

# 2021 METROPOLITAN COUNCIL PERFORMANCE EVALUATION REPORT

*REPORT TO THE MINNESOTA LEGISLATURE*



December 2022

# The Council's mission is to foster efficient and economic growth for a prosperous metropolitan region

---

## Metropolitan Council Members

Charlie Zelle, Chair  
Judy Johnson, District 1  
Reva Chamblis, District 2  
Vacant, District 3  
Deb Barber, District 4  
Molly Cummings, District 5  
John Pacheco Jr., District 6  
Robert Lilligren, District 7  
Abdirahman Muse, District 8

Raymond Zeran, District 9  
Peter Lindstrom, District 10  
Susan Vento, District 11  
Francisco J. Gonzalez, District 12  
Chai Lee, District 13  
Kris Fredson, District 14  
Phillip Sterner, District 15  
Wendy Wulff, District 16



The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

On request, this publication will be made available in alternative formats to people with disabilities. Call Metropolitan Council information at 651- 602-1140 or TTY 651-291-0904.

## About this report

The Performance Evaluation Report is submitted annually to the Minnesota Legislature to ensure Metropolitan Council functions meet key objectives in a timely and cost-effective manner. This report is required by Minnesota Statutes, Section 473.13, Subdivision 1a, which calls for the Council to submit annually to the Legislature a "...substantive assessment and evaluation of the effectiveness of each significant program of the Council, with, to the extent possible, quantitative information on the status, progress, costs, benefits and effects of each program."

The report includes performance measures for major Met Council operations and summarizes significant contributions and accomplishments by division in 2021.

## Contents

Introduction .....	4
Services .....	4
Table 1. Percent of employees and expenditures in Met Council divisions, 2021 .....	4
Metropolitan Council division overview .....	4
Overview of the Metropolitan Council's performance .....	6
Community Development .....	7
Chart 1. Type and number of reviews, 2011-2021 .....	8
Environmental Services.....	12
Chart 2. Sewer Availability Charge activity .....	13
Chart 3. Retail sewer charges per household compared to peer agencies (2019 national data) .....	14
Chart 4. Monthly household utility comparison (2016 national data) .....	14
Wastewater Services.....	14
Chart 5. Total expenditure per million gallons (adjusted to 2021 dollars) .....	15
Chart 6. Total expenditure per capita (adjusted to 2021 dollars) .....	16
Chart 7. National and state pollutant discharge limits to meet annually .....	16
Wastewater infrastructure.....	16
Water resources management .....	17
Transportation divisions .....	19
Metropolitan Transportation Services .....	19
Overview of regional transit ridership.....	20
Chart 8. Regional transit ridership, 2010-2021 .....	20
Metro Mobility program evaluation.....	21
Chart 9. Metro Mobility trips .....	23
Chart 10. Change in Metro Mobility ridership .....	23
Table 2. Active Metro Mobility riders by year .....	23
Table 3. Metro Mobility operations, in millions .....	24
Transportation planning activities .....	24
Metro Transit.....	28
Other Metro Transit highlights .....	28
Metro Transit by the numbers.....	30
Chart 11. Metro Transit fleet size, peak bus and rail, 2011-2021 .....	30
Chart 12. Metro Transit total miles operated, 2011-2021 .....	31
Chart 13. Metro Transit bus ridership, 2011-2021 .....	31
Chart 14. Metro Transit rail ridership, 2011-2021 .....	32
Chart 15. Metro Transit fair history, bus and light rail, 2011-2021 .....	32
Chart 16. Commuter rail fares, 2011-2021 .....	33



Metropolitan Council 2021 Performance Evaluation Report

---

Chart 17. Average daily number of missed trips, 2011-2021 .....	33
Chart 18. Information calls handled, 2011-2021 .....	34
Chart 19. Metro Transit miles between mechanical failures, 2011-2021 .....	34
Chart 20. Metro Transit accidents, 2011-2021 .....	35
Appendix: Maps and Budget Summary .....	36
Metropolitan Council districts .....	36
Livable Communities Act participating communities.....	37
Metro HRA participating communities .....	38
Regional parks implementing agencies.....	39
Metro Mobility ADA service areas .....	40
Metro Transit / Metro Council service area.....	41
Suburban transit providers .....	42
Transit Link dial-a-ride service area .....	43
Metropolitan area regular-route transit service .....	44
Wastewater treatment plants and interceptors .....	45
Surface water monitoring sites .....	46
Metropolitan Council 2021 Adopted Budget .....	47

## Introduction

For more than 50 years, the Metropolitan Council has helped coordinate regional growth and planning in the seven-county Twin Cities metropolitan area. We provide essential services such as transit and wastewater treatment, and housing programs for households with low and moderate incomes. We collaborate with a wide range of partners to achieve ambitious goals that may be unrealistic for a single community but are possible together. These goals benefit residents and visitors throughout the region.

Our governing body includes a governor-appointed chair who serves at large and 16 Council members representing geographic districts throughout the region. The organization includes transportation, environment, and community development divisions and employs nearly 4,600 people. Its annual operating expenditures are approximately \$858 million, used mostly for regional transit service and wastewater collection and treatment.

## Services

- We operate Metro Transit, light rail, commuter rail, Metro Mobility, and contracted transit services, which provided nearly 36 million rides in 2021. Our transportation planners collaborate with local communities to ensure cost-efficient transportation investments and development that foster residential and business opportunities.
- We collect and treat wastewater for 90% of the region's population at rates 40% lower than peer regions and earn state and national awards for environmental achievements.
- We partner with 10 regional parks implementing agencies to plan, acquire land, and develop facilities for regional parks and trails that draw more than 60 million visitors annually, preserving natural resources, and providing recreational opportunities.
- We serve more than 7,200 low-and moderate-income households monthly through rental assistance and provide other housing services to additional clients.

**Table 1. Percent of Employees and Expenditures in Met Council Divisions, 2021**

<i>Division</i>	<i>Employees</i>	<i>Expenditures</i>
Environmental Services	14%	25%
Transportation	76%	54%
Community Development/Regional Administration	10%	21%
Total	100%	100%

## Metropolitan Council division overview

The Met Council consists of three operating divisions, plus supporting central administrative units within Regional Administration. The operating divisions report to the Regional Administrator, who reports to the 17-member Met Council policy-making board.

Community Development provides coordinated planning, policy, and program development to support and encourage regional growth and reinvestment. We identify and analyze regional issues, facilitate community collaboration, and lead the regional planning process to develop the

region's 30-year plan. In addition, we develop affordable housing programs to assist low- and moderate-income households; and partner with regional park agencies to manage regional parks.

Environmental Services provides around-the-clock wastewater collection and treatment services for municipal and industrial customers, with near-perfect compliance with federal and state water standards. We operate and maintain 634 miles of regional sanitary sewers and treat an average of 250 million gallons of wastewater daily at nine regional treatment plants for 111 cities and townships with 2.7 million people. The division also conducts integrated planning to ensure sustainable water quality and water supply for the region.

The Transportation Division operates, administers, and coordinates public transit services for the Twin Cities metropolitan area. In addition, it manages the allocation of federal transportation funds and plans for regional aviation, highway, transit, and bike/pedestrian transportation systems. The Transportation Division consists of Metro Transit and Metropolitan Transportation Services.

## **Overview of the Metropolitan Council's performance**

### **Essential services uninterrupted by the COVID-19 pandemic**

With the COVID-19 pandemic in its second year, the Metropolitan Council continued to maintain critical transit, housing, and wastewater services, responding with flexibility to shifting conditions, maintaining safe work environments for employees, and engaging customers.

### **COVID-19 spread monitored using wastewater-based epidemiology**

In 2020, the Met Council partnered with three different research partners to monitor viral fragments in wastewater to predict COVID-19 outbreaks. Data from our nine treatment plants contributed to a body of research that shows how wastewater epidemiology could become one more tool to help public health officials make informed policy decisions to mitigate or prevent future spread. In 2021, this work continued, with the regular release of this data for expert and public use.

### **Grants encourage redevelopment, affordable housing, create jobs**

In 2021, the Met Council awarded nearly \$29 million in Livable Communities grants to support revitalization of brownfields, job creation, transit-oriented development, and affordable housing. The grants helped leverage millions of dollars in other public and private investments. Since the Livable Communities program became law in 1995, the Met Council has awarded more than 1,250 grants, totaling more than \$470 million.

### **Minnehaha Creek project named public works project of the year**

Our successful rehabilitation project near Minnehaha Park in south Minneapolis earned the Project of the Year Award from the Minnesota Chapter of the American Public Works Association. The \$20 million project involved rehabilitation of underground wastewater sewers and other structures adjacent to the park that date back to the mid-1930s.

### **Ridership slows, but end-of-year trends suggest rebound**

Transit ridership was down 7% in 2021 from the previous year, as the COVID-19 pandemic impacted transit service for the entire year. However, late-year trends suggest ridership will rebound in 2022. Bright spots include the launching of the new METRO Orange Line bus rapid transit service in December, to provide frequent all-day service between downtown Minneapolis and Burnsville. The route travels along I-35W, with stops in Bloomington and Richfield, one of the busiest and most-congested corridors in the region.

### **Transit safety engagement informs policy discussion**

The Metro Transit Police Work Group met in late 2021 to recommend transit safety and security outcomes, and related strategies, in response to community engagement conducted in 2020 and 2021, following the murder of George Floyd in Minneapolis. The work group will conclude its work and make recommendations to the full Metropolitan Council in early 2022.

## Community Development

The Met Council's Community Development division provides essential planning and technical assistance to local communities, parks, and open spaces. Core services include:

**Regional parks.** Community Development partners with the 10 regional park implementing agencies as they manage the many regional parks, trails, and open spaces that comprise the Twin Cities nationally renowned regional parks system. We provide grant programs, outreach assistance, master plan reviews, local comprehensive plan reviews, and environmental studies. We also develop the Regional Parks Policy Plan in collaboration with the Metropolitan Parks and Open Space Commission.

### 2021 developments:

- Updated the *2040 Regional Parks Policy Plan*, fulfilling a statutory expectation for a full review at least once every four years.
- Reviewed and evaluated local comprehensive plans for conformance to the Regional Parks Policy Plan and worked with local communities to ensure that their local planning efforts protect the integrity of the existing and planned Regional Parks System.
- Reviewed and approved 14 master plans or master plan amendments for regional parks, park reserves, trails, and special recreation features throughout the region.

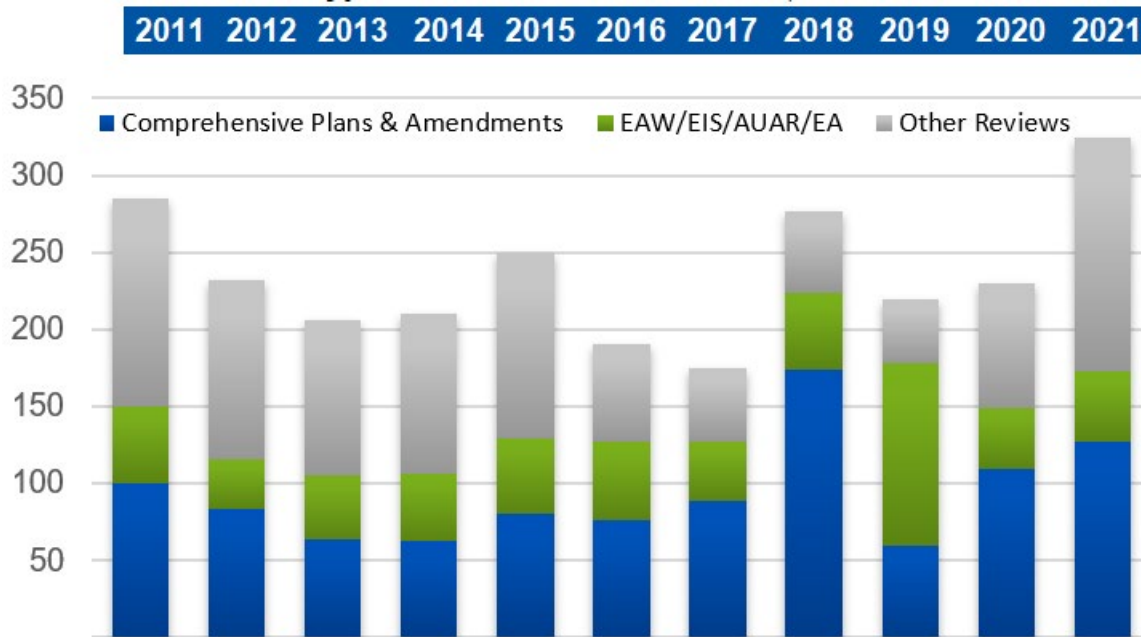
The Met Council also assists the 10 regional parks implementing agencies with funding for capital investment, operations and maintenance, land acquisition and programming, including the newest Equity Grant Program, throughout the metropolitan Regional Parks System.

**Local planning assistance.** We help communities plan for growth by supplying information, best practices, and analysis of regional issues. This unit coordinates the review of [local comprehensive plans](#) prepared by local governments, which deal with transportation needs, land use, housing, parks and more.

### 2021 developments:

- As shown in the chart below, conducted 325 reviews to determine conformance to the regional systems, consistency with Metropolitan Council policy, and compatibility with the plans of adjacent communities, including:
  - 127 reviews of 2040 comprehensive plans and amendments and 46 environmental reviews, such as environmental assessment worksheets (EAWs), environmental impact statements (EIS), environmental assessments (EAs), and alternative urban area-wide reviews (AUARs).
  - 152 reviews of National Pollutant Discharge Elimination System permits, U.S. Army Corps of Engineers #404 permits, wastewater and surface water discharge permits, and other types of reviews.

**Chart 1. Type and Number of Reviews, 2011-2021**



- The Metropolitan Council authorized 150 of 168 expected comprehensive plans through December 2021. Staff are actively working with local governments to assist in completing their plans.
- Continued implementation of the Planning Assistance Grant program, which provides \$1.9 million in grants to 70 eligible communities to support updates to their 2040 comprehensive plans. Final grant distributions continue as communities are permitted to put their 2040 comprehensive plans into effect by the Met Council.
- Provided a suite of technical assistance and planning resources to local elected and appointed officials and local planning staff through the Sector Representative Program, the *Local Planning Handbook*, the *Transit Oriented Development Guide*, the *PlanIt* program, online solar planning resources, monthly podcasts on various planning topics, and regular communications to local government.
- Planned and coordinated bimonthly meetings of the Land Use Advisory Committee, which assisted in the development of Livable Communities Act programs eligibility review and updates to scoring criteria. This included ongoing collaboration with the Metropolitan Area Water Supply Advisory Committee to discuss the integration of land use and water in their respective work and identify shared issues for further collaboration.
- Developed the Solar for Vouchers Pilot Program which provides technical assistance to help multifamily rental property owners install solar panels and reduce energy costs. Property owners can take advantage of the savings resulting from this technical assistance in exchange for a commitment to rent some of their units at market rates to Metro HRA’s Section 8 Housing Choice Voucher program participants. The pilot enrolled five landlords and two solar developers with a potential of 29 units added. Enrolled property owners are from Minneapolis, Saint Paul, Maple Grove, and Minnetonka.

- Completed a comprehensive evaluation of the 2040 comprehensive planning process with local governments.
- Facilitated and supported ongoing development of the Climate Action Work Plan, which provides direction for Met Council operations to be more resilient and responsive to climate impacts.
- Released a test version of the Growing Shade tree-planting prioritization and maintenance tool.
- Initiated projects for the development of the next Regional Development Guide including engagement on regional vision, values, and goals. This includes efforts to analyze and update regional Community Designations and initiation of an internal group to develop an equity framework for staff to use throughout the regional planning process.
- Provided analysis on fiscal disparities, including tax-base values and impacts of the tax- base sharing program, for the public and policymakers.
- Prepared an annual Plat Monitoring Report for 45 developing communities.
- Prepared a report on the Metropolitan Agricultural Preserves program monitoring enrollments in the region.

**Livable Communities.** In 2021, 59 metropolitan area communities voluntarily participated in the Livable Communities program to help expand and preserve affordable housing opportunities, recycle polluted sites, revitalize cities, and create new neighborhoods in growing communities. We offer seven different Livable Communities Act (LCA) grant programs to eligible communities throughout the seven-county metropolitan area. LCA grants help communities clean up polluted sites and achieve development goals that create more housing choices, support living wage job creation, and connect jobs, housing, regional amenities, and more for a more equitable region. In addition, Community Development implements the Housing Policy Plan.

**2021 developments:**

- Awarded 24 tax-base revitalization grants totaling \$6 million to help clean up polluted land in seven communities: Burnsville, Minneapolis, Plymouth, Roseville, St. Louis Park, Saint Paul, and South St. Paul.
- Awarded 17 demonstration account grants totaling \$10 million to projects in nine communities: Brooklyn Park, Chaska, Columbia Heights, Edina, Minneapolis, Oakdale, Richfield, Saint Paul, and South St. Paul. The funded projects will help acquire and prepare sites for redevelopment that include a mix of housing, commercial, and other uses that support daily needs and community activities.
- Awarded 10 housing incentive grants totaling \$8 million to help preserve or build affordable housing in 10 cities: Cottage Grove, Edina, Forest Lake, Hugo, Minnetonka, Minneapolis, Oakdale, St. Louis Park, Saint Paul, and St. Paul Park.
- Awarded 10 transit-oriented development grants totaling nearly \$5 million in five communities: Bloomington, Brooklyn Park, Hopkins, Minneapolis, and Saint Paul. The funded projects will help promote higher-density development within easy walking distance of a major transit stop that will typically include a mix of uses oriented to the transit stop.

Collectively, the 2021 Livable Communities grants will create or retain more than 1,000 jobs; add or preserve nearly 4,300 housing units, including nearly 3,000 at or below 60% of area median income for rental units and 80% of area median income for owned units; and clean up more than 87 acres of polluted property to prepare it for redevelopment.

**Research.** Data is essential for understanding and supporting the Twin Cities region. Community Development collects, analyzes, and provides demographic data about the region, forecasts growth trends and development patterns, and analyzes other regional trends. We also release data related to the U.S. Census and American Community Survey; conduct annual surveys on building permits, affordable housing production, group quarters and manufactured home parks; maintain data on the Met Council's website; and provide technical assistance to local governments as they update their comprehensive plans.

**2021 developments:**

- Published/updated several web-based interactive data visualizations including Recent Residential Development in the Twin Cities region, trends of rent prices, a regional parks demographic analysis application, Growing Shade, and a Census 2020 interactive and digital report.
- Completed a number of major research initiatives including the parks visitor study data collection, 2021 parks use estimate data collection, dissemination of youth and parks research, release of equity considerations data, changes in green space analysis, and release of the land use inventory.
- Began planning for the development of the 2050 metropolitan development guide by continuing expansion and development of the forecasting models and leading an organization-wide scenario planning project.
- Continued development of a scenario planning tool that will empower communities to see how actions they take influence greenhouse gas emissions.
- Disseminated 2020 Census in partnership with the State Demographic Center and U.S. Census Bureau. Provided analysis of or assistance with U.S. Census Bureau data to local government, nonprofit partners, and the media
- Conducted analysis and developed interactive visualization of regional parks visitation using origin-destination data from cell-phone location data as part of a joint project between Greater Minnesota Regional Parks and the Department of Natural Resources.
- Disseminated data from two American Community Survey releases, including consistently posting data on the Met Council's website within 12 hours of new data availability and providing public presentations.

**Metropolitan Housing and Redevelopment Authority (Metro HRA).** Metro HRA is the largest administrator of the Section 8 Housing Choice Voucher Program in Minnesota – providing housing for more than 7,200 households in nearly 100 communities throughout the metro area. The program partners with private landlords to provide affordable housing opportunities for qualifying households. Participants pay a minimum of 30% of their income toward rent and Metro HRA pays the rest to the property owner. We also work with other state and local



agencies to deliver other housing options to help people with special needs live as independently as possible.

**2021 developments:**

- Provided Housing Choice Vouchers to 6,900 very low-income seniors, families with children, individuals, households with disabilities and veterans, enabling families to afford the rent in private rental units.
- Issued more than \$70 million in direct rent payments to approximately 1,800 private landlords.
- Maximized use of Housing Choice Voucher funds by ensuring nearly 100% of the available funding was utilized.
- Maintained the HUD ranking of High Performer in the Section Eight Management Assessment Program.
- Owned and managed 151 scattered-site Project-Based Voucher units (Family Affordable Housing Program), comprising single-family houses, duplexes, and town homes located in 11 suburban communities.
- [Partnered with the City of Edina](#) for \$2 million and acquired four housing units in the city as part of the Family Affordable Housing Program.
- Selected as one of nine national sites to be awarded the [HUD-funded Community Choice Demonstration](#) in partnership with the Minneapolis Public Housing Authority through a competitive application process. The program will assist voucher holders in moving to low-poverty neighborhoods.
- Awarded 218 federally funded [Emergency Housing Vouchers](#) to provide rent assistance to families who are homeless, at-risk of homelessness, experiencing domestic violence, or at-risk of housing instability.
- Executed a memorandum of understanding with Hennepin County, Anoka County, and Carver County to partner in a [Foster Youth to Independence Initiative](#), a HUD-funded program which provides housing assistance on behalf of youth no more than 24 years old who have left or will leave foster care.
- Increased rental assistance opportunities available to homeless veterans through the Veteran's Affairs Supportive Housing program.
- Updated small-area fair-market rents, zip code-based rent limits to ensure voucher holders have access to high-rent areas of the region.

## Environmental Services

Metropolitan Council Environmental Services provides around-the-clock wastewater collection and treatment services for municipal and industrial customers, with near-perfect compliance with federal and state water standards. We operate and maintain 634 miles of regional sanitary sewers and treat an average of 250 million gallons of wastewater daily at nine regional treatment plants for 111 cities and townships with 2.9 million people. The division also conducts integrated planning to ensure sustainable water quality and water supply for the region. Its 637 employees protect public health and the environment and support economic growth for the metropolitan area.

Environmental Services aligns its business plans with the strategies of the 2040 Water Resources Policy Plan and the Met Council's long-range regional plan, Thrive MSP 2040, to support economic growth and development in ways that protect our valued water and land resources.

Our 2021 accomplishments include:

- **National award for water conservation collaborations:** the U.S. Environmental Protection Agency awarded us with a 2021 WaterSense Excellence Award to recognize our focus on helping consumers and businesses save water, particularly in light of the challenges and disruptions of the COVID-19 pandemic. The award recognizes two collaborative programs managed by our Water Supply Planning group: the water efficiency grant program, where communities saved 100 million gallons through water-efficient devices, and the turfgrass irrigation efficiency project, a partnership with the University of Minnesota to increase efficient water use for home lawns and landscapes.
- **Minnesota Public Works Project of the Year Award for Minnehaha Creek-area project:** Our successful rehabilitation project near Minnehaha Park in south Minneapolis earned the Project of the Year Award from the Minnesota Chapter of the American Public Works Association. The \$20 million project involved rehabilitation of underground wastewater sewers and other structures adjacent to the park that date back to the mid-1930s. A key piece of the project was rebuilding a relief structure designed for a time when a combination of stormwater and wastewater flowed through pipes. The structure diverted higher than normal, rain-induced flows to the Mississippi River when necessary to help prevent upstream wastewater backups, open discharge of wastewater, and damage to downstream sewer facilities.
- **Uninterrupted services during the COVID-19 pandemic:** the ongoing COVID-19 pandemic, supply chain issues that tested our operational agility, and increasingly stringent regulatory requirements tested operations in 2021, but our smart, focused response helped us maintain service during these trying times. We brought employees together to ensure practices that prevented the spread of COVID-19 in our workforce and allowed us to maintain our essential services.
- **Planning for climate resiliency, responding to extreme drought conditions:** Our staff spent extra time in the field monitoring the health of our region's rivers, lakes, and streams. When oxygen levels in the Minnesota and Mississippi Rivers dropped to dangerous levels due to drought, some of our wastewater treatment plants added oxygen to our treated effluent water to help preserve aquatic life. Through our

turfgrass irrigation efficiency project, we provided community-based education about proper lawn irrigation and how to reduce water use.

- Shaping the next Priority Waters List:** Since 1982, we have developed and maintained a Priority Lakes List to help prioritize investments for monitoring, protecting, and restoring water quality in the region’s lakes. In 2021, we engaged stakeholders to expand the list to include rivers and streams and to update the criteria for prioritizing waterbodies on the list. We developed a website to gather feedback on the proposed criteria, which include drinking water protection, recreation and tourism, healthy habitat, tranquil connection, equity, industry and utility, and science and education. The new Priority Waters list will be published in 2022 and will be used to help guide development of the Met Council’s 2050 Water Resources Policy Plan.
- Building a more diverse workforce:** Our skilled, dedicated workforce is the foundation of our success. We sharpened our focus on workforce development activities in 2021 to invest in our people and our future. We are committed to creating a diverse, equitable, and inclusive workplace. To do that, we are prioritizing initiatives like our Construction Inspection Training Program, focused on recruiting diverse candidates, to develop a workplace that better reflects the communities we serve.
- Improving customer service:** We made a variety of upgrades to our customer portal in 2021 to improve the customer experience. For example, 61 eligible communities chose to use the new online application feature for inflow and infiltration grants – the highest number of applications ever received.
- Competitive wastewater rates:** Each spring we meet with our customers, including municipalities, industries, and liquid waste haulers, to discuss proposed budgets for the coming year. In 2021, we kept all regional rates at lower than 2.5%, while total expenses increased 2.9%.

The sewer availability charge for single family households held steady and has not increased since 2014.

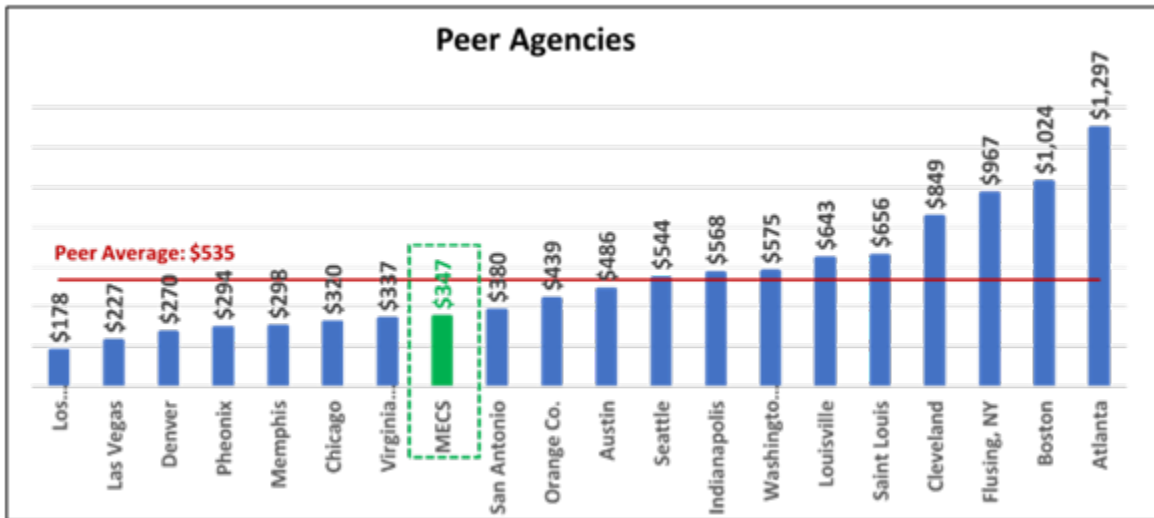
**Chart 2. Sewer Availability Charge Activity**



SAC is a one-time fee for new connections or increased capacity demanded of the wastewater system.

Households in the region pay an average of \$377 per year to their municipalities for wastewater collection and treatment, 35% less than households in comparable regions throughout the country.

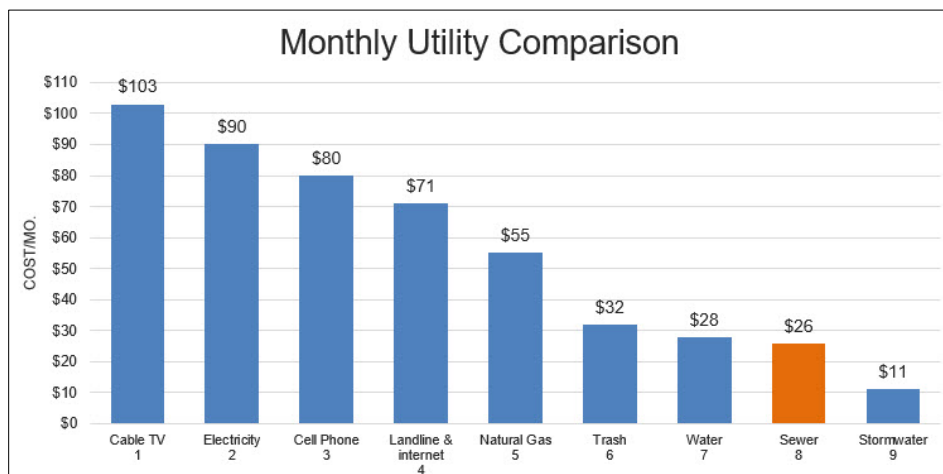
**Chart 3. Retail Sewer Charges per Household Compared to Peer Agencies (2019 national data)**



2020 National Association of Clean Water Agencies survey (2019 rates). Our portion is typically less than 65% of communities' retail rates.

Wastewater service charges in the Twin Cities metro area are lower than most household utility charges, such as gas, electricity and wi-fi. Developing our Workforce

**Chart 4. Monthly Household Utility Comparison (2016 national data)**



National data compiled in 2019.

## Wastewater Services

Our Wastewater Services group provides high-quality, efficient, and cost-effective regional wastewater service for the metro region. Water cleaned at the wastewater treatment plants is discharged to the Crow, Mississippi, Minnesota and St. Croix rivers. The water we return to the environment is cleaner than the rivers following past our treatment plants.

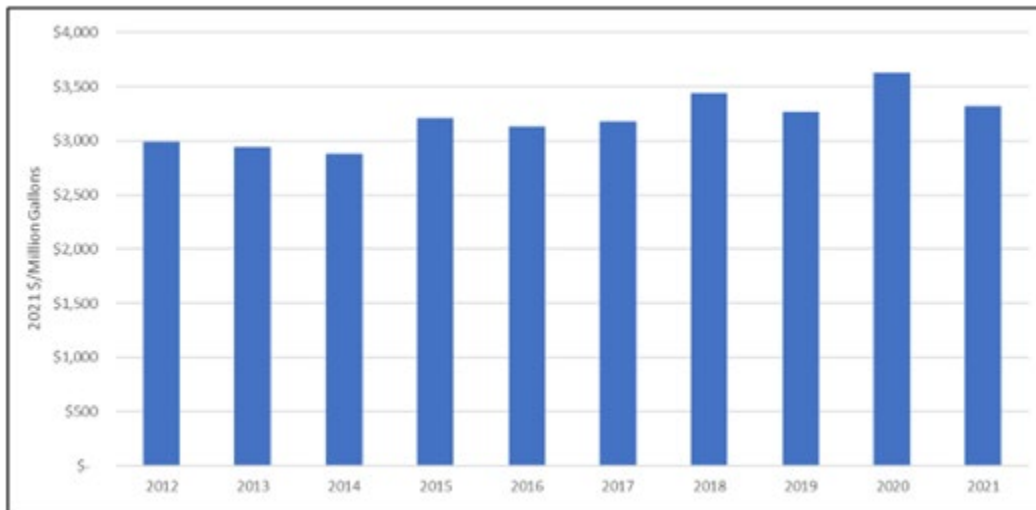
Wastewater collection and treatment highlights from 2021 include:

- Operated and maintained nine regional wastewater treatment plants: Blue Lake in Shakopee, Eagles Point in Cottage Grove, East Bethel Water Reclamation Facility in East Bethel, Empire

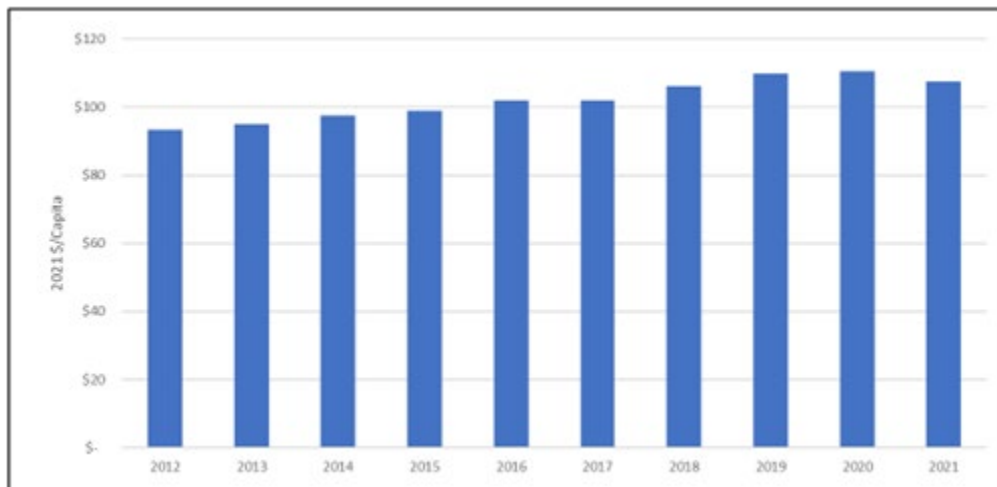
in Empire Township, Hastings in Hastings, Metropolitan in Saint Paul, Rogers in Rogers, Seneca in Eagan and St. Croix Valley in Oak Park Heights.

- Tracked 24,638 effluent water quality data points proving our environmental compliance throughout the year.
- Achieved full compliance with federal and state clean water discharge standards at all of our nine wastewater treatment plants. Seven plants had five or more consecutive years of perfect compliance with their discharge permits through 2021: Hastings (31 years), St. Croix Valley (30 years), Blue Lake (16 years), Eagles Point (16 years), Empire (14 years), Metro (10 years) and Seneca (5 years). These compliance records are among the highest in the nation. Collectively, the plants achieved 126 consecutive years of compliance. The Hastings and St. Croix Valley plants are among the six top performers in the U.S. Overall, our compliance record is the third best in the nation.
- Set user fees that pay 100% of wastewater operations and debt service costs. When combined with local collection fees, users in the Twin Cities pay rates that are 35% lower than the national average of other large metropolitan areas.
- Partnered with approximately 900 industrial permittees to monitor their wastewater discharges, preventing pollutants such as mercury from entering the wastewater collection system.

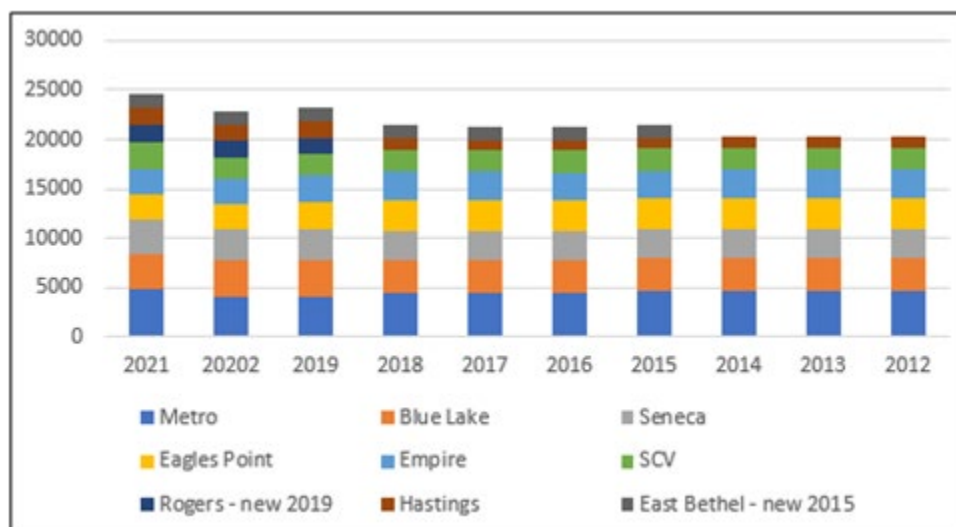
**Chart 5. Total Expenditure per Million Gallons (adjusted to 2021 dollars)**



**Chart 6. Total Expenditure Per Capita (adjusted to 2021 dollars)**



**Chart 7. National and State Pollutant Discharge Limits to Meet Annually**



## Wastewater infrastructure

Our infrastructure team manages the capital improvement program by ensuring reliable, affordable wastewater infrastructure that provides long-term value to the region. The capital improvement program is prepared, reviewed, and approved annually, and adjusted as needed. Capital expenditures totaled about \$103 million in 2021.

Capital project details:

- 74% for renewal of aging infrastructure
- 16% for upgrades needed to meet increasing permit regulations
- 10% for expanding system capacity through plant expansions and interceptor extensions

Eight of the regional treatment plants were part of our capital improvement program: Blue Lake, Eagle’s Point, East Bethel, Empire, Metro, Rogers, Seneca, and St. Croix Valley. In addition, construction projects made sewer improvements in 24 regional cities: Apple Valley,

Bayport, Bloomington, Brooklyn Park, Chanhassen, Coon Rapids, Eagan, Eden Prairie, Independence, Loretto, Maple Plain, Medina, Minneapolis, Minnetrista, Mound, Oak Park Heights, Orono, Plymouth, Rosemount, Saint Paul, Savage, South St. Paul, Waconia, and Woodbury.

In addition, we've been working with communities in the region to reduce excess water from entering wastewater system via defective pipes and improperly connected sump pumps, downspouts, and foundation drains. Called Inflow and infiltration (I/I), this situation is a concern because it can cause the release of wastewater into the environment or into basements during wet weather events and takes up capacity in the wastewater system that is reserved for growth.

Since the I/I program began in 2007, total volume of wastewater collected and treated by the regional system has decreased, while precipitation has increased and regional growth has continued.

## Water resources management

Our water resources management team ensures quality, reliable sources of clean water for the future. They work with surface water management to help improve and maintain the quality of our lakes, rivers, streams, and wetlands, and coordinate water supply planning to ensure reliable sources of clean water for the future. This team manages data collection and partners with other state and local agencies to identify pollution problems, support regional planning efforts, and meet federal and state regulations.

Water resources 2021 highlights include:

- Facilitated the Twin Cities Water Monitoring Data Group, a partnership of public-sector water resources practitioners collaborating to establish and promote standard practices for water monitoring, analysis, and data stewardship in the Twin Cities metro area.
- Monitored the water quality of 19 metro-area tributary streams.
- Monitored 15 sites on the Crow, Minnesota, Mississippi and St. Croix rivers for the large-river program.
- Monitored the water quality of 167 lakes in the metro area. In 2021, 56% of the lake sites received a grade of "A" or "B", meaning that they had relatively good water quality. Another 27% of lake sites received a water quality grade of "C". The remaining 17% of lake sites received a water quality grade of "D" or "F", meaning that they had relatively poor water quality. Similar to that of past years, there was no distinct pattern within the Twin Cities metropolitan area as to where lakes with specific water quality are located.
- Studied chloride concentrations levels and trends for 18 streams in the seven-county metropolitan area. Those streams are the tributaries to the Mississippi, Minnesota, Crow and St. Croix rivers. Excess salt is toxic to our environment. It impacts aquatic life, damages infrastructure, and compromises drinking water. Our analysis results showed that chloride is trending upward in 17 of 18 streams investigated across region. The primary drivers for the elevated chloride concentrations and upward trends in the streams are mostly likely to be road deicing salt, fertilizer, water softening due to population increase, urban development and agricultural expansion.
- Administered a water efficiency grant program funded through the Minnesota Clean Water, Land, and Legacy Amendment funding and re-authorized a successful past grant program for municipalities to increase water efficiency. There are 38 communities participating in the

2019-2022 program. The Water Efficiency Grant Program provides grants to communities that manage municipal water systems to provide rebates to homeowners and commercial property owners. The rebates are an incentive to replace older, less-efficient clothes washing machines, toilets, irrigation controllers, and spray sprinkler bodies with Energy Star and U.S. EPA WaterSense-labeled devices. The program also funds irrigation system audits, of which nine were performed in 2021. The grants funded replacement of more than 2,065 devices in 2021 that will save an estimated 38.8 million gallons of water per year. The four-year program will provide \$787,000 in state funds and \$262,500 in local matches from the participating communities. Just more than \$269,000 in rebates were awarded in 2021.



## Transportation divisions

The Transportation divisions operate, administer, and coordinate public transit services for the Twin Cities metropolitan area. In addition, they manage the allocation of federal transportation funds and plan for regional aviation, highway, transit, and bike/pedestrian transportation systems.

The Transportation divisions consist of Metropolitan Transportation Services and Metro Transit.

### Metropolitan Transportation Services

Responsible for regional transportation planning, Metropolitan Transportation Services also provides regional transit services and coordinates contracted transit services with suburban transit providers within the region through contracts with public and private providers.

**Transportation Planning:** As the designated Metropolitan Planning Organization for the seven-county metro area, the Met Council is required to provide a continuing, coordinated, and comprehensive transportation planning process. In return, the region qualifies to receive federal transportation funding. Metropolitan Transportation Services planning initiatives include:

- Transportation Policy Plan: Every five years, the Met Council is required to update its [long-range transportation plan for the region](#). The next major update is scheduled for 2024.
- Transportation Improvement Program: Through its Transportation Advisory Board and Technical Advisory Committee, the Met Council prepares a short-range Transportation Improvement Program and approves projects for federal funding. All efforts include broad public outreach.
- Transit, highway, and air quality planning: The Met Council collaborates with MnDOT, cities, and counties to follow the policies established in Thrive MSP 2040 and the 2040 Transportation Policy Plan.
- Travel forecasting: Federal regulations require the Met Council to provide projections of traffic demand and related air quality emissions. We maintain socioeconomic data and obtain traffic data from MnDOT to monitor, revise, and update travel forecasts. Our projections are used to evaluate regional transportation investments proposed in the short-range TIP and the long-range Transportation Policy Plan.
- Aviation planning: The Met Council coordinates aviation planning and community development with local, state, and federal governmental units, airport users, and community members to provide state-of-the-art, secure, and affordable services for business and leisure travelers, freight transport, and general aviation activities.

### Transportation Services:

1. Metro Mobility: the region's ADA transit service. This program provides group transit services (demand-response and arranged) as a legally mandated complement to the regular-route system for persons with disabilities who are unable to use regular-route transit service.
2. Transit Link: a dial-a-ride, shared-ride, curb-to-curb public transit service provided for customers in areas not served by regular transit route service.
3. Contracted regular-route service: a network of routes operated by private contractors. These routes comprise approximately 10% of regular-route transit in the Twin Cities.

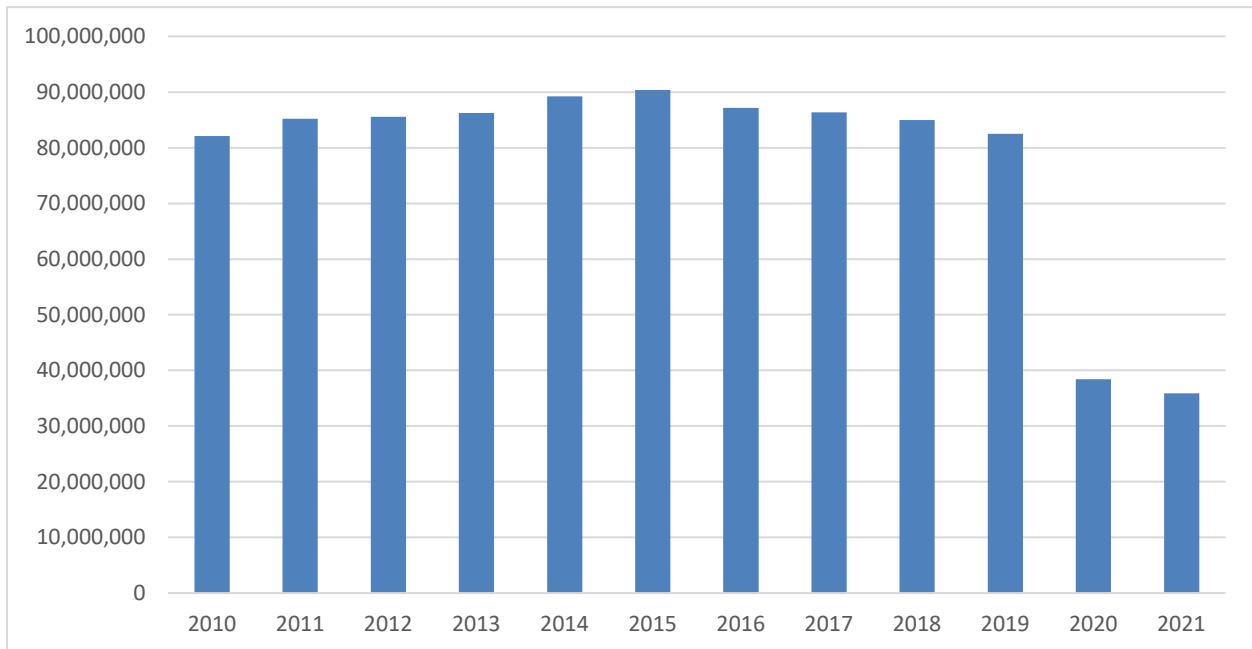
4. **Metro Vanpool:** Started in 2001, Metro Vanpool subsidizes commuter vanpools that serve work locations and times not effectively served by the regular-route bus and rail network.
5. **Suburban transit providers:** Twelve communities, also known as “opt-out” transit communities, have chosen to provide their own transit service. They provide service through contracts primarily with private companies, although they also contract with nonprofit and other governmental entities. Operating funds flow from the state to the suburban transit providers through the Metropolitan Council. The Met Council coordinates regional support for fares, capital programs, and other activities with opt-out communities.
6. The region also has transit programs not affiliated with the Metropolitan Council. The University of Minnesota operates all-day intercampus transit service for students, faculty, employees, and the general public. The system is integrated with the regional regular-route network and interchanges passengers with other transit programs.

### Overview of regional transit ridership

The total 2021 transit ridership in the region was 38.1 million rides, down about 7% from 2020. Ridership numbers continued to be lower due to the COVID-19 outbreak, with express services continuing to feel the greatest impact. Three regional services experienced increases from 2020 – Metro Mobility improved 26% from 2020 to 2021, METRO light rail ridership increased 4% from 2020 to 2021, and Transit Link dial-a-ride service increased by 3% from 2020 to 2021.

A variety of factors will affect future ridership growth, including funding levels, fuel prices, the economy, employment levels, development patterns, income levels, service improvements, highway congestion levels, and growth of ride-hailing companies.

**Chart 8. Regional Transit Ridership, 2010-2021**



## **Metro Mobility program evaluation**

This section responds to Minn. Stat. 473.13, which requires the Met Council’s program evaluation report to include “an assessment of progress towards meeting transit goals for people with disabilities... with required elements including, but not limited to: (1) a description of proposed program enhancements; (2) an assessment of progress; (3) identification of the estimated total number of potential and actual riders who are disabled; (4) an assessment of the level and type of service required to meet unmet ridership needs; and (5) an analysis of costs and revenue options, including a calculation of the amounts of surplus or insufficient funds available for achieving paratransit needs.”

### **Metro Mobility service**

Under the Americans with Disabilities Act (ADA), every public entity operating a regular-route system that includes local service must provide complementary paratransit service to individuals with disabilities who are unable to use the regular-route system. Federal law requires this paratransit service be delivered at levels comparable to the regular-route system.

This service must be provided within three-quarters of a mile of any all-day, local regular route in the Twin Cities. In addition, Minnesota Statutes 473.386 requires the Metropolitan Council to provide “greater access” and “door-through-door transportation” for the elderly, people with disabilities, and others with special transportation needs” within the Transit Taxing District as it existed on March 1, 2006. Legislation was signed in 2019 expanding the Metro Mobility service area to include the City of Lakeville.

Under the ADA there are several key provisions governing service delivery in the federally mandated service area. Some of these provisions include:

- No trip limits, restrictions, or capacity constraints.
- There can be no denials of service.
- Service must be guaranteed at the time of the call.
- Service must be provided during all hours when regular-route service is available.
- Trips must be scheduled within one hour of the requested time.
- There may not be a pattern or practice of limiting availability. This includes long telephone hold times, a substantial number of late pickups, missed trips, or excessively long trips.
- The fare cannot exceed twice the non-discounted fare for a trip of similar length, at a similar time on the regular-route system.
- Eligibility determinations must be made within 21 days of receiving a complete application for service.

The Metro Mobility Service Center certifies riders, establishes policy in conformance with state and federal regulations, investigates customer concerns and manages the service contracts with private providers.

### **Program enhancements**

#### ***Technology***

In April 2021, Metro Mobility implemented a fully accessible online booking option for customers through web or smartphone application. Previously all rides were booked by telephone through contracted reservationists. The product also provides vehicle arrival information to customers

who choose to use the service.

### ***COVID-19 special services***

In response to ridership losses due to the COVID-19 pandemic that resulted in underutilized driver and fleet resources across all its contracts, Metro Mobility repurposed its capacity to provide other transportation services. .

- In March 2020, Metro Mobility began offering a free grocery delivery service. With this program, certified Metro Mobility customers could order groceries and household essentials online from a store that has online shopping and local pick up and have the order delivered to their residence. In 2021, 2,742 grocery deliveries were made under this program.
- In March 2020, Metro Mobility began offering a curbside destination service, allowing customers to book a single trip to both arrive and depart from a curbside pick-up. The program continued throughout 2021 and continues into 2022. In 2021, Metro Mobility provided 29,893 curbside trips under this program
- Beginning in April 2020, Metro Mobility used a contract partner to offer food shelf delivery services to locations throughout the region, allowing recipients to stay safe and stay home. Metro Mobility continued to provide the service through May 2021 when it transitioned all deliveries to TransitLink. Over the course of the program, Metro Mobility partnered with 31 different food shelves and made 26,701 deliveries.
- In April 2020, Metro Mobility began offering free door-to-door rides to essential employers working at health care facilities. The service provides a safe, reliable and accessible trip to work for those working on the front lines of the COVID-19 pandemic. Service is provided throughout the regional transit taxing district. Metro Mobility continued to provide the service through August 2021. Over the course of the program, 363,596 rides were provided for essential health care workers.
- In May 2020, the Met Council began offering COVID-19 positive or symptomatic customers a subsidized ride to medical appointments through a new Aware Taxi service. Aware drivers are equipped with additional personal protective equipment and provided COVID-19 safety training. In addition, Aware fleet have protective barriers between driver and passenger compartments. Through 2021, 154, COVID-19 positive or symptomatic riders were provided transportation under this program.

### ***Driver hiring and retention***

The Metropolitan Council increased Metro Mobility contract driver hourly rates beginning in August 2020 with the new south zone contract. The increase of \$1.50 per hour above the previous minimum was expanded to the remaining zone contracts in 2021. Staff continued to assess the influence of the driver labor market relative to an increasing demand for Metro Mobility service to maintain improvements into 2022.

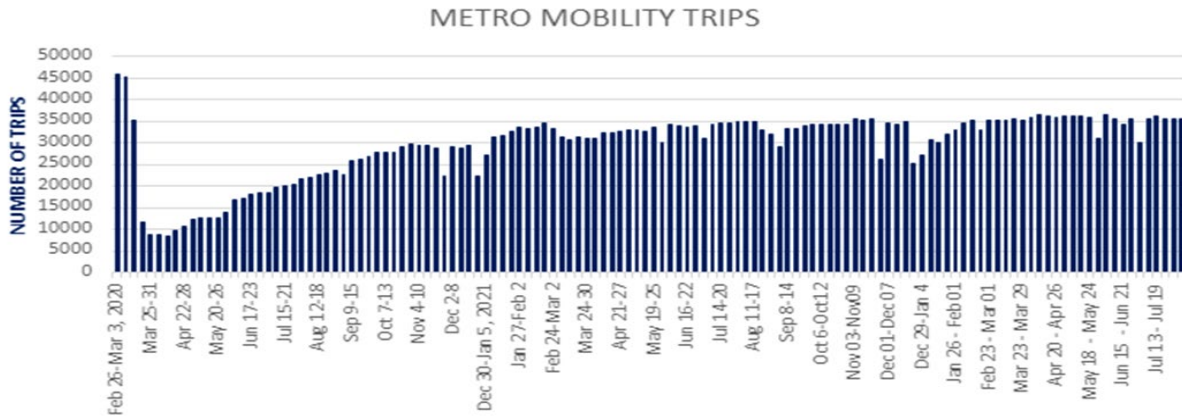
## **Assessment of progress**

### ***Metro Mobility ridership***

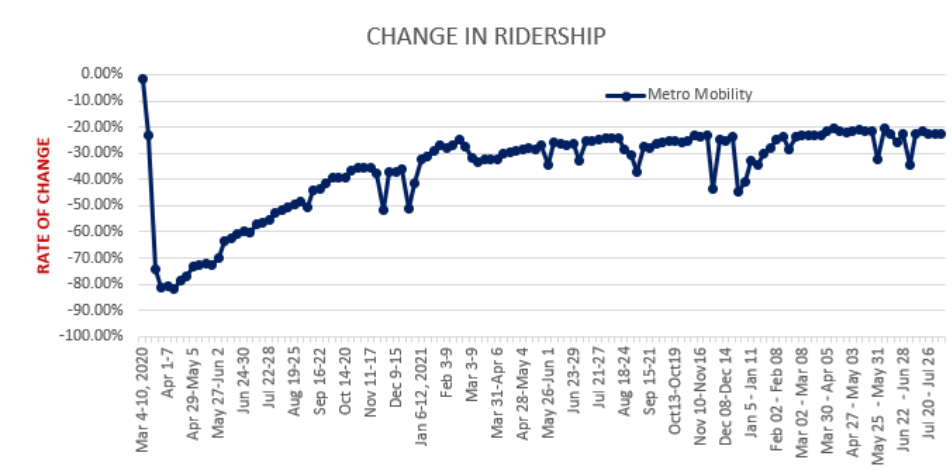
While the demand for Metro Mobility service has increased dramatically over the past decade, with ridership increasing over 80% between 2006 and 2019, regular Metro Mobility ridership was significantly impacted by COVID-19 in 2020. In 2019, system ridership exceeded 2.38 million rides, an increase of 6% over 2017. Beginning in March 2020, Metro Mobility ridership initially fell 80%, with a slow return to approximately 40% of the regular service by year's end.

Regular Metro Mobility weekly ridership slowly increased in 2021 to more than 70% of pre-pandemic levels. Total system ridership in 2021 was 1.81 million rides. Rides delivered through May 2021 were mostly non-shared to protect customers against COVID-19 exposure as much as possible. The following charts illustrate Metro Mobility ridership relative to pre-pandemic 2019 ridership.

**Chart 9. Metro Mobility Trips**



**Chart 10. Change in Ridership**



While both 2020 and 2021 saw a drop in new applications for certifications received compared to previous years, the decline is not expected to continue, given historical rates. Metro Mobility received 4,284 applications for new certification in 2021.

Prior to the COVID-19 pandemic, Metro Mobility had an increasing number of active riders in our system, defined as customers who used Metro Mobility within the past year.

**Table 2. Active Metro Mobility Riders by Year**

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021
Active Riders	17,138	18,973	19,983	20,794	20,626	21,475	21,982	19,009	17,500

### **Options for managing costs and increasing revenue**

As ridership and service demand increases so do operational and capital costs. Over the past several years the Metropolitan Council has improved operating cost-effectiveness by increasing investments in workforce and technology to improve service delivery and service quality, restructuring to achieve economies of scale, purchasing fuel in bulk below pump rates, and identifying innovative ways to reduce the cost of the service being provided without changing the operating parameters of the service.

Metro Mobility has a known long-standing structural deficit due to increasing costs and a base general fund appropriation that does not fully fund federal and state mandated levels of service.

**Table 3. Metro Mobility Operations (in millions)**

	FY 22	FY 23	FY24	FY25
Fare revenues	7.13	8.61	8.87	9.14
Expenses	96.00	101.66	107.69	114.05
Operating reserves	18.19	(0.58)	0	0
Federal revenue	3.34	0	0	0
Base appropriation	56.42	55.98	55.98	55.98
Shortfall	(10.92)	(37.65)	(42.84)	(48.92)
Funding requested	10.92	37.65	42.84	48.92

*Key assumptions: Estimate as of late October 2020, current law and current program structure, current fare structure.*

### **Transportation planning activities**

As the designated Metropolitan Planning Organization for the Twin Cities metropolitan area, the Met Council is federally required to provide a continuing, coordinated, comprehensive transportation planning process that includes state agencies and local units of government. In return, the metropolitan region is eligible for federal transportation funds.

### **Transportation Policy Plan**

In late 2021, the Met Council began an amendment to the 2040 Transportation Policy Plan to address investments that will improve truck freight movement on the highway system and to include the results of Metro Transit's Network Next work on prioritizing arterial bus rapid transit projects for future investment. The amendment was being reviewed for public comment at the end of 2021 and consideration for adoption was scheduled for the first quarter of 2022.

### **Transportation Improvement Program**

The Met Council is responsible for preparing a short-range Transportation Improvement Program and approving projects for federal funding. This work is conducted through the Transportation Advisory Board and its Technical Advisory Committee and includes broad public outreach.

In 2021, the 2022-2025 Transportation Improvement Program was prepared and adopted by Transportation Advisory Board and the Met Council. As required by federal law, the TIP includes all federally funded surface transportation projects.

## Highway planning

The Met Council participates with MnDOT, cities, and counties in highway planning activities to ensure implementation of the policy direction established by the Met Council in Thrive MSP 2040 and the 2040 Transportation Policy Plan.

During 2021, the Met Council coordinated with MnDOT's Metro District on several highway planning studies, including several ongoing interagency corridor studies, the Rethinking I-94 Environmental Impact Statement, Highway 252 and I-94 Environmental Impact Statement, I-494 – Minneapolis Airport to Highway 169 Project, and I-35W North Gateway Study. In coordination with MnDOT, the Met Council also began a Principal Arterial Intersection Mobility Study and the development of a Regional Safety Action Plan.

The Met Council administers the Right-of-Way Acquisition Loan Fund, which gives communities no-interest loans to purchase right-of-way for principal arterials and other trunk highways in advance of the time that MnDOT would be in a position to make the purchase.

## Transit planning

The Met Council performs long-range transit planning activities to implement the policy direction established in Thrive MSP 2040 and the 2040 Transportation Policy Plan.

The Met Council significantly advanced or finalized a number of work program items in 2021, including establishing a transit planning working group through the Transportation Advisory Board's Technical Advisory Committee process and beginning work on a Regional Travel Demand Study that will continue into 2022-2023. The Met Council also provided transit planning support for local communities in transit planning efforts and continued reviewing transit plans for consistency with regional systems.

The Met Council continued to participate with MnDOT, transit providers, cities, counties, and county regional railroad authorities to conduct feasibility, alternatives analysis, environmental, and engineering studies and implementation plans for several transitway corridors.

Implementation and construction work continued on the METRO Green Line Extension light rail transit, and METRO Orange Line bus rapid transit project, which opened to riders in December. The METRO Gold Line and METRO Purple Line dedicated bus rapid transit lines continued engineering and environmental work. The METRO Blue Line extension continued additional alternatives analysis work to identify a potential alignment that would be outside of the previously identified segment on the BNSF freight rail corridor.

The Riverview modern streetcar project moved into engineering and environmental work.

Washington County's Highway 36 Transit Feasibility Study concluded with phased recommendations for transit improvements, and Metro Transit's Highway 55 bus rapid transit study began initial scoping.

Additional ongoing work included implementation efforts for the arterial bus rapid transit system, including the construction of the METRO D line and planning work for the METRO B Line, E Line, and F Line. Initial planning work also began on the G Line and H Line.

The Met Council also participated in intercity passenger rail studies, including Zip Rail, the Minneapolis/Saint Paul-Milwaukee High-Speed Rail, and the Northern Lights Express (NLX) from Duluth to Twin Cities.

## Air quality planning

The Met Council conducts long-term planning required by federal law to ensure that planning for congestion management, transportation, land use and air quality conforms to the requirements of the 1990 Clean Air Act Amendment. The Met Council also works to mitigate the climate impacts of the transportation system in the metropolitan area.

In 2021, conformity analysis for the amendment to the *2040 Transportation Policy Plan* and the 2022-2025 Transportation Improvement Program (along with several amendments) was completed to ensure the construction of included projects would not violate federal air quality standards.

The Met Council participated in the work group on climate change and continued work to integrate climate change mitigation and adaptation planning into transportation planning. In its role as the federally designated Metropolitan Planning Organization for the region, the Met Council concurs with the biennial selection of projects selected by its Transportation Advisory Board for federal transportation funding through adoption of the Transportation Improvement Program. This includes funding provided through two federal funding programs – the Surface Transportation Block Grant Program and the Congestion Mitigation and Air Quality Improvement Program.

The Regional Solicitation is the process through which the region awards federal funds to highway, transit, bicycle/ pedestrian, Safe Routes to School, and travel demand management projects. The process uses a rigorous scoring system that involves many participants from the Met Council and its partners. In 2021 the Transportation Advisory Board and its technical committees reviewed and updated the Regional Solicitation application for release in 2022. A new project category for “unique” projects was created. This category will include projects that are innovative and address environmental and equity issues, and also includes projects that do not fit well within the traditional solicitation categories.

In 2021 the Met Council completed an Electric Vehicle Planning Study to gather updated background information for the metropolitan area and prioritize actions we might undertake to accelerate the adoption of electric vehicles. Electric vehicles can provide significant public health and climate mitigation benefits. The Met Council also began a project that will review and improve how greenhouse gases are estimated on proposed projects in the regional solicitation and the Transportation Policy Plan so that climate mitigation can be better considered along other competing needs.

## Travel forecasting

As the regional planning agency, the Met Council maintains and applies travel forecast models to support planning for the orderly development and operation of transportation facilities. We maintain socioeconomic data and obtains traffic data from MnDOT to monitor, revise, and update travel forecasts. Federal regulations require the Met Council to provide projections of traffic demand and related air quality emissions. We use these projections to evaluate regional transportation investments proposed in the short- range Transportation Improvement Program and the long-range Transportation Policy Plan. Other 2021 highlights include:

- Work continued responding to requests for forecast travel-demand data and providing assistance and model review to consultants, agencies, and local governments. Council staff also worked with consultants on several regional-scale highway and transit projects that



required forecasts.,

- We continued refining a next-generation activity-based travel demand model, released in late 2015, and provided technical assistance in its application. Planning began for the next generation of travel forecasting models, by joining the national ActivitySim consortium Phase I of work on a local implementation of the region's next forecast model will be completed in 2022 and Phase II will continue through 2024.
- Work continued on the Travel Behavior Inventory. A 10-year 2019-2027 program has been developed that will involve more frequent and regular data collection and model improvements. Data collection for the 2021 Household Travel Survey began in mid-2021 and continued through January 2022. Data release will occur in early 2022. .

### **Aviation planning activities**

The Metropolitan Council prepares and maintains a plan for the regional aviation system. We work closely with MnDOT Aeronautics, the Metropolitan Airports Commission, and other airport owners to ensure that the region's airports provide state-of-the-art, secure, and affordable services for business and leisure travelers, freight transport and general aviation activities. The Met Council coordinates aviation planning and community development with local, state, and federal governmental units, airport users, and community members.

2021 highlights include the following activities:

- Participated in the ongoing update of the Minneapolis-St. Paul International Airport Long Term Comprehensive Plan.
- Participated in various aviation related task forces and studies including MnDOT State Aviation System Plan, Joint Airport Zoning Board and the Noise Oversight Committee.
- Began scoping a Regional Aviation System Study in preparation for the 2050 Transportation Policy Plan. The study is anticipated to begin in 2022 and last 12-15 months.
- Reviewed and approved the 2022-2028 Capital Improvement Program for Minneapolis-Saint Paul International Airport and the region's reliever airports.

## Metro Transit

Metro Transit, an operating division of the Metropolitan Council, administers and operates transit services in the Twin Cities through directly provided services and contracted transit providers.

Based on ridership, Metro Transit is the largest transit agency in Minnesota and provides about 90% of regular-route service in the Minneapolis/Saint Paul region. About 69% of rides are taken on the agency's buses and 31% on trains.

Its 2,885 employees transport customers more than 99,000 times each weekday with service on 125 local, express and contract bus routes, as well as the METRO Blue Line, METRO Green Line and the Northstar Commuter Rail Line. In total, Metro Transit provided 32.9 million rides in 2021.

Metro Transit's fleet includes 909 buses, 91 light-rail rail cars, 18 commuter rail cars and six locomotives. Metro Transit expects to achieve the goals set in the Met Council's 2040 Transportation Policy Plan by tailoring cost-effective service to diverse markets with an integrated system of core routes focusing on transit centers, an array of express bus services using park-and-ride facilities, and transit advantages on freeways and highways.

The METRO Orange Line began providing service in December 2021 along the I-35W corridor between downtown Minneapolis and Burnsville, with stops in Bloomington and Richfield.

## Other Metro Transit highlights

### COVID-19 operations and precautions

Due to the pandemic, operations in 2020 and 2021 have included many significant operational changes.

- Daily cleaning and disinfecting of buses and rail cars and facilities
- Moving larger buses to our busiest routes and adding unscheduled trips to keep down the number of riders per vehicle
- Requiring face coverings for riders
- Installing barriers to separate riders and operators as we return to front-door boarding
- Providing protective equipment to our operators

### Transit safety and security

As we're continuing to support major transit investments across the region, we're also investing in the safety and security of our transit system. Our Metro Transit Police Department patrol officers and community service officers ride transit and visit transit facilities. We're working to enhance this official presence on our system and optimize our use of real-time cameras and technology to allow staff to remotely monitor conditions across the system. We also partner with local law enforcement as we respond to incidents. Following the death of George Floyd, we engaged communities, customers, employees, and policymakers in a conversation about safety in our communities and on our transit system.

In late 2020, we partnered with the Citizens League to engage riders, operators, transit police, community members, and community and business leaders around safety on and near the

transit system. That work continued through September 2021 and engaged more than 1,000 people, who highlighted ways to improve conditions on the Twin Cities transit system and ways to address concerns about safety.

In August 2021, the Met Council appointed the Metro Transit Police Work Group to take the results of the community engagement and recommend safety and security outcomes, including related strategies to achieve those outcomes. The work group was set to conclude their work by February 2022.

### **METRO Green Line construction continues**

Construction on the METRO Green Line extension reached about 60% completion through 2021. When completed, the extension will provide an additional 14.5 miles of service on the Green Line, with new stops in Minneapolis, St. Louis Park, Hopkins, Minnetonka, and Eden Prairie.

### **METRO Blue Line route modification, anti-displacement work**

Following extensive community engagement and collaboration with local governments along the line, the METRO Blue Line Extension project released a report detailing potential route modification options for public comment in December. In addition, the project began work to address potential risks for displacement in partnership with the University of Minnesota's Center for Urban and Rural Affairs. The project will create an anti-displacement work group to help guide anti-displacement strategies and policy development by providing personal insight, local expertise and direct connections to communities impacted by the project.

The group will be comprised of community leaders, residents, and business owners potentially at risk of displacement, as well as other experts and staff from key nonprofit, philanthropic and agency partners, including Hennepin County, Metropolitan Council and corridor cities.

### **Greater equity in fares**

The Transit Assistance Program (TAP), which allows qualified individuals to ride for \$1, provided about one million rides in 2019 and the number of people enrolled reached 12,000. Metro Transit introduced the program in 2017.

### **Employee hiring and retention**

The Metro Transit Technician Training Program puts job seekers on a path to a good-paying job with a paid internship, job and skills training, and support for an educational degree.

Workforce recruitment efforts?

### **Ongoing commitment to sustainability**

The 2022-2027 Transportation Capital Improvement Program, approved in 2021, includes the Zero-Emission Fleet Plan to make progress on mitigating climate impacts. The capital program begins a shift to zero emission buses in the Metro Transit fleet with 100 electric vehicles funded through 2027.

### **Bus rapid transit projects advancing**

Construction began in April 2021 on the METRO D Line bus rapid transit line, which will largely replace Route 5, the region's busiest bus route. Plans call for enhanced stations along an 18-

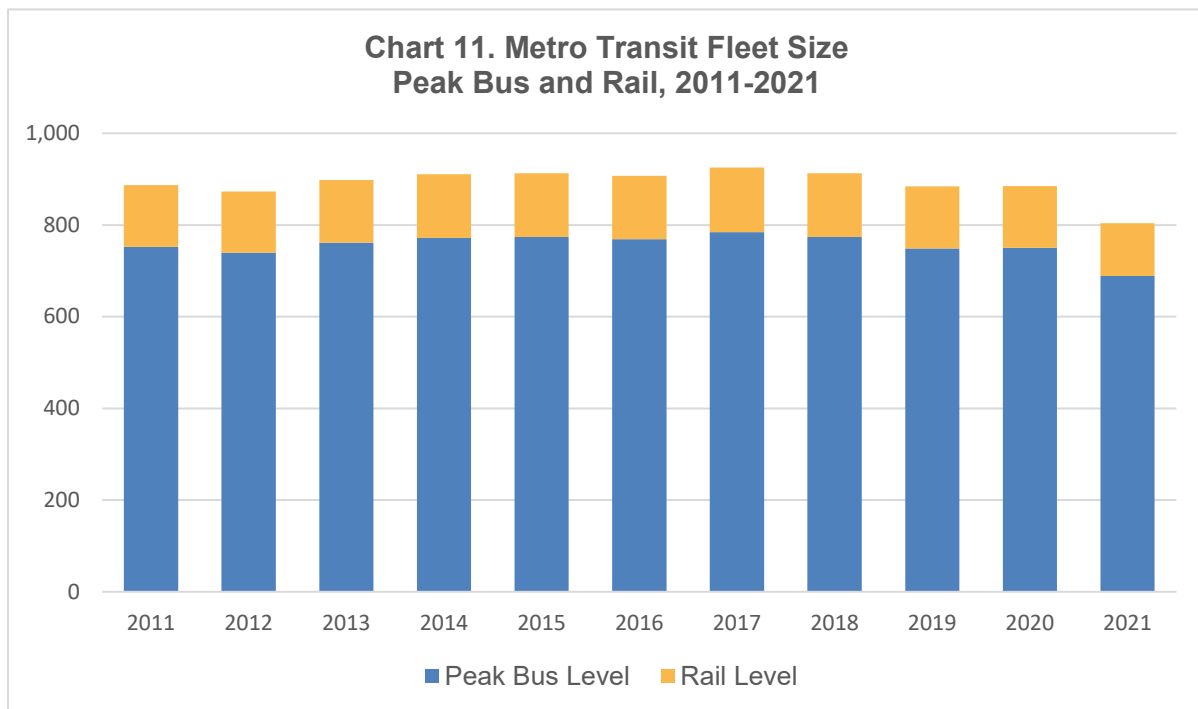
mile corridor between the Mall of America and Brooklyn Center.

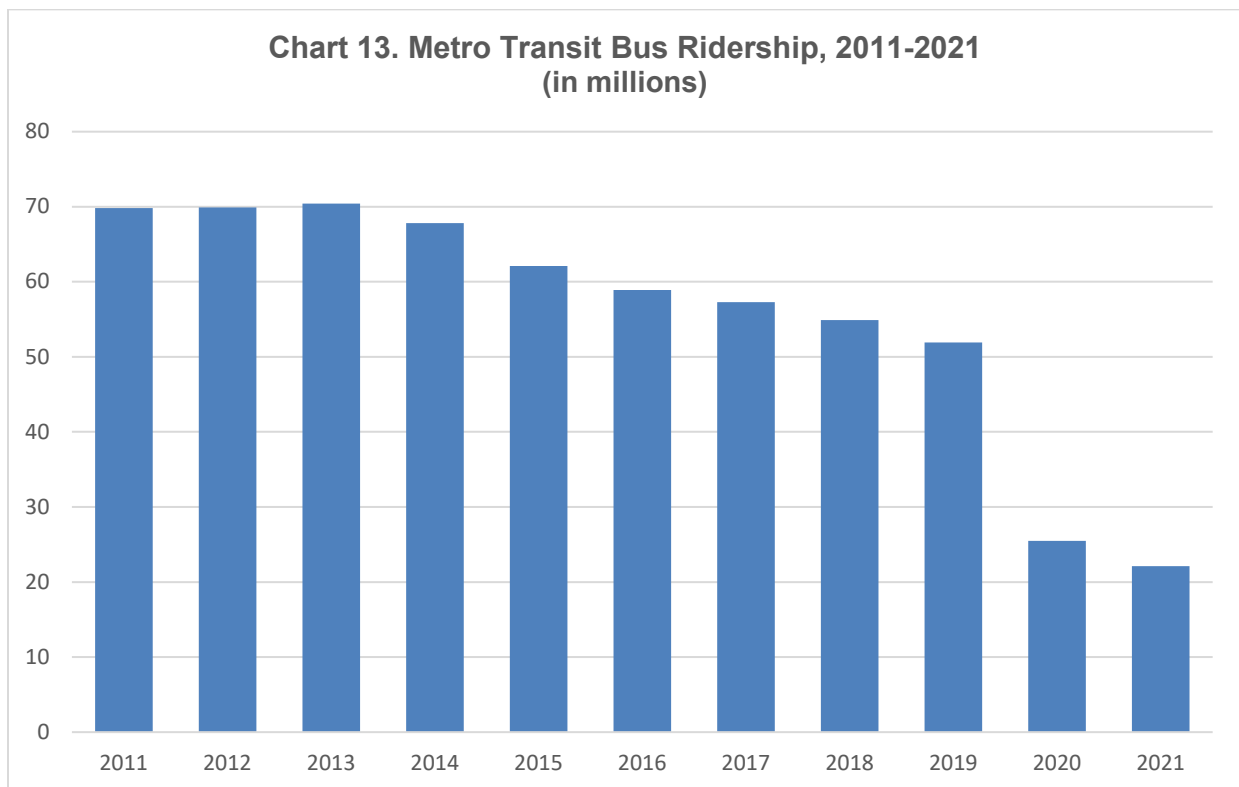
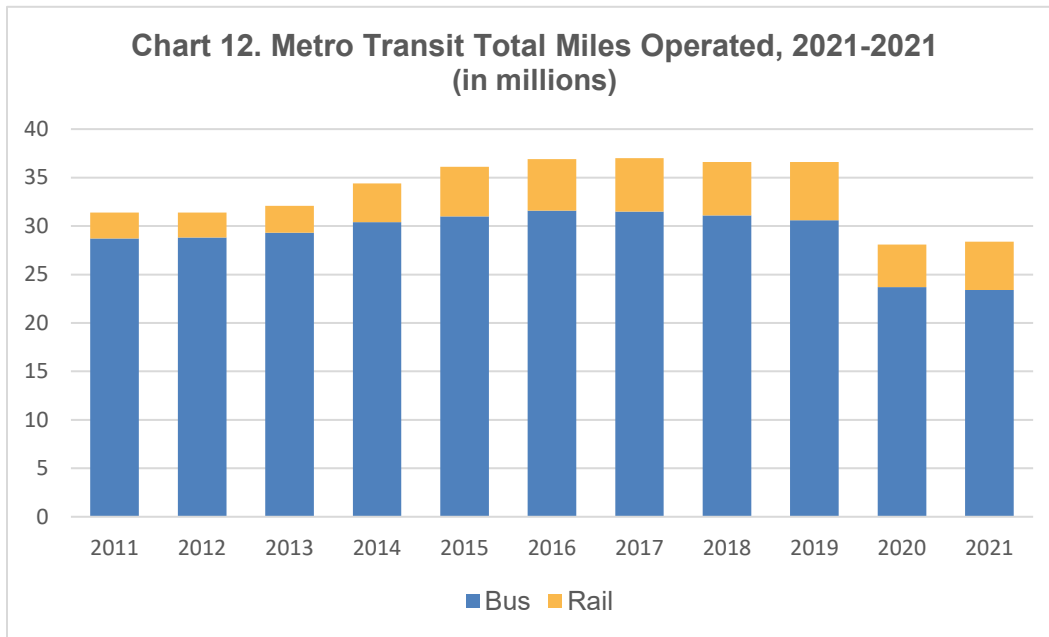
The METRO Gold Line crossed another milestone in 2021, with the Federal Transit Administration completing review of its environmental documents and design plans in April. This means the METRO Gold Line is ready to proceed into construction in 2022. Plans for the METRO bus rapid transit line in the Interstate 94 corridor east of Saint Paul continued advancing throughout the year.

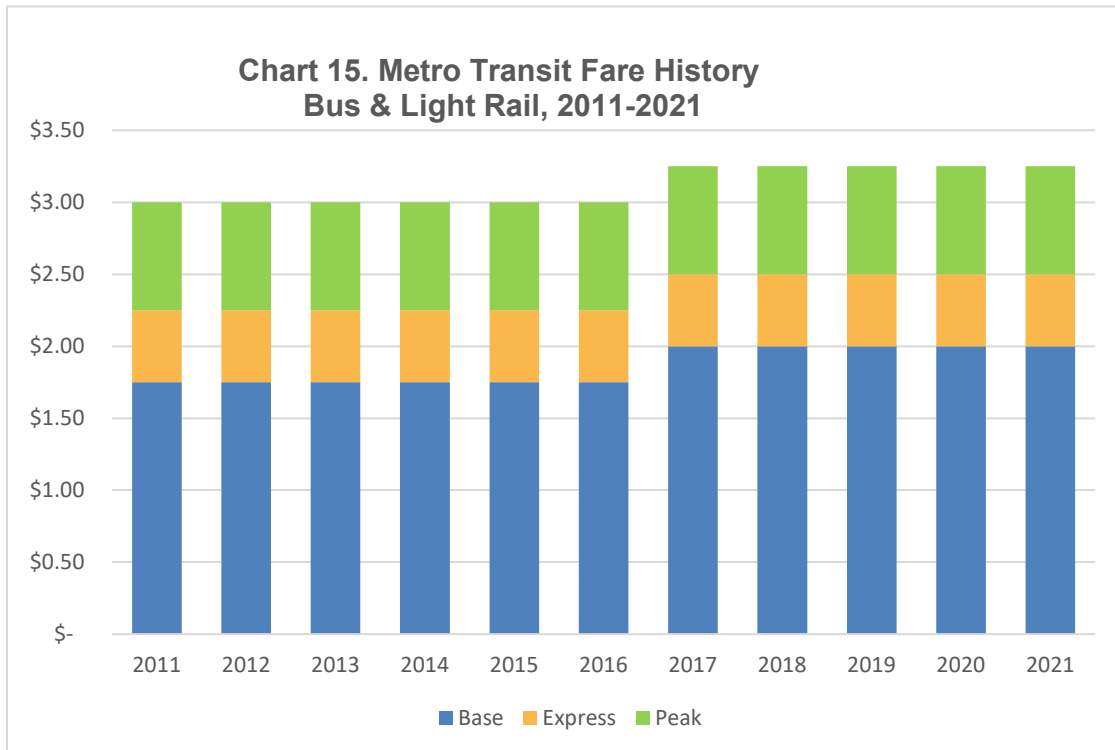
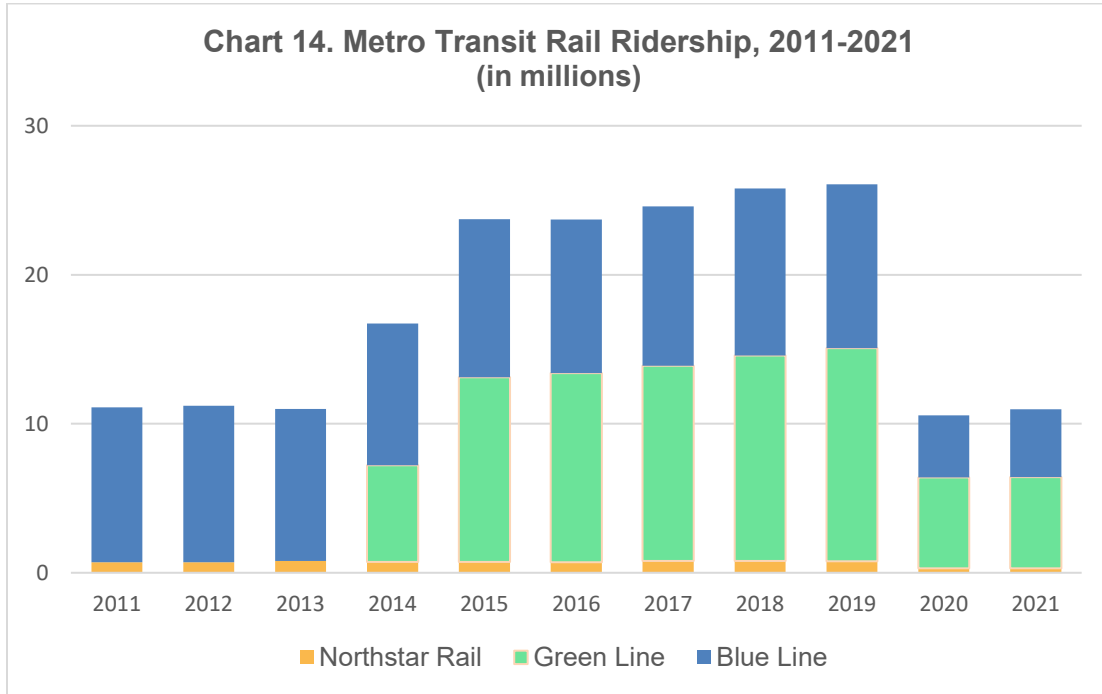
With the opening of the METRO Orange Line in December, the region currently has four operating bus rapid transit lines, including the METRO Red Line, the METRO A Line, and the METRO C Line.

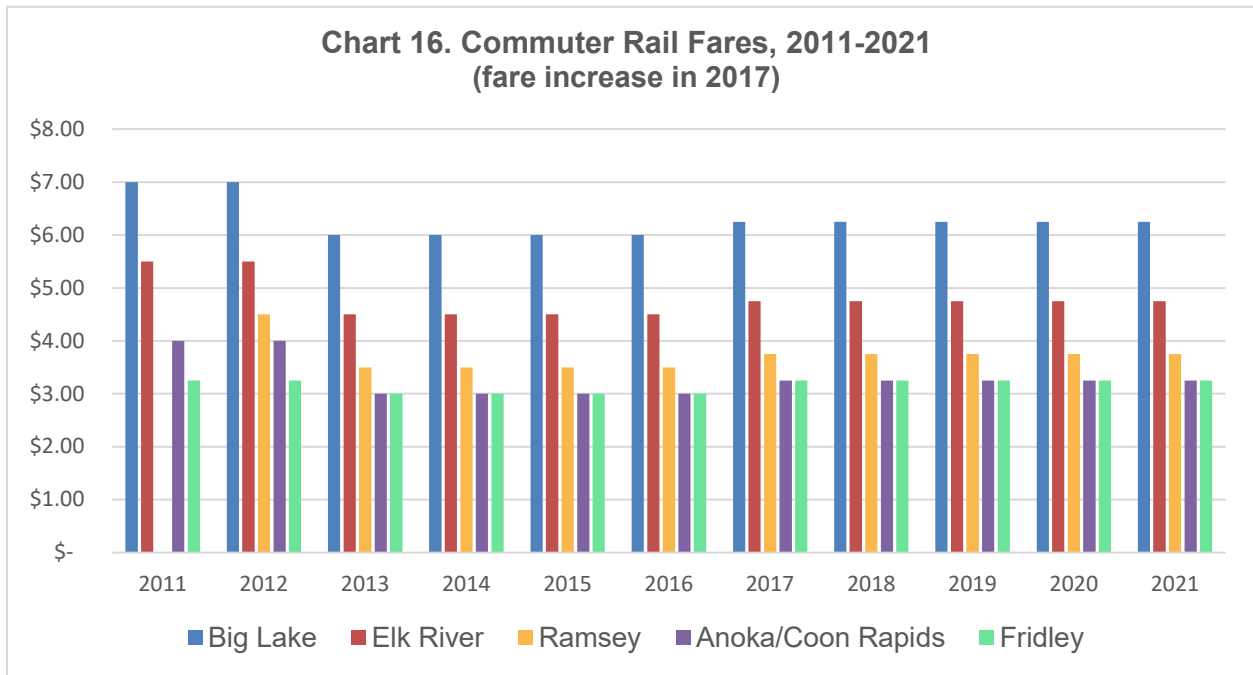
### Metro Transit by the numbers

The following charts provide a profile of Metro Transit over the previous decade. They show bus and rail fleet size; total miles operated; bus and rail ridership; fair history for bus, light rail, and commuter rail; average daily number of missed trips; number of information calls handled; number of miles between mechanical failure; and of accidents per 100,000 miles driven.

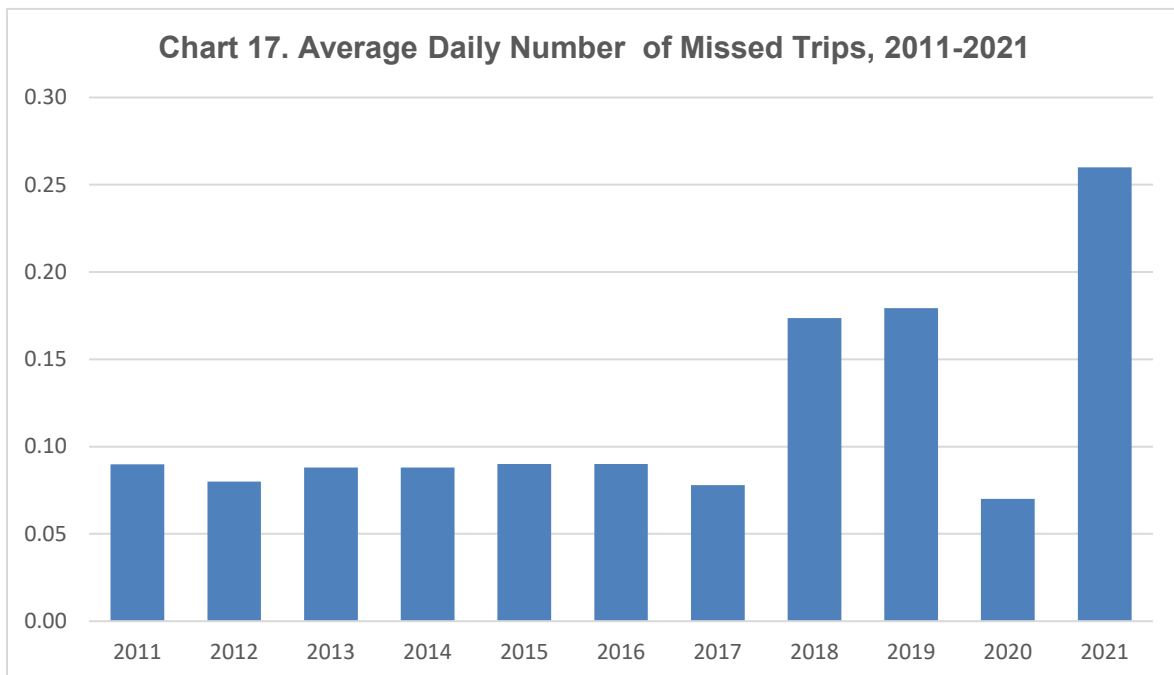


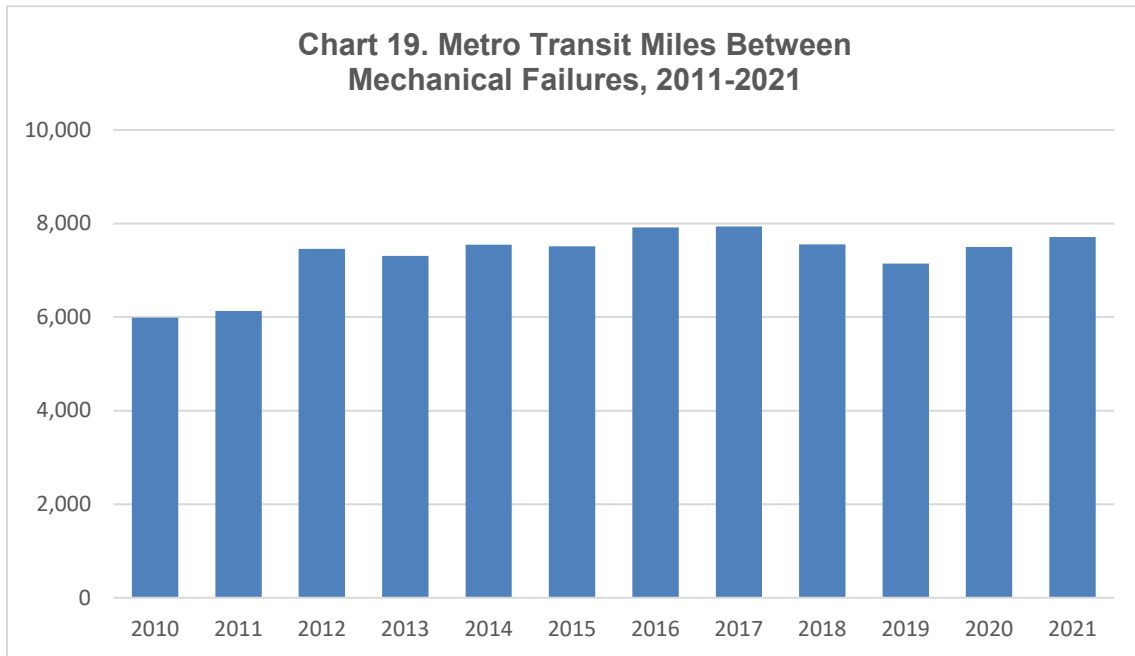
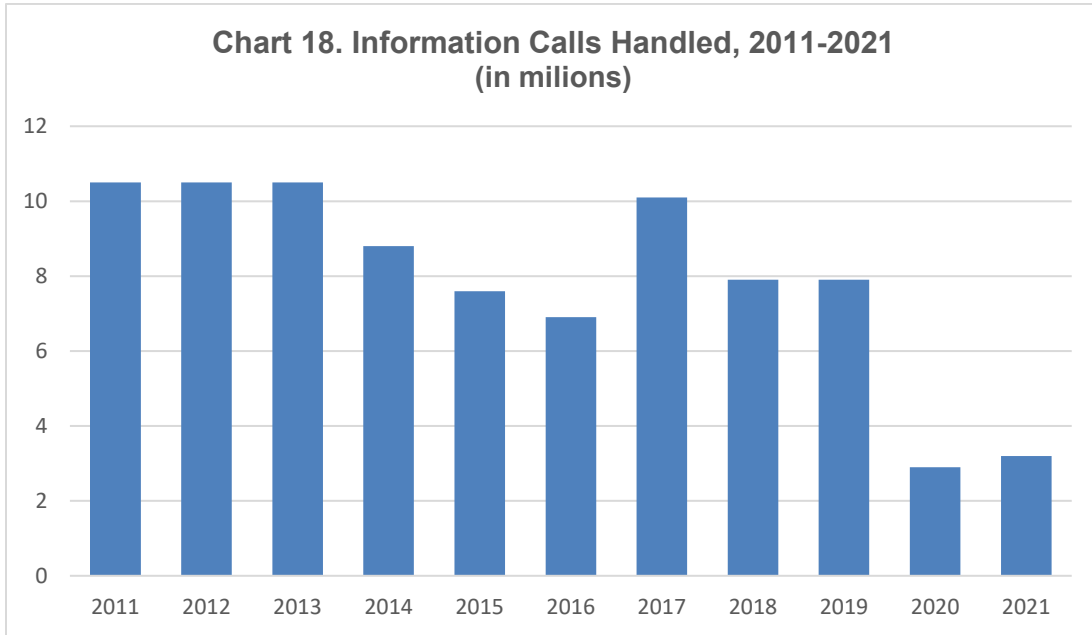






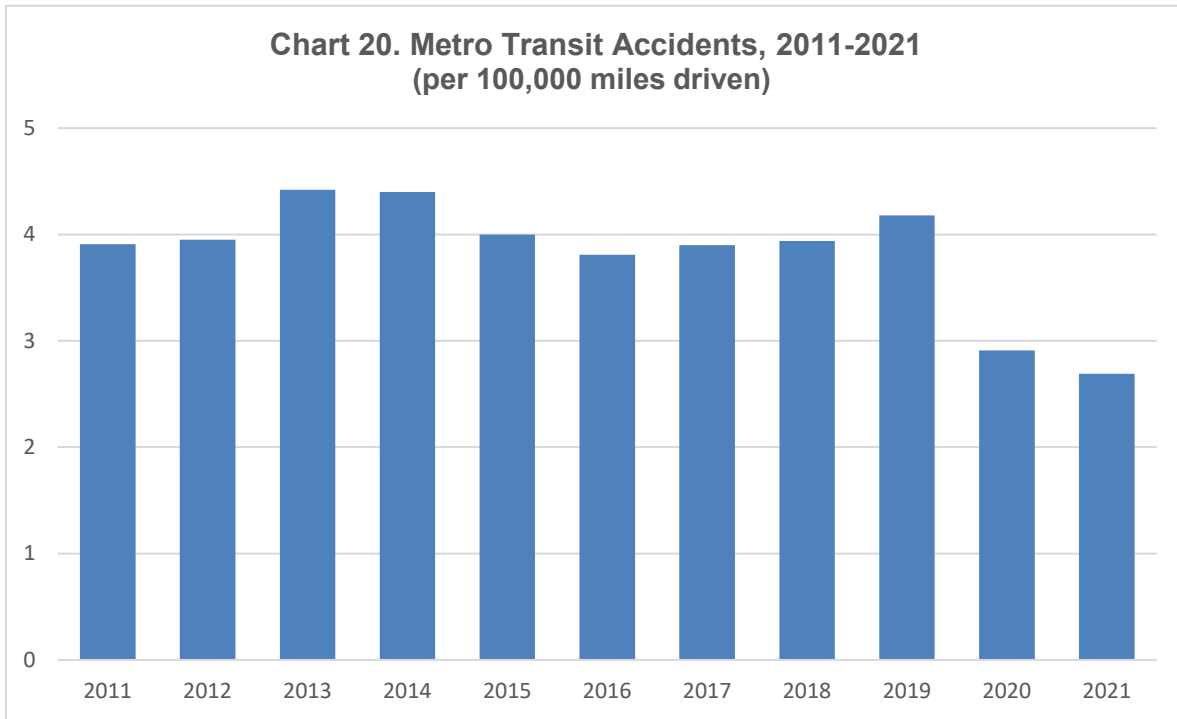
Note: Dollar figures reflect fare increase on Oct. 1, 2017.





Note: Mileage is the distance traveled in service between mechanical failures. Higher is better.



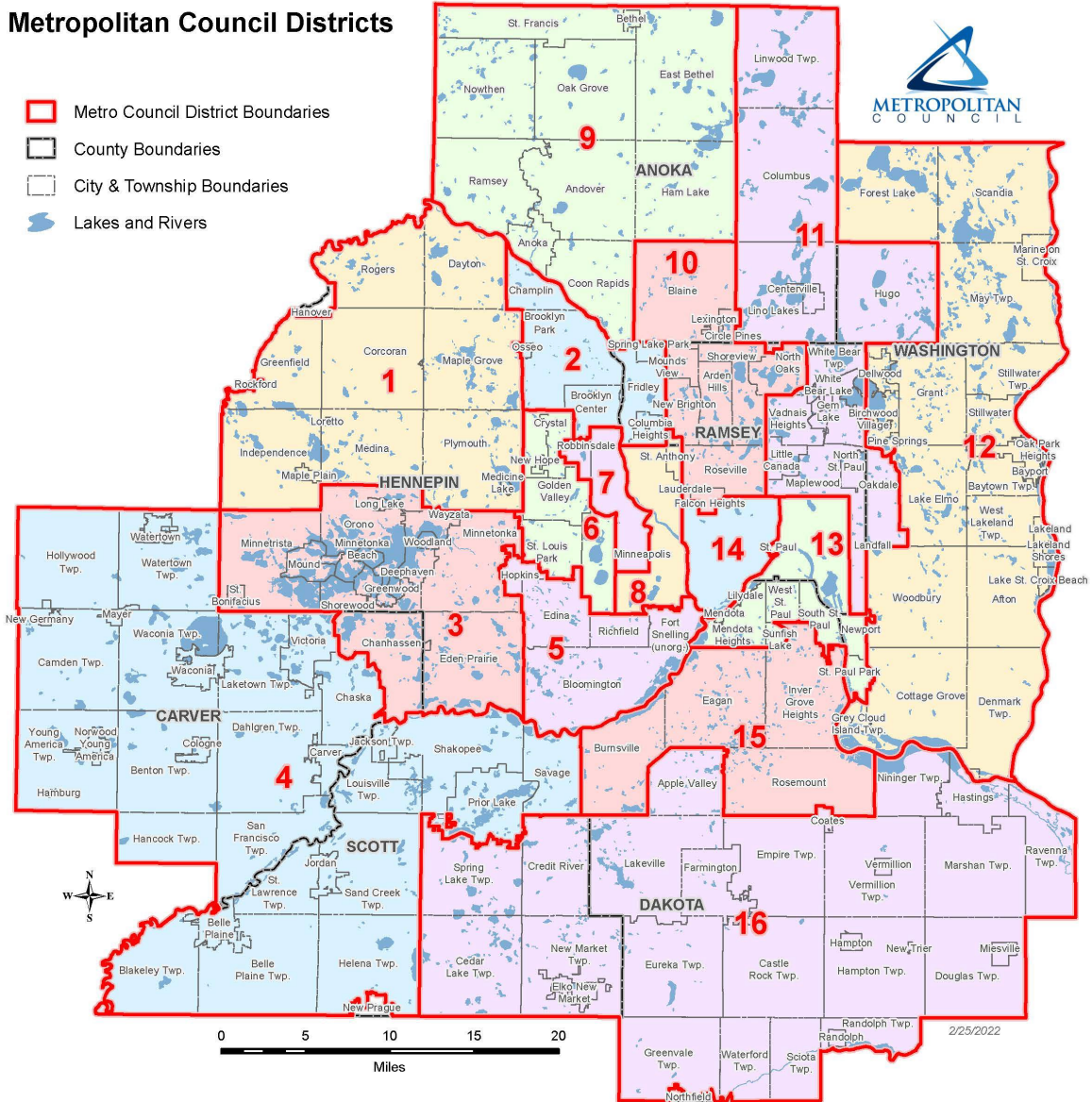


Note: Average number of traffic and passenger accidents per 100,000 miles of bus service.

## Appendix: Maps and Budget Summary

### Metropolitan Council Districts

- Metro Council District Boundaries
- County Boundaries
- City & Township Boundaries
- Lakes and Rivers



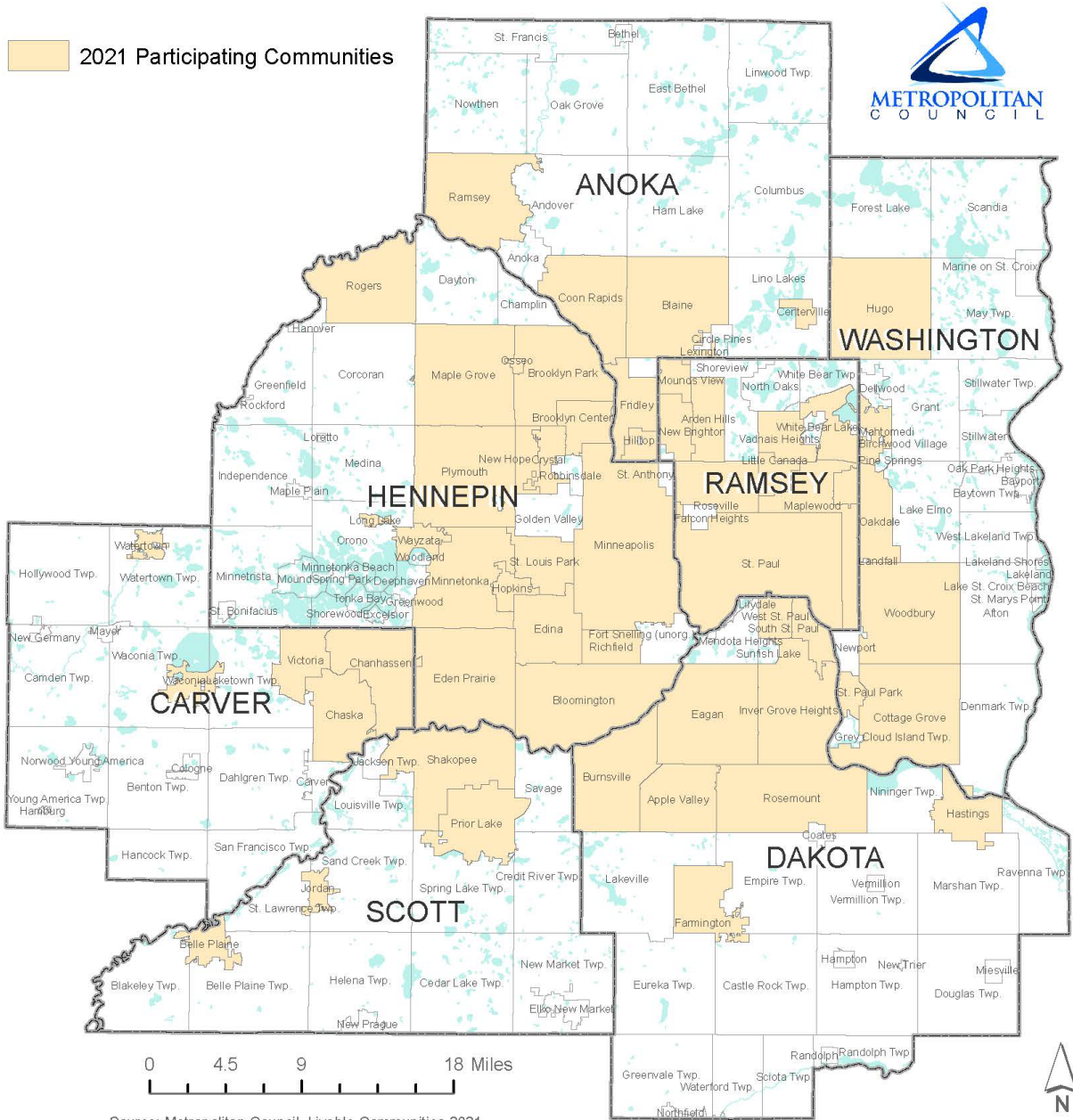
**Chair** Charlie Zelle

- | District |                  |
|----------|------------------|
| 1        | Judy Johnson     |
| 2        | Reva Chamblis    |
| 3        | Vacant           |
| 4        | Deb Barber       |
| 5        | Molly Cummings   |
| 6        | John Pacheco Jr. |
| 7        | Robert Lilligren |
| 8        | Abdirahman Muse  |

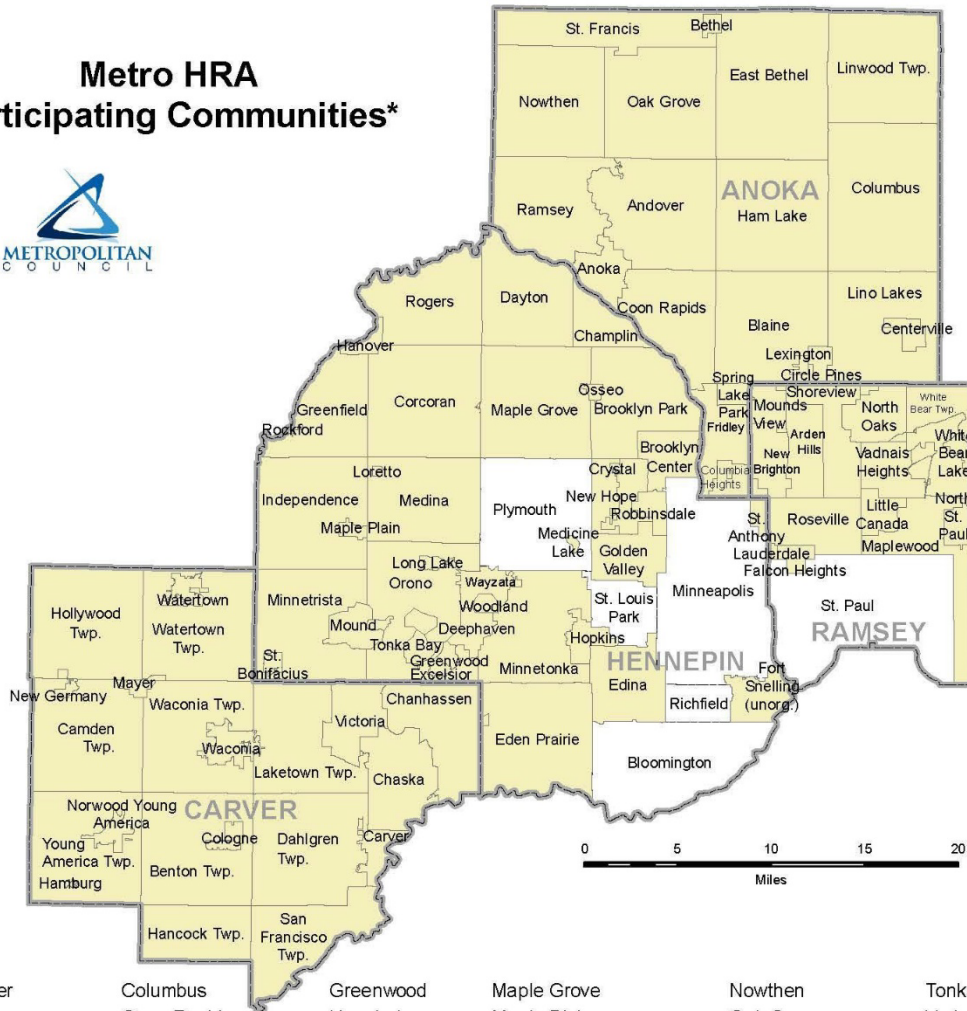
- | District |                    |
|----------|--------------------|
| 9        | Raymond Zeran      |
| 10       | Peter Lindstrom    |
| 11       | Susan Vento        |
| 12       | Francisco Gonzalez |
| 13       | Chai Lee           |
| 14       | Kris Fredson       |
| 15       | Phillip Sterner    |
| 16       | Wendy Wulff        |

Source: Metropolitan Council Redistricting Plan passed by the state legislature on May 17, 2013. Boundaries re-aligned with municipal and county boundaries and NCompass Street Centerlines.

# Livable Communities Act Participating Communities 2021



## Metro HRA Participating Communities\*

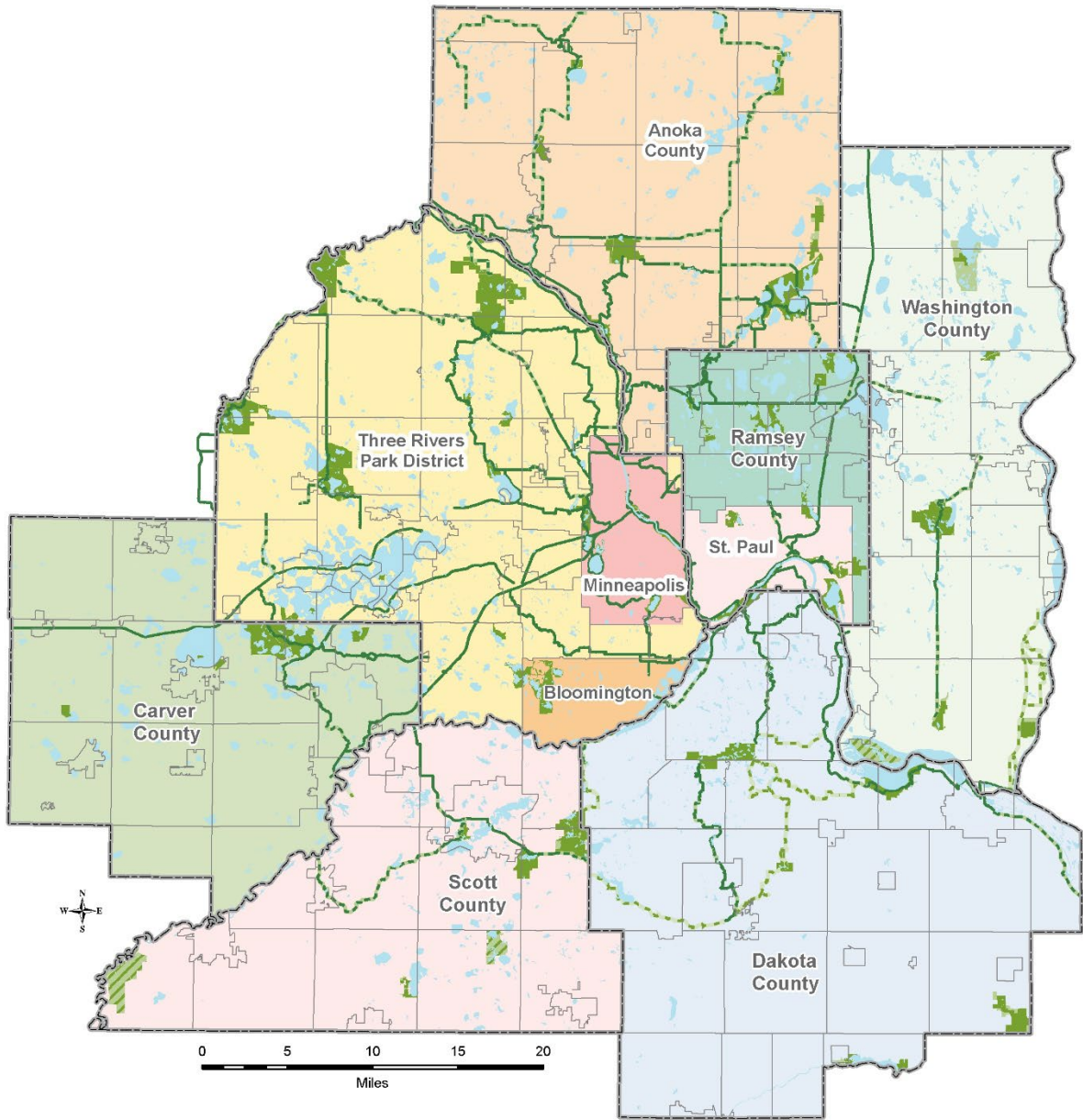


- |                  |                        |                |                       |                    |                    |
|------------------|------------------------|----------------|-----------------------|--------------------|--------------------|
| Andover          | Columbus               | Greenwood      | Maple Grove           | Nowthen            | Tonka Bay          |
| Anoka            | Coon Rapids            | Ham Lake       | Maple Plain           | Oak Grove          | Vadnais Heights    |
| Arden Hills      | Corcoran               | Hamburg        | Maplewood             | Orono              | Victoria           |
| Benton Twp.      | Crystal                | Hancock Twp.   | Mayer                 | Osseo              | Waconia            |
| Bethel           | Dahlgren Twp.          | Hanover        | Medicine Lake         | Ramsey             | Waconia Twp.       |
| Blaine           | Dayton                 | Hilltop        | Medina                | Robbinsdale        | Watertown          |
| Brooklyn Center  | Deephaven              | Hollywood Twp. | Minnnetonka           | Rockford           | Watertown Twp.     |
| Brooklyn Park    | East Bethel            | Hopkins        | Minnnetonka Beach     | Rogers             | Wayzata            |
| Camden Twp.      | Eden Prairie           | Independence   | Minnetrissa           | Roseville          | White Bear Lake    |
| Carver           | Edina                  | Laketown Twp.  | Mound                 | San Francisco Twp. | White Bear Twp.    |
| Centerville      | Excelsior              | Lauderdale     | Mounds View           | Shorewood          | Woodland           |
| Champlin         | Falcon Heights         | Lexington      | New Brighton          | Shorewood          | Young America Twp. |
| Chanhassen       | Fort Snelling (unorg.) | Lino Lakes     | New Germany           | Spring Lake Park   |                    |
| Chaska           | Fridley                | Linwood Twp.   | New Hope              | Spring Park        |                    |
| Circle Pines     | Gem Lake               | Little Canada  | North Oaks            | St. Anthony        |                    |
| Cologne          | Golden Valley          | Long Lake      | North St. Paul        | St. Bonifacius     |                    |
| Columbia Heights | Greenfield             | Loretto        | Norwood Young America | St. Francis        |                    |

\* For some programs, the Metro HRA service area is expanded

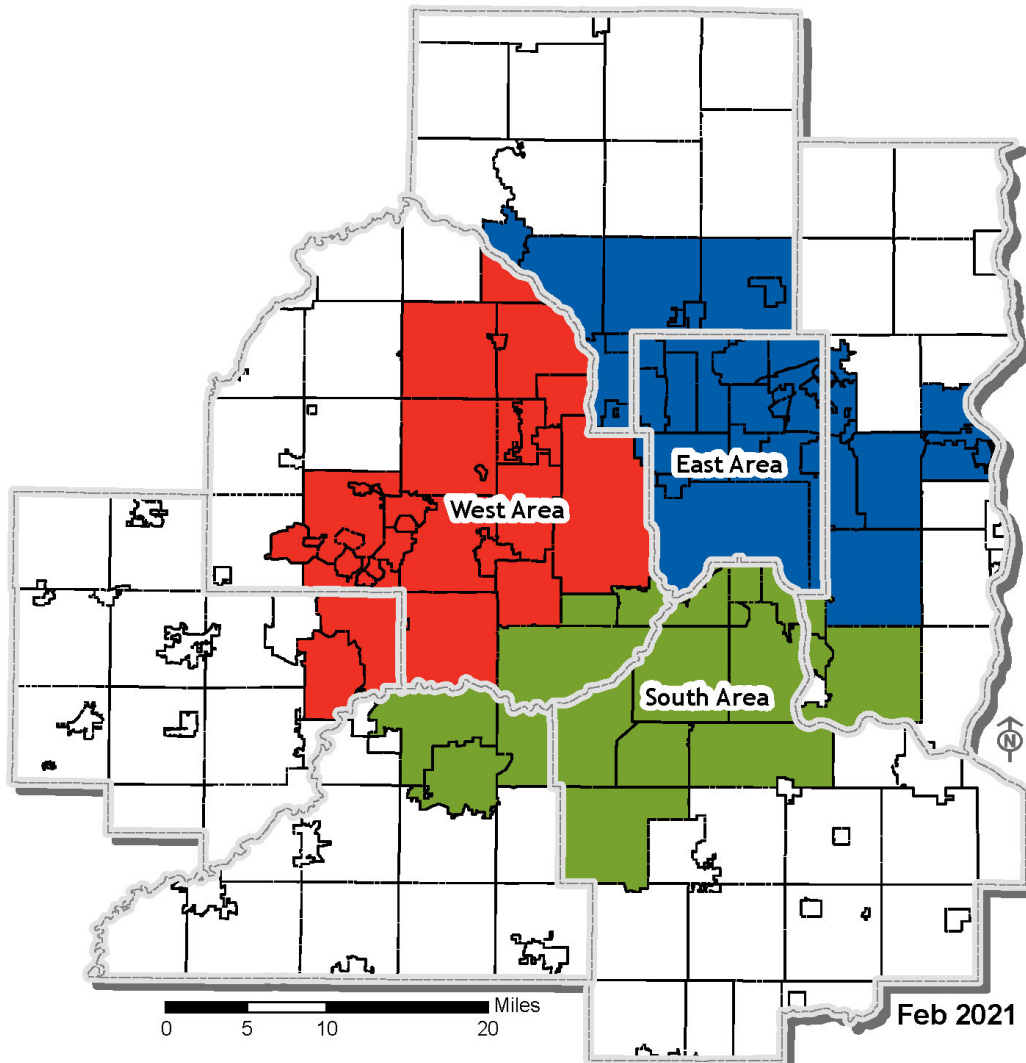


**Regional Parks Implementing Agencies**

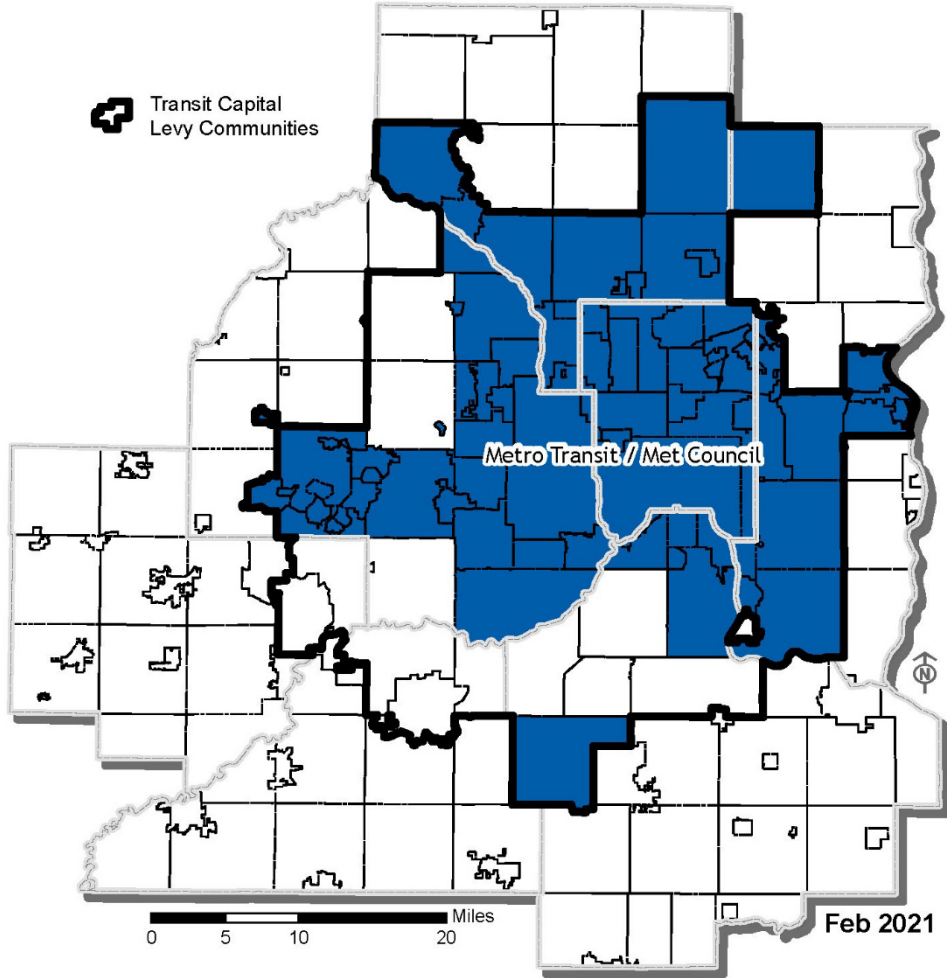


- Regional Trails (Open to the Public)
- - - Regional Trails (Not Open to the Public)
- · - · - Planned Regional Trails (Not Open to the Public)
- Regional Parks (Open to the Public)
- ▨ Regional Parks (Not Open to the Public)
- ▨ Planned Parks (Not Open to the Public)
- County Boundaries
- City and Township Boundaries
- Lakes and Rivers

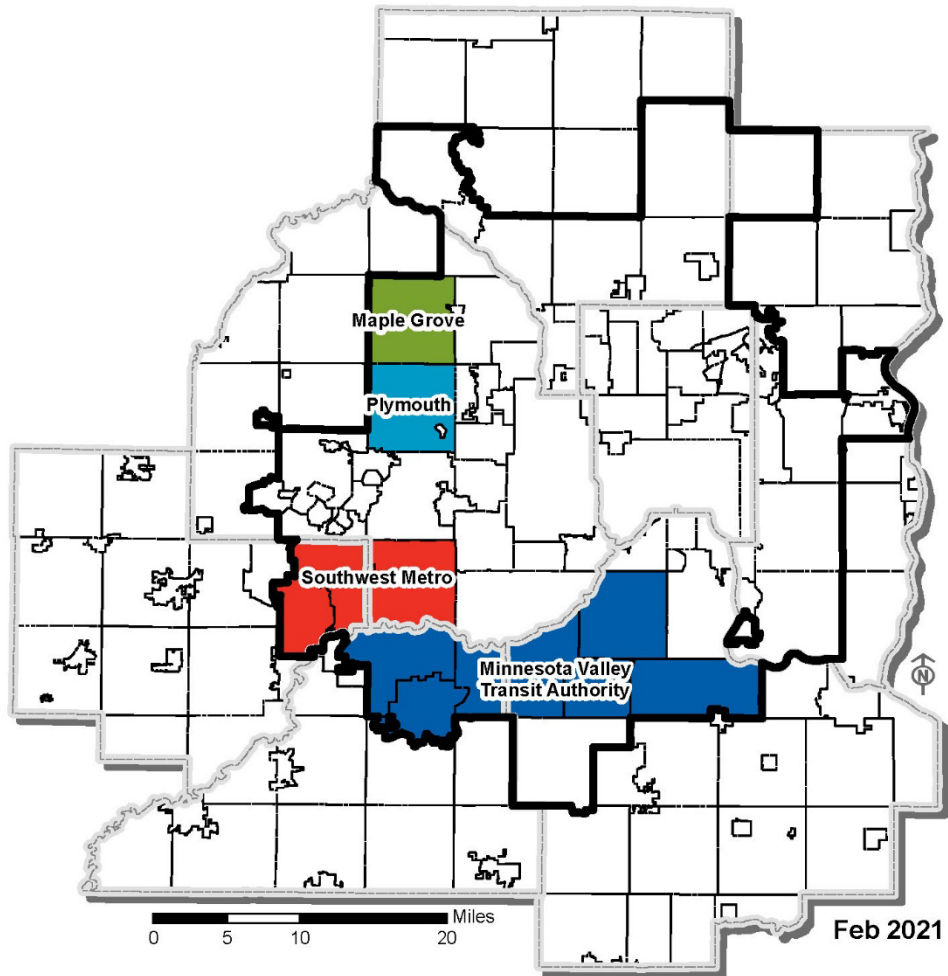
## Metro Mobility ADA Service Areas



## Metro Transit / Metro Council Service Area

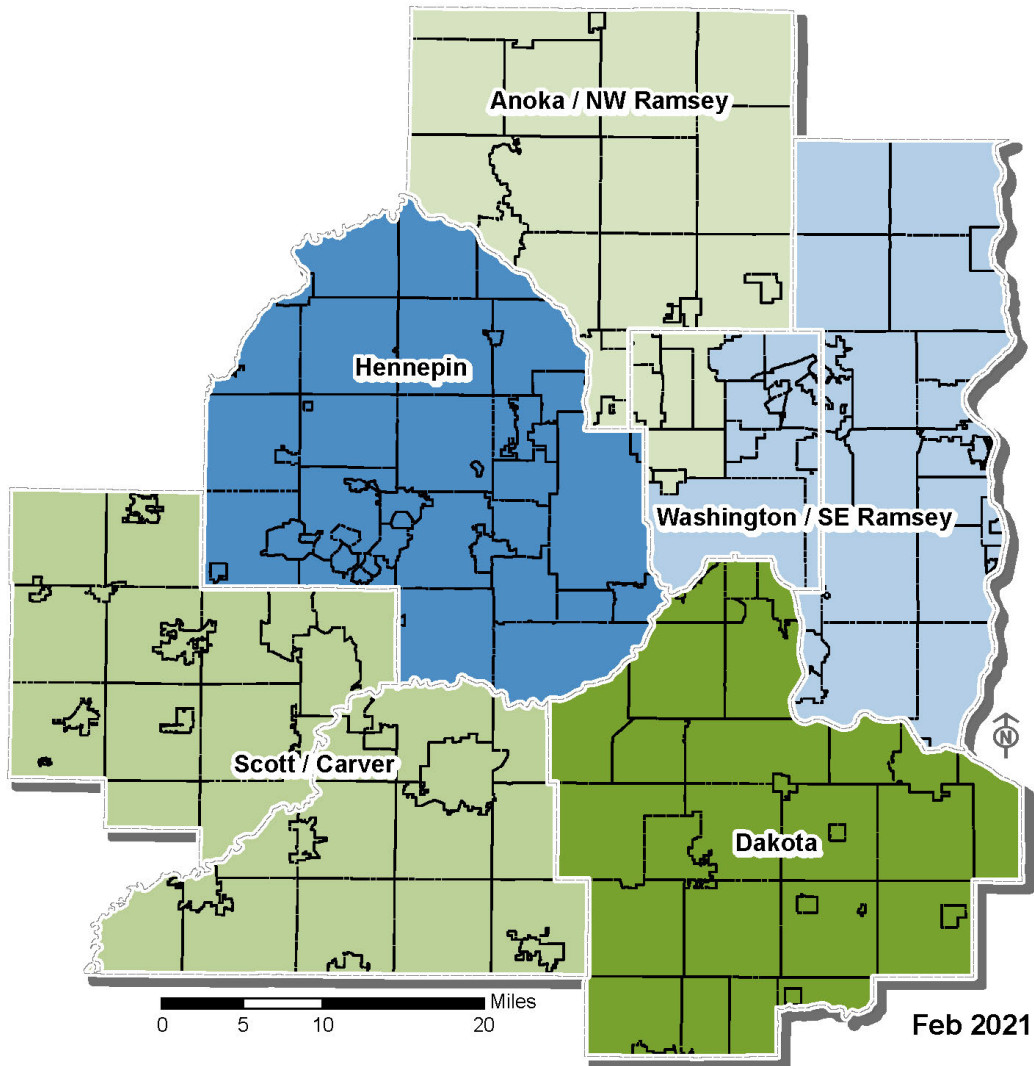


## Suburban Transit Providers

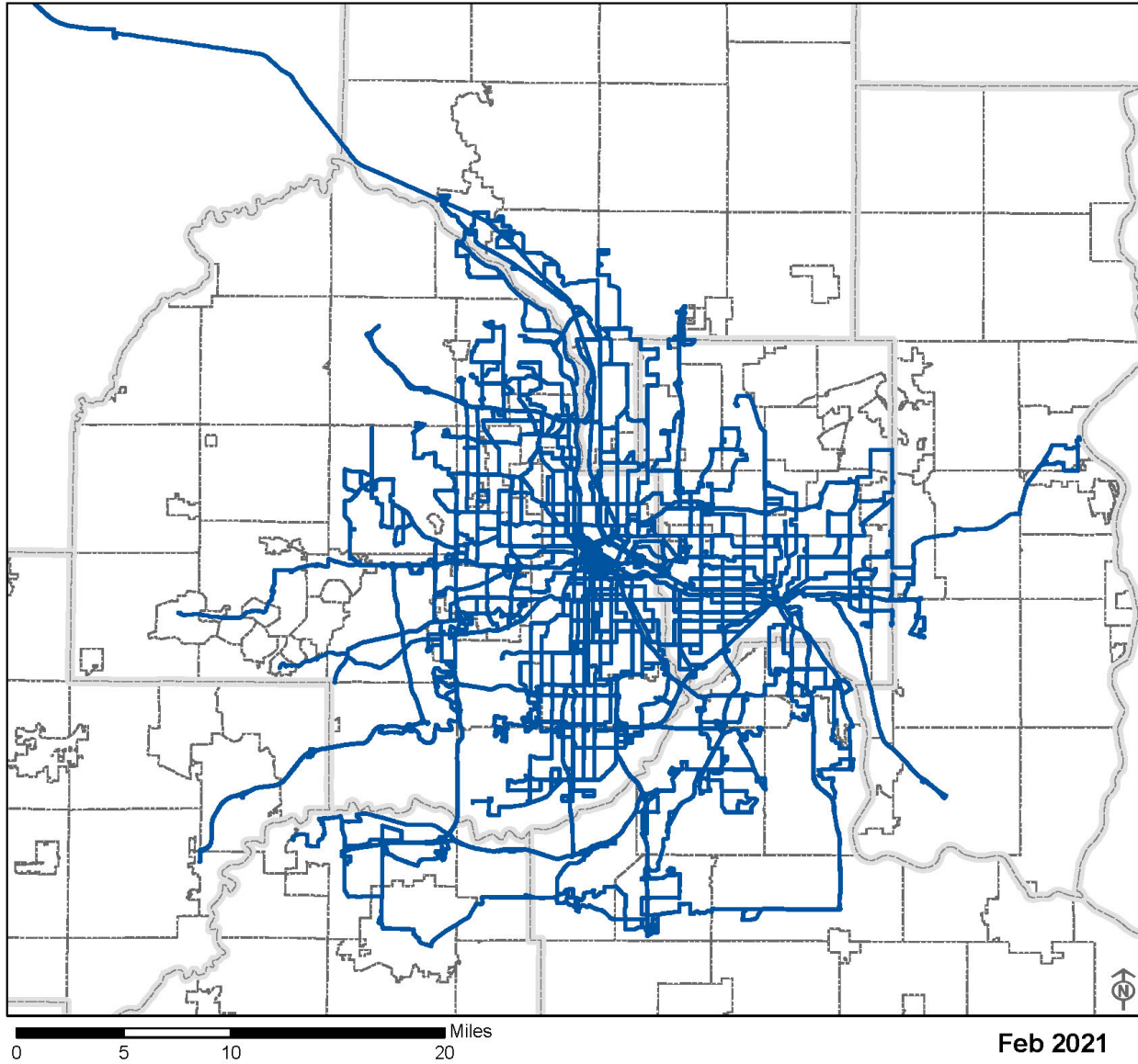




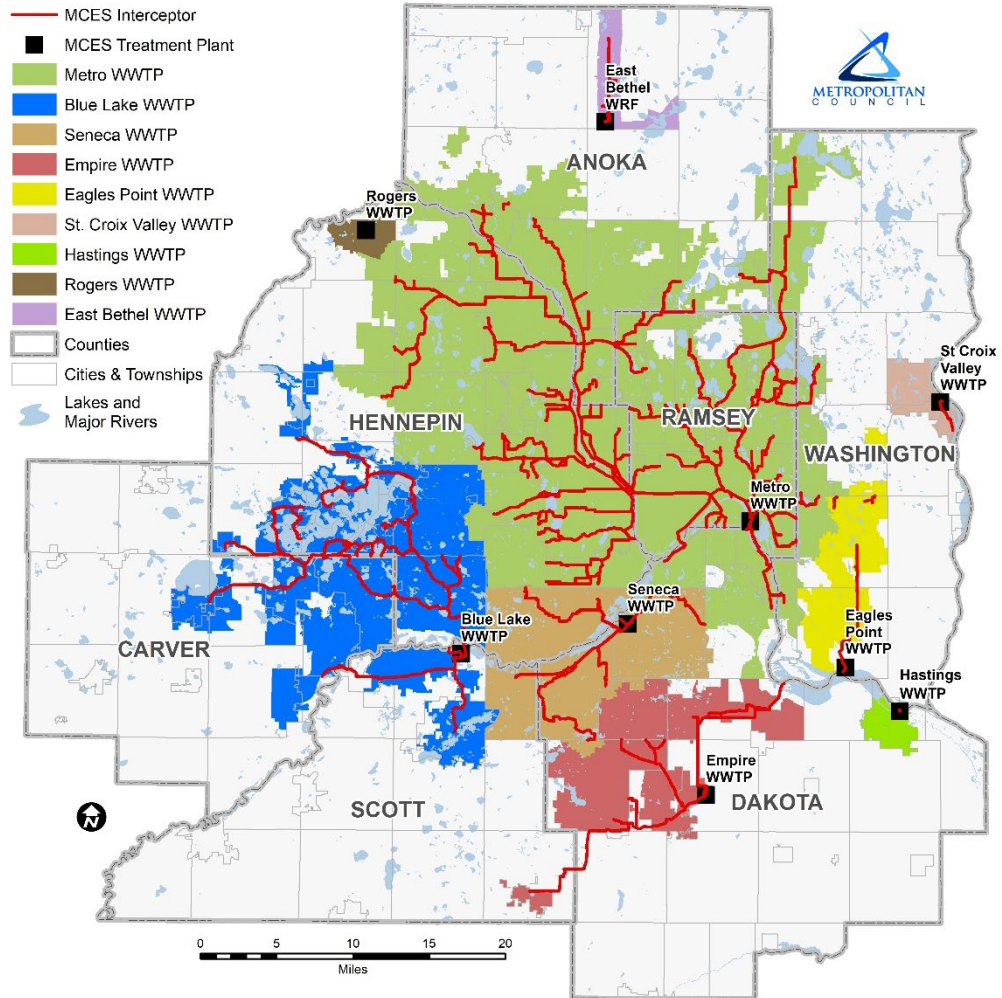
## Transit Link Dial-a-Ride Service Area



## Metropolitan Area Regular-Route Transit Service

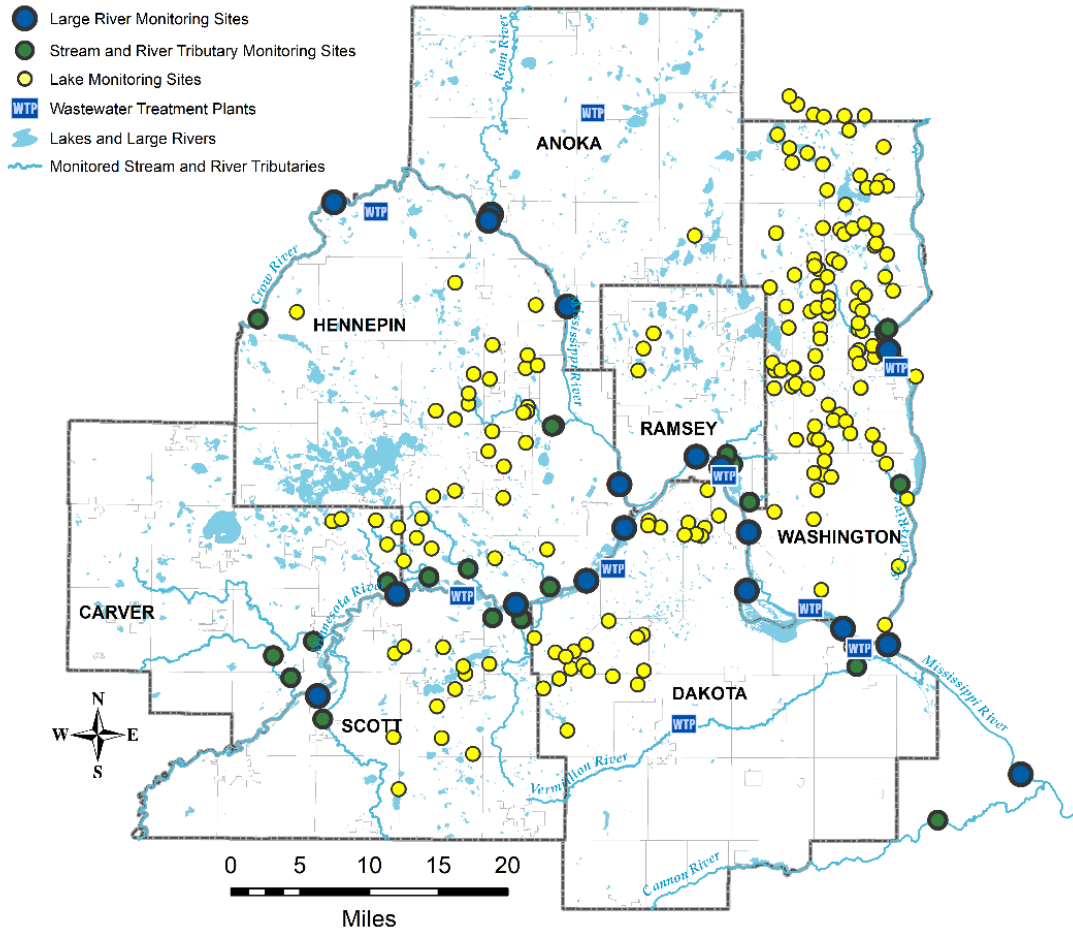


## Wastewater Treatment Plants and Interceptors



Feb. 2021

## Surface Water Monitoring Sites



Feb. 2020

## Metropolitan Council 2021 Adopted Budget

### Revenues

<i>Sources</i>	<i>Dollars (000s)</i>
Net Property Tax	88,739
Federal Revenues	182,502
State Revenues	417,690
Local Revenues	32,872
Municipal Wastewater Charges	240,342
Industrial Wastewater Charges	15,506
Passenger Fares, Contract & Special Events	46,668
Investment Earnings	2,146
Other Post-Employment Benefit Investment Earnings	17,984
Other Revenues	7,851
<b>Total Revenues</b>	<b>1,052,300</b>
<b>Other Sources</b>	
MVST Transfers In	19,385
SAC Transfers In	57,841
<b>Total Other Sources</b>	<b>77,192</b>
<b>Total Revenues and Other Sources</b>	<b>1,129,492</b>

### Expenses

<i>Categories</i>	<i>Dollars (000s)</i>
Salaries & Benefits	475,736
OPEB Benefit Payments	13,663
Consulting & Contractual Services	68,285
Materials & Supplies	39,540
Fuel	23,459
Chemicals	9,756
Rent & Utilities	34,955
Printing	790
Travel	2,149
Insurance	7,085
Transit Programs	101,244
Operating Capital	2,192
Government Grants	3,636
Other Expenses	7,850
Passthrough Grants & Loans	156,912
Debt Service Obligations	205,354
<b>Total Expenses</b>	<b>1,152,606</b>
<b>Other Sources and (Uses)</b>	
Transfers Out/Other Uses	(10,895)
<b>Total Other Sources and (Uses)</b>	<b>(10,895)</b>
<b>Total Expenses and Other Sources and (Uses)</b>	<b>1,163,501</b>
<b>Change in Fund Balance</b>	<b>(34,009)</b>

390 Robert Street North  
Saint Paul, MN 55101-1805

651-602-1000

TTY 651-291-0904

public.info@metc.state.mn.us  
metro council.org

Follow us on:

[Twitter.com/metcouncilnews](https://twitter.com/metcouncilnews)

[facebook.com/MetropolitanCouncil](https://facebook.com/MetropolitanCouncil)

[youtube.com/MetropolitanCouncil](https://youtube.com/MetropolitanCouncil)

