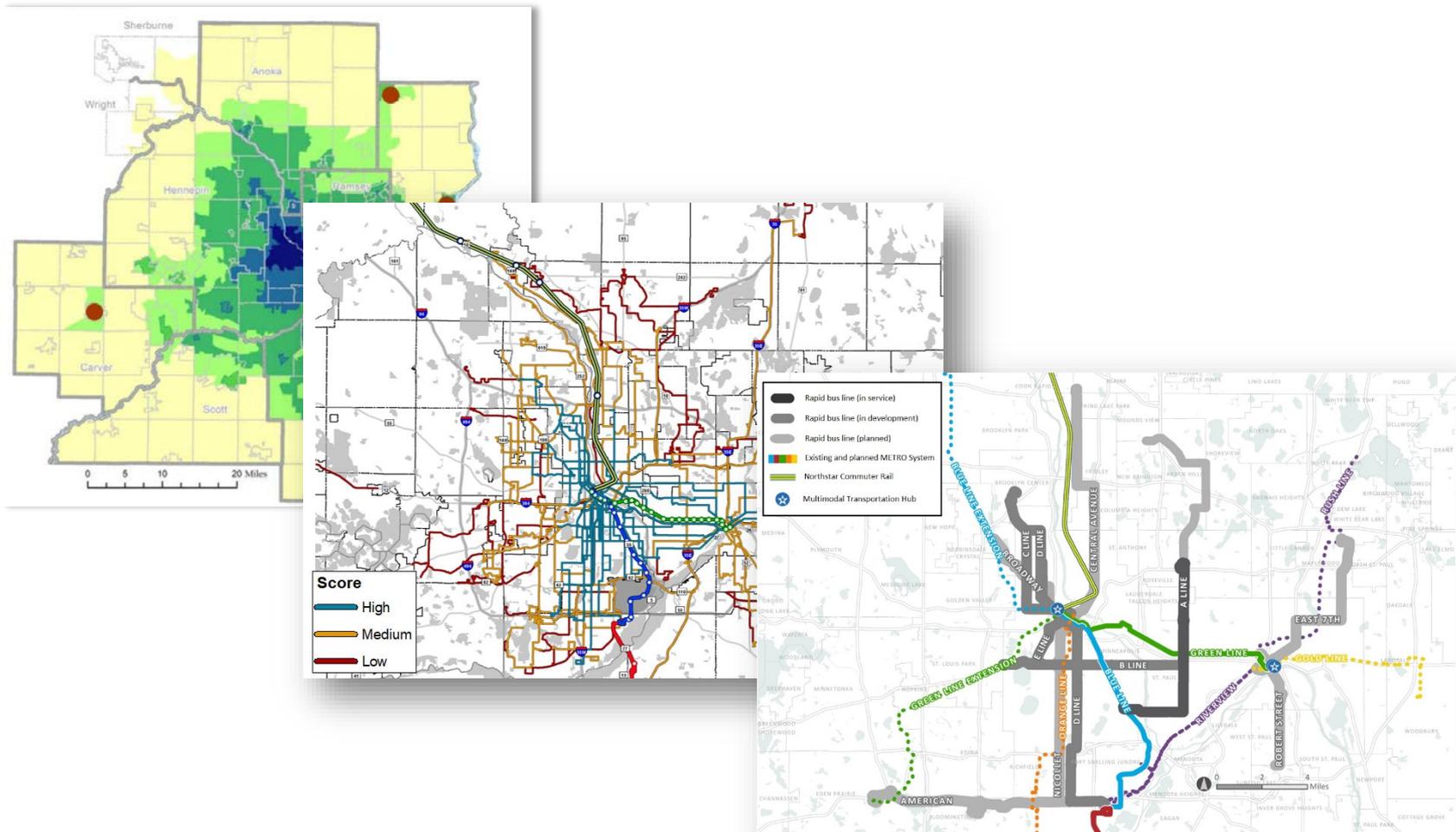


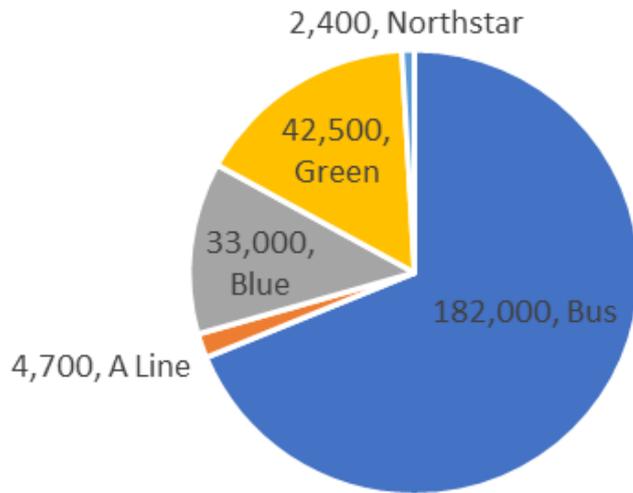
Service Development



Committee of the Whole | April 3, 2019

Adam Harrington, Director of Service Development

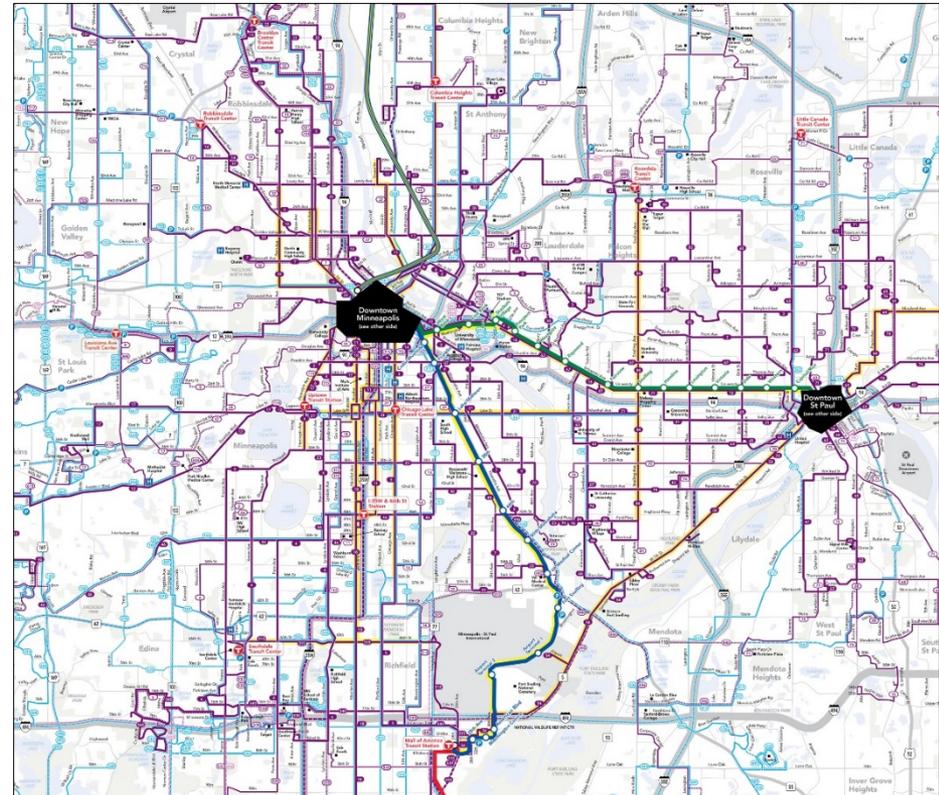
260,000 Daily rides



2.4 million annual bus service hours

4125 weekly runs
39,000 weekly trips

- 130 bus routes
 - A Line
- 2 LRT lines
- 1 commuter rail



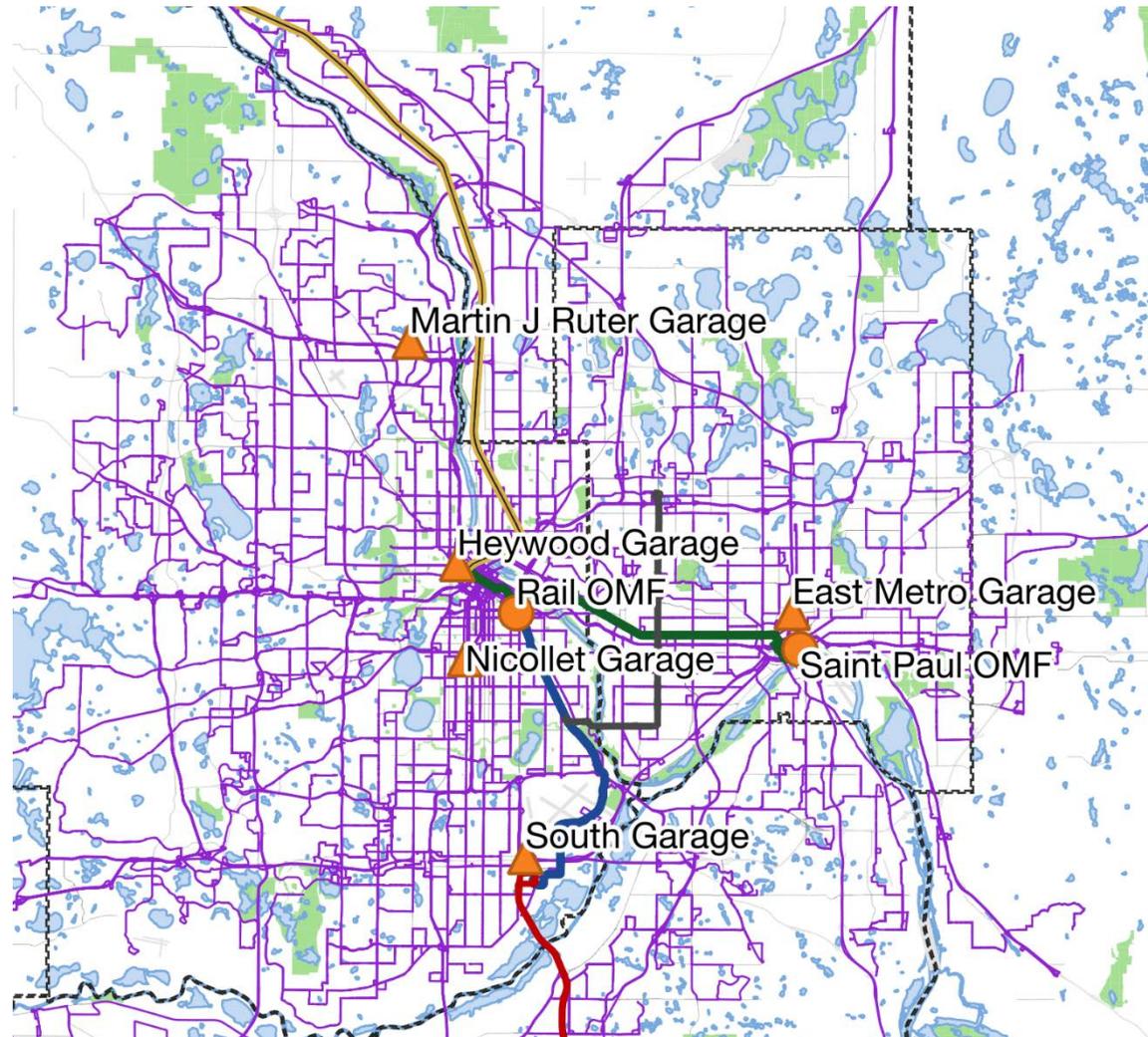
Great People, Great Service

- 3,200 employees
 - 1,500 bus operators
 - 700 mechanics, fleet support staff
 - 120 rail operators



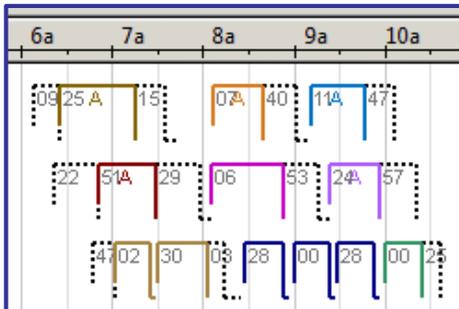
Managing Fleet

- Bus
 - 900 buses
 - 5 bus garages
- LRT
 - 91 light-rail vehicles
 - 2 LRV facilities
- Commuter Rail
 - 6 locomotives, 18 cars
 - Big Lake



What Does Service Development Do?

- **Quarterly Service Changes**
 - Revise schedules to reflect changing conditions
 - Create work schedules for all rail & bus operators
- **Short and Long-Term Projects**
 - Sector studies to redesign service
 - Service Improvement Plan
 - Speed + Reliability initiative
 - Data and reporting improvements
 - Test scenarios
- **Internal Coordination**
 - Bus & Rail Operations
 - Facilities Planning
 - Transitway and BRT project offices
 - Customer Services and Marketing
- **External Coordination**
 - Metropolitan Council work units
 - Local governments
 - MnDOT
 - Employers



7102 Weekday	Duty Type 1P03	Report Time 305a
Signon	305a	320a
Block	2	
Pullout / Trp. 8888 / Lum. 0		
HIAWATHA FACILITY	320a	
CEDAR / RIVERSIDE	329a	
Rt. 901 South / Trp. 1 / Lum. 0		
CEDAR / RIVERSIDE	329a	
FRANKLIN / HIAWATHA	330a	
LAKE / HIAWATHA	333a	
38 ST STATION	335a	
46 ST STATION	337a	
50 ST / HIAWATHA	339a	

Service Improvement Plan

2015-2030

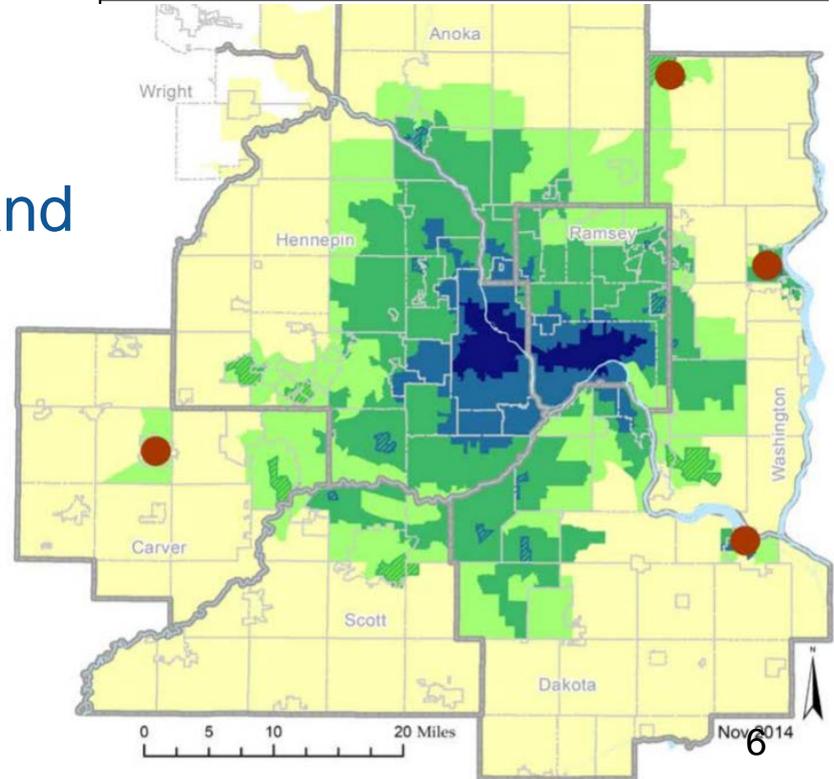
April 2015

Table G-8: Passengers per In-Service Hour

Route Type	Route Average*
Core Local Bus	≥ 20
Supporting Local Bus	≥ 15
Suburban Local Bus	≥ 10
Arterial BRT	≥ 25
Highway BRT	≥ 25
Light Rail	≥ 70
Commuter Express Bus	Peak ≥ 20; Off-peak ≥ 10
Commuter Rail	≥ 70
General Public Dial-a-Ride	≥ 2

Transit demand

- Convenient, frequent, direct
- Travel time competitive
- Cost: vehicle, fuel, PARKING
- Not everywhere for every trip
- Match transit service to demand

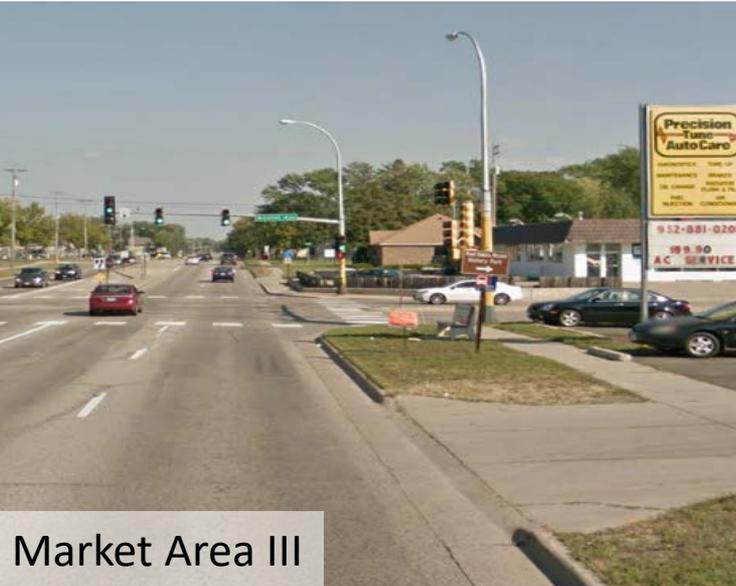


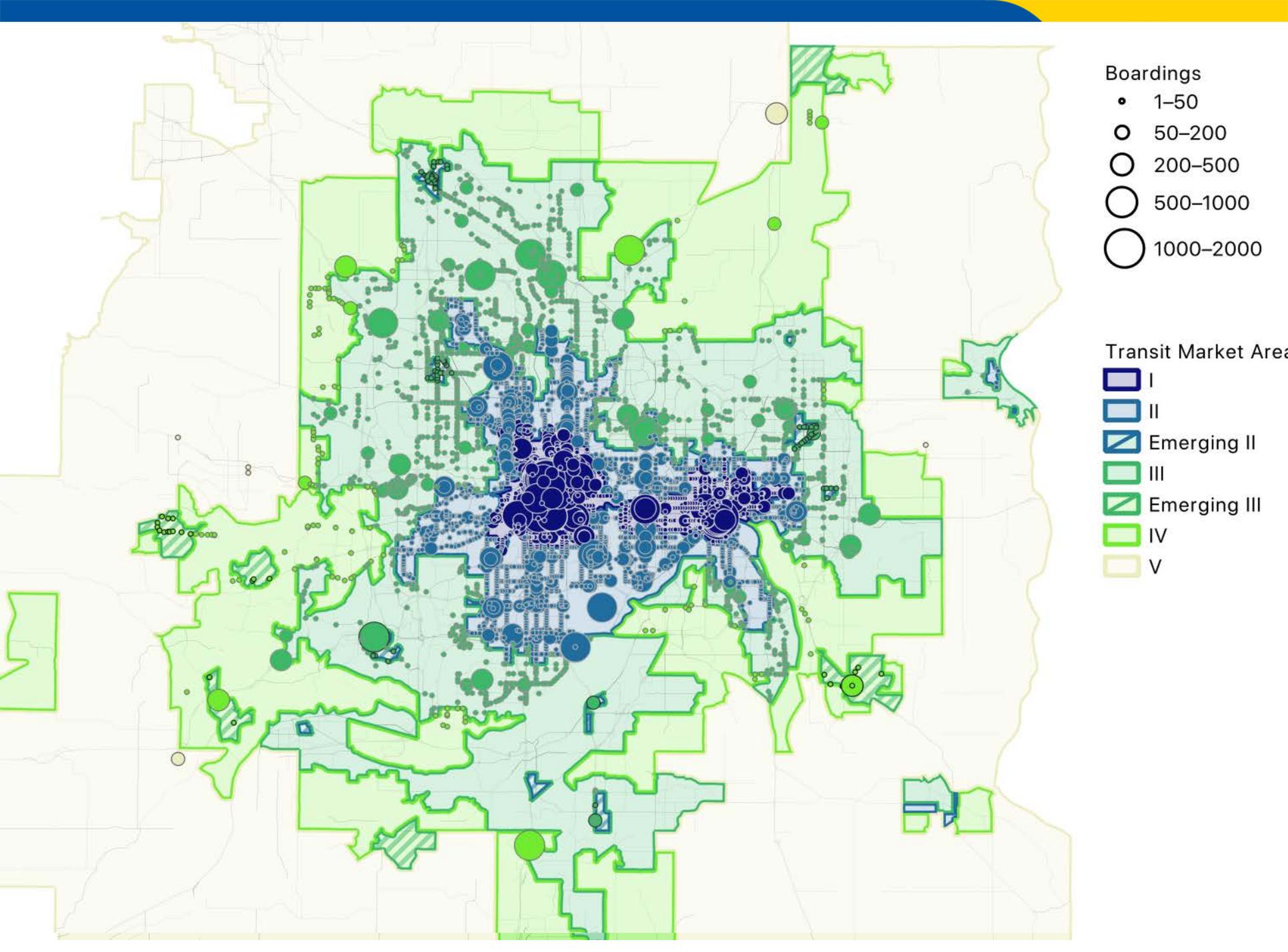
Development Patterns

Market Area I



Market Area II



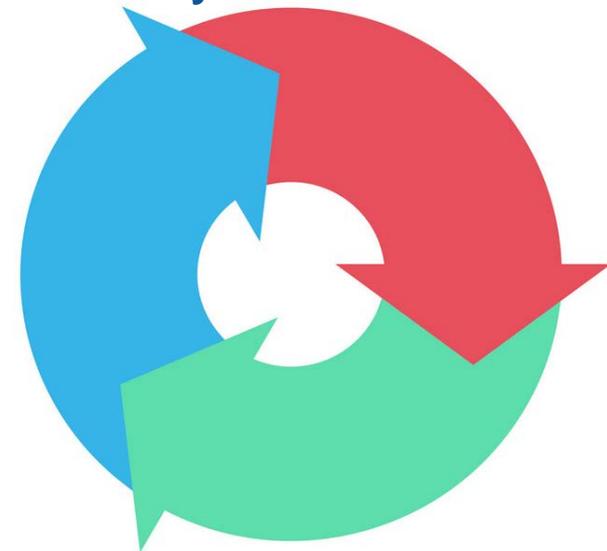


- Boardings**
- 1-50
 - 50-200
 - 200-500
 - 500-1000
 - 1000-2000

- Transit Market Area**
- I
 - II
 - Emerging II
 - III
 - Emerging III
 - IV
 - V

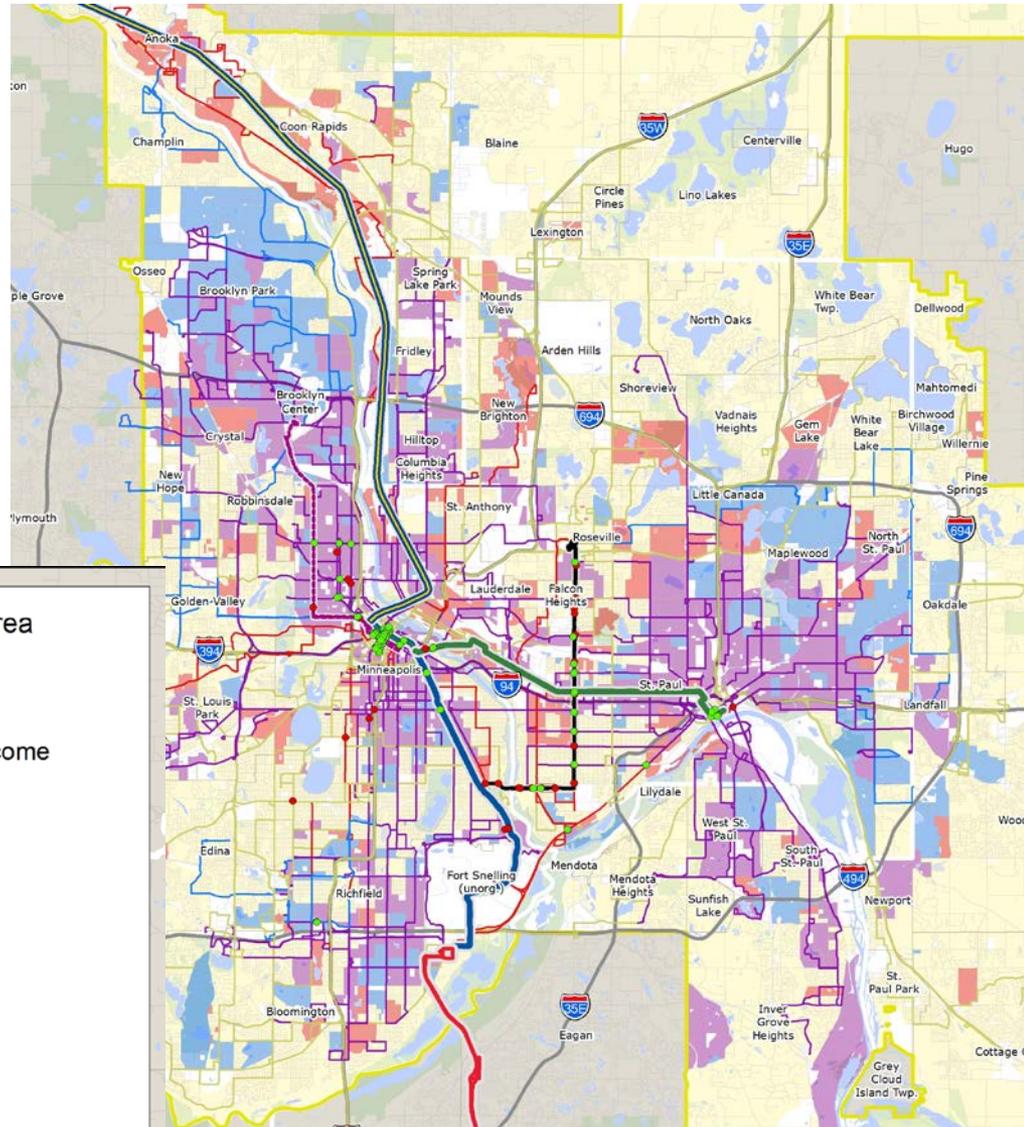
Planning process

- Evaluate existing conditions, Data analysis
- Customer, Operations, Stakeholder input
- Community engagement, depending on level of change
- Plan development
- Equity lens
- If Major Change (25%+ of route), Title VI analysis
- Schedule development
- Implementation
- Evaluation



Title VI, FTA review

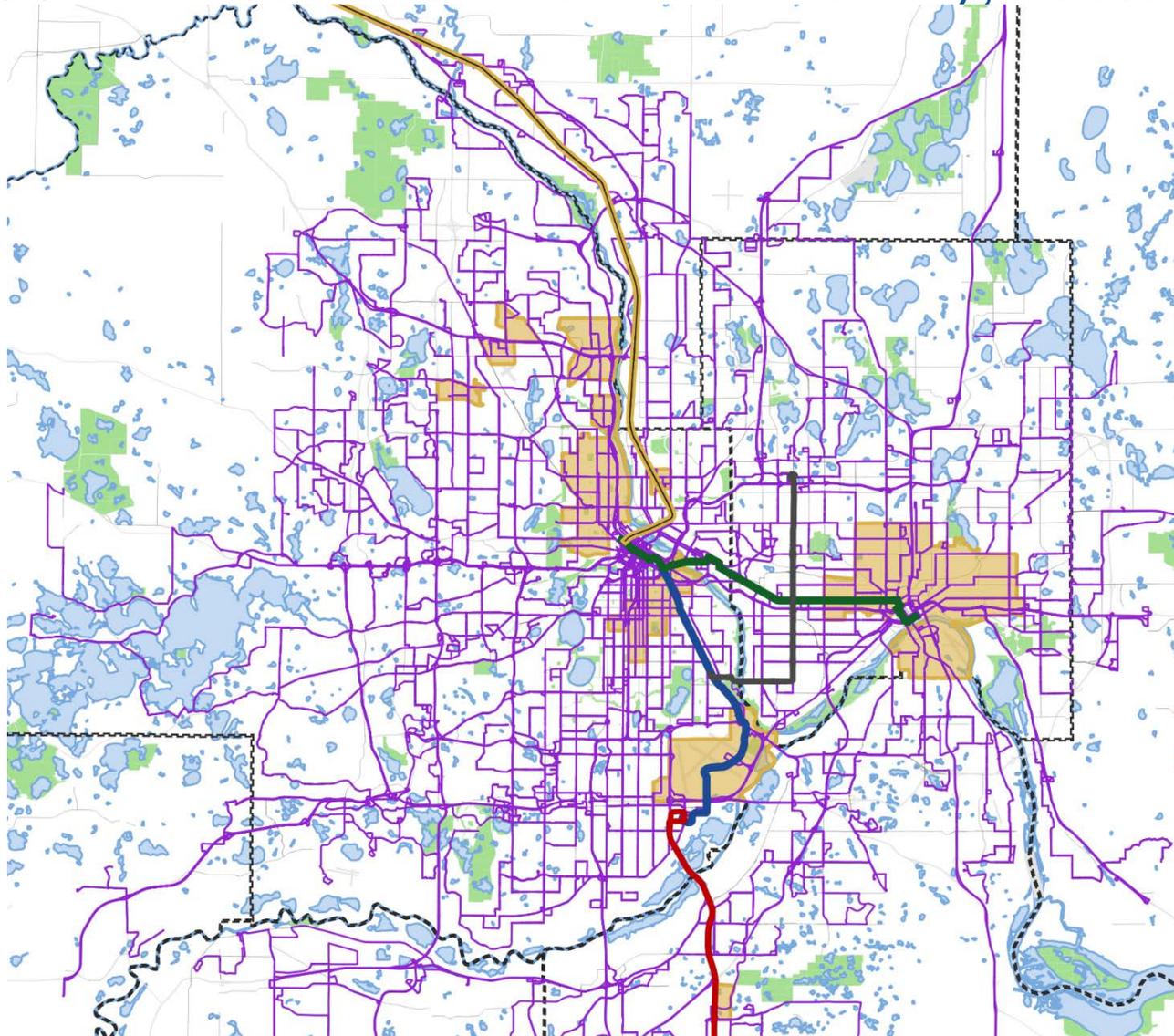
- No disparate impact for minority, low income
- System review 3yrs
- Council approved



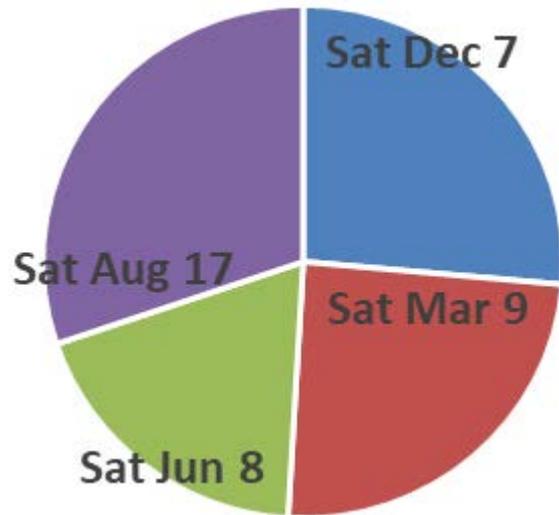
● Shelter Heater (Warranted)	□ Metro Transit Service Area
● Shelter Heater (Unwarranted)	
Bus Route Classification	Demographic Predominance
— Non-Minority, Non-Low-Income	— Non-Minority, Non-Low-Income
— Minority, Non-Low-Income	— Minority, Non-Low-Income
— Non-Minority, Low-Income	— Non-Minority, Low-Income
— Minority, Low-Income	— Minority, Low-Income
Transitway	
— Northstar (Commuter Rail)	— Red Line (BRT)
— Blue Line (LRT)	— A Line (BRT)
— Green Line (LRT)	— C Line (BRT) [PLANNED]

0 2 4 8 Miles

ACP50 • Areas of Concentrated Poverty, +50% minority



Operator Picks - 2019



- Bus & LRT operators “pick” their work assignment based on run type and seniority
- Schedules align with ATU Contract
 - Run type, recovery time, span of shift

- Changes include
 - Running time (travel time)
 - Frequency and trip timing changes to match ridership
 - New or eliminated routes, branches
 - Changes to layover locations



Pick Process Timeline

- Each pick ~ 20 – 50 routes have schedule changes
- Major changes take a minimum 5 months to reach the street
 - » Data Collection = 21 days
 - » Analysis = 45 days
 - » Scheduling = 40 days
 - » Pick Production = 14 days

 - » Service Development = 120 days
 - » + Operator Pick & Training = 35 days

 - » Total = 155 days
- Depending on pick cycle, schedule adjustments can take 6 to 9 months from suggestion submitted

Customer Communication

- Community Engagement
- On street notification
- Website
- Text, social media
- Stakeholders/Partners

Last date for major schedule change CSFs to be delivered to Manager of Scheduling	-88
Last date pocket schedule and map changes accepted by Graphics (Scheduling generates final pocket schedule interface)	-61
Service Development delivers Connect, Insights, and interior bus card info to Marketing	-45
Service review meeting and pick delivery	-38
Warehouse delivers pocket schedules to garages for distribution.	-10
Metro Transit Connect and Interior cards on buses	-8

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Rider Alerts

RIDER ALERT
Beginning May 3 through Fall 2018:

VIEW ACTIVE RIDER ALERTS >
Rider Alerts are issued for planned detours, bus stop changes, service changes and disruptions.

RECEIVE TEXT OR EMAIL ALERTS >
Sign up, choose your routes, or manage your rider alert settings.

Board northbound Nicollet Mall buses on Hennepin Ave. between 7th St. and 3rd St. during these times:

- Detour bus stops
- Open bus stops
- Closed bus stops

612-373-3333 | metrotransit.org

2019 Pick Dates

- March 9: construction detours; Hennepin Avenue downtown, minor schedule adjustments; Minneapolis 4th St Bus lane closes, 8th St detour
 - June 8: **C Line Implementation**, Route 19 restructured, introduce electric buses, school trip reduction, I-35W South trip reduction, State Fair
-
- August 17: Route 62 service reduction with grant conclusion; Route 219 adjustments; eliminate Route 614 Minnetonka, add school trips back; reduce early morning Green Line
 - December 7: service adjustments TBD; Manning Avenue/I-94 East Park and Ride Express

Proposed METRO Green Line Service Adjustment

Wes Kooistra
Metro Transit General Manager

Proposed Green Line Service Adjustment

- Proposed change
 - Eliminate four trips per weekday (2 per direction)
 - Approximately between 2AM-4AM
 - Continue 24-hour weekend service (Saturday and Sunday AM)
 - Similar to current Blue Line schedule
- April – Further review of customer, maintenance, safety, and cost factors
- May - Final decision for August implementation

April Review

- Customer service needs
- Maintenance and other operational interests
- Conduct and safety concerns between 2AM-4AM
- Use of Green Line for shelter
- Costs

Next Steps

- April
 - Review
 - April 16 presentation to Equity Advisory Committee
 - Continue work of connecting people with other shelter options
 - Continue active participation with partners seeking solutions
- May
 - Report back on April review
 - Final operational decision on schedule for August implementation