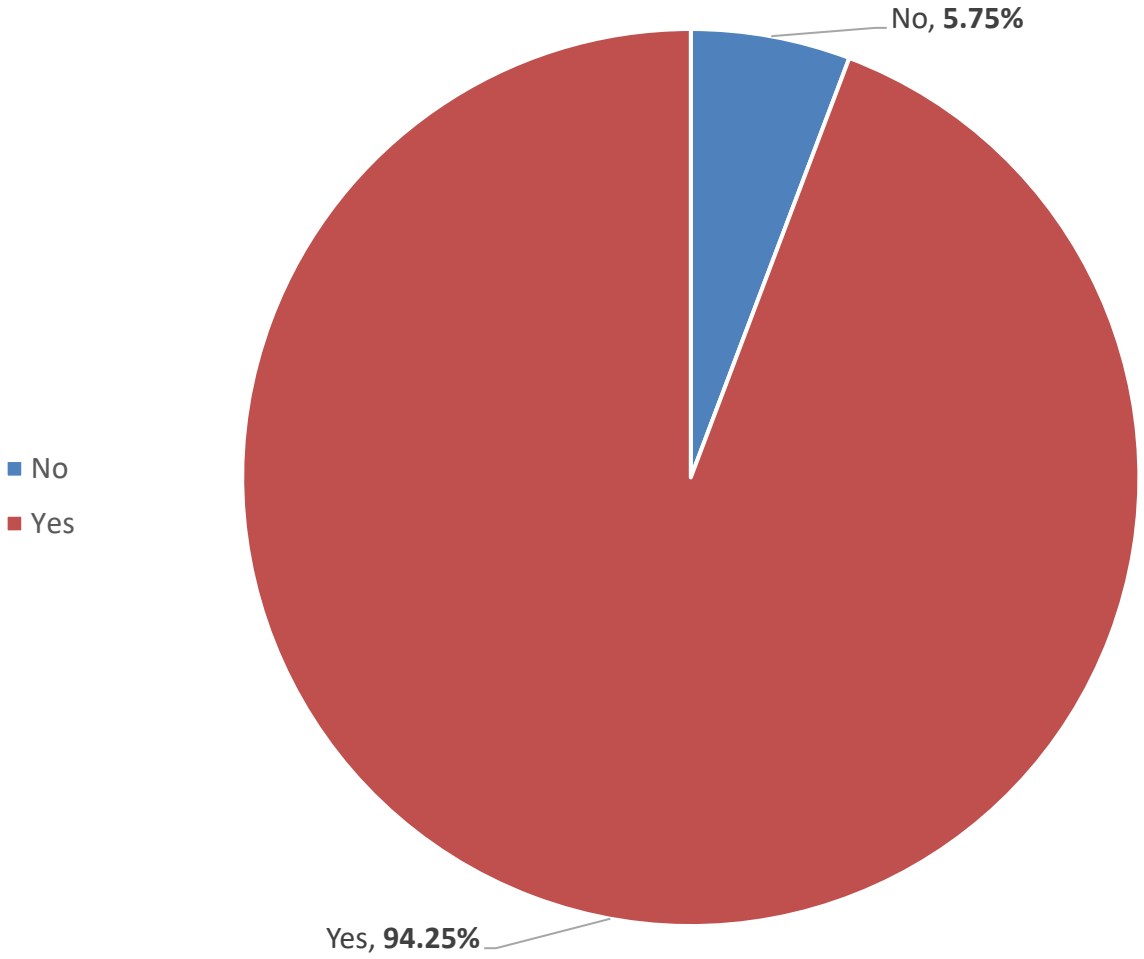
Data from respondents who indicated security was visible during their trip.



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

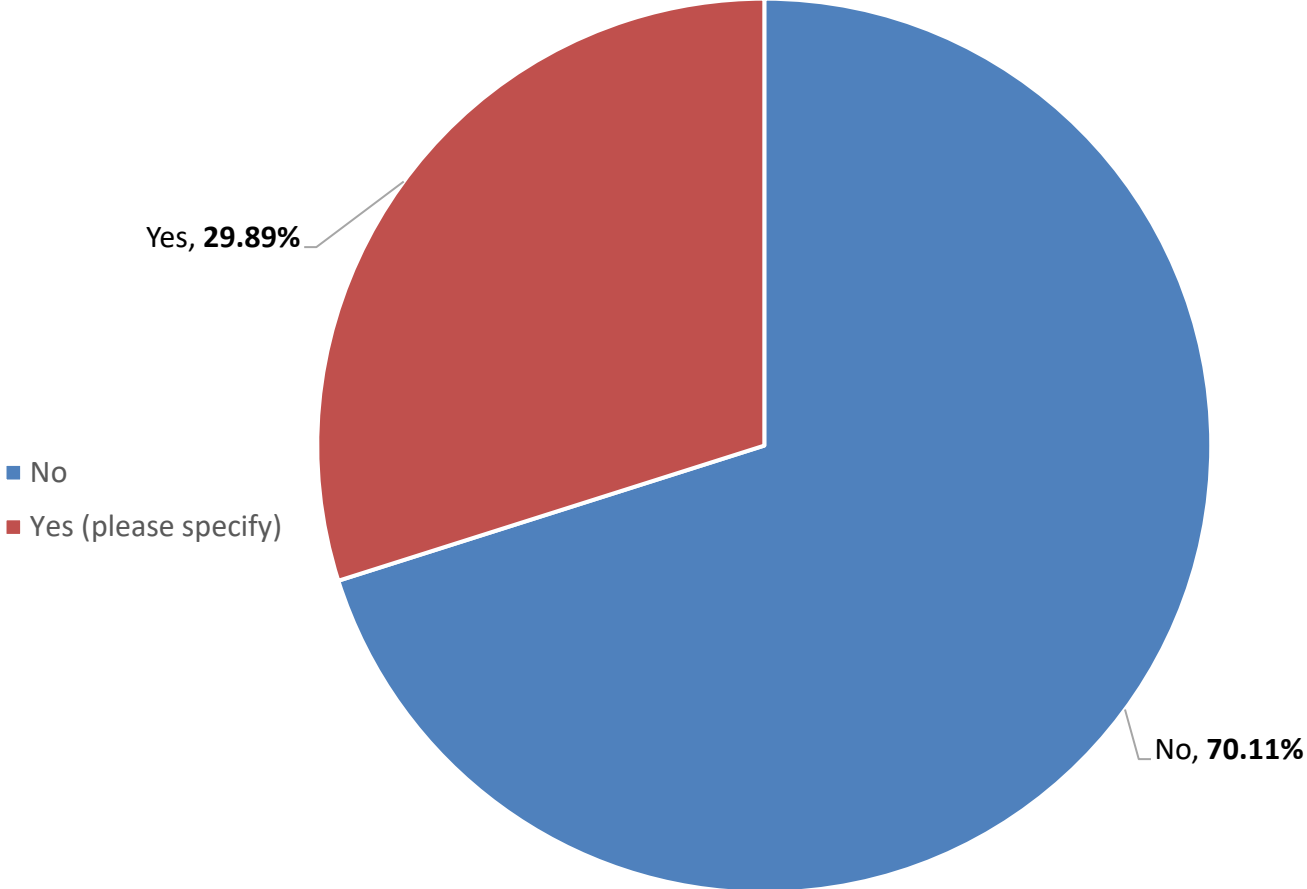


Question: If no security personnel were visible, did you feel safe?

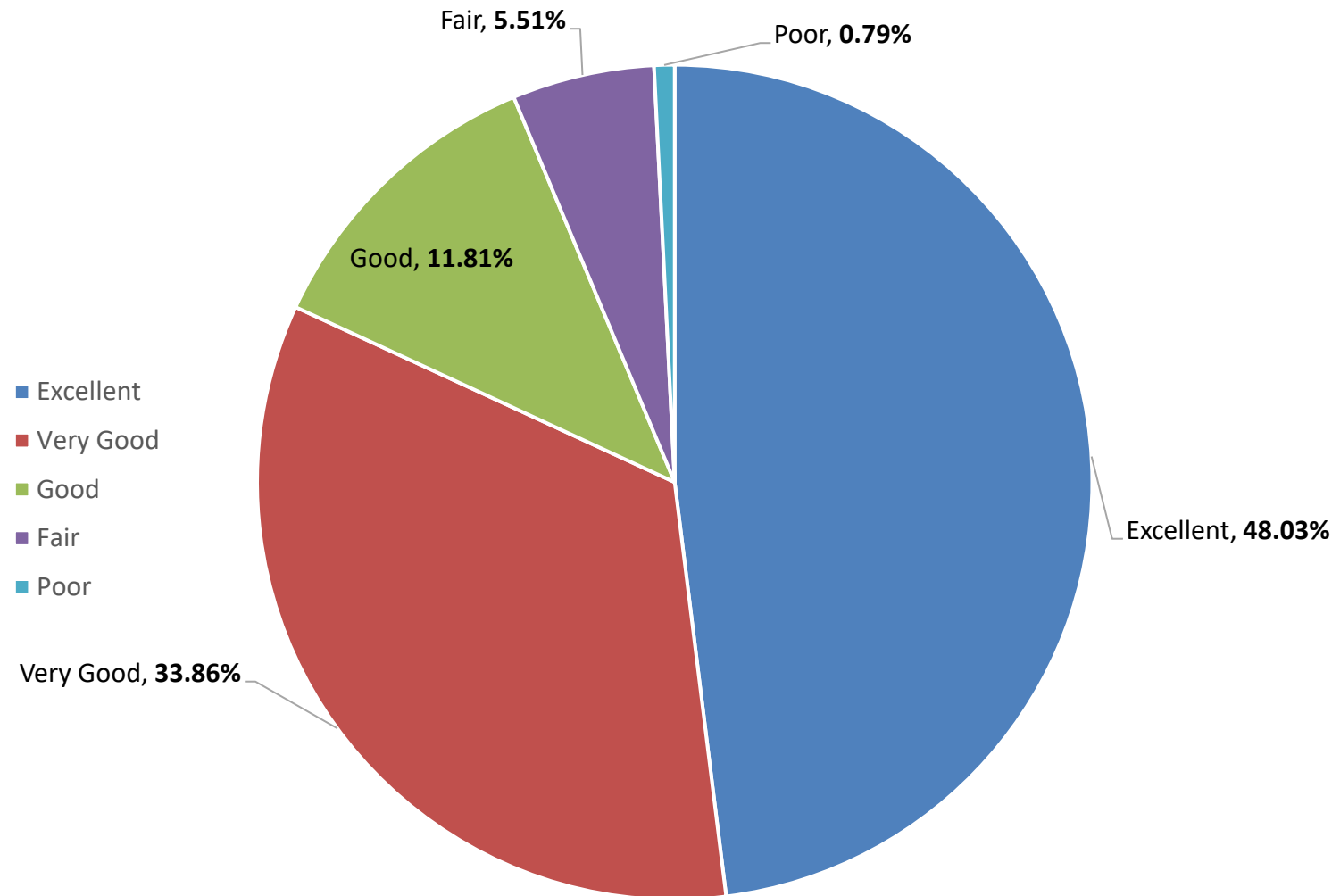


Question: Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)?

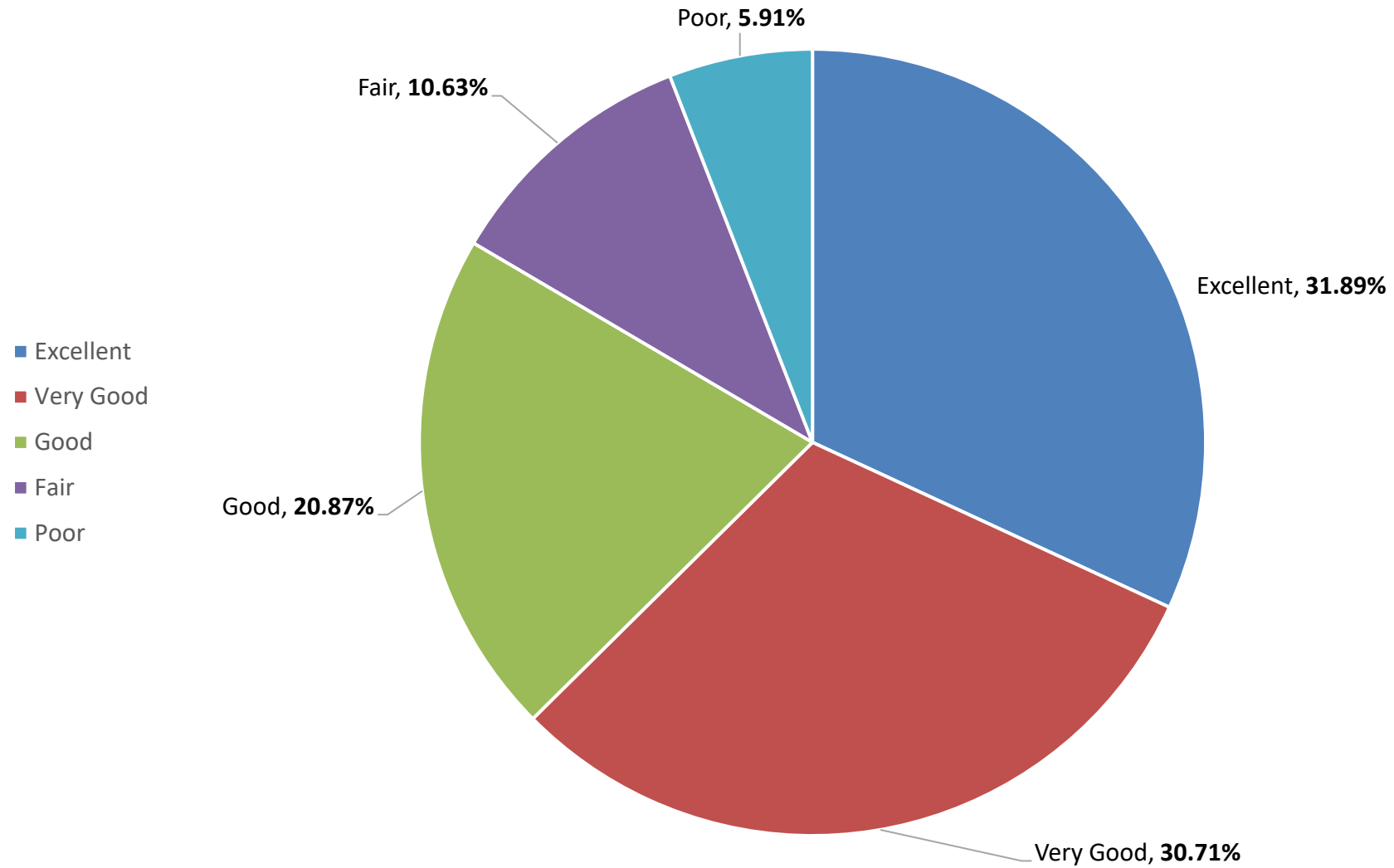
Data from respondents who indicated security not visible during their trip.



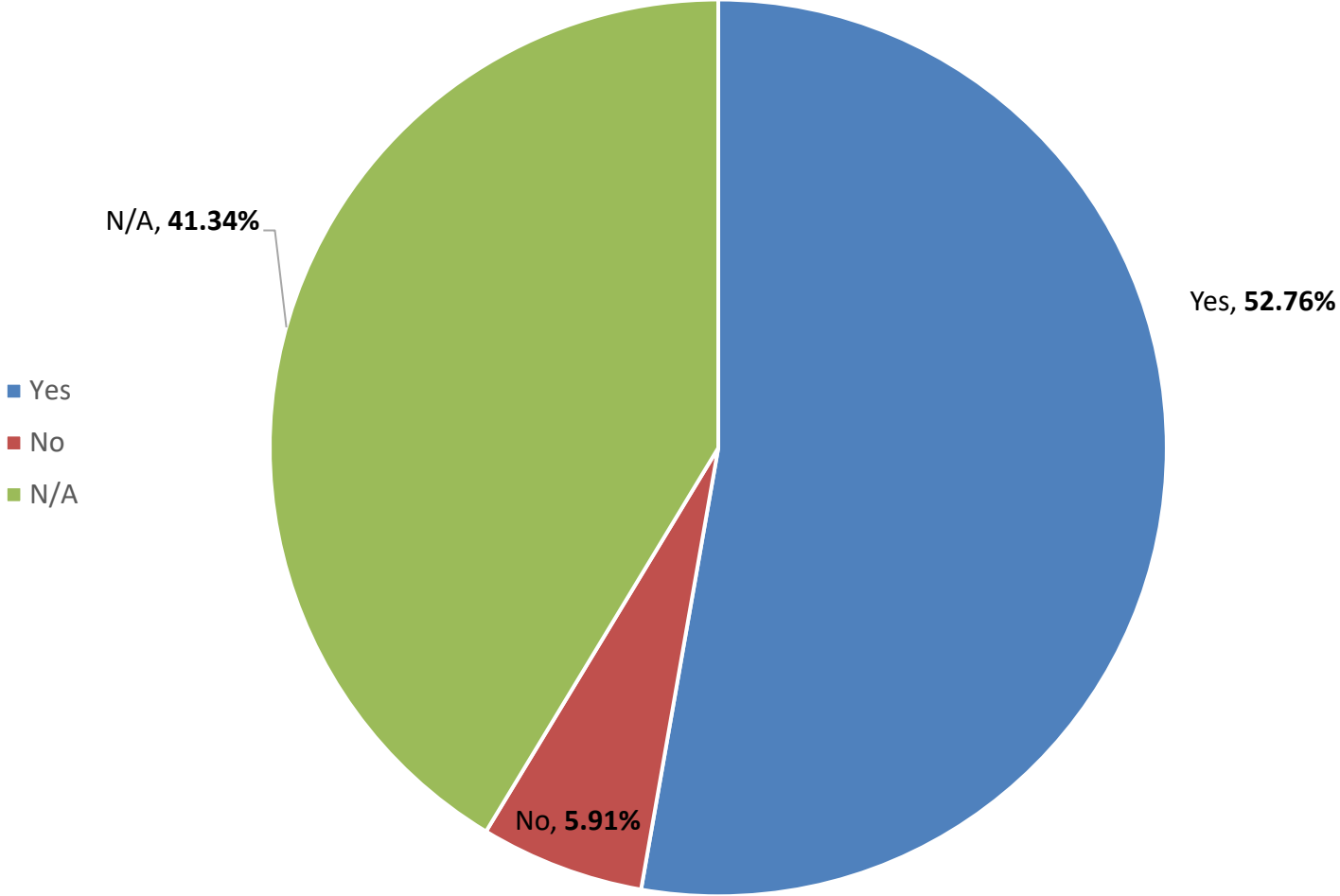
Question: Overall Station lighting and visibility?



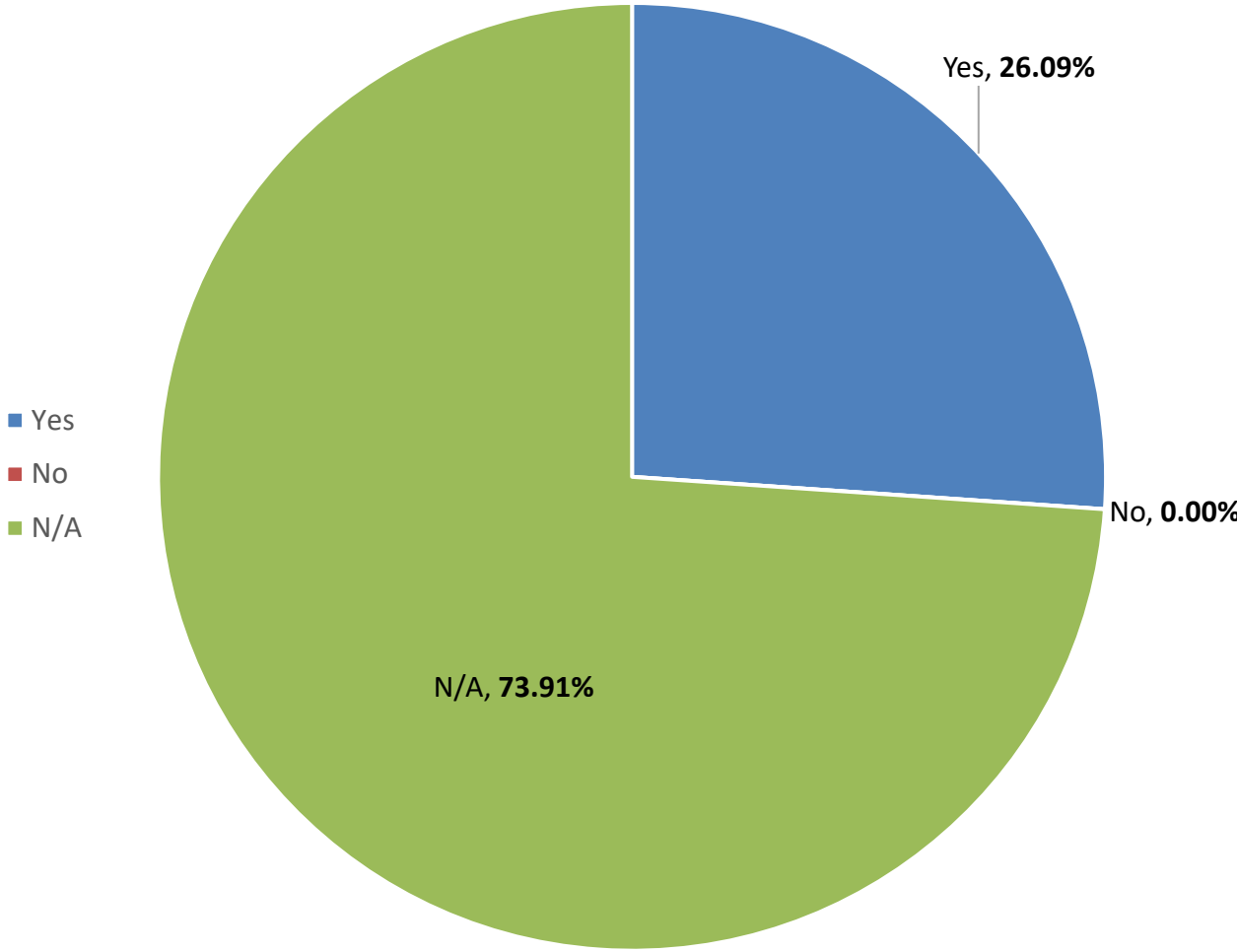
Question: Overall Station cleanliness?



Question: Did all the validators work?



Question: Did all the emergency call boxes work?



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

1	There was a small amount of litter (food wrappers, bottle) on the Brentwood eastbound platform. Otherwise, the area was clean, including the seating areas.
2	validator 252 does not work; two security were present, but were on their phone, sounded personal
3	Lots of people at FB/Debal, so felt safe despite a few questionable patrons who did not seem to be waiting for transportation.
4	I notice a lot of people are avoiding the Forest Park elevators. Even when the elevators are working.
5	There is a loud noise at skinker station (sounds like equipment in operation) that blocks out announcements. The announcements on the message board display helps because I couldn't understand the PA announcements.
6	Unable to get tickets to validate on validators 215 and 218.
7	Ribbon cutting at 5th & Missouri; station was newly updated.
8	I talked with the train driver. He indicated that his fear about driving the train. Told him we were going to a lunch with CMT and he talked a while about being afraid.
9	Great job
10	Validator #130 did not work. 8th & Pine stairs are filthy; escalators haven't worked in forever.
11	8th & Pine steps are always filthy. And escalators haven't worked for ages. It's a bad look for the city.
12	Security's time on the train is brief just long enough to scan required tag in the train then they usually exit. Would be best to stay on train during rides especially in the afternoon. Last week I sent a text to metro security about loud behavior on the train but never received a response back. What is the expectation of a security text being responded to?
13	Two of three the validator's did not work.
14	Urine stains in stairwells
15	Throwing Fabuloso into the elevators is not how you clean them.
16	Great experience riding the train. Air conditioning was great, cool inside.
17	Watched person struggle up the steps to street level, taking a long time. An elevator would be helpful at this busy station (Civic Center).
18	Security personnel are present, but do not typically engage with riders in any way.
19	Once security left the train I smelled cigarette smoke, I was in the second car.it was bad enough I got off the train and caught the next onr.
20	Some one need to be at each station every 2 hours around the clock to clean them

Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

21	CWE security rarely visible especially in the afternoon, smoking, loud music and profanity on the platform takes place
22	Clean. Friendly security staff. Informative staff
23	Three security were on the platform and all looking at their phones, not paying attention to me at all. The validator's did not seem to work easily on the just purchased tickets. Wacky tabecca smell coming from the busses. Another security person came on duty and did not address me at all.
24	Pools of dried urine at corner of eastbound platform stairwells. Alleyways have debris.
25	Be nice for the elevators to be cleaned with a cleaning solution that doesn't leave a sticky residue and nauseating scent.
26	At the time blue line was not running to CWE station due to a barge accident earlier in the day. No announcement was made on the platform, I called Metro and was informed I needed to to board the red line and change trains to the blue line at Forest Park. This information was not communicated at either station.
27	Exceptional cleanliness
28	Pools of urine located in the stairwells at U-City Station. Very noticeable smell
29	Laclede's Landing: Validators #122 and 123 did not work. Steps leading up to platform from street had puddles of 'unknown liquid' in multiple places, and were generally dirty. Not a good look at a station frequented by visitors.
30	Shrewsbury generally well lit and active, so it feels secure. Convention Ctr less active, a little spooky.
31	One security guard walked by the smokers and loiterers without saying anything. Have witnessed previous drug dealing there, though did not see that on this trip.
32	Call box disconnected me twice before I spoke to an operator on the third try.
33	The information call box worked after a time. It took 3 times that the system did not hang up on me before I talked with the operator. The instructions given by the driver as to what station we are arriving at and the bus routes announcements are still not clear and understood.
34	Good service
35	At the stadium station, I was the only person there for 20 minutes. Felt safe.
36	Entire station smelled of urine with mysterious liquid puddles
37	Presence of security important especially during off peak hours
38	Fairview - 1 Allied & 1 Metro Public Safety on platform. Shiloh Scott - 1 St. Clair Deputy on platform.
39	No security seen SAFB to Conv. Ctr.
40	On return trip, Northbound elevator at Grand had large amount of undetermined liquid on floor that had not been there 3 hours earlier.

Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

41	Fairview- 1 Allied standing by guard shack. Belleville- 1 Metro Public Safety standing by bus stop. College- 1 St. Clair Deputy on platform. SAFB- 1 St. Clair Deputy on platform.
42	Emerson- 1 St. Clair Deputy on platform. No other security seen.
43	Metro security on board at Conv Ctr. - departed Iacled. Fairview- 1 metro security sitting in guard shack.
44	Belleville- 1 St. Clair Deputy at entrance to platform. Memorial- 1 Allied boarded front car- changed cars at Fairview. Checked passes. After Wash. Pk. Someone must be smoking behind me in rear car. Allied still aboard at Conv. Ctr.
45	College- 1 St. Clair Deputy on platform. No other security seen.
46	Fairview- 1 Allied sitting in guard shack. No other security seen
47	Late night to work so no one was out
48	5th & MO- 1 deputy and 1 ESL policeman on platform. Fairview - 1 St. clair deputy and 1 Allied in parking lot.
49	No sleepers. no security seen SAFB to Conv. ctr.
50	Fairview- 2 allied standing by guard shack. 1 metro public safety boarded front car. checked train (did not check passes) departed belleville.
51	No sleepers. Memorial- 1 Allied Guarded front car. Fairview- guarded rear car- checked passes- still on guard at conv. ctr.
52	No security seen conv ctr. to SAFB. 1 St. Clair Deputy on SAFB platform.
53	The heaters were not working. At the Shrewsbury station they were working.
54	There were cigarette butts on the platform and a person smoking with a security guard not far away.
55	Fairview- 1 Allied standing by guard shack
56	Convention Center - on arrival 1-2 allied standing on eastbound platform
57	5th & MO- 1 St. Clair Deputy on platform. Fairview- 3 St. clair Deputies in parking lot- 1 Allied on platform.
58	1 sleeper in rear car.1 security - 1 Allied transferred from front to rear car. No other security seen.
59	Fairview - Metro public safety boarded- departed Belleville
60	No sleepers seen. Swansea- 1 Allied boarded front car, change cars at Fairview, checked passes



Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

61	The weed smoking inside the train
62	Passengers was screaming at Metro Security and trying to physically hit the officer in his face with his fist. Fight was on train 4016 approximately 9:30 am rear car red line train.
63	Great service
64	Great Service
65	The station has poor way finding. It is a large station with many ways to go up to street level with no directions. The ramp for wheelchair access is steep, cracked and with standing water on it. I don't know how a person in a wheelchair can manage getting up to street level. No elevator!
66	253 and 252 validators did not work; The one security person, just ran through the train- he did not make eye contact with me and did not check my ticket.
67	No elevator @ Forsythe. Ramps are ridiculously long! Can't imagine manual wheelchair there. Poor wayfinding despite multiple blind exits from platform: Which way to go, and why? Station below ground and deserted. Would not feel safe there at night.
68	Shrewsbury: as reported several times before, validator #253 does not work. Ticket cannot be inserted.
69	Security presence on trains appreciated and needed especially in the afternoon
70	All stuff was observant!
71	Excellent
72	5th & MO - 2 Deputies & 1 ESL police by bus stops. Fairview - 1 Deputy and 1 Allied by bus stops.
73	No security seen SAFB - Conv. Ctr.
74	Fairview - 3 St. Clair Deputies and 2 Allied standing by guard shack. As I approached my truck in SAFB parking lot, a St. Clair Deputy was leaving his vehicle and walked toward platform.
75	Conv. Ctr. - 1 Allied departed front car - started scanning RFID
76	Fairview - 2 Allied- 1 in guard shack. 1 standing by guard shack. No other security seen
77	Emerson - 1 badged officer on platform. No other security seen.
78	No security seen Conv. Ctr. to SAFB
79	No security seen SAFB - Conv. Ctr.
80	Fairview - 2 Allied in guard shack. No other security seen.

Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

81	Allied boarded at college - checked passes - departed Fairview.
82	5th & MO - St. Clair Deputy by bus station. No other security seen Conv. Ctr. - SAFB.
83	No sleepers. No security seen SAFB - Conv. Ctr. On arrival - 2 security seen standing on SW corner of Wash. & 6th St. for at least 10 minutes.
84	Fairview - 3 Allied hanging around guard shack. No other security seen.
85	Memorial - St. Clair Deputy on platform. 1 allied boarded - checked passes.
86	Fairview - 2 armed standing by guard shack. No other security seen.
87	No sleepers. No security seen SAFB to Conv. Ctr.
88	These responses regarding the platform refer to Hanley Rd Metrolink. I began this trip at North County TC, and responses to items about the bus refer to #77 bus trip.
89	The Central West End station is beautiful once you get to ground level.
90	validator 256 did not work
91	West End station recently renovated and is clean and well designed, with wayfinding easily visible at the top of the steps. Wash U has a staffed information booth there (which clearly states that it is not for Metrolink info).
92	As usual, validator #253 would not accept tickets. This is usually the case with this validator.
93	Part of the platform is showing wear particularly along the east end of the platform where the platform meets the border (on the side to board train going WB)
94	I surveyed the bus area only, not the civic center train area.
95	Extremely clean and well kept
96	Thankful security was present as rider tried to take shopping cart on the train then refused to leave train. Security did a very good job dealing with the situation
97	Please send the state troopers back please. I witnessed a man almost stabbed in the throat on the train. There were two brawls in one night on the train. Some people are getting out of control. Absolutely violent
98	The security officers were at the place where they were much needed to assist the bus driver and passengers. She did a great job by getting the people arguing off the bus.
99	The platforms at Civic Center and central West End were clean. For passengers who may not know, there's a sign posted at the overhead heaters with directions to activate them. Today was my first time to notice them.
100	Would like to have seen security in underground platforms if possible.

Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

101	Station had not been shoveled yet. This was not bad as the snow had just fallen. On 01/31/2023 this had not been completed by the morning rush and the WB ramp was slick with patches of ice. By afternoon most of the snow and ice was gone in walking areas. The information kiosk on the EB side has a side panel that has been open since late last week.
102	Central West end station platform was clean. No public safety staff were visible. I felt safe. The train was on time as well as the 74 bus I rode from home, then transferred to 16. I caught the 16 back home and it was on time. I overheard a passenger comment that he can't see out the bus windows that have advertising. Another passenger boarded at Skinner westbound at the stop right before Rosedale. There was no bus stop sign, and the bus driver told her it wasn't a stop (near Lee's Chicken). The passenger responded that she'd called in this missing sign twice.
103	Could be cleaner around the exits to the bus and Dierbergs lot
104	No security presence most early mornings in Shrewsbury, would like to see security walking around the parking area as well as platform
105	Validator #253 did not work. 2 Metro security guards in guard shack on platform; took 2 attempts to get their attention. Told them about young man dealing drugs at top of stairs, they just said they'd watch him, but did not appear to take any action, including leaving the shack. Did not give me a feeling of safety!!
106	Trash in elevator at Shrewsbury and around bus area.
107	I was confused about which side of the track was for the eastbound train. I was on the westbound side. The customer service operator assisted me when I used the call box.
108	Station to much cleaner
109	50 51 and 253 validators did not work; at the Deboliver station a person was standing at the top of the stairs making drug contacts. 2 Security guards were in the booth talking on their phone. When we told the security about the drugs, he said they were watching them. We were around the station for 1/2 hour and we did not see any security address the person. Also, we had to tap on on the window for the security guards to talk with us-they really weren't happy to stop their phone conversation at all. There was also smoking on the same platform. A woman security guard hopped off a train and she did talk with us. The two security guards in the booth left the booth and went up the elevators. She did talk with us.
110	Both platforms were mostly free of snow and debris. The EB Platform was in better shape-less snow. WB platform had some snow close to the ramp . There was one light fixture laying on the ground along the EB ramp with wiring exposed.
111	Casino Queen wis nasty, No security, people urinating on that elevator
112	Security on the train especially early morning needs to be tighter-plain clothes officers would be more helpful
113	Crossing the street to get to the Galleria was problematic. There is a crosswalk, but the cars are going to fast.
114	#256 validator at Shrewsbury did not work
115	Station property was clean, but roadway/sidewalks toward Galleria had moderate trash.
116	Validator #253--could not insert ticket. Had this problem once recently but managed to finally do it. This time ticket would not go in.
117	Visible security is necessary to help keep trouble at bay
118	The sidewalk leading to the Brentwood Station (between the chain-link fence and retaining wall) near Dierbergs is consistently full of trash and broken glass.
119	Asked the operator about getting assistance if in a wheelchair. Received the same response- they would get us in touch with security.



Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

120	At the Forest Park station, there was a notice that both elevators were out of order. There was a sign with a number to contact for assistance. I used the call box to ask how to get help with no elevator- they indicated they would get us in touch with security. I asked the security person on duty what would happen if I was in a wheelchair and needed to get to ground level. He indicated that he was only employed for 2 months and did not know what to do.
121	Some trash (food wrappers, etc.) at Shrewsbury
122	More security personnel during entire ride than usual (on train or at stations). No idea why.
123	The Metro security officer was assisting a passenger who was experiencing a nosebleed at Civic center. He'd given him tissues, and advised him to stop walking around the bus area, and wait nearby. The ambulance arrived shortly afterwards.
124	I did not see security at Brentwood. This report is from Forest Park.
125	The Metrolink operators made announcements on the PA to inform passengers how to transfer to the Blue line to continue westbound travel at Forest Park.
126	The trains since they are single tracking need to be better identified.
127	Extremely clean and definitely security was visible
128	Grand elevators was nasty also people was just hiding out inside the elevator. Heat should be provided up on the bus stop. Along with security because people was up there drinking and doing drugs
129	PA system announced there was no blue line train at Civic Center, and elevator service out at Forest Park.
130	No security seen on platform or on train . Fairview - 1 Allied at entrance to platform
131	No security seen on platform, on train, or SAFB to Conv.ctr.
132	Exceptionally clean areas and very safe to get off buses and to train platform
133	There have been other incidents of young folks trying to rob other individuals. Some stops more than others are well lite. Others are not
134	Will not be riding the metrolink until Blue line travels beyond Forest Park station. Do not feel safe stopping at FP station in the dark and waiting for connection to CWE. Red line trains are very crowded and uncomfortable.
135	Security was not on platform at 5th and Missouri
136	Operator Christine Robinson was very professional, made all announcements loud and clear, operational skills stopping and braking skills excellent!
137	The conditions were clean and free of litter.
138	Fairview 1 allied on platform. No other security seen conv.ctr to SAFB.
139	1 deputy was parked at platform 555. No other security seen SAFB to Conv. Ctr.
140	The layover time should be atmost 45 seconds instead of at least 23 seconds. F



Question: Please provide us with other comments you might have concerning the appearance, operation, and security of the station. (Continued)

141	Had to change to Red line at Forest Park due to July flooding. Security guards were helpful in making sure riders knew where to board the correct trains.
142	No Security seen Convention Center > SAFB
143	1 Allied boarded at Memorial. Checked passes at Fairview. 2 Allied standing by guard shack. 2 Allied departed from car at convention center.
144	Operator Darren Morris was excellent with the train announcements and control of the train.
145	It would be nice to increase the space between the trains and benches.
146	Service was good!
147	There was a surprising number of security. We were on the one track system and we were notified by the driver there would be a delay. There were 3 trains that went ahead of us and this was not explained. 2 of the trains were going our way..
148	A young officer visited with the 10 toes group. He indicated that he did not like his job. He did get paid well. But he did not like the work.
149	We would probably have overlooked entrance to Westbound Conv. Ctr platform if we hadn't had someone with us who knew where it was. Lots of plywood, construction (?) is not a good look, nor does it lend a feeling of safety. Blind corners/areas.
150	Shrewsbury station ok except for some trash. Convention Center not well lighted, also had multiple areas on stairs and platform with standing water. Poor signage to tell riders which platform services which train direction. LOTS of Metro Security visible at most stations, significantly more than usual. Not sure why (no baseball game).

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

1	Shamel was the driver. She noticed a person on the wrong side of the tracks to catch a train, and she communicated with him. She made sure her heard her. Shamel speaks very clearly. I was able to understand her listing connecting buses and announcements..
2	Train operator, Chanel, was very clear in her announcements. Also she informed a waiting rider at one station that he was on the wrong side of the tracks.
3	Great job
4	Great job
5	Great job
6	Male driver chatted with us at Shrewsbury before departure and was very friendly. (He did mention that he felt that Metrolink was unsafe, which is not a good thing to tell riders!) His announcements of stations and connecting bus routes was quite clear.
7	AM eastbound from Shrewsbury driver on 0626 train always pleasant.
8	A metro security guard looked in his phone for me to see the weather forecast since my hands were holding onto my bike.
9	One of the riders on the train use his seat as a bathroom the train was nasty and smelled
10	Metro drivers working hard to keep the trains on schedule
11	Exceptional customer support and excellent experience
12	Security made an effort to greet everyone.
13	None just very clean
14	Once on the westbound Blue line, a guard made an announcement making sure all riders were on the correct train. That was helpful given the altered schedule.
15	The staff and security were engaging riders about the route changes; making sure folks would not get on the wrong train.
16	Driver of the 0626 Shrewsbury train is very professional and on the lookout for rowdy behavior.
17	Operator announcements were very clear and distinct.
18	Friendliness of Metro Security was top notch.
19	Validator 253 works ----yeah
20	Great job
21	Great job
22	Great job
23	Great Service
24	The officer was able to keep the confrontation to one area of the train and the passenger ran off the train at 8 th and Pine.
25	Great Service

Question: Please describe any exceptional performance you may have witnessed during your visit.
(continued)

26	Great service
27	Service great
28	Excellent service
29	Train Operators were outstanding!
30	All staff was excellent in performing their duties!
31	Great Service
32	Great Service
33	The train operator (female) reopened the doors for passengers who were running to catch the train. She really did not have to, but it was nice.
34	Two times the driver held the train for a few seconds to let a late passenger board. Small gestures like that improve the public perception of Metro.
35	Exceptional Metrobus drivers with trip information
36	Driver of the 0626 WB Shrewsbury train was very observant to request problem rider be denied entrance to the train, Security officer took care of the problem quickly-rider did continue to threaten riders and security
37	There is never exceptional performance. Only violence
38	See prior response
39	The Shrewsbury 0626 train is always on time
40	Security checking fares.
41	The 0626 driver of the train leaving Shrewsbury speaks clearly and goes out of his way to accomodate
42	CMT personnel giving out gloves to riders!
43	The driver speaks very clearly and loud when announcing stations
44	Female operator on trip was exceptionally easy to hear and to understand.
45	Extremely visible security very personable.
46	Personable metro staff and helpful drivers
47	The way the metrolink driver handled the obnoxious passengers was very exceptional..
48	The times entered on this report are approximate, as I didn't note actual times while traveling.
49	Train was running on schedule and no delays at all!
50	Please read question 18

Question: Please describe any exceptional performance you may have witnessed during your visit.
(continued)

51	The coach navigator used specific description of which directions the doors will be opening and what station would be next so we (those who were not used to the map) could prepare before hand
52	When we reached the station to transfer to the red line, we were engaged by a security guard to make sure we knew where we were going and how to get there.
53	Erin, the train Operator announcements were very loud and clear. Control of the train was absolutely excellent.
54	The announcements and control of the train stopping, braking, and accelerating!
55	Security helped a person confused about which car to enter on the train.
56	All staff fully aware and monitoring their areas.
57	Female Metro security guard who got on at Debaliviere was very friendly and outgoing while interacting with riders.

CMT METRO MONITOR SURVEY TOOL

Citizens for Modern Transit Metro Monitor Survey 3.0

Intro and Trip Information

Thank you for helping Citizens for Modern Transit (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 Information

Name

Email Address

Phone Number

* 2. Departure Station/Transit Center

* 3. What time did you arrive at the departure station?

Date / Time

Date

Time

AM/PM

* 4. Destination Station/Transit Center



CMT METRO MONITOR SURVEY TOOL (CONTINUED)

* 5. What time did you arrive at the destination station?

Date / Time

Date Time AM/PM

* 6. Was there visible security at the station, on the platform, or on the train during your trip?

- yes
- no

7. Was there visible Chestnut Health Systems Social Workers at the station, on the platform, or on the train during your trip?

- Yes
- No

Citizens for Modern Transit Metro Monitor Survey 3.0

Security was visible at the station, on the platform, or on the train during your trip.

* 8. 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
- Not sure

CMT METRO MONITOR SURVEY TOOL (CONTINUED)

* 9. Did a security officer or fare inspector check for valid fares for those entering the platform, those on the platform, or those riding the train?

- No
- Yes

* 10. Was the onsite security personally engaging with riders in any way?

- No
- Yes (please specify)

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

- No
- Yes (please specify)

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

- No
- No - Security was not available/present during this portion of the trip.
- N/A - No nuisance behavior was witnessed.
- Yes (please specify)

Citizens for Modern Transit Metro Monitor Survey 3.0

Security was not visible at the station, on the platform, or on the train during your trip.



CMT METRO MONITOR SURVEY TOOL (CONTINUED)

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

- No
- Yes

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

- No
- Yes (please specify)

Citizens for Modern Transit Metro Monitor Survey 3.0

Station maintenance and wrap up.

* 15. Overall station lighting and visibility?

- Excellent
- Very Good
- Good
- Fair
- Poor

CMT METRO MONITOR SURVEY TOOL (CONTINUED)

* 16. Overall station cleanliness?

- Excellent
- Very Good
- Good
- Fair
- Poor

17. Did all the validators work?

- Yes
- No
- N/A

18. Did all the emergency call boxes work?

- Yes
- No
- N/A

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

- Yes
- No
- N/A

CMT METRO MONITOR SURVEY TOOL (CONTINUED)

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

21. 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.



Interested in becoming a CMT Metro Monitor?

Visit cmt-stl.org to learn more and register today.

