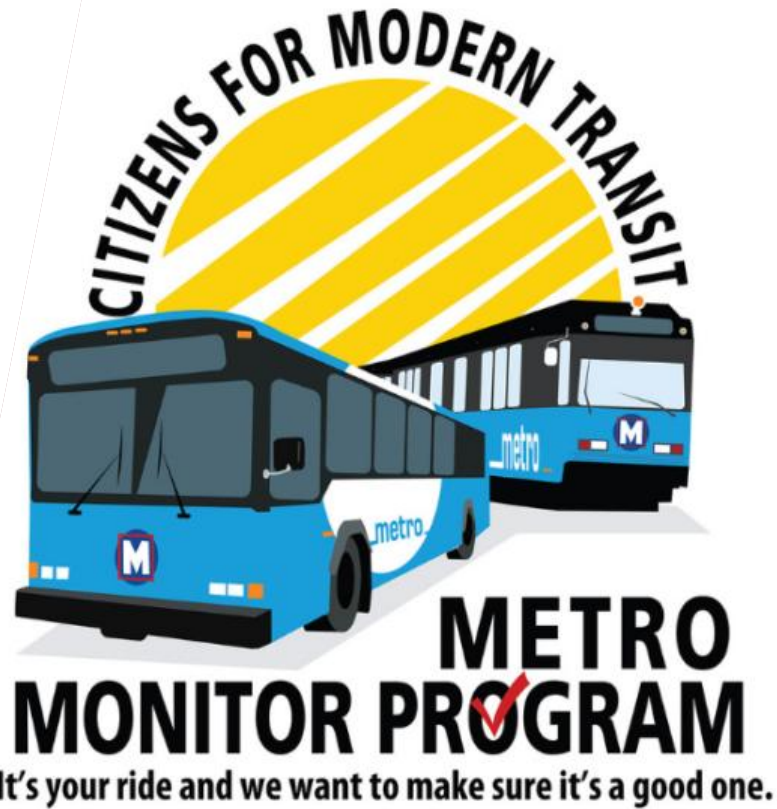


CMT METRO MONITOR

ANNUAL REPORT FY24



Citizens for Modern Transit Metro Monitor Annual Report Executive Summary Fiscal Year 2024 (Sep. 1, 2023 – Aug. 31, 2024)

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 ~ 20 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/cmt-metro-monitor-program/>.



Highlights

This report reflects data collected during fiscal year 2024, from September 1, 2023 through August 31, 2024. There were 245 reports filed during that time frame, covering 29 MetroLink Stations (24 in Missouri and 5 in Illinois) and 6 Metro Transit Centers/Bus Stops in Missouri.

Survey respondents indicated security personnel were visible the majority of the time (76.33% of respondents), with visibility of security lower from January through March, as well as July when compared to the rest of the study period.

Only 29.51% of survey respondents witnessed fare enforcement during their trip and 41.53% of respondents witnessed security engaging with riders. Nuisance behavior was observed 21.86% of the time when security was visible during the trip and 43.84% of the time when security wasn't visible during the trip. Most (81.59%) respondents indicated station lighting was excellent or very good, while 63.18% indicated station cleanliness was excellent or very good. Nearly all (97.26%) respondents indicated they felt safe even when no security personnel were visible.

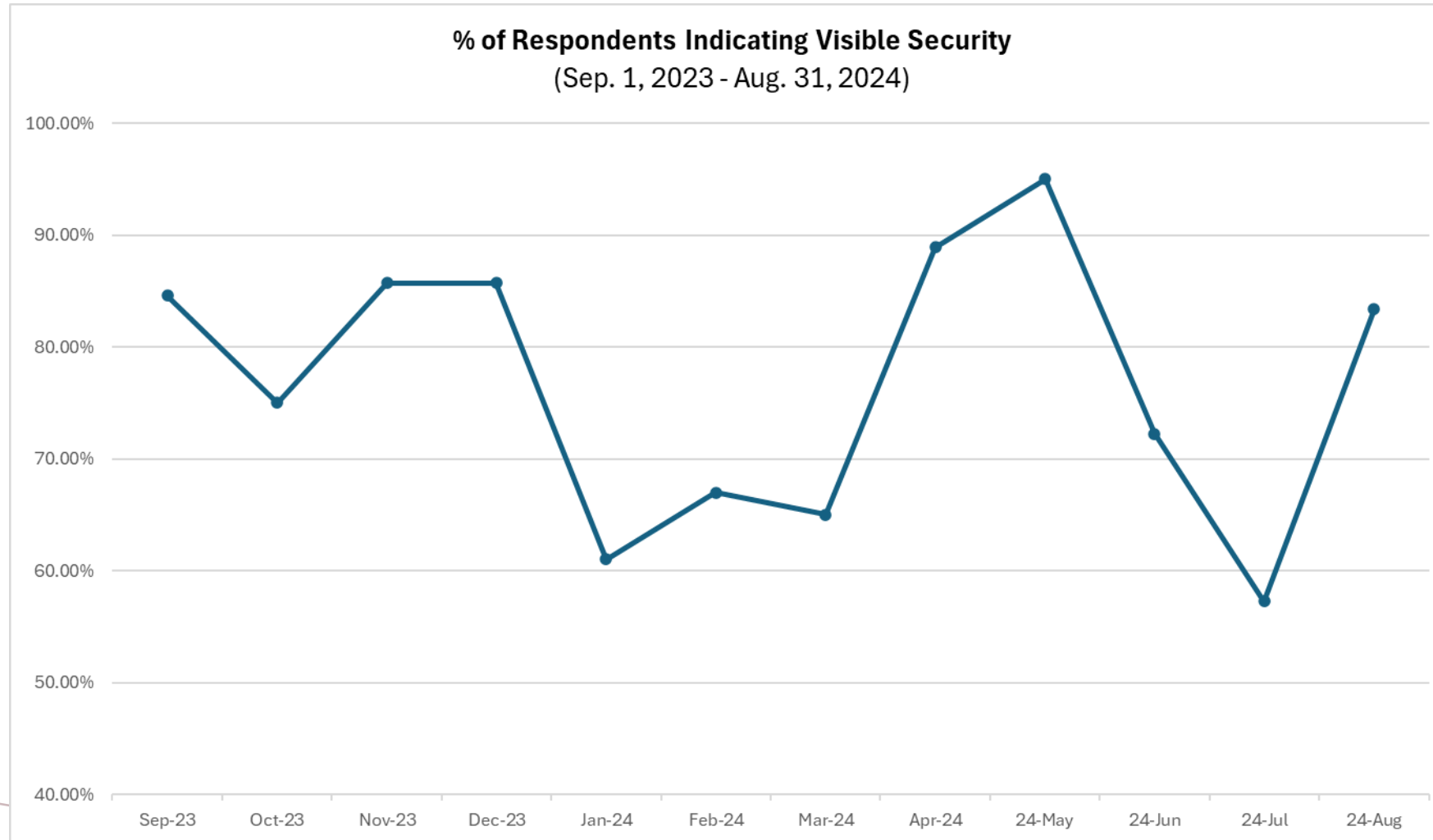
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1. Survey Responses
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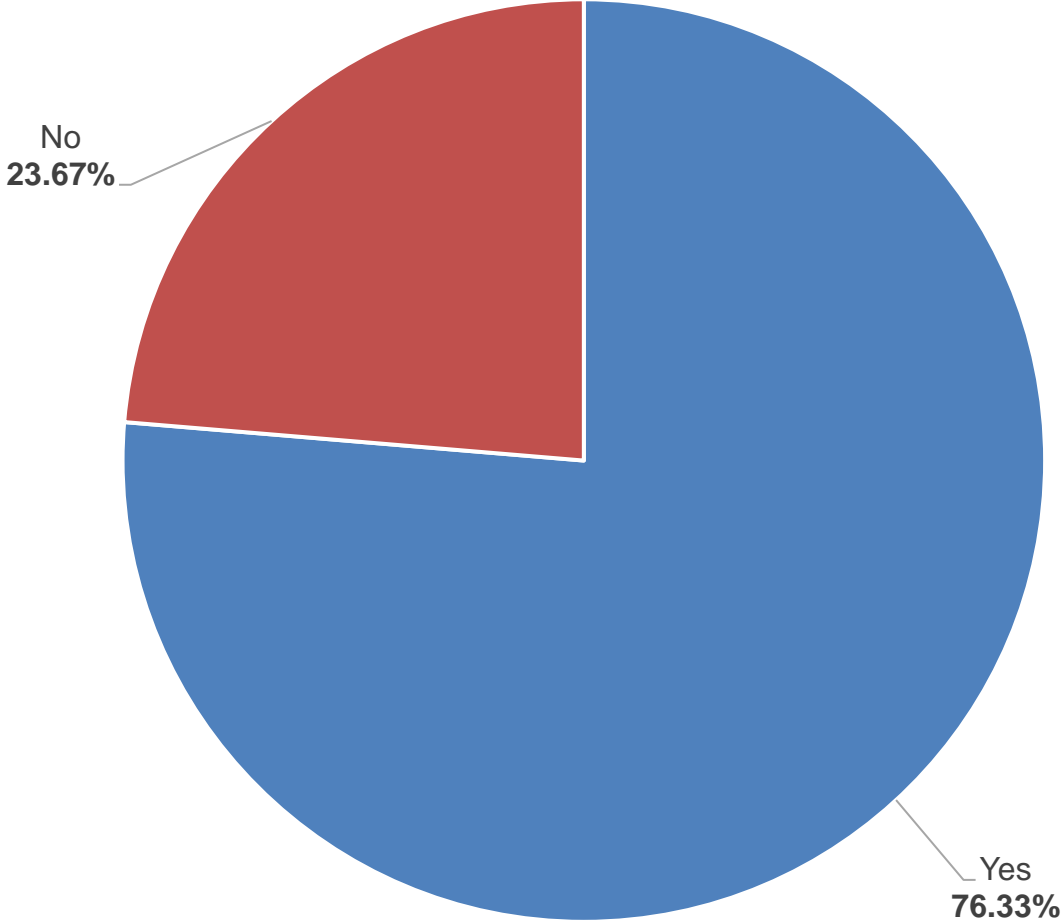


CMT Metro Monitor Report Survey Responses, FY23

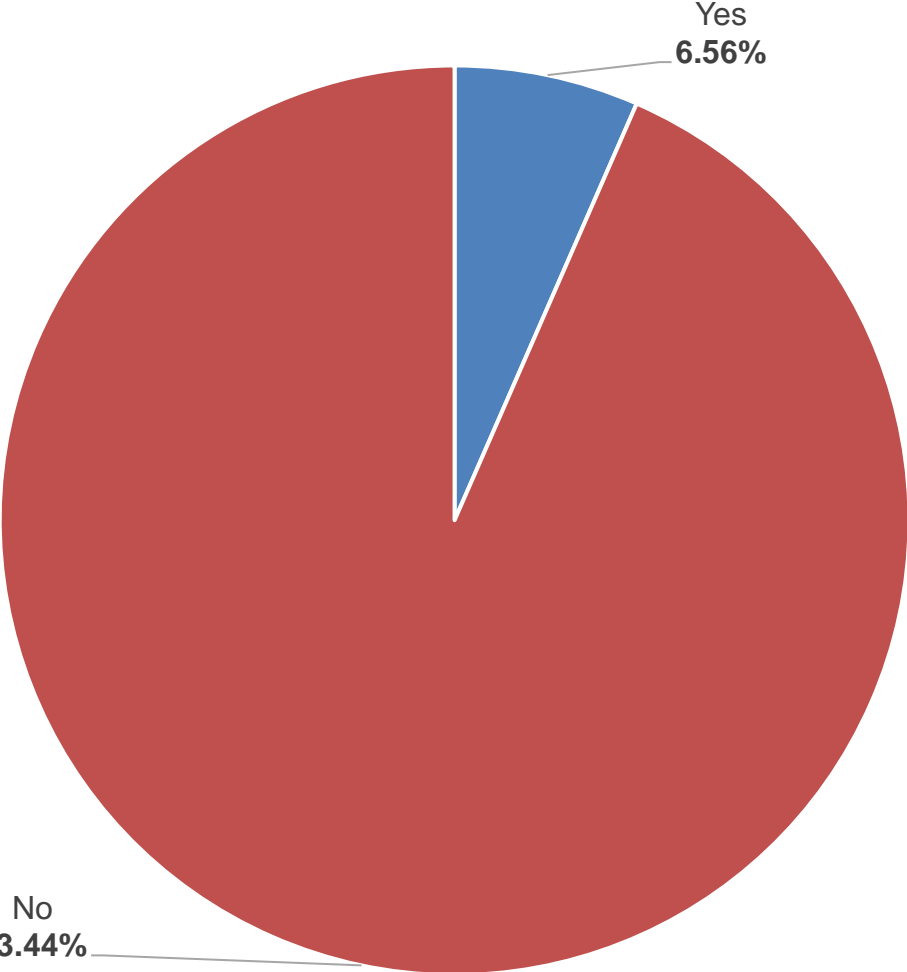
Question: Was there visible security at the station, on the platform, or on the train during your trip?



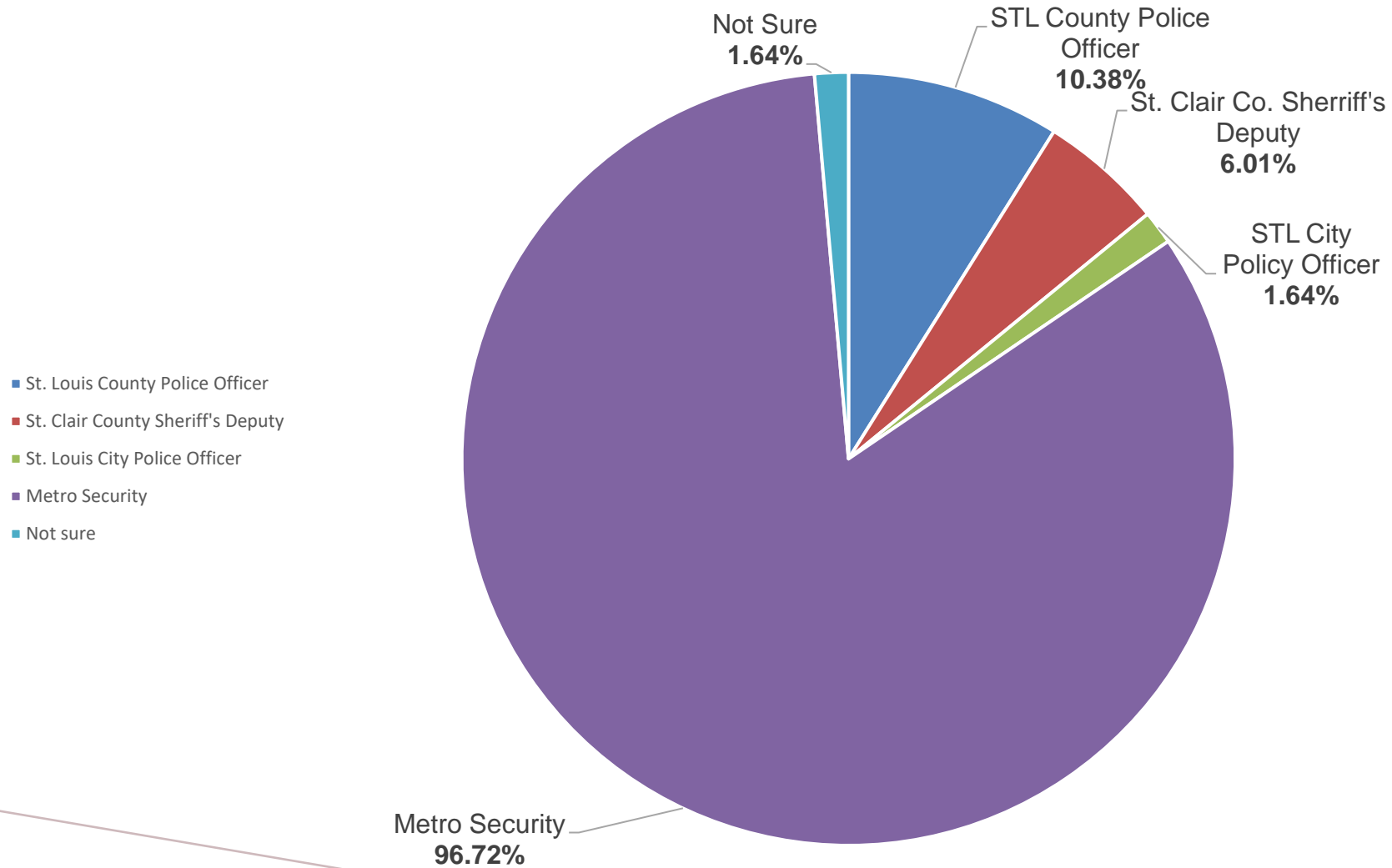
Question: Was there visible security at the station, on the platform, or on the train during your trip?



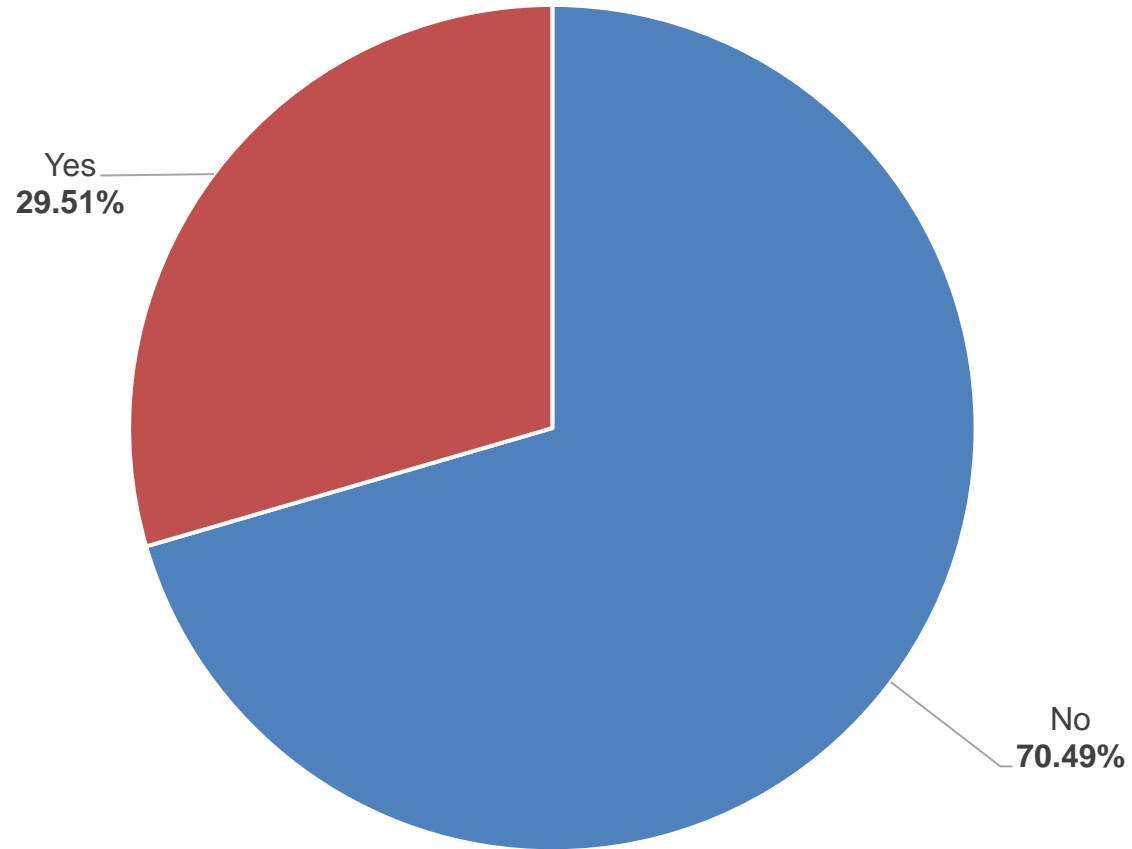
Question: Was there visible Chestnut Health Systems Social Workers at the station, on the platform, or on the train during your trip?



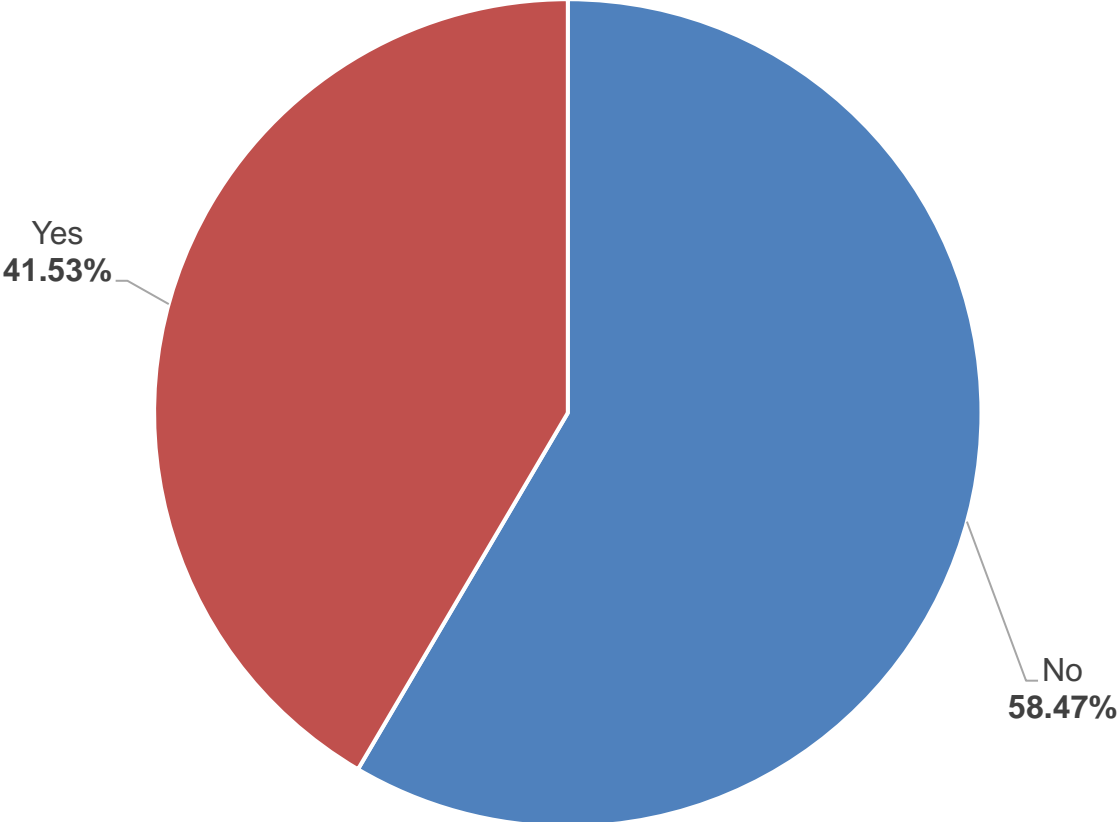
Question: What type of security was visible on the platform, at the station, or on MetroLink/MetroBus?



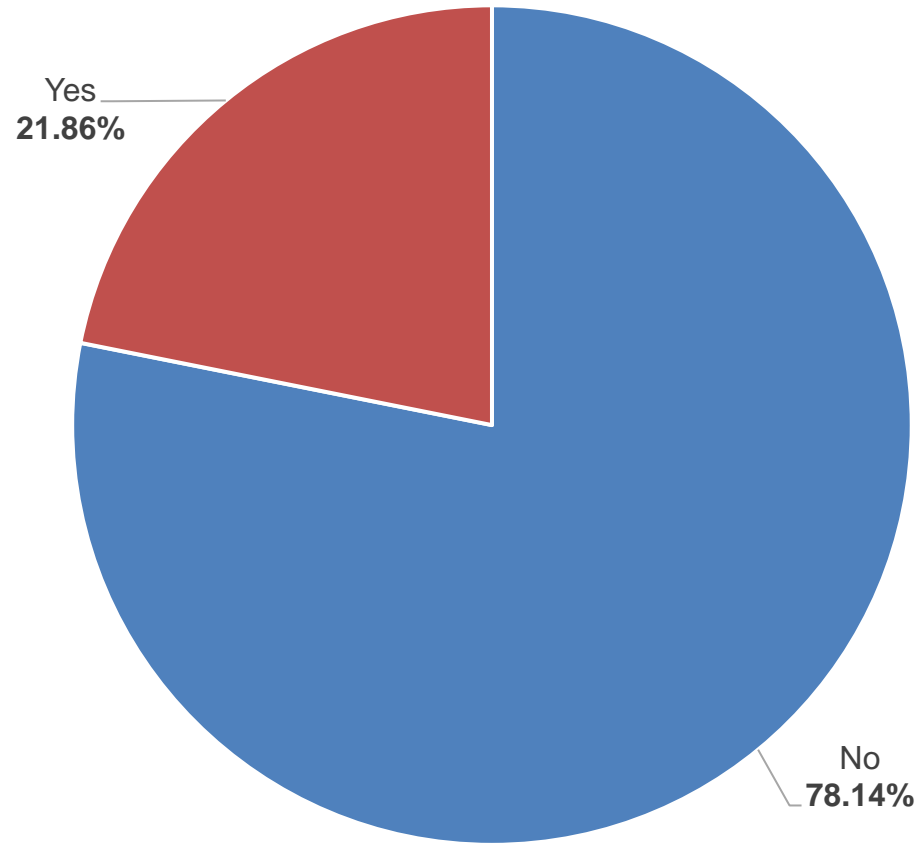
Question: Did a security officer or fare inspector check for valid fares for those entering the platform, those on the platform, or those riding the train?



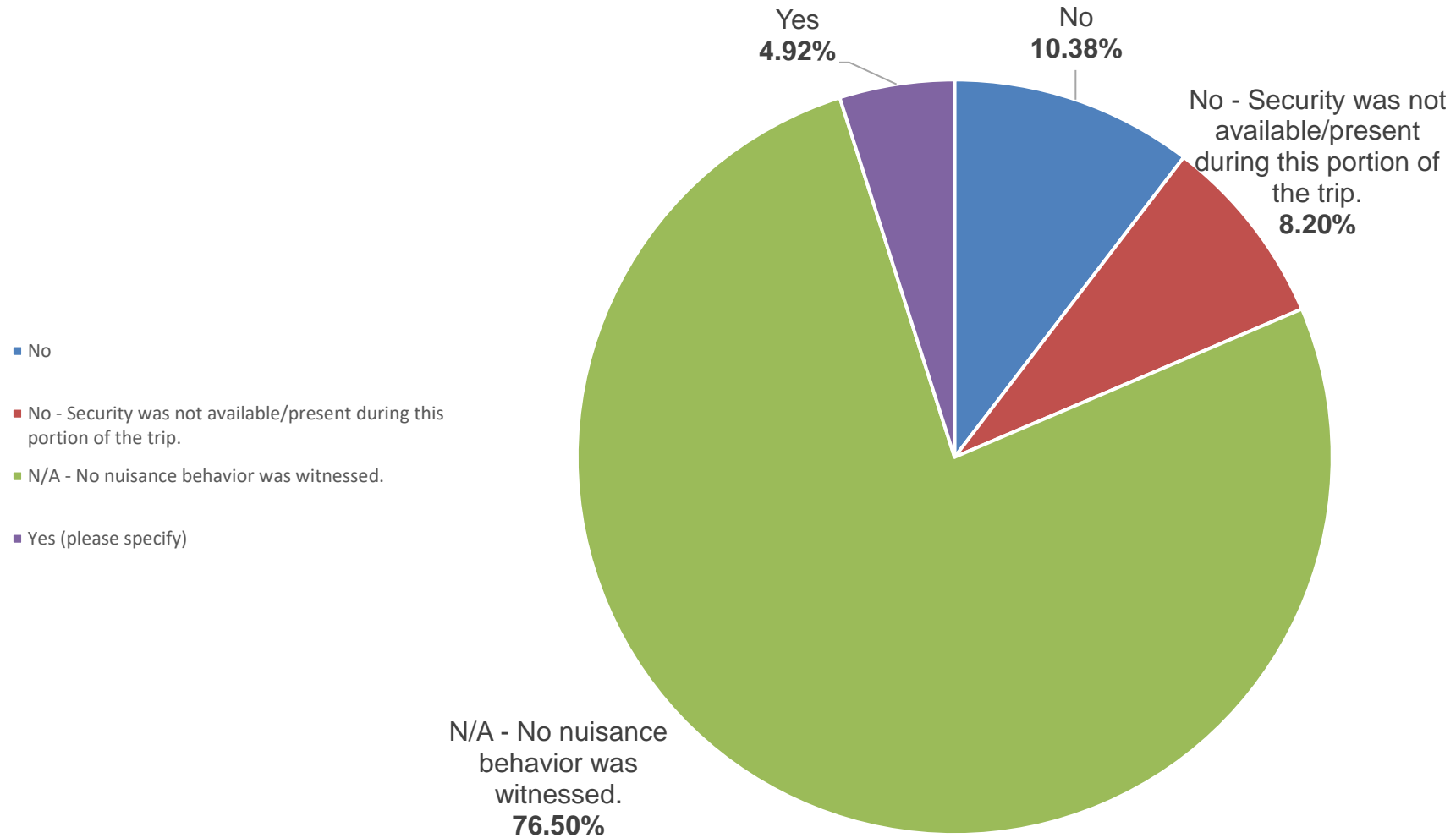
Question: Was the onsite security personally engaging with riders in any way?



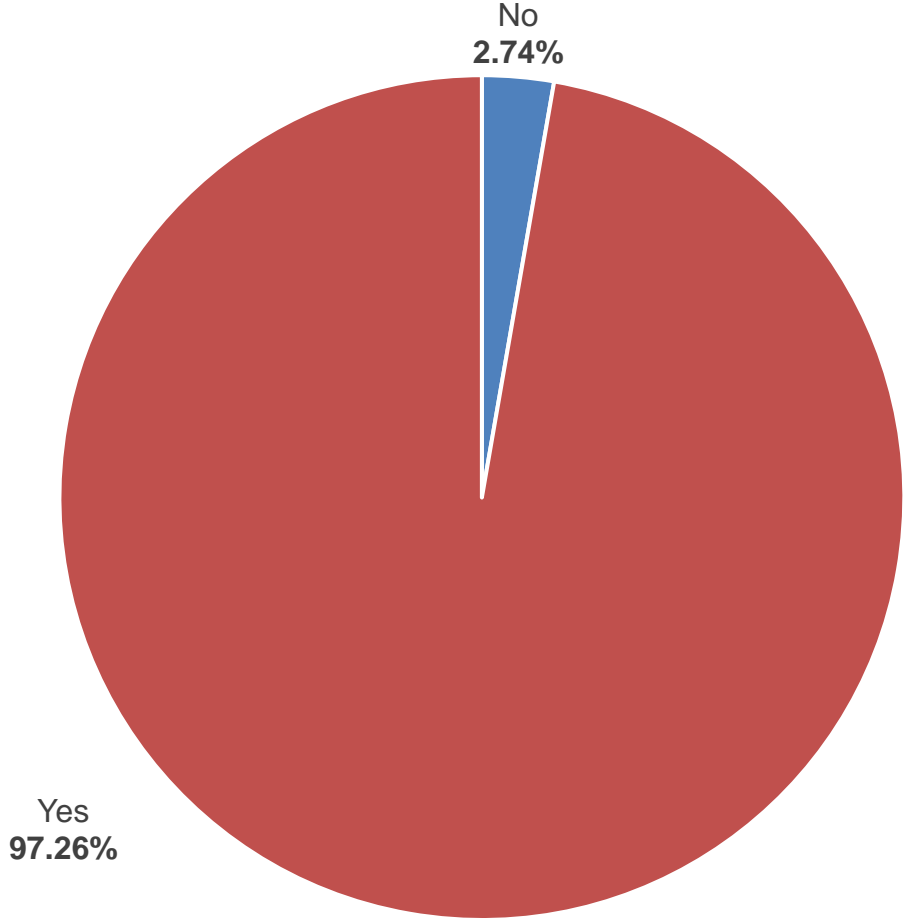
Question: Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)
Data from respondents who indicated security was visible during their trip.



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

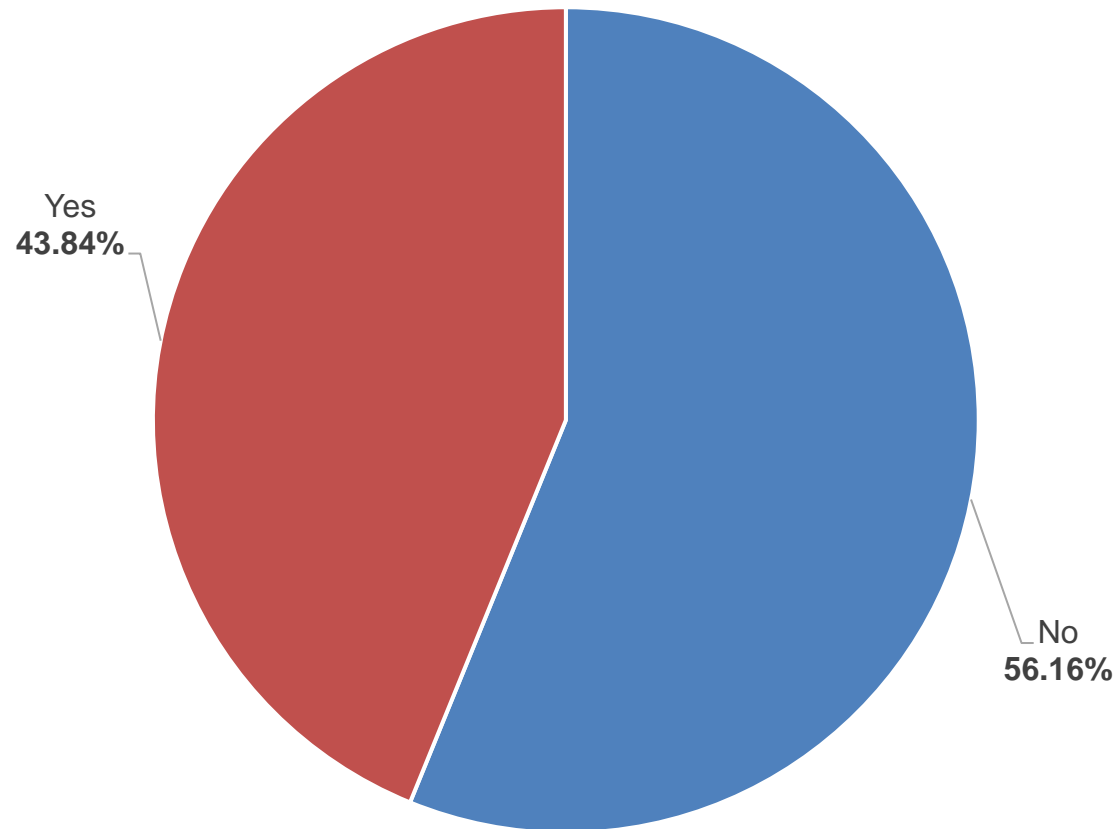


Question: If no security personnel were visible, did you feel safe?

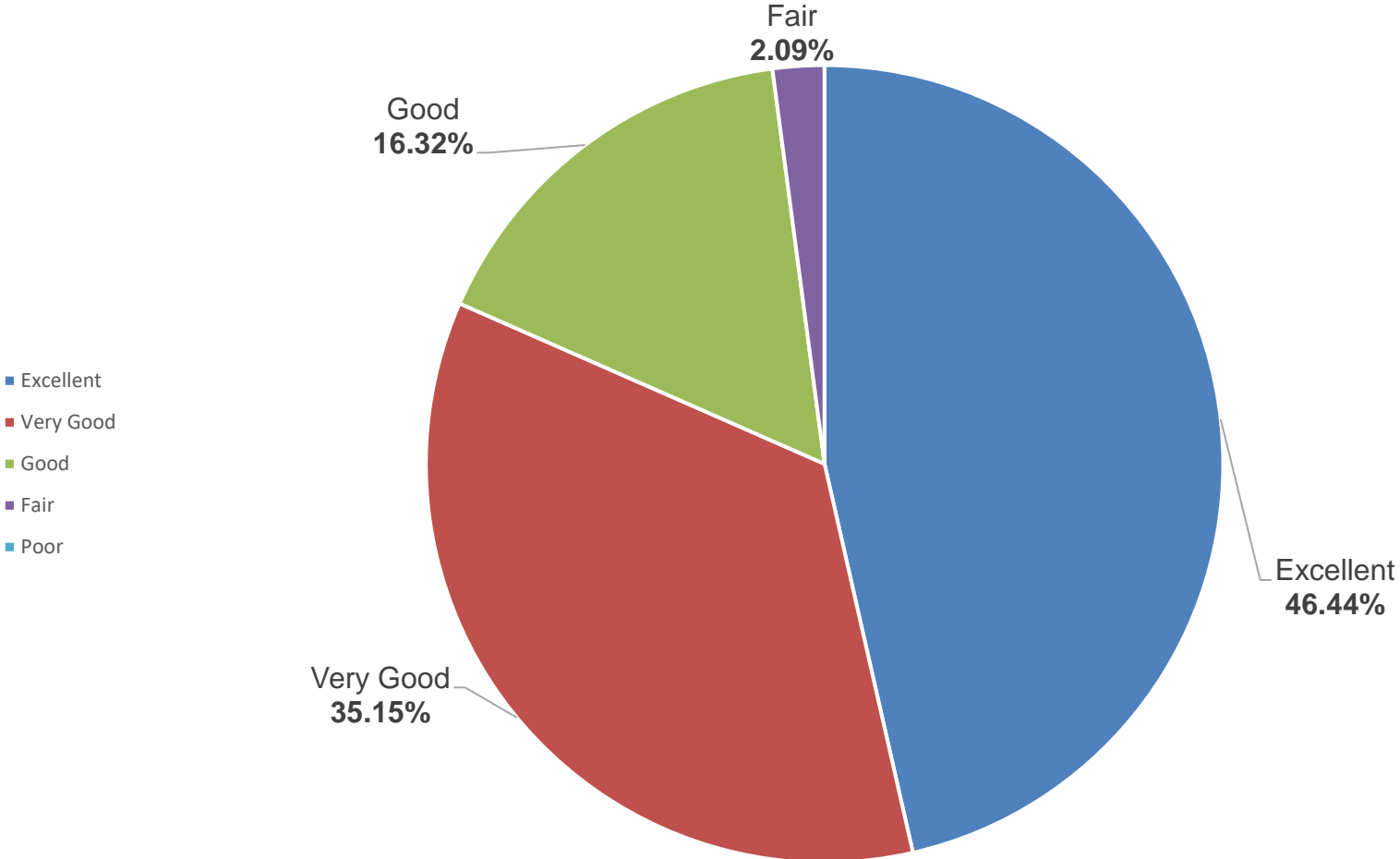


Question: Did you witness any nuisance behavior (smoking, loud music, pan handling, gambling, etc.)?

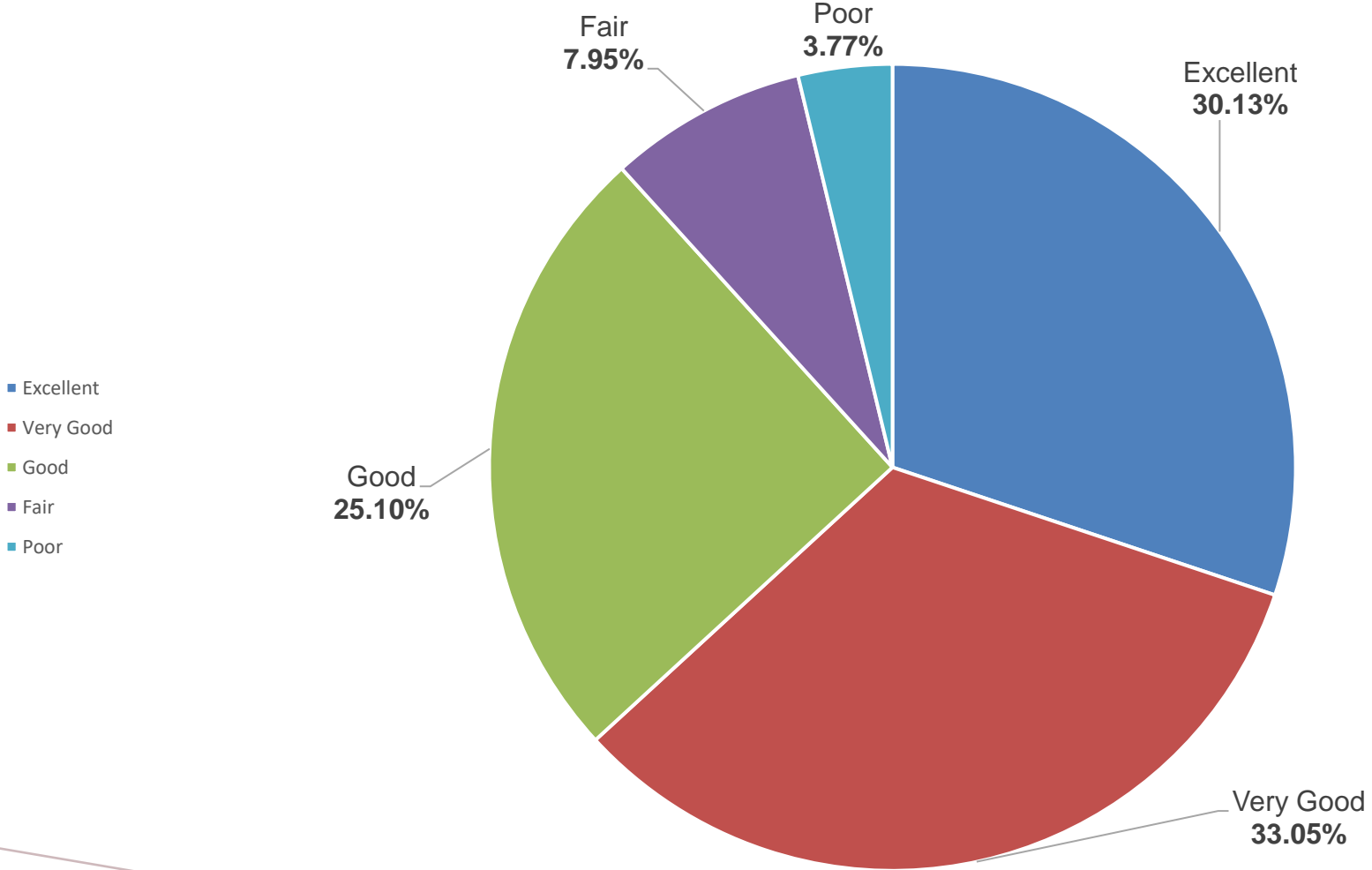
Data from respondents who indicated security not visible during their trip.



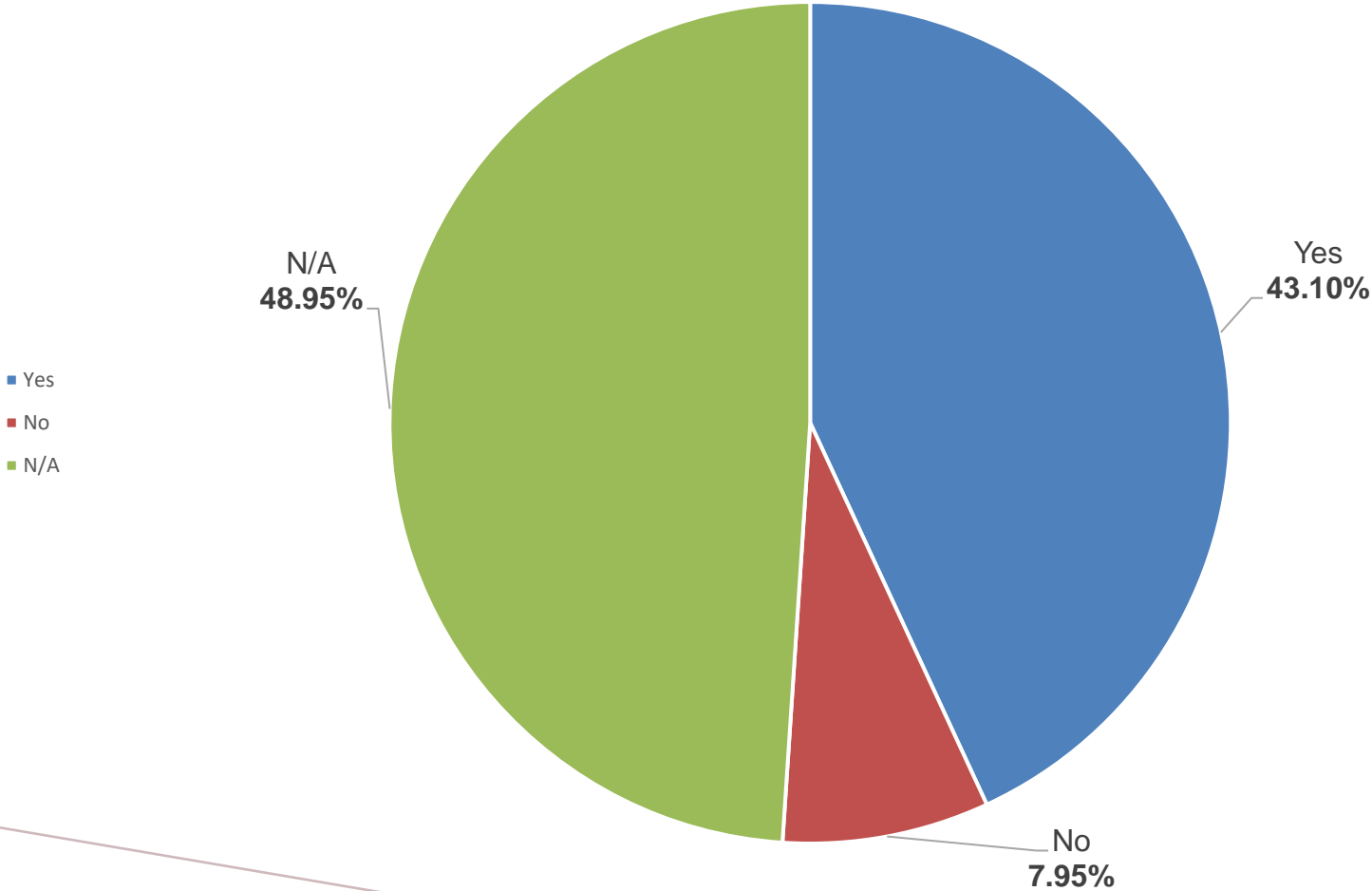
Question: Overall Station lighting and visibility?



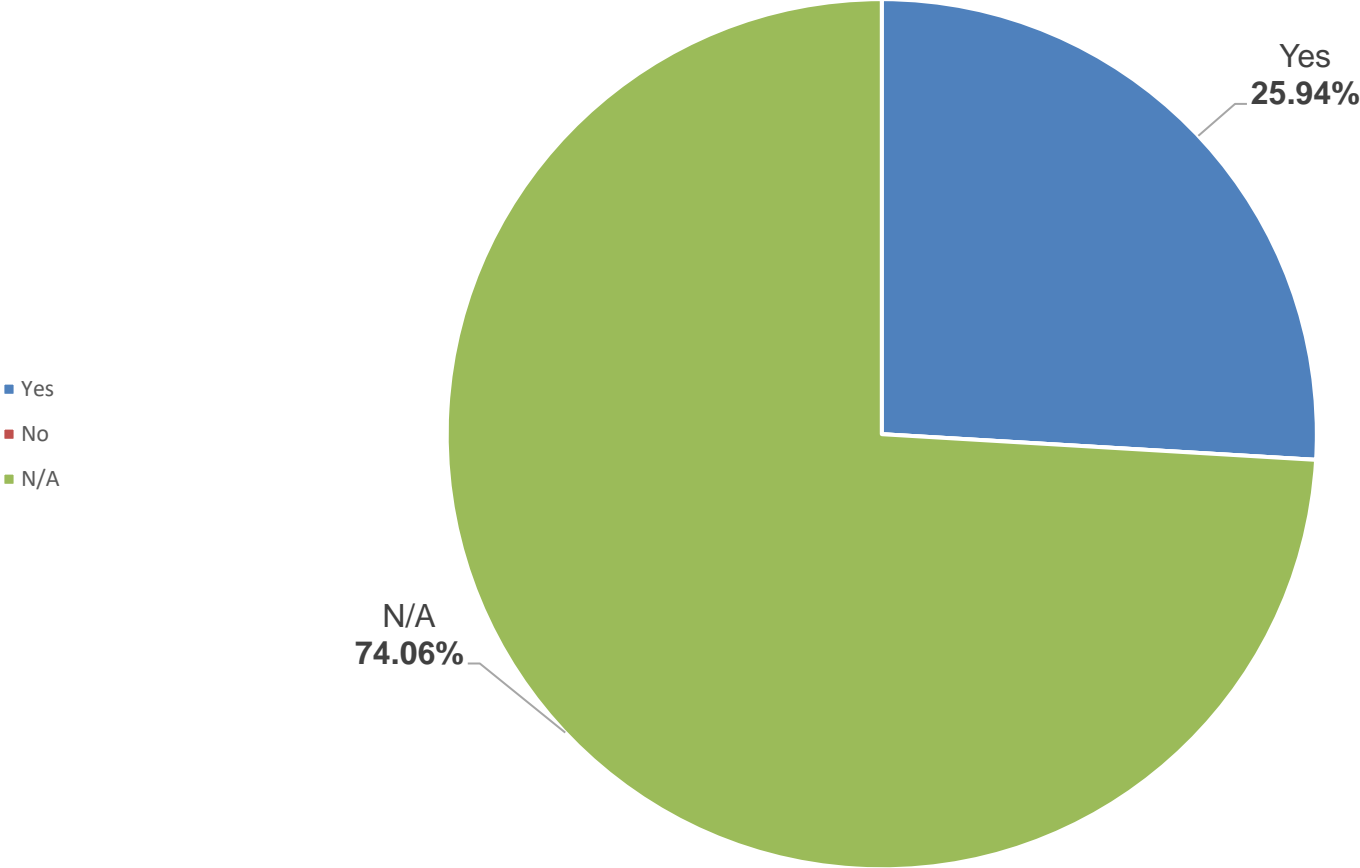
Question: Overall Station cleanliness?



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	I was wearing a mass transit shirt and checking the call boxes, I think that is why I was not checked for a fare. The call box by the bus stops took 3 times to dial before the call went through. VIA was there quite a lot while I was there, picking up and dropping off folks. The drop off lane was used quite a lot too. Out of the 8 folks dropping off/picking up, only 2 used the bus lane and not the correct pick up lane.
2	Service disruption due to track maintenance. Took a bus between Emerson Park and East Riverfront. The bus going out was coordinated with the train, and I did not have to wait long. The bus coming back was not coordinated and there was a wait. Overall though, the bus worked well and the disruption was minimal.
3	FH station transformation was being formally opened to the public, so everything looked fresh and new. Nice.
4	Seemed to be more security personnel on many of the stations along the route, more than usual at this time.
5	Extremely clean and not a lot of vagrants but passengers were able to get in and off the trains and buses efficiently
6	Stadium validators to eastbound platform, south entrance both inoperable. The unit at the top of the stairs was missing, the one at the bottom wouldn't read my Gateway card
7	The station is beautiful. The umbrellas are a great addition. The walkways are brightly painted. Plantings needed to be watered.
8	Lighting at the Skinker station seems dimmer than in the past. Perhaps this perception depends on amount of daylight entering the train tunnel on cloudy vs sunny days.
9	For first time, used call box in elevator at Shrewsbury. It was answered immediately but I could not understand what the operator was saying. It was not the usual recorded message about emergency calls or that an operator would be with me shortly. Just curious if elevator response is different and if so, why.
10	When I was on the train it was hard for me to hear the operator call out the stations.
11	Lately, when the buses go into their nighttime schedule and security personnel drops, people are starting to create party zones with drinks, drugs and music.
12	After I had ridden the entire way back to Shrewsbury, security was in and off the train. No contact with security. After I got off the train with the security, did they say hello to me. Security needs to be more cordial, so folks won't feel so tense around them.
13	Security joined the train on the route, walked through the train, recorded on their phone their presence. They made no comment to the riders.
14	Transformation helps w North Hanley. Sun shades and seating used by riders. More benches on platform would be nice.
15	Looks good, I encountered no issues.
16	construction work at Grand, while necessary for SPP, isn't attractive.
17	Restrooms at Emerson Park are a great addition! SSP gates (not yet in operation) are about as dull, intimidating, and prison-like as can be. Could they be painted or decorated somehow?
18	trash and cigarette butts are always a problem at North Hanley.

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

19	When we reached Debalivier station, 4 metro security guards got on the train and appeared to be looking for someone. They were rushing around. It was a little unsettling. One guard, did address the train riders and asked how we were doing.
20	UMSL SOUTH looks horrible all the signage looks weathered some unable to read. I observed on of the light post was damaged at the base of it. The shelters were rusted and all the paint was peeling. The platforms are cracked and damaged one part by the ramp the concrete has sank or shifted and is very un-even which poses a tripping hazard. The was trash all over the place and someone had even deficated on the platform right under the new camera at the beginning of the platform just as soon as you get up the ramp you can see and smell it. I didn't see any security or officers at the metro station on this trip. As i stated the signage was weathered unreadable and some fade and some had algae growing on it. The platform had mud washed up on it at the top of the ramp where it had sank or shifted.
21	At the RTCC we again had to wait for a Call a Ride bus. I had heard folks complain about the wait time for rides, and even with our contact, we still had to wait. There was a lot of un-certanty about our bus coming.
22	The grand station is one of the most dismal stations. Yes, the construction does not help the look of the station. We had to wait for the Call a Ride bus. It had been pre-arranged, but we still had to wait. This validated what others had stated about the system.
23	At 8:00 am when the building opens at Emerson, I went in and the bathroom floors were dirty. The handicapped stall was out of order!! The signage was colorful.
24	There were quite a few via pick ups and drop offs. Folks didn't seem to wait long.
25	The Elevator at the Shrewsbury station smelled like Urine
26	Union Station stays pretty clean, except the elevator. I'd love if we could find a way to keep it from being that gross
27	No concerns at this time
28	Need to have bigger signage of Metrolink Shedulea on platforms. They're not visible enough on any platform to view easily. People want it simple to view not bending over and reading small print to get to their destinations. Do Better.
29	The North Hanley station had the large sun shades which provided protection from rain. None of the Metro Security staff I observed at Shiloh-Scott station, on board from JJK to East Riverfront, and at North Hanley station checked valid fares for those riding MetroLink.
30	Why can't we keep Laclede's station from being constantly soaked in urine? Surely there's something that can be done about this. The gap between the train and platform at Laclede's seemed larger than normal and possibly larger than it should be?
31	Call boxes not staffed on holiday. Got recording.
32	no operators on duty on holiday. Found electrical box with face off, wires out at Brentwood. Texted to Metro Public Safety with picture, they said they'd send someone out to fix.
33	Again, the help boxes were not in operation, when they could have been of help. We did report an electrical box that was open and exposed to the elements. We did receive a response. Didn't see any action while we were there.

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

34	The help boxes were not in operation. There were many tourists on the platform that needed help.
35	Validator at skinker platform eastbound did not work.
36	The stairs and landing were damp, some puddles observed. The person using stairs to get up to the sidewalk was wearing an orthopedic boot, and she had to walk carefully to avoid the water. So did I as because the water poses a risk of falling or slipping.
37	The elevator had urine in it, so I had to be sure to not roll my bike through it.
38	Some garbage seen.
39	Good ride out. No issues. Will report on ride back.
40	Saw Metro vehicles at both stations but did not see any employees
41	I use North Hanley station almost daily. Smoking is very rarely addressed even though it happens constantly. Fare enforcement happens minimally. Riders enter and exit through wrong lanes. SPP should focus on busiest stations after IL stations finished. TOD success depends on Metro Security and law enforcement improving public safety/public health.
42	I observed a couple of Metro Security personnel on MetroLink. They only used smart phones to scan, no interaction with riders - did not check fares.
43	The vagrant man was carrying a large bag in the front with his hand down his pants the entire ride. He exited the train at CWE. Security at Shrewsbury didn't look at him or stop him. He was scary.
44	Need more visibility
45	Very secure. I would like to see expected times displayed for next train arrivals instead of the current time on the digital clock banners.
46	There was a noticeable amount of security, but nobody was checking fares
47	The CWE and Stadium platforms were clean. Trains were on schedule.
48	Allied security officer on train spent whole time looking at phone
49	Seats on the train were soiled, some with dirt and food to the point riders didn't use them. The steps at Shrewsbury were dirty.
50	Exceptional customer experience
51	I sent a message to Metro Public Safety regarding the individual near the tracks, as well as the individual causing a disturbance on the station platform. I received a reply that someone was being sent that way. This was the second day in a row that the same individual was near the tracks around Brentwood Station.
52	The #73 MetroBus was supposed to arrive at 12:27 but did not arrive until 10 minutes later, at 12:37. On a hot day at a bus stop with no shade this was unfortunate.
53	Fairview Heights platform looked freshly washed. MetroLink train was litter-free.
54	cigarette butts, empty bottles and cans strewn about N.H. station. trash on tracks.
55	The elevator at Union needs deep cleaned and something done about the urination. The shaft has a glass wall; replace one of the walls of the elevator with glass maybe, and improve lighting a lot

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

56	I witnessed a lot of litter on train. Upon arrival at destination, I collected the trash and placed it in the receptacle on platform. I suggest LRT operators perform a walk-through as they change ends of train and collect some of the debris on board. The smoking on train needs to be addressed. Riders should not be subjected to second hand smoke. It's a public health issue. Seasonal allergies and asthma sufferers are at greater risk. Hopefully, SPP will improve the public transit experience.
57	There are no validators at the west entrance to Delmar, the only working validators are at the top of the stairs on the east entrance, so validating fare is a pain if you're coming from that side or the parking lot
58	Security guard posted at top of stairs, where I've previously seen drug transactions. Nice to see.
59	This was the very first time, fares were being checked. They did not ask for mine as we had a conversation about metro monitoring. One person stated that since he has been taking the metro, it was free. The security and fare person were pleasant and kind. They let me give one person a fare.
60	When it comes time to update the Civic Center something needs to be done about the rainwater that floods the edges of the platform.
61	Very clean and no issues
62	Usually security presence on this train but today none seen on train or platform. Trainer driver didn't request loud women quiet voice and no security seen the entire ride.
63	Riders do not enter and exit properly through walkways to platform. No smoking signs posted but little if any enforcement on platforms or at bus stops.
64	Shuttle between 8th and Pine and Civic Center was timely and convenient.
65	Some trash was present on the platform at Stadium. However, it was windy and it's possible it had been blown out of the trash cans.
66	One family - talked about the frustration of working with the VIA; small bus. Their daughter is disabled and she has tried to load the app on her phone to no avail. She calls to arrange for a ride and the operators have been rude, and hung up on her.
67	The signage for the shuttle stop at 5th and Pine was not very clear as to if it was east or west. There are 2 signs with conflicting information.
68	Street level entrance of Union Station platform is not very welcoming. Kind of crowded and claustrophobic. Clean, though.
69	Need to have security at the top of the stairs
70	Shrewsbury station fine; 8th and Pine dismal.
71	8th and Pine has numerous spots with water (?) puddles, as well as some trash. Wood and fencing barriers make the station quite unappealing.
72	I'm glad the 8th and Pine station will get repairs!! The escalator has been out for too long.
73	As I passed the Deboliver station, there were 4 metro security persons standing at the bottom of the stairs visiting with each other.
74	The call box at the Civic center has a lot of static.
75	Could be better when metrolink leaves a few minutes late. You miss your connection ugh
76	Flights of steps near bus depot covered with sticky substance for days and pigeon droppings.
77	There were about 5 security guards at Forest Park gathered together on the platform with a Metro employee who I overheard to be informing them about security information.
78	Both Metro security officers seen (separately) at Shrewsbury seemed in a hurry to get somewhere. Not urgent, just moving quickly.

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

	Delmar Validator 45 won't read Gateway card
79	Stations need signage or something to notate where to stand after hours when only the front car is in service, we spent significant dwell time waiting for people to run to the front car
80	There has been an improvement in the cleaning of the elevators!
81	Extremely well lit platform
82	The ground surfaces were cleared of snow as it continued to stick. I slipped but didn't fall crossing the track at Delmar. The parking lot and sidewalk were cleared.
	Standing water and trash strewn around at Convention Center
83	Train operator undertrained, didn't understand when to use horn at grade crossings
84	I feel like I haven't been fare-checked in a year, do we do this anymore?
	Belleville - Left validator inop, right validator didn't stamp correctly Laclede - East validator inop, east TVM inop
85	Train operator either inexperienced or undertrained. Train was 10 minutes late, and he spent the whole trip hitting the speed limiter, locking the train up once.
86	Would be nice if they had metro security at the top of the stairs.
87	trip was uneventful
88	trip was uneventful
89	Need to have water fountains installed
90	The lighting on the steps closest to the platform are much dimmer than the ones closest to the elevator. One of the TVM has the message of all tickets not available and this has been on there for several weeks now. One of the validators (I believe #221- closest to the TVMs) is very hard to read (it appears to be low on ink).

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

91	The ticket machine is absolutely terrible. This was my first time ever having to purchase tickets. I took my family to the Monster Truck event and the ticket machine was the worst part of my trip. It's easier going online to purchase tickets than it is getting tickets from the machine. After I entered my PIN numbers, well we could NOT find the enter button on the machine. Then we you do not complete your transaction in a certain amount of time, the machine shoot all your money back out. So after the money kept coming back out, I got my debit card out. I pushed the call button to get help! The person helping me, I could NoT hear her for the out noise the buses and trains and people talking passing by. Finally, Metro Security lady came to assist me with buying my tickets. Yes, I was so frustrated with this process, I walked off and forgot my 7.00 to 8.00 in quarters laying in the bottom of the ticket machine. Next time, I will be purchasing my family tickets online. The ticket machines are absolutely terrible and useless. I asked 3 different people what to do next and no one could instruct me on where the enter was located because the button is NOT MARKED on the machine. Then the machine shoots all your money back out because the timer has timed out. 🙄 🙄 🙄 🙄 🙄 🙄 🙄 🙄
	Laclede's needs a power wash, it's dirty and smells a bit like peepee
92	Saw a fully-accurate Batman hop off the train in Belleville, I didn't realize the situation had become so dire!
93	Left validator S of Belleville platform inop for gateway cards
94	The trains were on time.
95	Would like to see security in the early am somewhere near platform or walking the area and requesting valid fares during rides. Address possible homeless people on the train.
96	The line was down to one track for maintenance. During the trip, there was another maintenance delay. Which was unknown by the operators. The riders did not know about the one train being in operation.
97	On Red Line between Civic Ctr and FP/Deb., inside monitor screen (front car) was showing track ahead of train rather than inside of train. Just found that odd.
	Extra security boarded train prior to Civic Center, seemed focused on a particular issue that we did not witness.
98	Train operator was very clear about Blue line ending at FP/Deb., and what riders needed to do to continue traveling Eastbound.
99	Did not ride train this trip; was giving out scarves to riders x2 hours. Minor trash issues around elevator.
100	Validators 50 & 51 at forest park arent working
101	I had a pleasant trip
102	Lighting seems brighter at 8th & Pine station
103	Overall cleanliness
104	No checking for fares
105	Dented trash can and graffiti on concrete bench along southern platform. No clear signage indicating which platform is closed from single-track service, this may confuse first-time riders.
106	Many possible homeless people sleeping on the train recently especially this morning taking seats on a train with single car operating. Limiting seating for riders.
107	You need to have security go outside and walk from bus shelter to bus shelter and interact with riders
108	8th & Pine Station smells bad quite often.



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

109	Stop doing single car trains
110	It seemed only 1 validator worked. Notice the same issue previously.
111	252 validator did not work
112	Even during the above incident, I did not feel unsafe. All personnel were acting calmly and professionally, and the riders on the train were not in apparent danger.
113	Fairview Hts center was continually busy between buses and trains. All customers seemed to be familiar with the routes and went where they needed to go without loitering or confusion. Security officers were friendly but alert.
114	This day someone came through and swept up the train
115	At Forsyth- I could not use any of the validators. #215 has water in it and doesn't validate. You can hear #216 validating but nothing is on the ticket. I couldn't get validators #217 and #218 to work at all.
116	It would be nice, during single tracking times, to make the trains easier to see if they are red train or blue train!
117	Homeles, sleeping people populating train especially in the morning when one car train operating therefore riders must stand.
118	CWE transit center area near the employees restroom had litter and the ground was wet (when I exited the #42 bus.)
119	Another rider mentioned feeling unsafe because while Metro security is there and board the trains, they don't ride them for much more than one stop.
120	validator 252 not working
121	Excellent Service
122	Due to large volume of riders, was unable to hear well enough to use emergency call boxes.
123	Stations busier than usual due to Cardinals game. No issues noticed. More security staff visible, but no interactions seen with riders.
124	Because of possibility of Emergencies, there ought to be at least two security always on site.
125	Some of the bicycle signs are missing at the Clayton Station particularly on the EB side of the platform where the first car would be.
126	Clean station and no trash.
127	It needed cleaning, and security
128	The following validators did not work at the Forest Park station: 51, 50
129	This was an enjoyable trip. I appreciate the short wait times for transfers to the #1 bus from the train.
130	The 5th & Missouri platform had several empty beverage containers in the seating area. Otherwise the platform areas were clean.
131	Trains were on time and clean.

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

1	I was sitting on the bench beside buss 11 to the Civic Center and the driver checked with me to wee if I was waiting for her bus. She also waited for folks coming off the train and seemed to know them by sight, or even by name.
2	Both Metro Security and non-security personnel were very helpful during the bus process. They were out and visible, helping people with the bus and keeping everything on time.
3	Staff appeared to respond respectfully and effectively to a woman having a mental health issue. Administrators, there for the dedication, also stepped up to assist.
4	Extremely clean and very easy to navigate
5	Was at Fairview Heights for landscape planting. Metro staff (?) and others involved were very friendly and helpful and worked quickly to get the job done.
6	The security desk person is helpful in letting us know when our bus/train is arriving or leaving.
7	Operator did really well! Personable, kind and announcements were clear and concise.
8	Shout out to the train driver. When we arrived at platform, she was out of the train stretching. We were wearing Cardinals shirts. We were slow to walk to the train. I asked if the blue line would get us to the stadium. She said yes, and let's get you to the game. Pleasant person. Had a conversation with us.
9	The metro driver was pleasant, and was understandable in her instructions. The Call a Ride driver was pleasant and friendly.
10	The call a ride driver was terrific, very up-beat and friendly.
11	When I got to the Civic Center my bus stop was moved due to construction. Metro had workers that were great in helping me find where I needed to catch my bus.
12	Didn't witness exceptional performance during this visit.
13	Metro Security is don't the due diligence to check fares accordingly. That's Fantastic
14	Quick response by Metro Public Safety.
15	The train was timely!
16	Not exceptional, but I did speak to a knowledgeable person (Crystal) during Call Box test at Shiloh-Scott regarding WB MetroLink departure.
17	Train operator was clear when announcing stations.
18	Very friendly MetroBus driver. Was interested in what we were doing with our day.
19	All Metro staff were excellent as usual!
20	Clean friendly environment and staff
21	The MetroLink operator appeared to be calling in the individual near the tracks.
22	We saw a Chestnut Health System worker at Civic Center working and giving out Narcan/information. Good to see them out and about educating the public and acting as another resource for those who may be experiencing a difficult time.

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

23	Metro Security intervened with "sick" rider
24	The operator noticed someone trespassing near the tracks between Civic Center and Stadium and called it in via their radio.
25	I saw a Metro Security staff assisting a rider at North Hanley's ticket vending machine.
26	During trip (Big Bend station??) Operator had to leave cabin to check on a door that hadn't closed. She did this very calmly and professionally without alarming passengers. Door continued to be a problem during the rest of the trip and she remained calm while assuring the safety of the passengers.
27	Both Metro Security and Chestnut Health walking around and making sure everyone is well.
28	Very clean and friendly transit drivers.
29	Took shuttle to 8th & Pine--quick and convenient--to Metro Store. Store clerk very pleasant and helpful, including informing me that Senior Pass was due to expire in a few months. She offered to renew it and did so quickly and efficiently; also told me cash balance on card. Very good representative of Metro and St. Louis! Did not get her name-- African American with slight accent.
30	The city police and metro security were engaging persons with us giving stress balls. The Shrewsbury operator was very helpful with a couple trying to know which station to get off as they were going to the Battlehawks game. This train operator was driving the 9 :06 train.
31	The shuttle bus driver was very polite.
32	I went to the Metro shop 5th and Pine to add more money on my senior card. The young person was very helpful. She went above and beyond. She made new cards as mine and my husband's cards were warn. She also told me how much was on the card. She also gave me protective shields for the cards.
33	Metro Security are extremely helpful and informative
34	Driver spoke clearly and announced each stop
35	Whoever the operator was, was maybe the best operator on the network I've met. Perfect driving, clear announcements, great attitude. I love the conductor hat!
36	Operator and staff recovered really quickly and clearly from a complete mechanical failure of our train, impressive!
37	The security people inside the waiting area at the Metrolink Civic Center will let you know when your bus is boarding!
38	Driver of 0626 EB train repeatedly explained the train is going out of service at FP. I was unaware the train was not traveling straight to FP. Would not have boarded as I was late to work.
39	Extremely lit platform
40	Operator was excellent, the clear announcements were a welcome touch!
41	Station/bus announcements by train operator were very clear.
42	Metro Security was extremely efficient and personable

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

43	Operator was top-tier, clear announcements and barely heard the speed governor chirping at him
44	The driver of this train on a daily basis is very engaged and has requested music to be turned off/down. She pays attention to the surroundings.
45	The platform and ramp leading to the platform at Brentwood were well salted and there was good footing on a very slick, icy weather day. Trains were running on time as well.
46	The driver of the Shrewsbury 0626 train is always professional and keeps order on the train by addressing loud noises & music
47	The metro bus that I rode to the Civic center had announcements about pulling the signal in advance of the desired stop. That was the first time I had heard this. Also, an announcement about not walking in front of the bus after alighting was the first time I'd heard this important info.
48	Metro security responded quickly and calmly to whatever the issue on the train was (not witnessed).
49	Metro Security is on fire. Extremely professional
50	Security was friendly
51	Train was crowded
52	I saw two different security officers answering questions-it's nice to see them talking to people and answering questions transit users have.
53	Stop doing single car trains
54	Charla McCombs is exceptional in two actions. First, she held the train as we were walking up to the platform. My partner was in a foot boot. She also waited after us for another rider who was running to catch the train. At the Convention station there was a police chase that ended in an arrest. Charla closed the doors of the train and did not move until everything was calm. She was very aware of what was happening on the tracks.
55	Charla McCombs, the Metrolink operator, saw me approaching platform as she was about to leave, and held the train for me (I was in a walking boot and using a cane). This was much appreciated. She was also very calm and professional during the incident at Civic Center.
56	Metro security checked to see if I was warm enough, which I thought was very nice.
57	Great Service
58	Great service
59	I appreciated the metro security encouraging patrons to get on the trains as quickly as possible to get folks off the streets and home.
60	Looked like a supervisor (?) was telling operator to hold eastbound train longer than usual at Stadium, so that more baseball riders could be accommodated. Good plan, even though it probably disrupted schedule a bit.
61	Security at the Civic Center are interactive with the passengers
62	Exceptional customer support by metro security
63	Good
64	Great Service
65	Great service
66	Operator making Announcements!

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](https://www.cmt-stl.org) learn more and register today.

