



# Metro Transit Overview

August 14, 2024

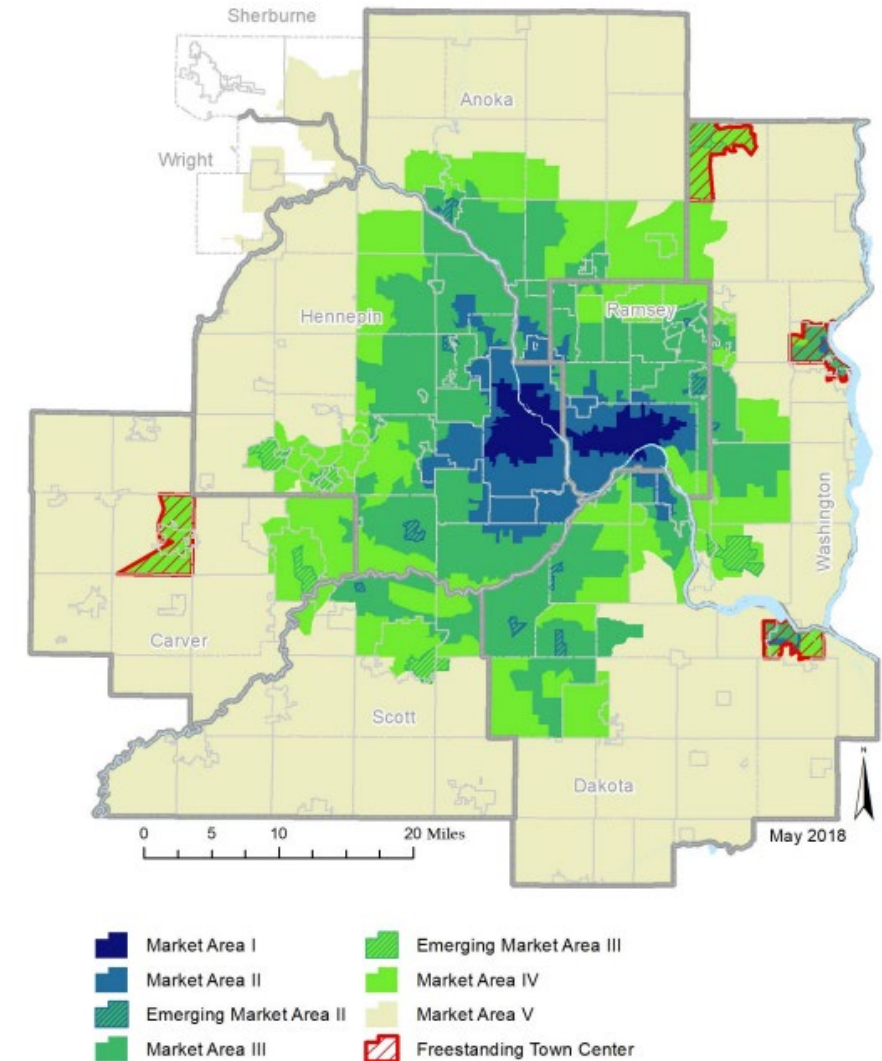


# Topics

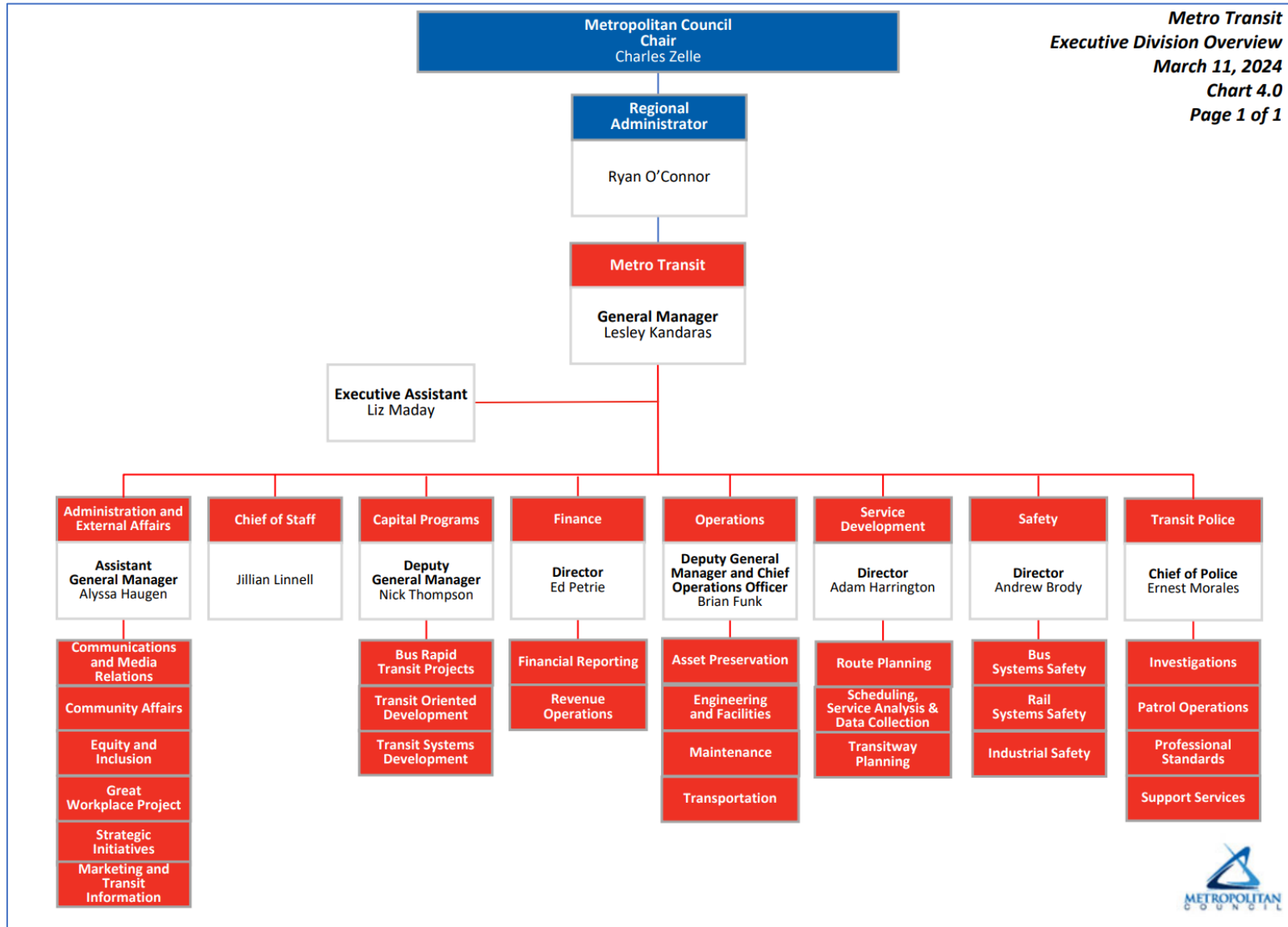
- Metro Transit Overview
- Metro Transit Forward Strategic Framework
- How to Contact Us
- Q-and-A

# Governance and service area

- Metro Transit is a division of the Metropolitan Council
  - Regional policy-making body, planning agency, and provider of essential services
  - Allocates federal funding
- Minnesota's largest transit provider
  - Integrated with paratransit, suburban and contracted transit providers, microtransit
- Serving 7 counties, 76 cities, 900 square miles

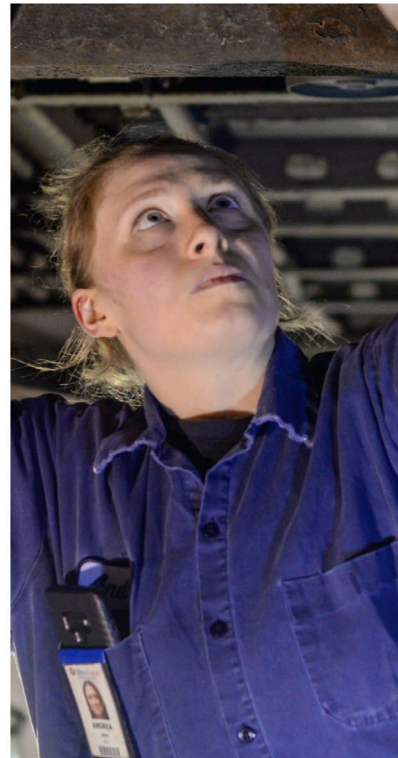






# Employees

- 2,800+ total employees
  - 1,200 bus and train operators
  - 600+ maintenance staff
  - 100+ police officers
- Multiple bargaining units
- 12 support facilities
  - 5 bus service garages
  - 4 rail facilities



# Ridership

- 45M rides in 2023 = +16% over 2022
  - 67% bus, 33% rail
  - 48.7M regional rides
- Ridership +9% January-June 2024 over 2023
  - 143,509 average weekday rides
  - Bus rapid transit + 21%
  - Green Line +17%





# Demographics

- 29% of riders are 18-24 years old
- One-third of riders earn less than \$25K/year
- 35% of trips for commute purposes (down from 48% in 2016)
- Top destinations: Downtowns, U of M, Mall of America, MSP



# Fleet

- Nearly 700 buses
  - 8 60-foot electric buses
- 118 light rail vehicles
- 6 locomotives, 18 passenger rail cars
- 500+ non-revenue vehicles





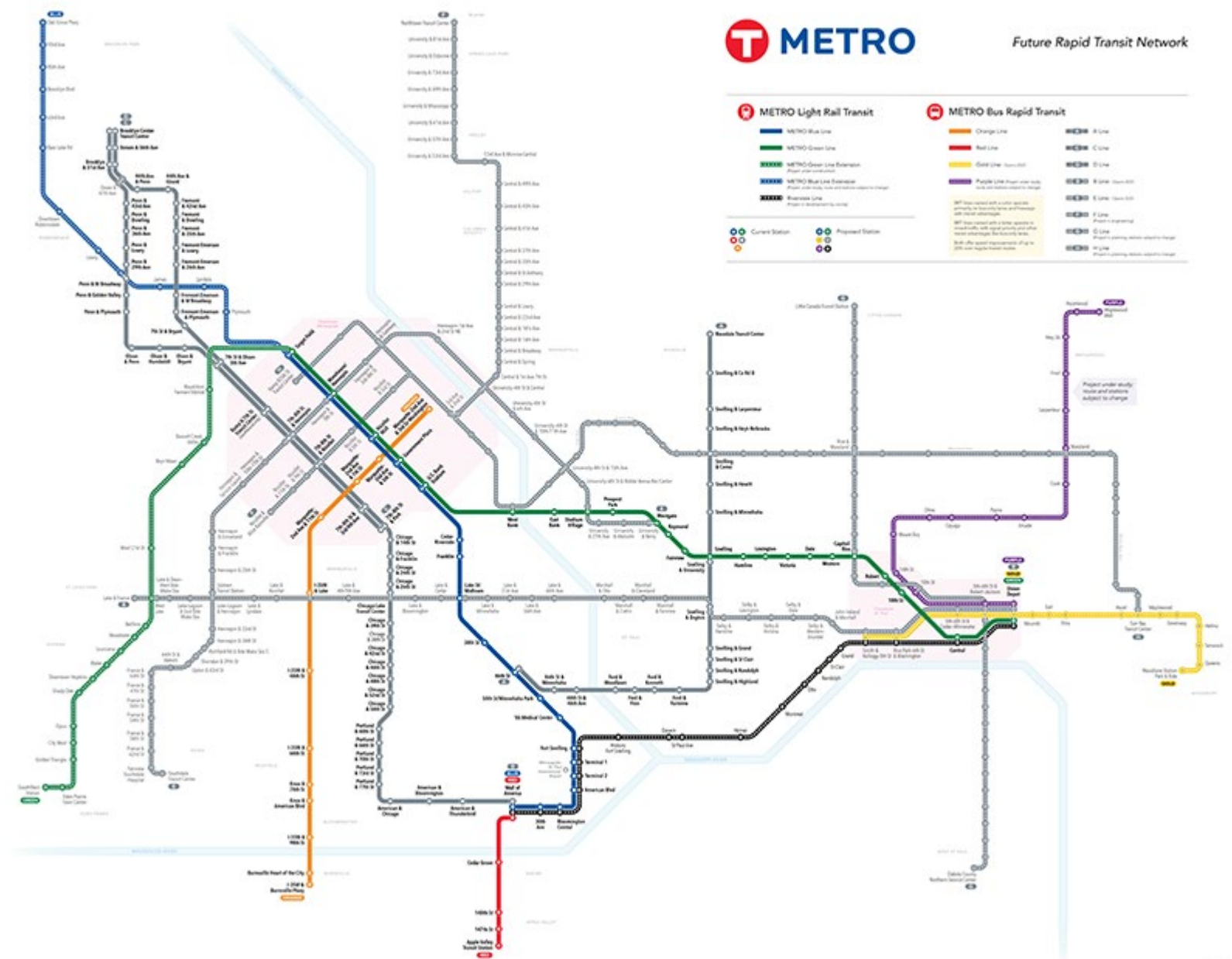
# Public facilities

- 10,745 bus stops
- 830 bus shelters
- 86 BRT stations
- 44 rail stations
- 46 Park & Rides
  - 17,000 spaces
- 24 transit centers





METRO line	Opened/Opening
Blue Line	2004
Green Line	2014
A Line	2016
C Line	2019
Orange Line	2021
D Line	2022
Gold Line	March 2025
B Line	June 2025
E Line	Dec 2025
Green Line Ext	2027
F Line	Engineering
G Line	Planning
H Line	Planning
Blue Line Ext	Planning
Purple Line	Planning







Connecting People • Strengthening Communities • Improving Lives

## VISION AND MISSION

We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.





## STRATEGIC PRIORITIES

### Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

- ↑ Overall employee satisfaction
- ↑ Employees who report feeling safe while working
- ↑ Employee retention rate
- ☑ Achieve hiring targets
- ☑ Achieve Affirmative Action Plan goals

SIGNS OF SUCCESS

### Experience

We provide a consistently safe, clean, and welcoming experience on our system.

- ↑ Riders who report feeling safe while riding and waiting
- ↑ Riders who report experiencing clean vehicles and stations
- ↑ Rides taken through pass programs
- ↑ Use and availability of transit information data & tools
- ↓ Crime rate
- ↓ Rates of safety events and passenger injuries

SIGNS OF SUCCESS

### Service

We offer service that is convenient, reliable, and environmentally sustainable.

- ↑ Share of population with access to frequent service
- ↑ Jobs accessible via transit
- ↑ Trips that are on time
- ↑ Percent of service delivered
- ☑ Report greenhouse gas emissions and vehicle miles traveled reductions attributable to transit ridership

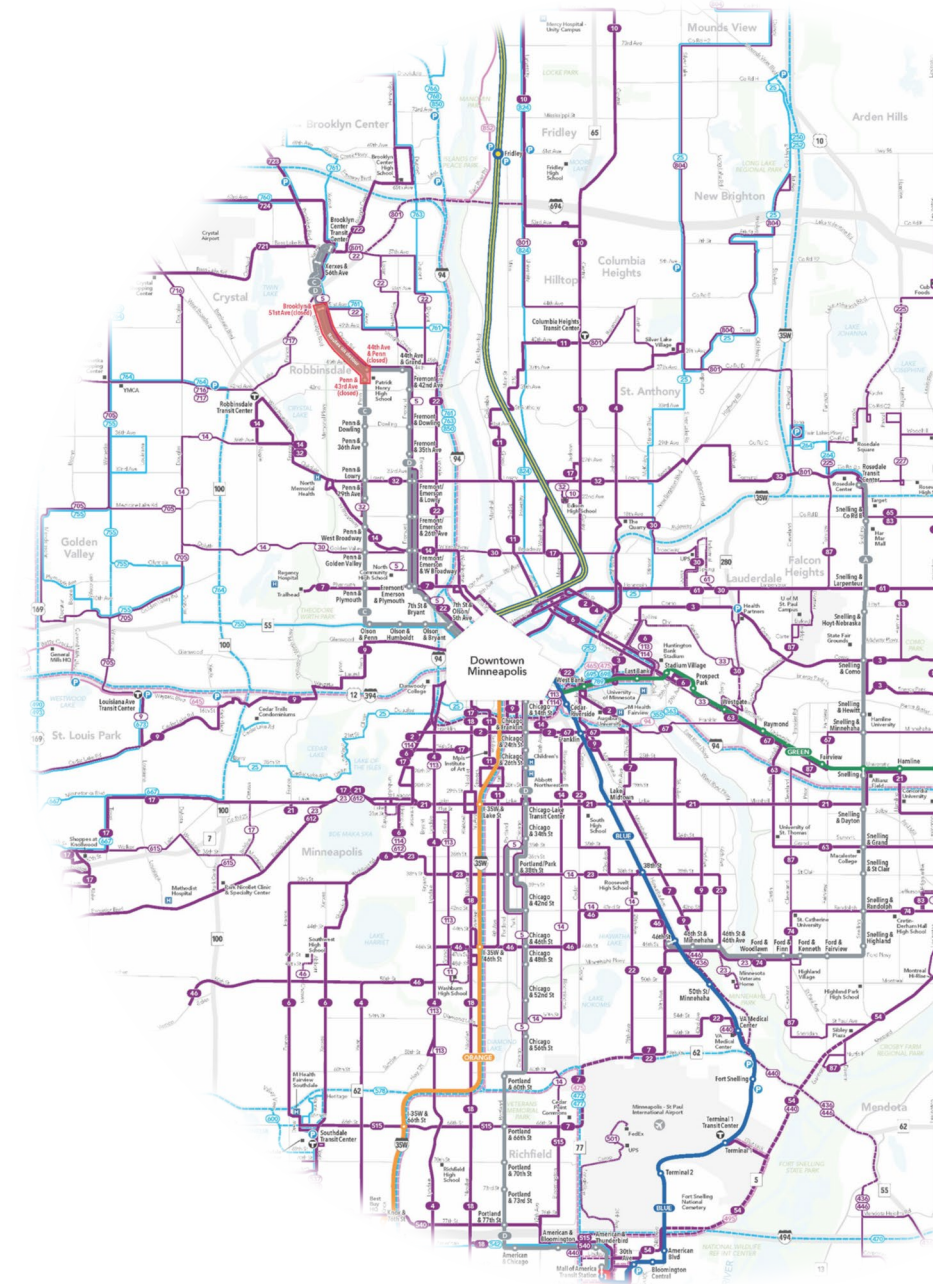
SIGNS OF SUCCESS

# Highlighting Key Initiatives

- Network Now
- Safety & Security Action Plan

# Network Now

- Metro Transit's vision for service improvements through 2027
- The proposed plan will:
  - Expand service in our network by 35% to grow ridership
  - Improve coverage and mobility by expanding bus routes and MICRO service
  - Redesign our express and commuter services to meet the travel needs of our region now





# Network Now:

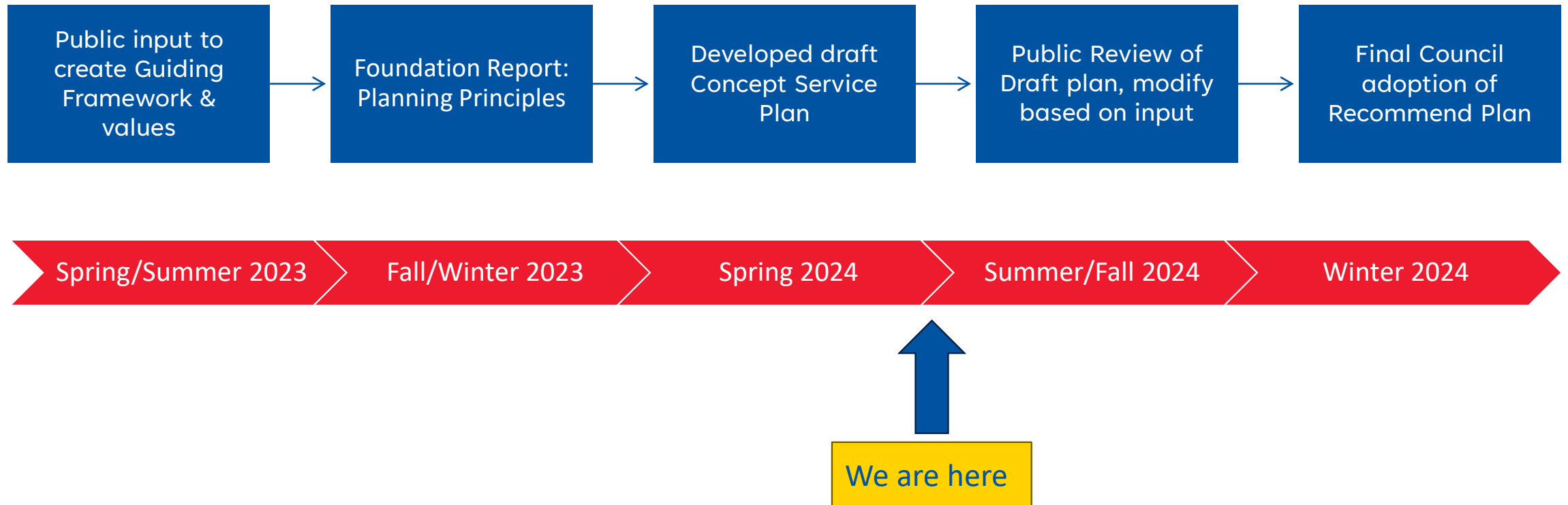
## Resolves:

- Status of routes that are currently suspended (some since 2020)
- Facility closure needs

## Improves:

- New or redesigned routes
- Frequency or span improvements
- METRO line investments
- Micro Transit possibilities

# Network Now development timeline



# Why Network Now?

**Pivotal** time in our history

- Ridership dropped 50% between 2019 and 2020 but is now growing again
- 30% less service, with 60+ routes suspended

Travel patterns are **changing**

- Fewer downtown commuters and more diverse needs
- Customers increasingly need all-day, all-purpose transit

**Workforce** is a top priority

- Bus and rail service expansion requires operators and support staff
- Service design can impact employee satisfaction

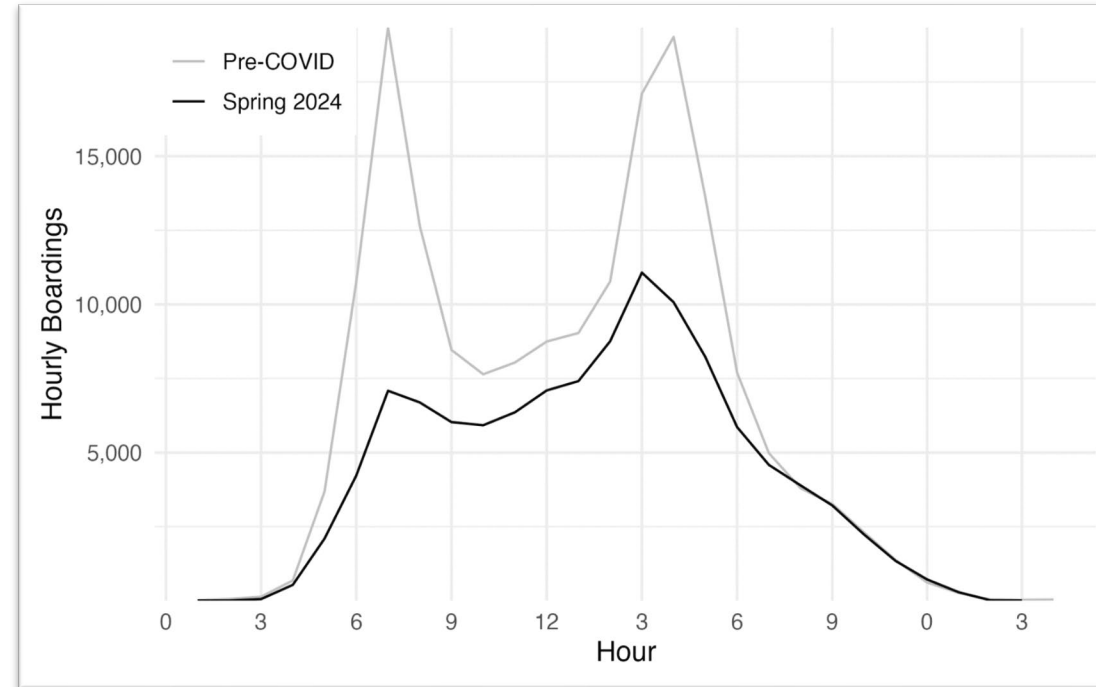
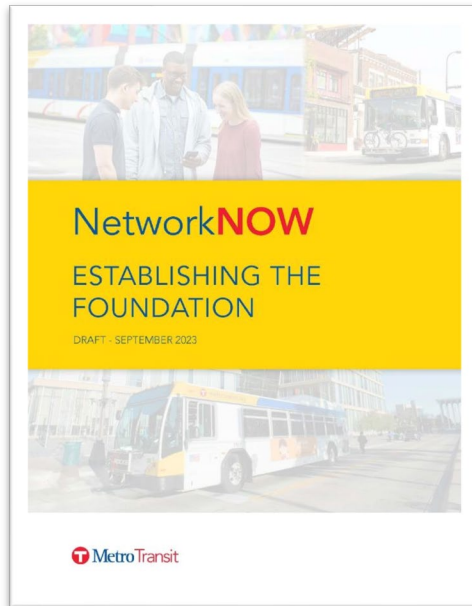
Metro Transit is **growing**

- New regional sales tax
- 4 new transitways under construction and more in planning
- New transit modes (microtransit)



# The foundation for network modification

- **Performance:** details network performance, changes since 2019, and opportunities
- **Policy:** regional policy guidance from the Metropolitan Council applied
- **Engagement:** 2023 captured values and thoughts, surveys, workshops, customer contacts, 6,000 comments



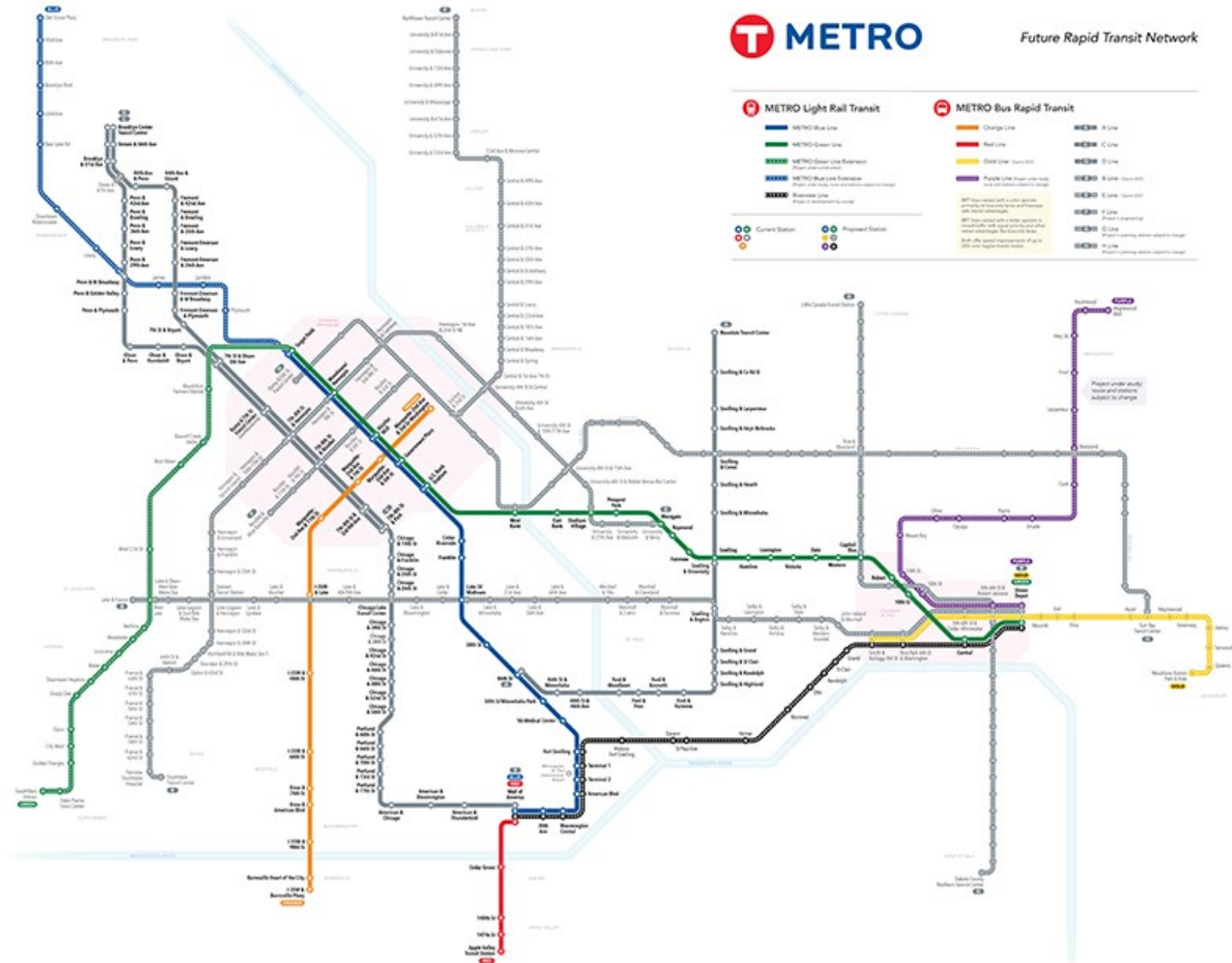


# Metro Transit is growing

## Future METRO Network

Under construction

METRO Line	Opening Date
Gold Line BRT	2025
B Line BRT	2025
E Line BRT	2025
Green Line Extension	2027
F Line BRT	Engineering
G Line BRT	Planning
H Line BRT	Planning
Blue Line Extension	Planning
Purple Line BRT	Planning

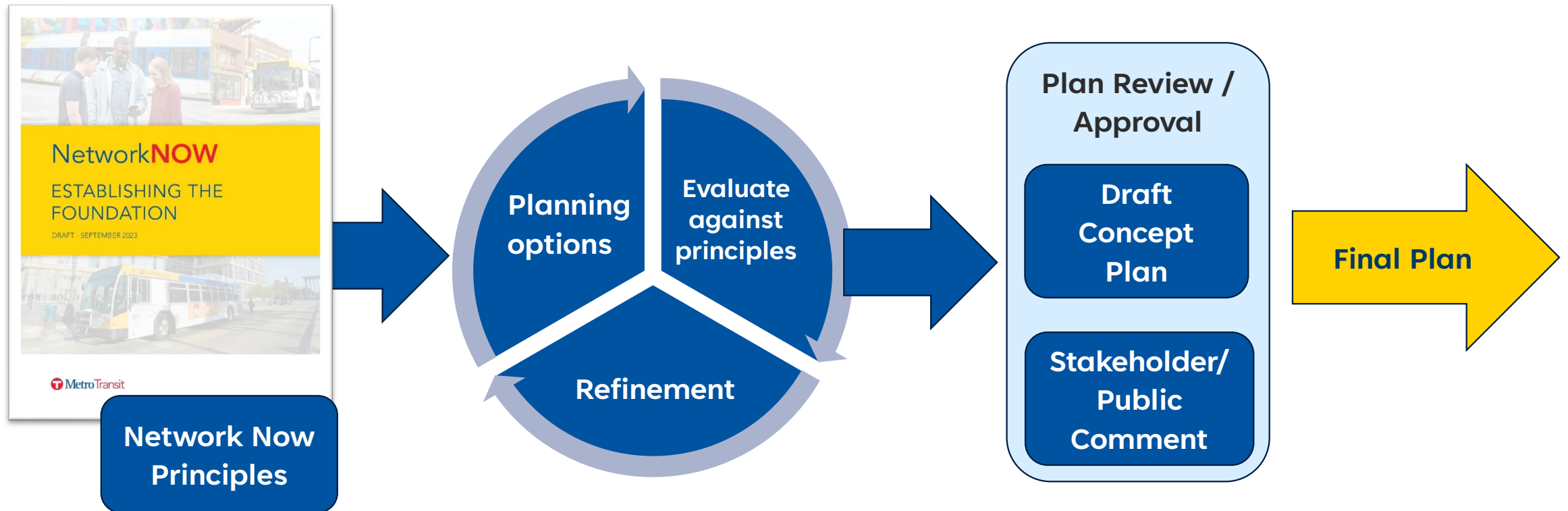


# Network Now Principles

Adapt	Adapt service to changes in transit markets and travel patterns.
Prepare	Prepare for new METRO and high-frequency routes.
Maintain	Maintain the reliability of our scheduled service consistently over time.
Build on success	Build on success to grow ridership, adding service where people use transit the most.
Provide access	Provide access to opportunities and services with a focus on advancing equity and reducing regional disparities.



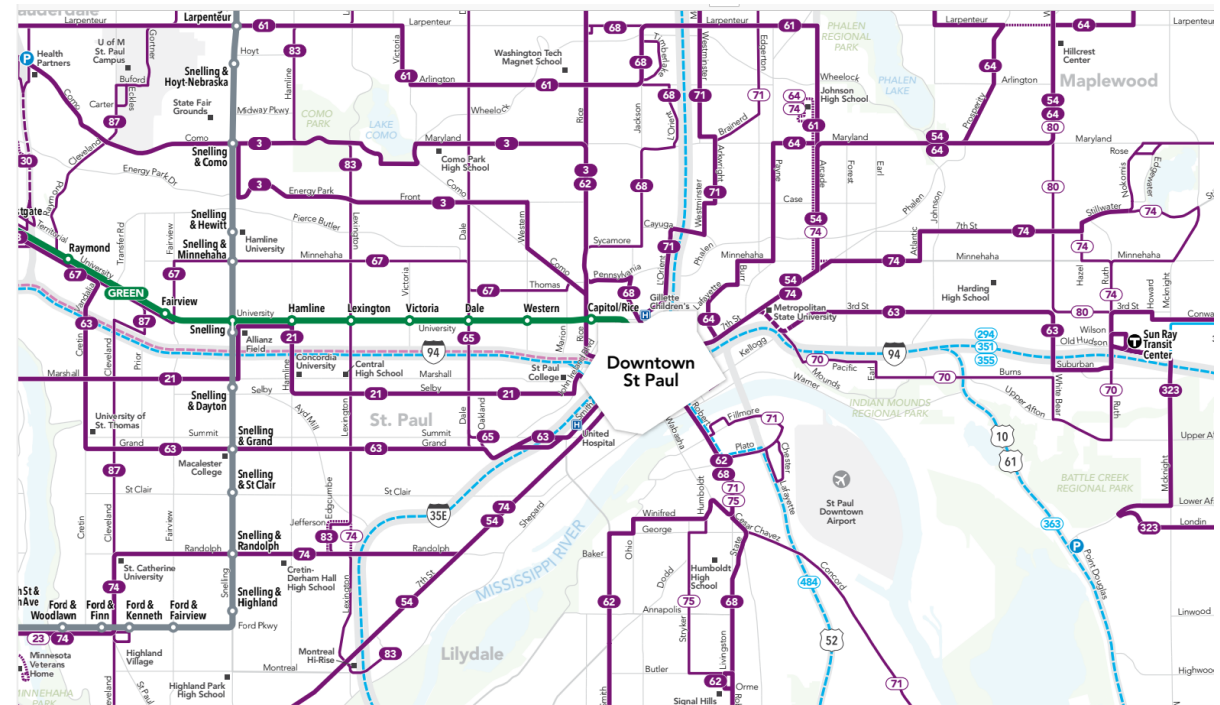
# Step 3: Developing the Concept Plan



# 2027 Concept Plan features

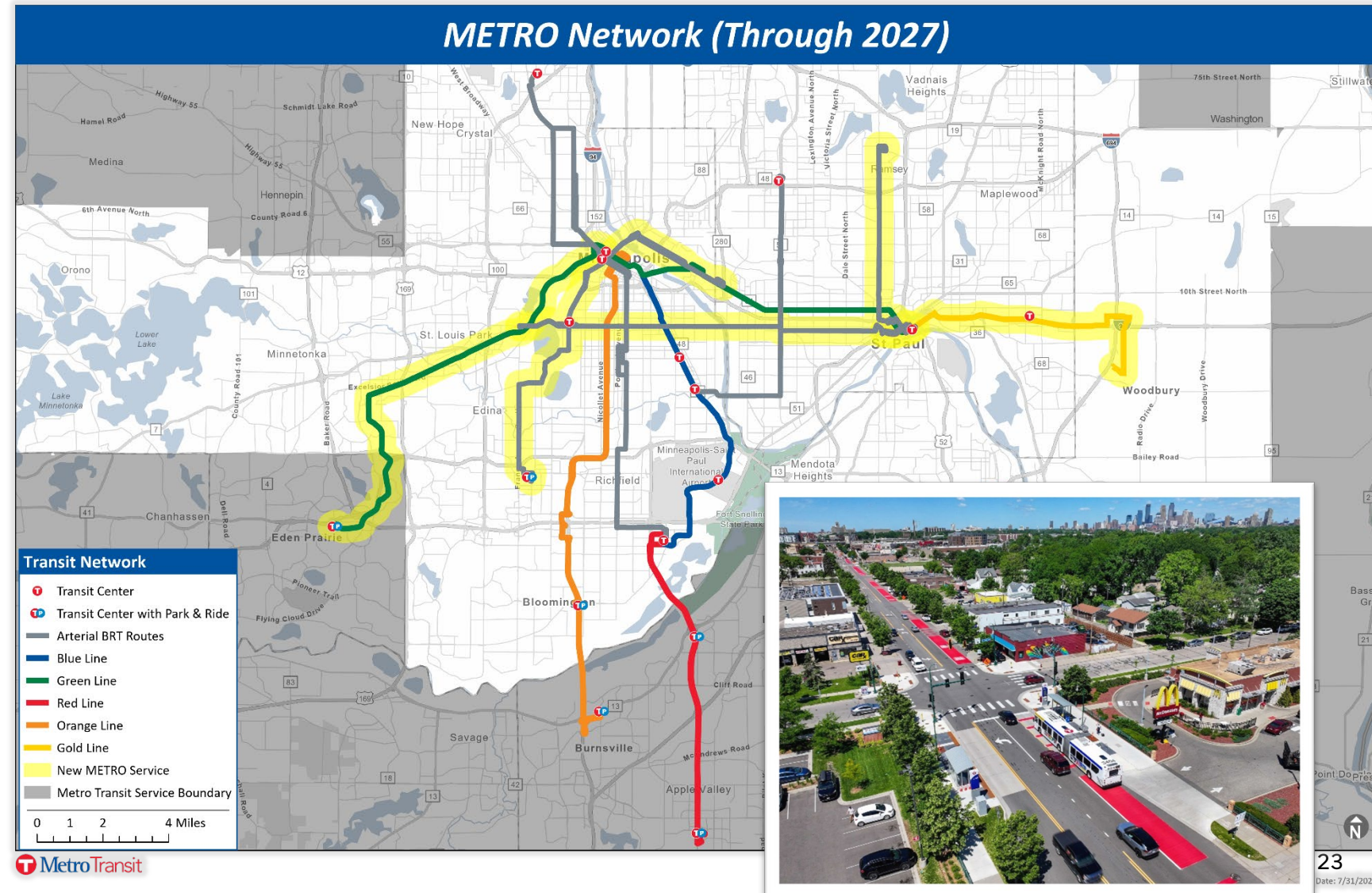
- **Grow ridership**
  - improved frequency & span on local routes
  - LRT 10-minute frequency
- **Additional service coverage**
  - routes with new areas of coverage
  - 25% increase in jobs accessible within 45 minutes to the average resident
- **Adapt service to travel patterns**

## 2024 Transit Network



# 2027 Concept Plan features

- **Implement METRO network**
  - Gold Line, B Line, E Line, phase one G Line and Green Line Extension
- **Maintain the reliability of our scheduled service**
  - Scheduling that recognizes the needs of our workforce
  - Ongoing speed and reliability work



Safety & Security  
**ACTION PLAN**

**Implementation**



# Safety & Security Action Plan: Marking 2 Years

SSAP ACTION ITEM 3.12



UNITY SERVICE OFFICERS &  
RIDER INVESTMENT PROGRAM AGENTS



# Safety & Security Action Plan: Background

SSAP ACTION ITEM 3.12

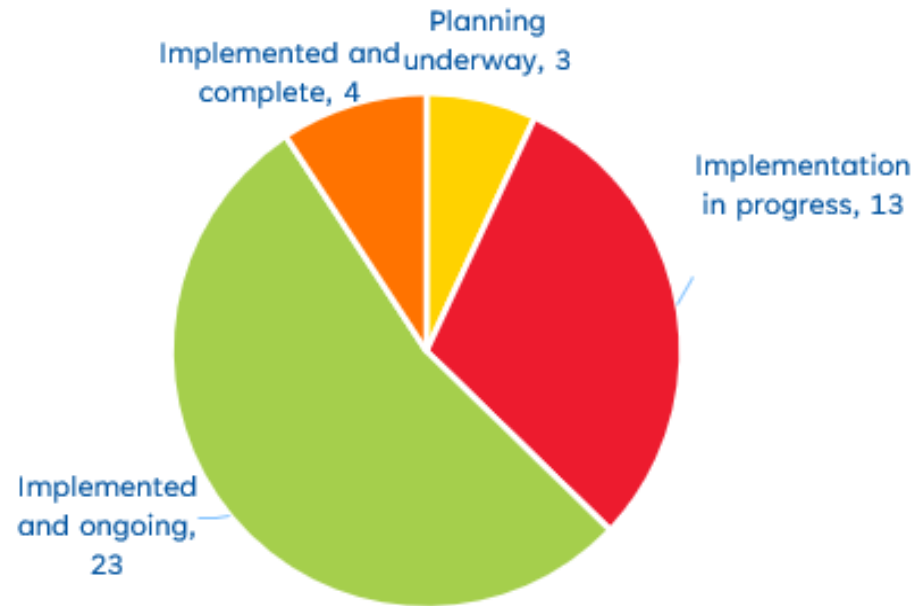


**43 Action Items in 3 Areas of Work**

Improving Conditions on the System  Training & Supporting Employees  Engaging Customers & Partners

# Safety & Security Action Plan Update for Q2 2024

# of Action Items in Each Implementation Status Category



Action Item Status By Area of Work





# Area of Work 1: Improving Conditions on the System

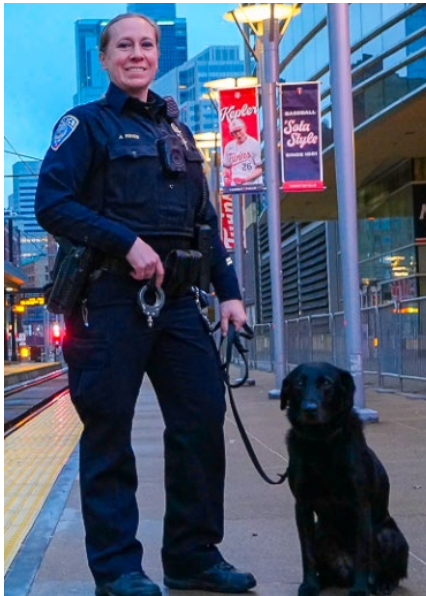
## Example action items

- Increasing wages for police officers and CSOs
- Investing in facility improvements
- Revamping Code of Conduct
- Building new layers of presence





## Growing Layers of Official Presence



**Metro Transit Police Officers**



**Community Service Officers**



**Transit Rider Investment Program  
(TRIP) Agents**



**Supplemental Security**



**Transit Service Intervention Project  
(TSIP) Partners**

# Transit Rider Investment Program (TRIP)

SSAP ACTION ITEMS 1.2 & 3.2



Transit Rider Investment Program (TRIP) Agents

- February 2024: **Launched with Contracted Agents**
- Staffing: **28 TRIP Agents** (*as of July 31, 2024*)
  - Hours: 6 a.m. - 10 p.m.
  - At Peak: 12 TRIP Agents
- May 2024: **Agreement with ATU Local 1005 to Hire as Metro Transit Employees**
  - Training Begins in September

## Area of Work 2: Training and supporting employees

### Example action items

- Expanding de-escalation and personal security training
- Improving communication between police, frontline staff
- Evaluating and improving critical incident response and peer support





## Area of Work 3: Engaging customers and partners

### Example action items

- Partnering with social service organizations
- Continued investment in MTPD's Homeless Action Team
- Regularly reporting crime data
- Relunched Adopt-A-Stop program
- Developing anti-harassment campaign

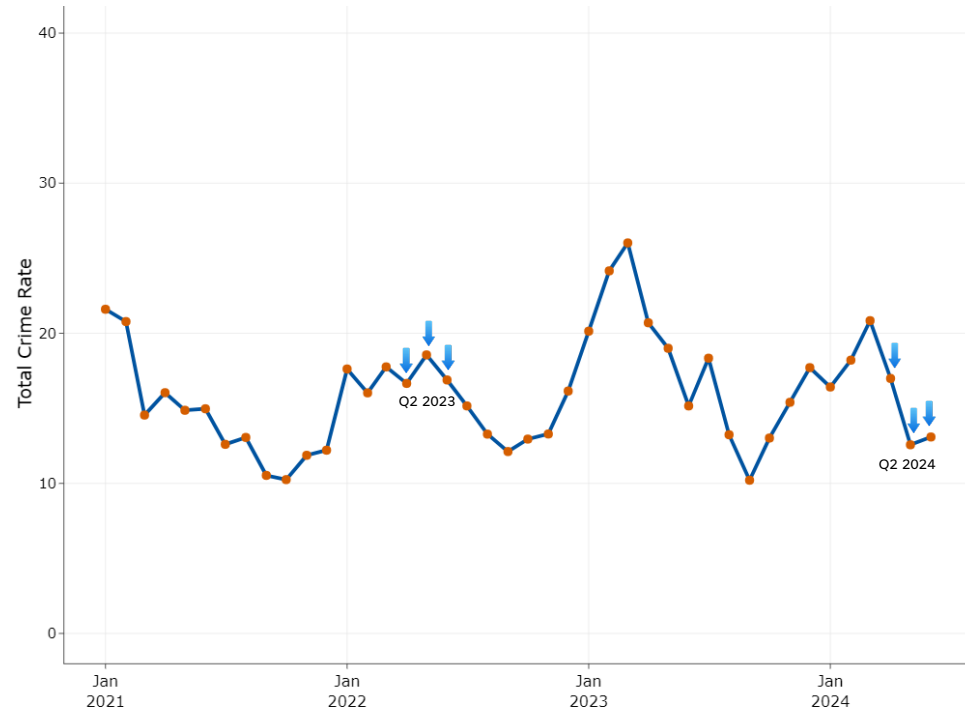




# Quarter 2 Crime Data: Crime Per 100,000 System Rides

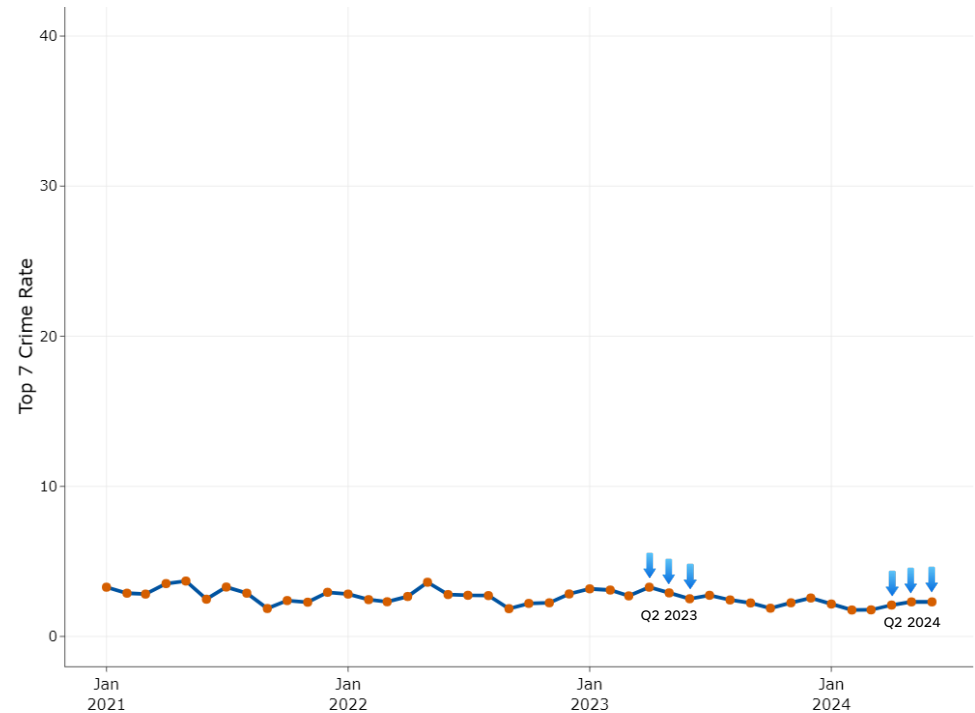
SSAP ACTION ITEMS 3.11 & 3.12

**Total Crime Rate Per 100,000 System Rides**



	Q2 2024	Q2 2023	% Change
<b>Total Crime</b>	<b>1,698</b>	2,085	<b>-18.6%</b>
<b>Total Rides</b>	<b>11,922,911</b>	11,264,670	<b>+5.8%</b>

**Top 7 Crime Rate Per 100,000 System Rides**



	Q2 2024	Q2 2023	% Change
<b>Top 7 Crime</b>	<b>266</b>	326	<b>-18.4%</b>
<b>Total Rides</b>	<b>11,922,911</b>	11,264,670	<b>+5.8%</b>

## Contacting Us

General contacts who can handle your inquiry or connect you to a person who can:

- Customer Relations: 612-373-3333 or [comments@metrotransit.org](mailto:comments@metrotransit.org)
- General Manager: 612-649-7513 or [lesley.kandaras@metrotransit.org](mailto:lesley.kandaras@metrotransit.org)

Feel comfortable reaching out to any Metro Transit representative here today directly as well



**Questions**



**Comments**

**Thank You!**