



# Equity Advisory Committee - Metro Transit Discussion

General Manager Wes Kooistra and MTPD Chief Eddie Frizell

August 18, 2020

# Overview of COVID Responses

- Daily cleaning/disinfecting
- Reduced rider capacity limits on bus
- Prioritizing use of articulated buses and adding trips to high demand routes
- Requiring rear door boarding for those able (March-July)
- Using barriers to separate riders and operators
- Requiring facial coverings for riders
- Distributing masks to riders
- Temperature screening for employees
- Providing masks, face shields, sanitizer, gloves to operators
- Messaging transit for necessary travel only

**FACE COVERINGS  
ARE REQUIRED**



Bandana



Scarf



Cloth/Fabric

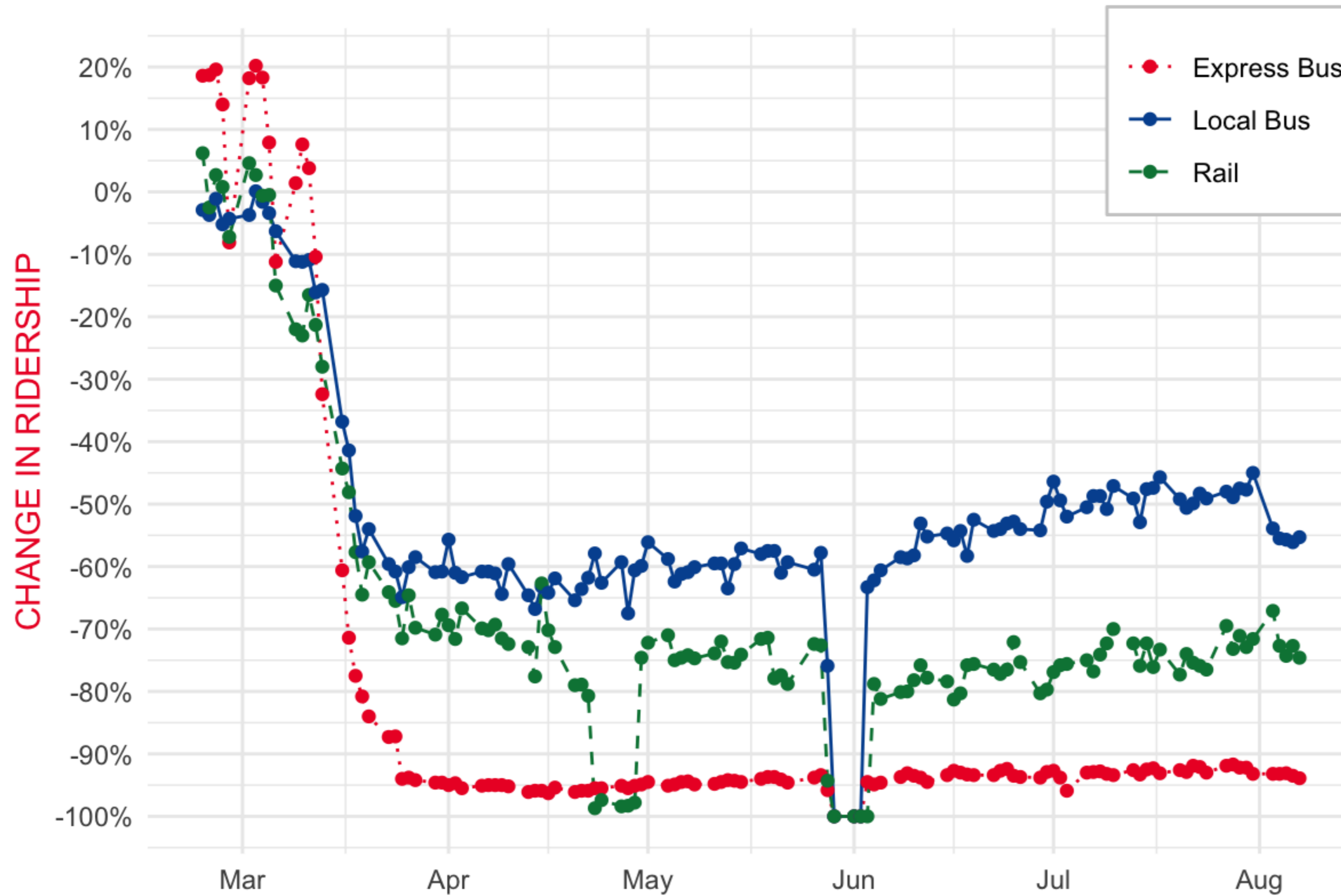


[metrotransit.org/health](https://metrotransit.org/health)



# Percent Change in Weekday Ridership

(Compared to average weekday ridership 2/24–2/28)



\*Preliminary estimates, subject to change

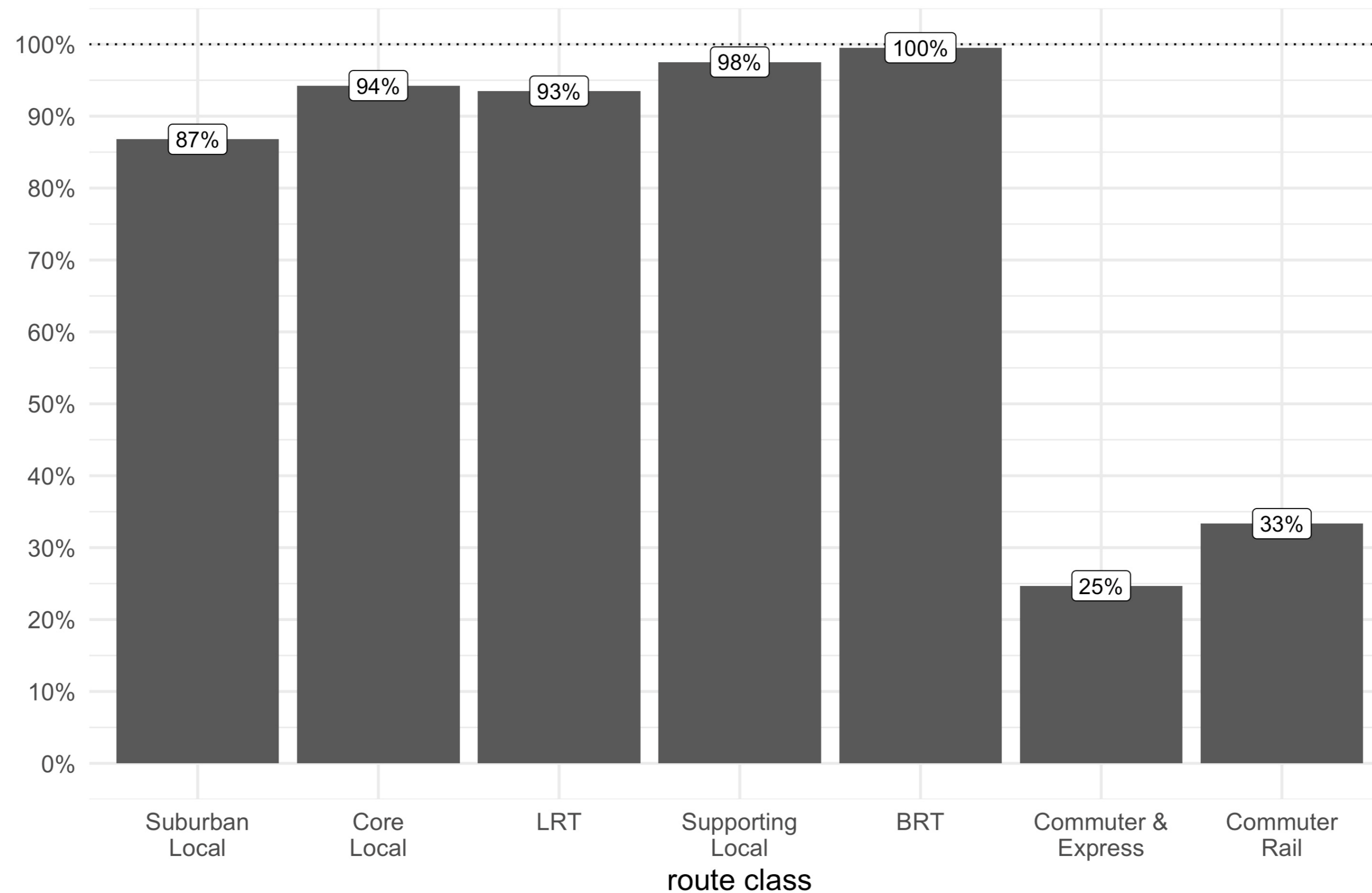


# Service Adjustments

- March 25: ~60% of normal bus service – LRT to 20-minute intervals
- April 18: LRT time span reduced to 6am-9pm
- June 13: ~65% of pre-pandemic bus service
- June 27: Added bus trips – LRT time span increased from 5am – 11:30pm
- September 12: ~80% of pre-pandemic bus service
- 80% service continues as the current 2021 budget assumption

# Comparing September 2019 to September 2020

Trips by route classification  
% of 2019 September weekday schedule



# Planning for the Future

- Making decisions based on public health guidance, ridership demand, budget and operator constraints, and customer safety and security expectations
- Centering recovery plans on customer feedback, public engagement, and collaboration with partners
- Committed to a better, stronger transit system in the post-pandemic future



**IN THIS  
TOGETHER**

# Listening and Learning Through Crises

- Seeking to listen to our riders and the communities we serve
- How have this year's crises – COVID-19, George Floyd's homicide, the destruction of community resources during civil unrest – changed needs and expectations for transit?
- Methods include:
  - Conversations with customers at bus stops and stations, mask distribution events, TAP sign-ups, and others
  - Meetings with community organizations
  - Online survey

# Metro Transit Efforts to Advance Equity

- *Thrive MSP 2040* and the Metropolitan Council's Equity Policy commit us to evaluating planning, operations, and investments through an equity lens
- Developing a more deliberate and intentional approach to embedding equity in our work
  - Transit service we provide
  - Programs to improve transit access and quality
  - Organizational practices critical to equitable processes and outcomes



# Programs to Improve Transit Access and Quality

Examples include:

- Arterial Bus Rapid Transit (BRT) Program
- Better Bus Stops
- Better Bus Routes/Speed and Reliability
- Transit Assistance Program (TAP)
- Metro Transit Police Department Homeless Action Team (HAT)
- MTPD community partnerships
- Preparing for administrative citations

# Organizational Practices Key to Equitable Processes and Outcomes

Examples include:

- Public engagement
- DBE and MCUB utilization
- Diverse hiring, retention, promotion
- Metro Transit Equity and Inclusion Unit

# Additional Equity Action Steps in 2020

- Continuing to pursue administrative citations for fare evasion legislation
- Developing equity evaluation of quarterly service changes
- Identifying ways to strengthen programs that improve people's lives
- Performing budget equity analyses
- Developing transit equity measures
- Requiring "Equity" to be addressed as part of Thrive Lens analysis in business items
- Strengthening processes for centering our work on public engagement and riders' experiences
- Partnering with Human Resources to improve workforce diversity, equity, and inclusion
- Partnering with Office of Equal Opportunity to increase contracting and purchasing with disadvantaged/underutilized businesses
- Participating in Met Council's Metro Transit Police Department Review



# Metro Transit Police Department