



# Metro Transit Update

April 16, 2024

# Tonight's topics

- Metro Transit Update
- Metro Transit Forward strategic framework

# About Metro Transit

- In 2023, we provided nearly 137,000 rides each weekday that connect people to places that matter – work, school, essential services, recreation, and more
- Operate bus, light rail, and commuter rail
- Serve over 70 communities
- About 3,200 employees (FTEs 2024 Budget)





# Metro Transit recent highlights (1)

- Ridership up
  - +17% 2024 YTD vs 2023
  - +16% 2023 vs 2022
- Bus rapid transit (BRT) construction on track for **2025** openings
  - **March:** Gold Line
  - **June:** B Line
  - **December:** E Line



## Metro Transit recent highlights (2)

- Safety & Security Action Plan implementation advances – examples:
  - Increasing official presence
    - Transit Rider Investment Program (TRIP) Agents launched in February
    - Transit Service Intervention Project
  - Establishing cleaning and repair standards for public facilities and vehicles
  - Launching *Take Pride in Your Ride* campaign
- Metro Transit Workforce Taskforce launched
  - Unified strategy to recruit, retain, and grow/develop employees
  - Great Workplace Project
- Network Now public engagement anticipated this summer



## Metro Transit recent highlights (3)

Staff focused on increasing presence on our system

- “Great Day In Transit”
- Light rail listening tours
- Senior leadership ridership requirement
- Personally riding every route in year one as general manager





# Metro Transit Forward Overview

- Metro Transit Forward is our effort to develop a vision, mission, and strategic framework for staff to use to guide our work.
- As we develop this framework, we are seeking internal and external feedback to see if we are hitting the mark.
- The work we do to carry out the vision, mission, and strategic priorities will provide many more opportunities for input and engagement.



# Initial internal and external feedback

## Employee engagement | Sept - Dec 2023

- *What is your ideal transit experience?*
- *What is one feature of your ideal workplace?*
- *What steps can we take to reach these ideals?*

### Themes:

- **Ideal transit experience:** Safety, cleanliness, speed, reliability
- **Ideal workplace:** Support, better communication, respect, professional development, flexibility

## Public events | Nov 2023

- *What would be your ideal transit experience?*
- *What do you think metro transit is doing well?*
- *If you could pick one thing for Metro Transit to do, what would it be?*
- *What would you most like to see change?*

### Themes:

- **Ideal/priority for change:** Safety, cleanliness, reliability, increase span, increase frequency, add new service, speed, better snow removal, update fare products
- **Doing well:** engagement, bus rapid transit, security investments, hiring/returning service



# Metro Transit vision and mission statements

## Vision

Connecting people,  
strengthening communities,  
improving lives

## Mission

Metro Transit delivers  
high-quality transportation for  
the communities we serve.

# Emerging Strategic Priorities



## Employees

*Investing in attracting, retaining, and growing our workforce*

- Metro Transit Workforce Taskforce, including unified hiring plan and piloting ways to improve hiring and training
- Great Workplace Project
- Employee town halls and other communications improvements
- Employee Resource Groups



## Experience

*Ensuring every trip is safe, clean and welcoming*

- Safety & Security Action Plan
- Rail State of Good Repair projects
- Review and update fare products



## Service

*Improving options by increasing frequency and span, speed and reliability, and routes*

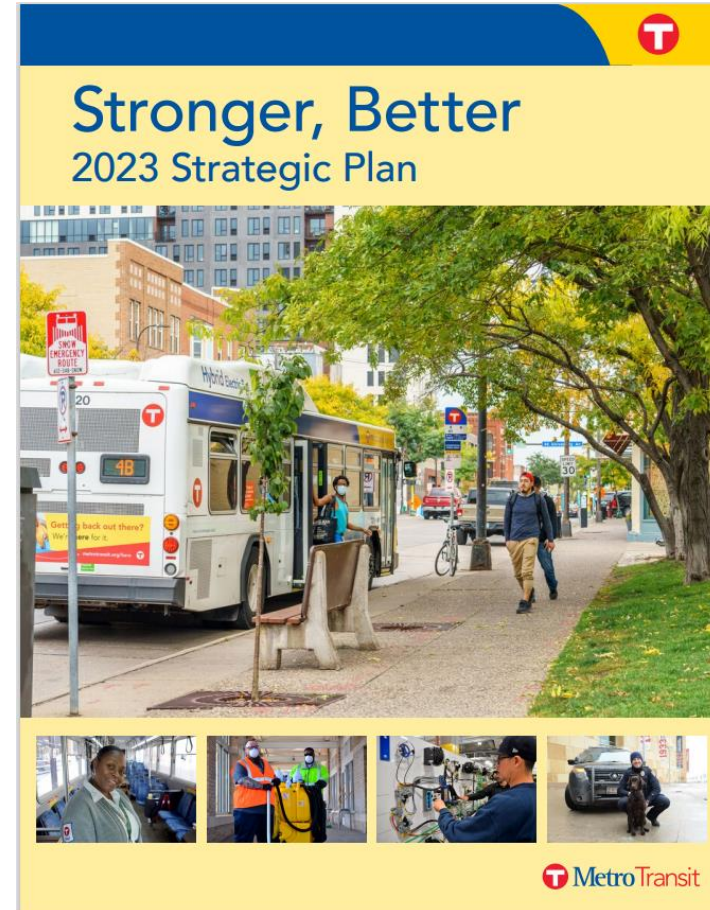
- Network Now
- Speed & Reliability Program
- Arterial BRT Plan Update
- Continued investment in METRO network

### Examples of initiatives

includes both existing efforts or new initiatives on our horizon

# Continuing foundations of previous strategic plan

- Equity
- Sustainability
- Communications and engagement
- Performance measurement and continuous improvement
- Financial stewardship





# Conversation

1. Questions?
2. Request for initial reactions on the emerging strategic framework:
  - **Vision:** Connecting people, strengthening communities, improving lives
  - **Mission:** Metro Transit delivers high-quality transportation for the communities we serve.
  - **Strategic priorities:** employees, experience, service
  - **Foundations/core elements:** equity, sustainability, communications/engagement, performance measurement/continuous improvement, and financial stewardship
3. What are we missing?
4. Other thoughts?

**Thank You!**