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

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**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!