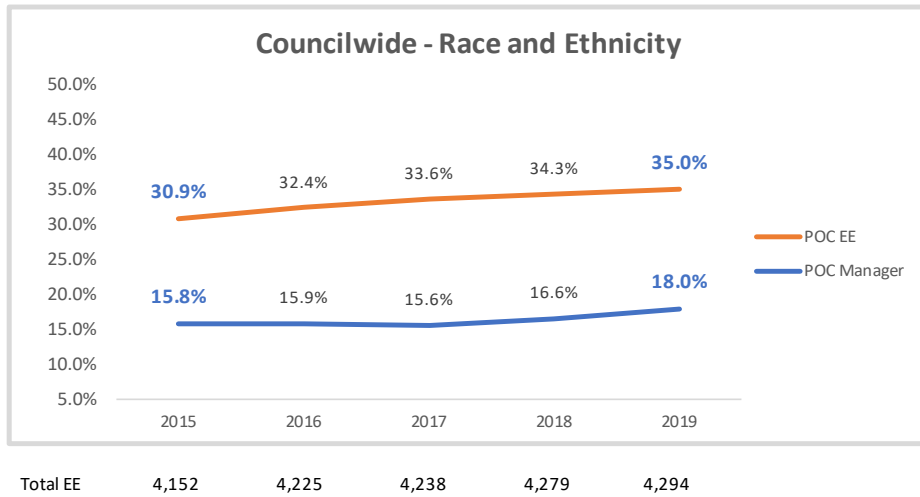




COUNCIL WORKFORCE DATA YEAR-END 2019

01/01/2019 through 12/31/2019

WORKFORCE COMPOSITION – RACE AND ETHNICITY



TRENDS/OBSERVATIONS

The Council has made steady improvements in people of color (POC) representation in the overall employee population and in management positions over the past five years and since 2009

	POC Manager		POC EE	
	2009	2019	2009	2019
Transit	14.7%	20.3%	32.7%	40.8%
ES	9.6%	10.3%	7.5%	13.4%
RA	6.7%	14.7%	14.0%	24.0%

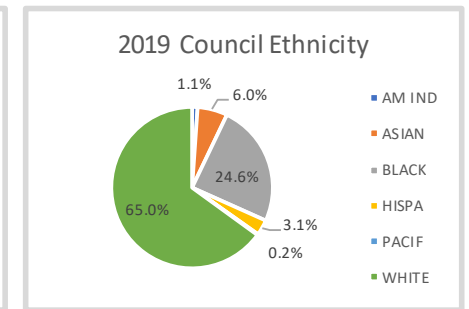
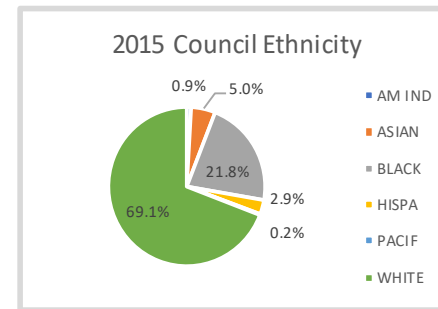
The Council is improving its representation of POC compared to the TC Metro Region Civilian Workforce (2014-2018):

- 23.4% Total Workforce POC workforce
- 12.3% Execs/Mgr POC workforce

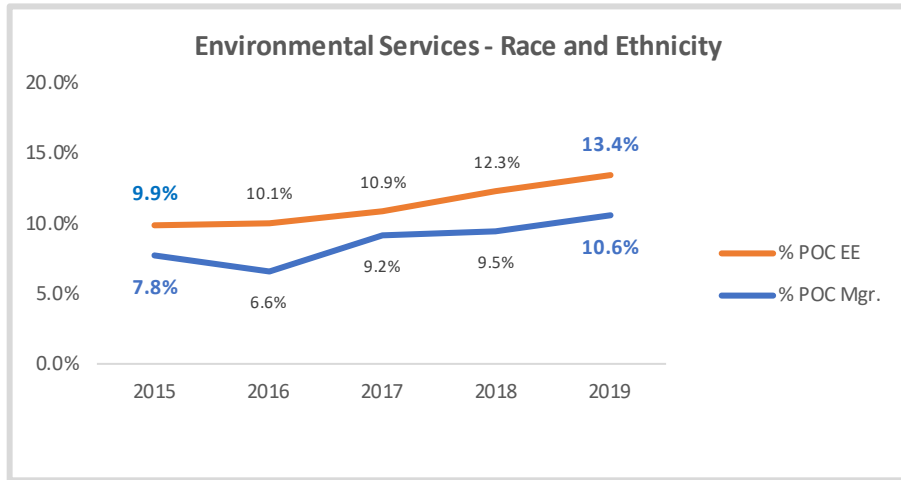
The Council has increased its representation of Black employees from 21.8% to 24.6% compared to 8.1% in the TC Metro Region Civilian Workforce.

OTHER 2019 FIGURES

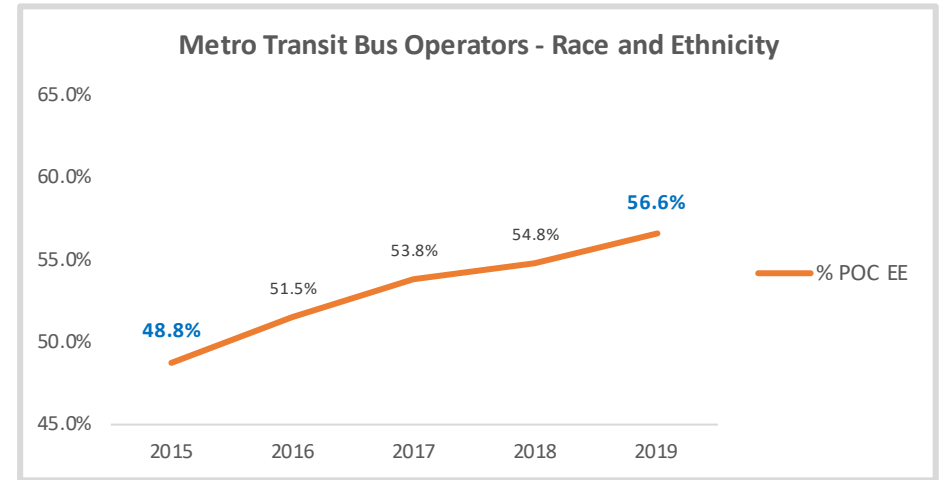
- Average age: 49 years old
- Average tenure: 10.3 years
 - ES at 10.8; RA at 8.8; Bus Operators at 9.3; Non-Bus operators 11.3
- Disabled: 2.1% (up from 1.5% in 2015) *this is a self-reported status at hire*
- Veteran: 8.9% (down from 10% in 2015) *this is a self-reported status at hire*
- Council workforce by division:
 - ES: 620 (14.4%)
 - RA: 470 (10.9%)
 - MT: 3,204 (74.6%)
 - Bus Operators: 1,448 (45.2%)
 - Non-Bus Operators: 1756 (54.8%)



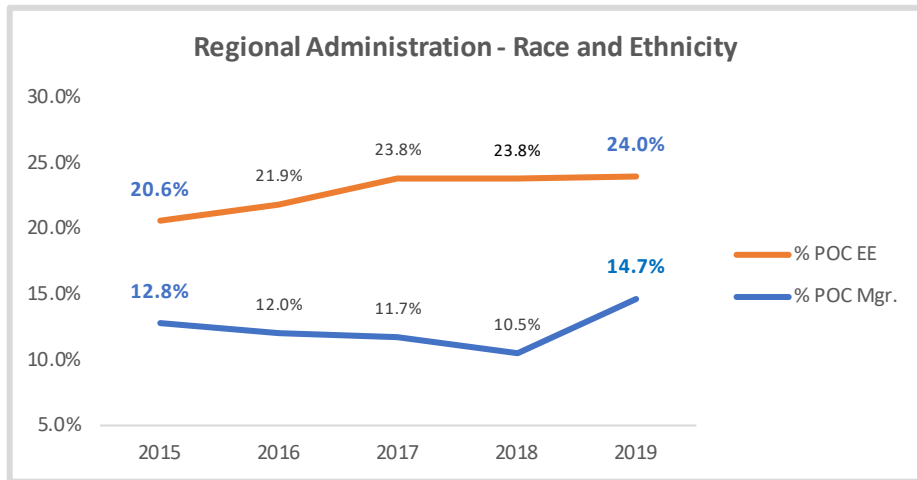
WORKFORCE COMPOSITION BY DIVISION – RACE AND ETHNICITY



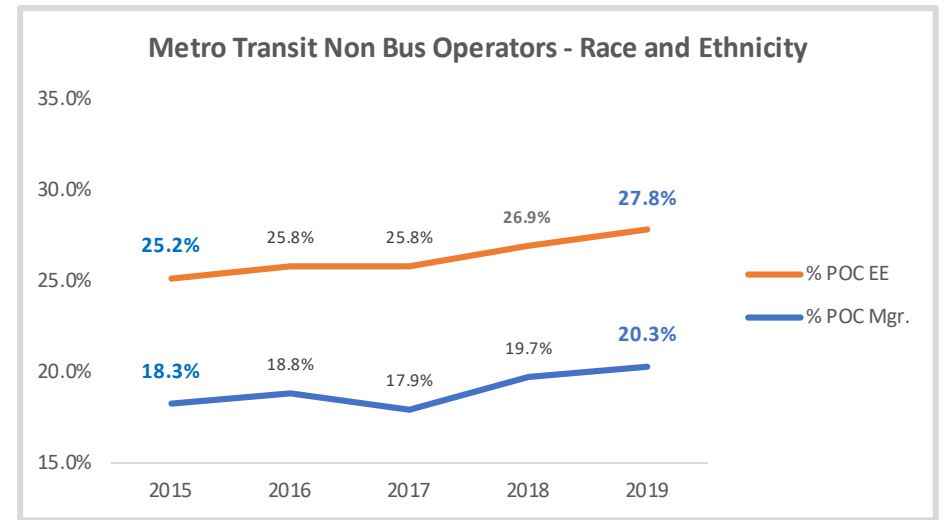
Total # of EE 594 602 586 602 620



Total # of EE 1,478 1,517 1,520 1,509 1,448

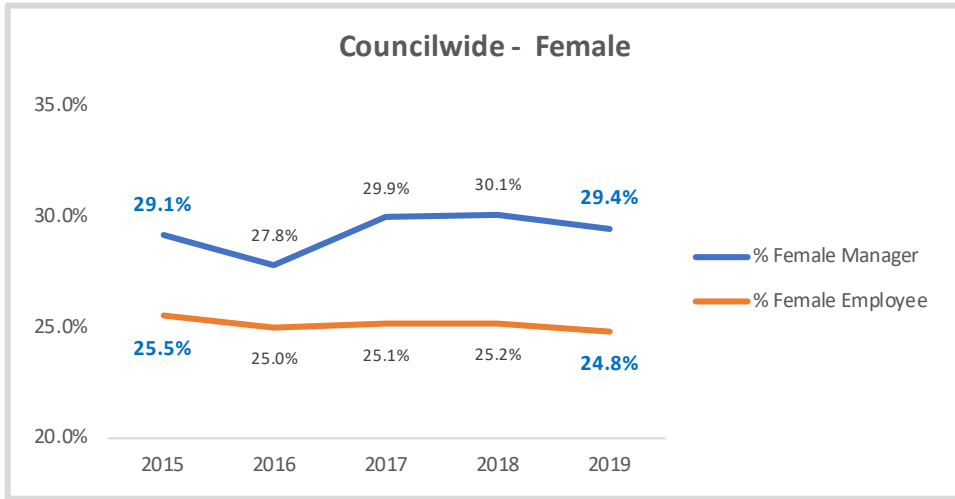


Total # of EE 441 440 446 467 470



Total # of EE 1,639 1,667 1,687 1,705 1,756

WORKFORCE COMPOSITION – GENDER

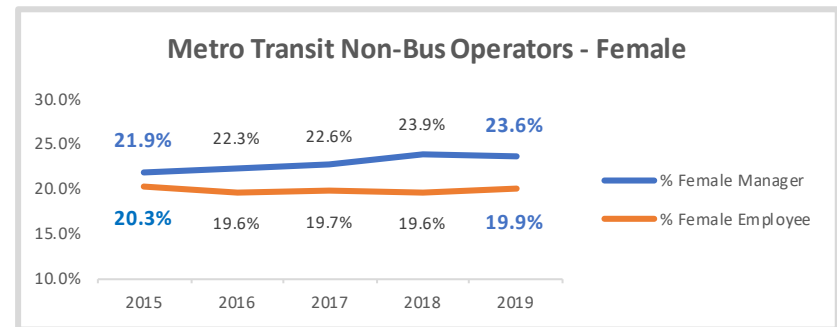
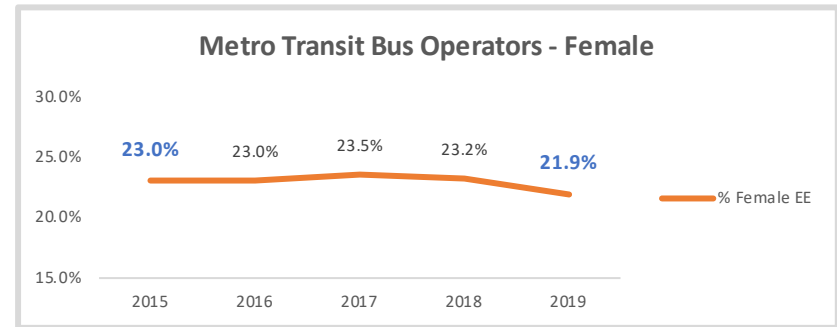
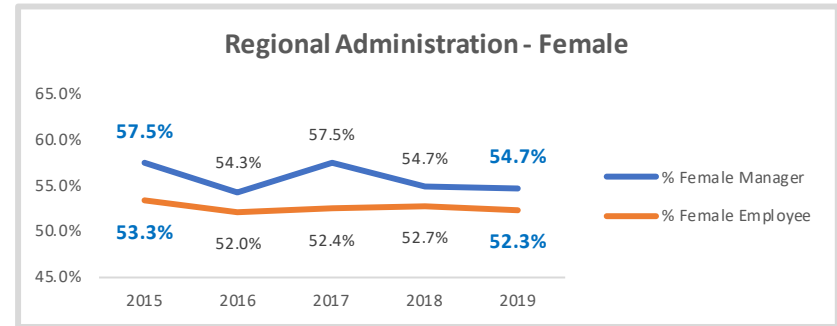
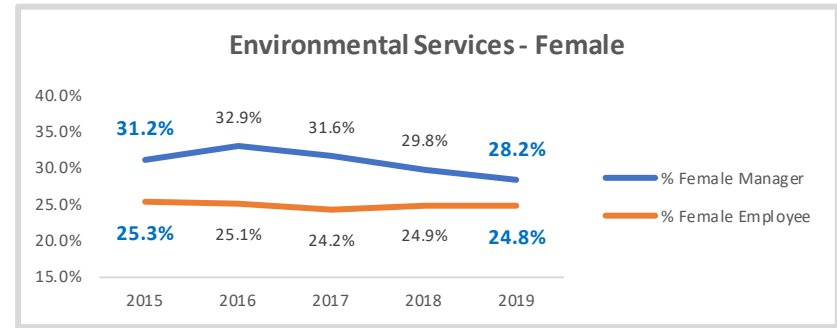


The Council representation of women is lower compared to the TC Metro Region Civilian Workforce (2014-2018).

- 48.2% Total workforce female
- 41.0% Exec/Management workforce female

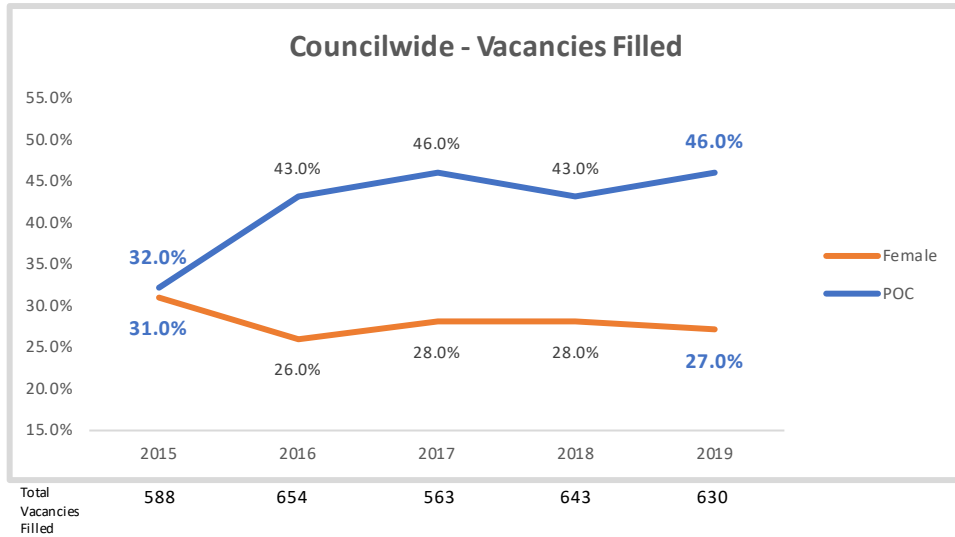
However, jobs at the Council are male dominated in the region. The Council compares favorably for these types of jobs in the region. For example:

- Motor Vehicle Operators: 11.6% female
- Rail Transportation Workers: 8.5% female
- Other Transportation Workers: 15.1% female
- Vehicle and Mobile Equipment Mechanics: 2.5% female



VACANCIES FILLED

Includes new hires, promotions, rehires, lateral transfers, and temps greater than 6 months

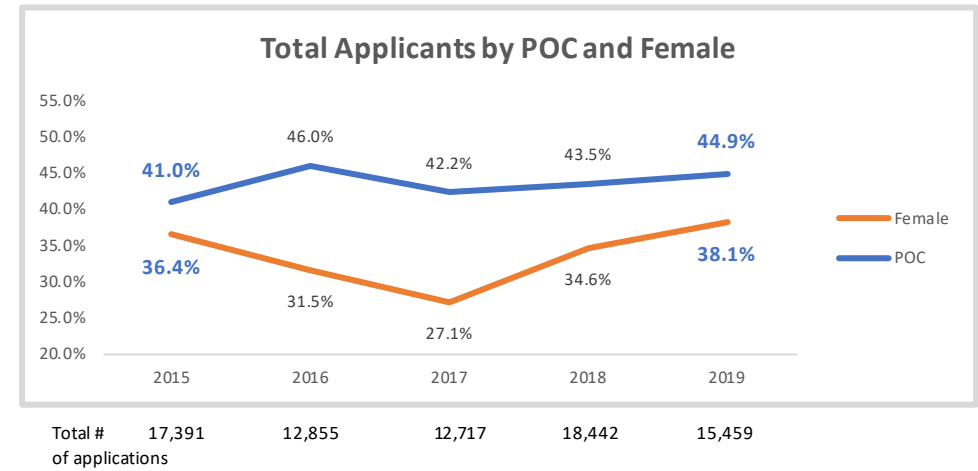


- Of the 630 vacancies filled, 136 were filled internally (22%)
- Generations of the 494 hires new to the Council:
 - 47.8% Millennials (1979+)
 - 32.4% GenX (1965-1978)
 - 19.8% Baby Boomers (1946-1964)
- Average time to fill open positions was 13 weeks, up 1 week in 2019 due to a tight labor market.
- HR staffed 49 job fairs/tabling events; 12 were specially targeted toward diverse or veteran populations

DIVERSITY OF EMPLOYEES NEW TO THE COUNCIL BY JOB GROUP

Hires and rehires only	2019 POC	2018 POC	2019 Female	2018 Female
All EEs New to the Council	48.6%	46.1%	27.3%	29.2%
New Professional	21.6%	28.4%	47.4%	45.0%
New Skilled Craft	23.5%	16.3%	7.8%	9.3%
New Operators	66.4%	60.6%	23.3%	23.4%

TOTAL APPLICANTS OF COLOR AND FEMALE



Total # of applications	2015	2016	2017	2018	2019
	17,391	12,855	12,717	18,442	15,459

MANAGEMENT PROMOTIONAL DIVERSITY

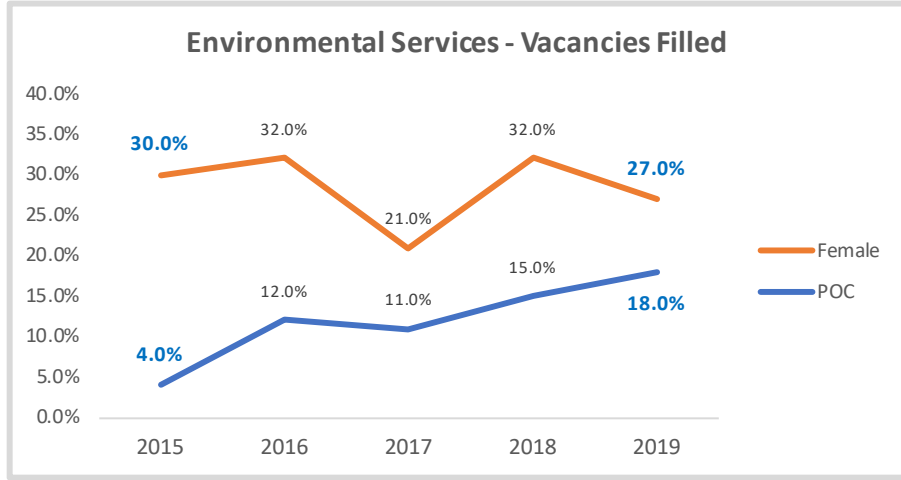
We're promoting women above their percentage in the Council workforce in ES and RA and promoting people of color below their percentage in the Council workforce for all divisions.

	2019 Management Promotions	2018 Management Promotions	2019 % Female (24.8% of workforce)	2018 % Female (25.2% of workforce)	2019 % POC (35% of workforce)	2018 % POC (34.3% of workforce)
Councilwide	69	88	30.4%	31.8%	23.2%	27.3%
RA	13	14	69.2%	64.3%	23.1%	35.7%
ES	7	19	42.9%	26.3%	28.6%	10.5%
MT	49	55	18.4%	25.4%	22.4%	31.0%

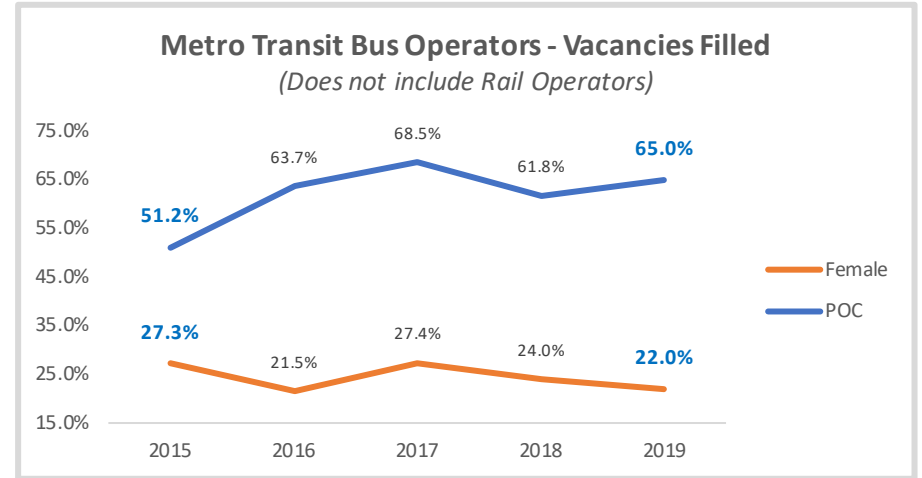
INTERNSHIP PROGRAM

- The Council hires an average of 85 regular and Urban Scholar interns each year.
- In 2019, 45% of the interns hired were people of color, up from 38% in 2014, and 55% were female, up from 50% in 2014.
- In 2019, 47% of internship applicants were people of color, up from 31% in 2014, and 50% were female, up from 46% in 2014.
- In the last five years we have hired 16 former interns into regular positions.

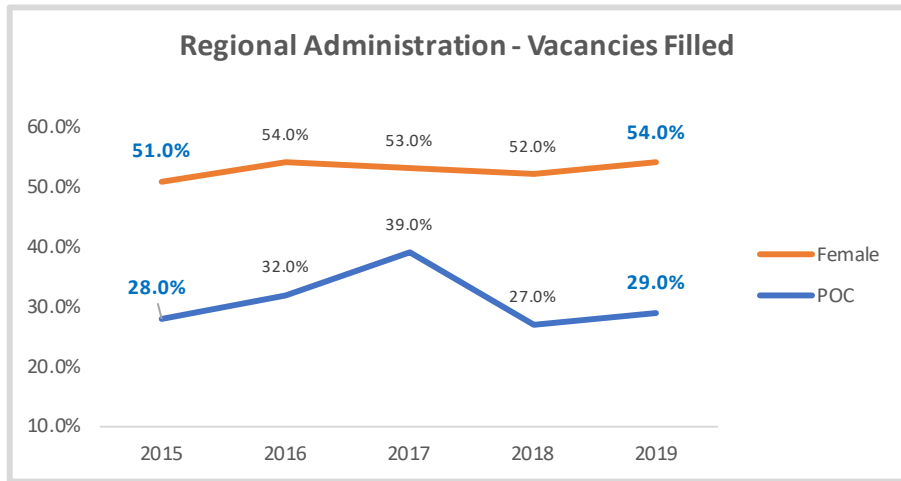
VACANCIES FILLED BY DIVISION



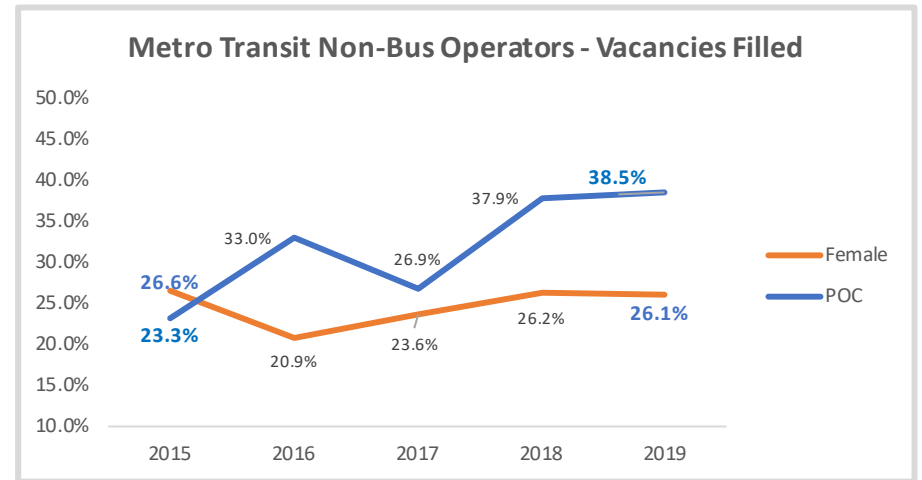
Total 46 75 56 85 71



Total 205 289 270 262 262
Bus op. vacancies

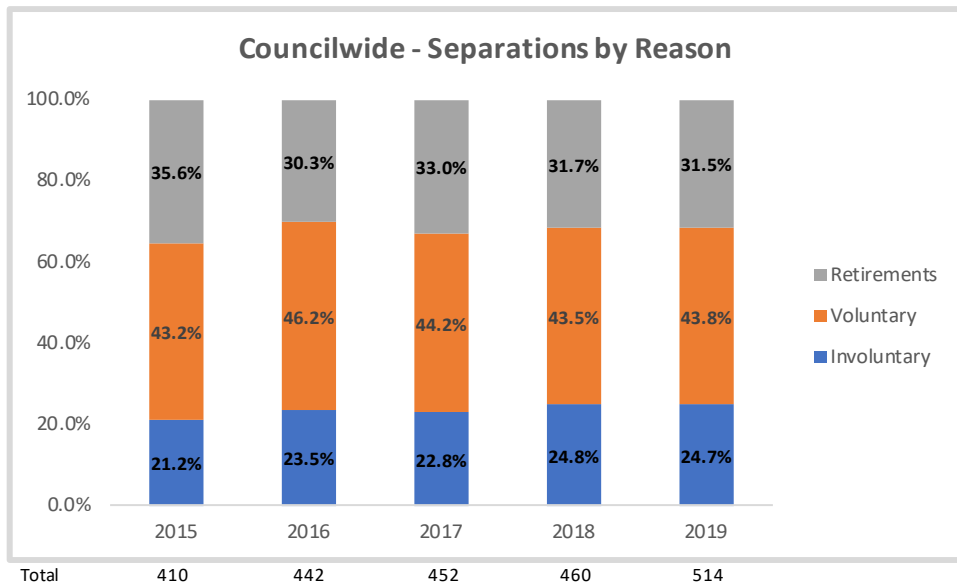


Total 82 74 51 77 63



Total 252 191 182 206 234
Non-Bus op. vacancies

SEPARATIONS



Total employee separations have remained consistent over the past five years with voluntary making up the largest percentage of total separations.

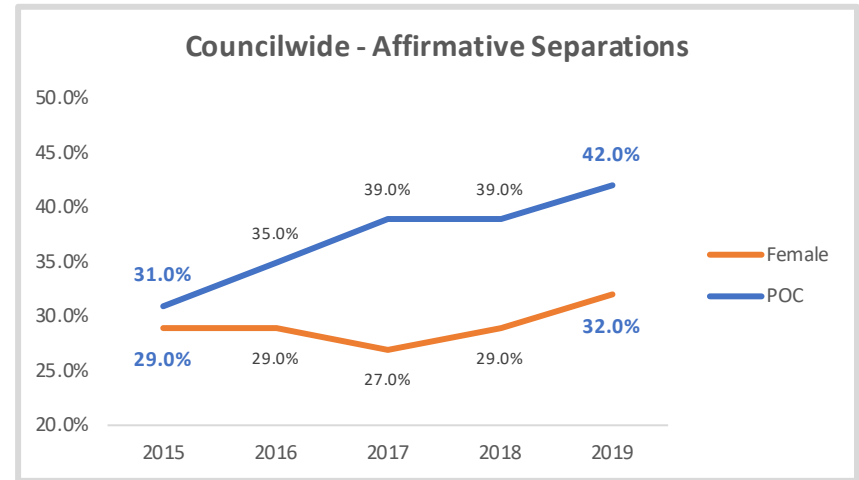
Voluntary separations as a percent of workforce up slightly in 2019:

	2015	2016	2017	2018	2019
Councilwide	5.2%	5.7%	4.7%	4.7%	5.2%
RA – 470/28	8.6%	8.0%	6.7%	6.4%	6.0%
ES – 620/14	3.3%	3.4%	2.2%	1.8%	2.3%
MT – 3204/183	5.0%	5.8%	4.9%	4.9%	5.7%

In 2019, 42% of Council voluntary separations occurred during the first year of employment, another 36% in the range of 1-5 years employment.

	<1	1-5	6-15	16-25	25+	Total
ES	5	6	3	0	0	14
MT	86	58	32	7	0	183
RA	3	16	8	0	1	28
Total	94	80	43	7	1	225

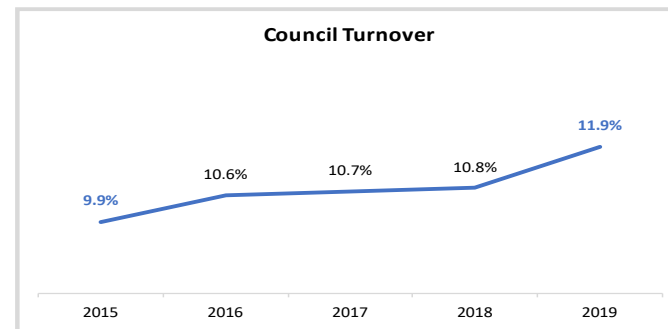
162 employees retired in 2019, short of the 197 retirements projected for the year.



	Female	#	% Wkfc	POC	#	% Wkfc
ES	33%	18	25%	15%	8	13%
RA	56%	27	52%	25%	12	24%
MT - Bus	29%	85	22%	56%	164	57%
MT- Non-Bus	28%	33	20%	29%	34	28%
Council-Wide	32%	163	25%	42%	218	35%

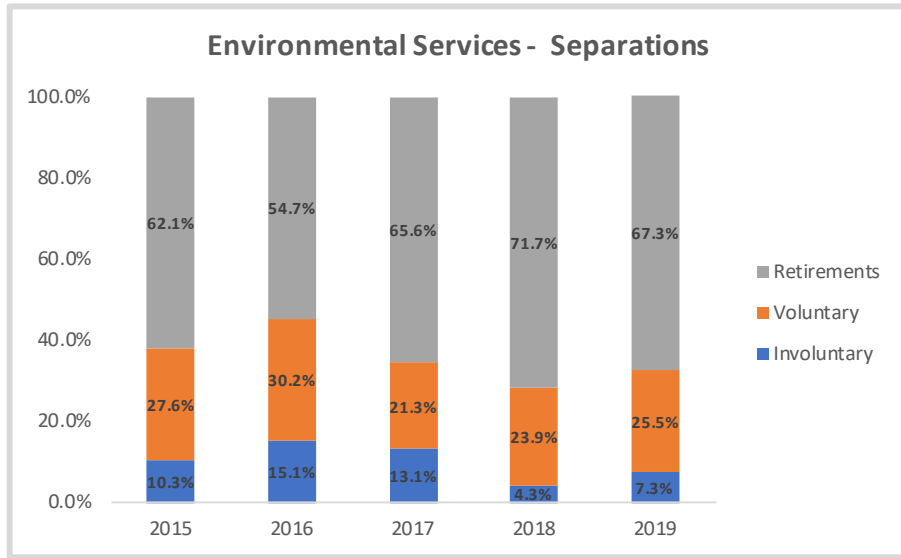
Women left the Council at a higher rate than their presence in the workforce especially in the operations divisions; vacancies filled with 27% women.

Council-wide people of color left the Council at a higher rate than their presence in the workforce, however, by division the separation rate is close to current workforce demographics; vacancies filled with 46% POC.

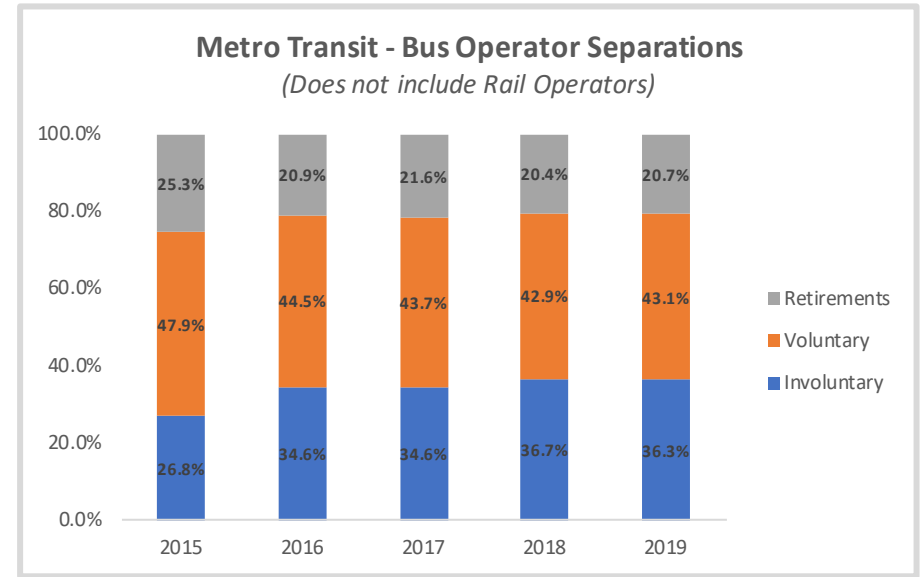


The Council's turnover rate has been steady over the past five years

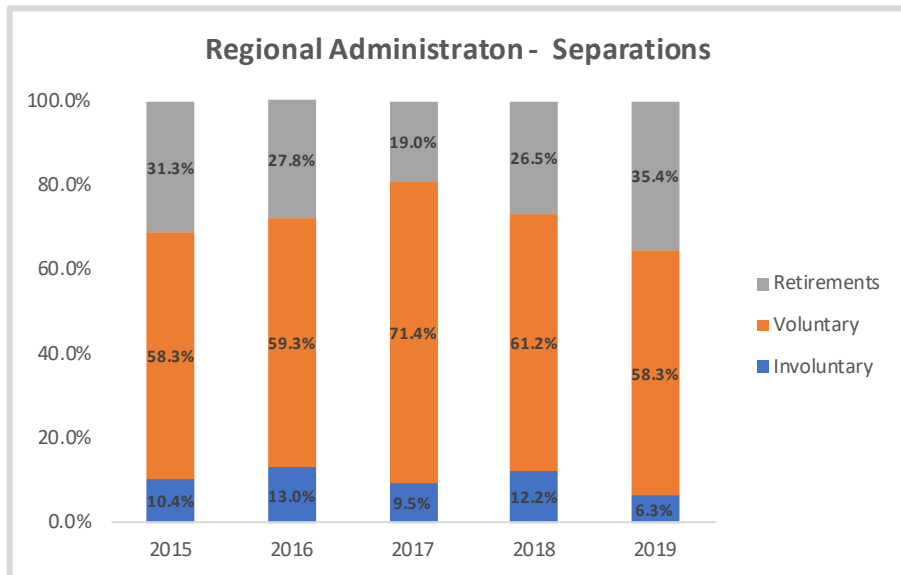
SEPARATIONS BY DIVISION



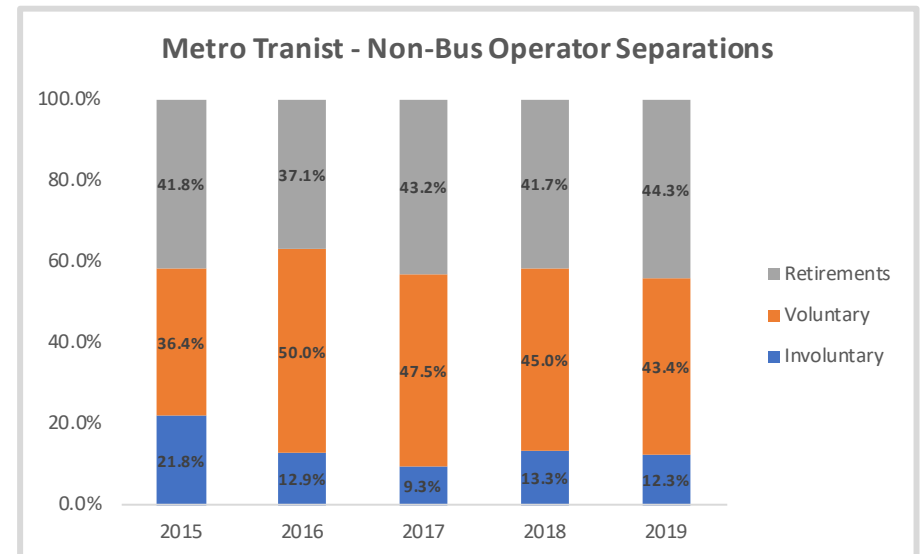
Total 58 53 61 46 55



Total 194 211 231 245 295

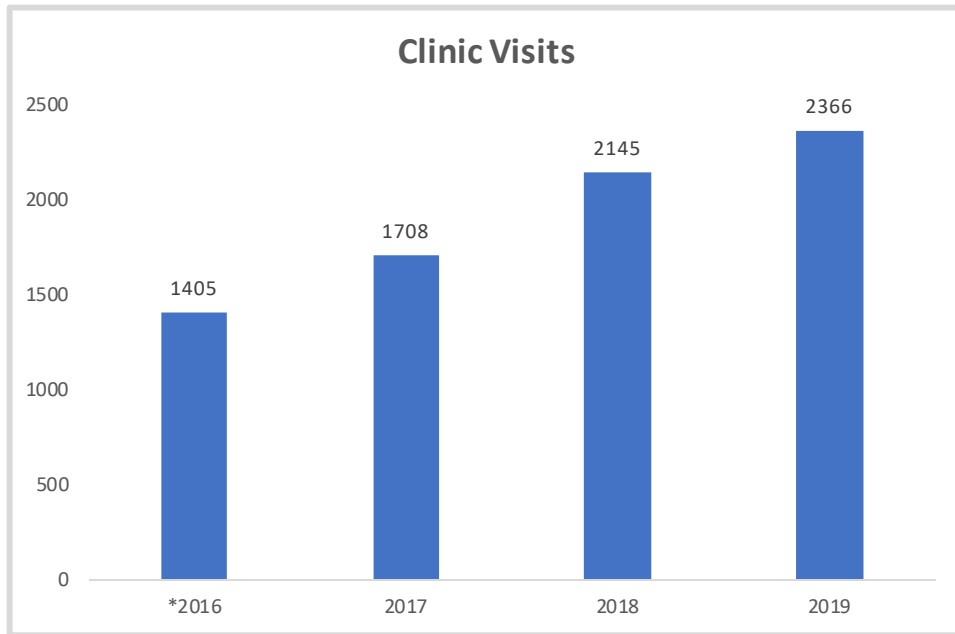


Total 48 54 42 49 48



Total 110 124 118 120 116

EMPLOYEE BENEFITS



*Clinic opened March 2016

- Average of 9 visits per day

HEALTH AND WELLNESS

52.1% (1,980 eligible employees) completed annual health assessment – an increase of .3% from 2018

Developed and distributed the fitness flex document with Council staff; Health and Wellness committee members promoted ways to encourage employees to creatively use work time for fitness

PHYSICAL ACTIVITY

- New Heywood fitness room opened June 26; FFL provided seven open hour orientation sessions with fitness trainers
- Back@Work program reached 187 employees through eight kick-off education sessions demonstrating how to use the Roman Chair and access materials

NUTRITION AND WEIGHT MANAGEMENT

- Over 60 fitness sessions delivered for Metro Transit and MTPD
- Thirty-one nutrition programs offered across the Council including online programs, group lunch and learns, and individual private programs in person or by phone

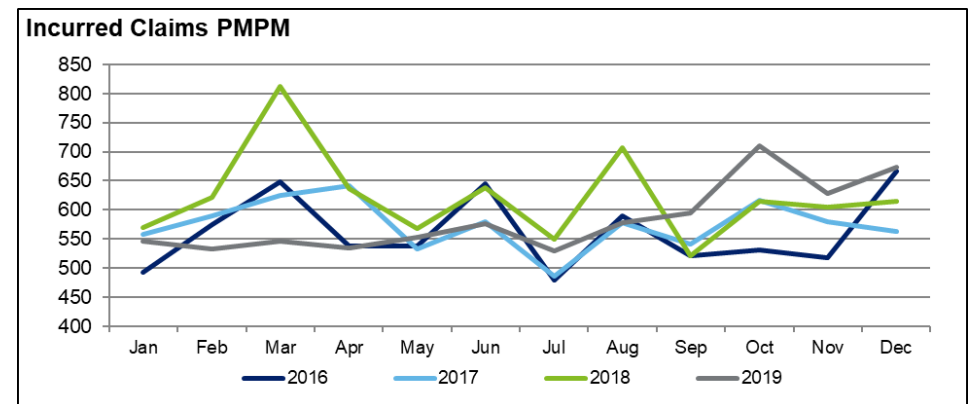
STRESS MANAGEMENT

- Conducted 48 on-site mindfulness classes (Robert St. & FTH)

DISEASE MANAGEMENT/PREVENTION

- Heywood On-site clinic build-out completed; January 6, 2020 grand opening
- Completed healthy sleep campaign for Heywood

MEDICAL SELF INSURANCE (THROUGH 4TH QUARTER)



Claims were down 5.8% compared to 2018. Last year the Council had abnormally high, large claims starting in 2018.

LEADERSHIP DEVELOPMENT – LEARNING AND ORGANIZATION DEVELOPMENT (LOD)

LEARNERS IN LOD PROGRAMS

	TOTAL	% POC	% FEMALE
Career Development	53	25%	40%
Computer Classes	18	6%	61%
Customized Services	68	34%	31%
Leading for the Future	577	18%	23%
Leading Others	185	26%	26%
Leading Self	133	26%	41%

- A total of 819 distinct learners attended LOD classes (excluding New Employee Orientation) in 2019, which is over 16% of our employee population
- Launched new Leadership Forum on Accessibility with 568 Council managers in attendance; Day II delivered in 3rd Quarter with 110 attendees representing CD, MTS, RA, ES and MT
- Launched Learn, the new learning management system replacing LearnCenter in December - provides enhanced usability
- Launched Onboard, an online portal for new hires and their managers in Oct
- Established new Learning Council to advise LOD and help establish annual overall direction of training and development at the Council
- 68 Learning Institute certificates (Leading Self and Leading Others) were earned by employees in 2019 (44 MT, 9 ES, 15 RA)
- 8 MT Leadership Academy certificates awarded in 2019
- 18% of people who received a promotion in 2019 completed LOD programming
- In 2019 began crediting employees with supervisory experience with completion of LOD supervision/management certificate programs

PROJECT MANAGEMENT DEVELOPMENT PROGRAM (PMDP) GRADUATES*

	2015	2016	2017	2018	2019
ES	3	8	4	5	5
RA	8	7	3	6	6
MT	4	11	5	6	12
TOTAL	15	26	12	17	23

- 166 graduates since the program's inception in 2011; 12 have received PM certification

- 23 PMDP certificates were awarded (two cohorts completed) in 2019 (ES 5, MT 12, RA 6)

LOD SERVICES

- LOD supported the growth and development of individuals and work groups through 86 service engagements: Coaching (9), Facilitation (32), Consultation (12), e-Learning course design (14), and custom instructor-led course design (4).

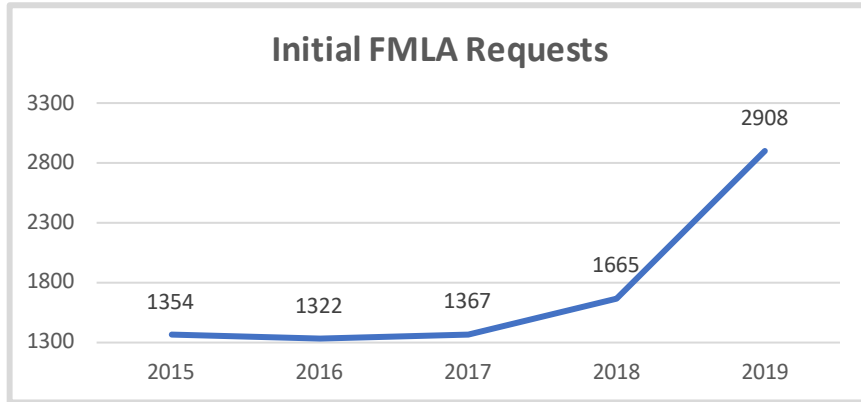
LOD CLASS OFFERINGS

	# Classes 2019	Average Class Evaluation
Career Development – Mentoring Works	3	NA
Leading Others – Developing as a Supervisor	7	4.30
Leading Others – Mastering Supervision	3	4.07
Leading Others – New Manager Orientation	7	4.15
Leading Others – Preparing for Supervision	7	4.36
Leading Others – Leading Challenging Conversations	2	4.53
Leading Others – Management	6	4.71
Leading Self – Business Skills	4	4.49
Leading Self – individual Course	1	4.65
Leading Self – Communication	4	4.65
Leading Self – Personal Effectiveness	6	4.51
Leading for the Future – PMDP	5	4.22
Leading for the Future – Leadership Forum	2	4.28
New Employee Orientation	31	4.59
Customized Services – ES Plant Operator Training	10	4.64
Customized Services – Transit	2	NA
Customized Services – Respectful Workplace	3	NA
Customized Services – Intern Program	4	NA
Total	107	4.57

- Average class evaluations increased from 4.40 in 2018 to 4.57 in 2019 (5 pt scale)

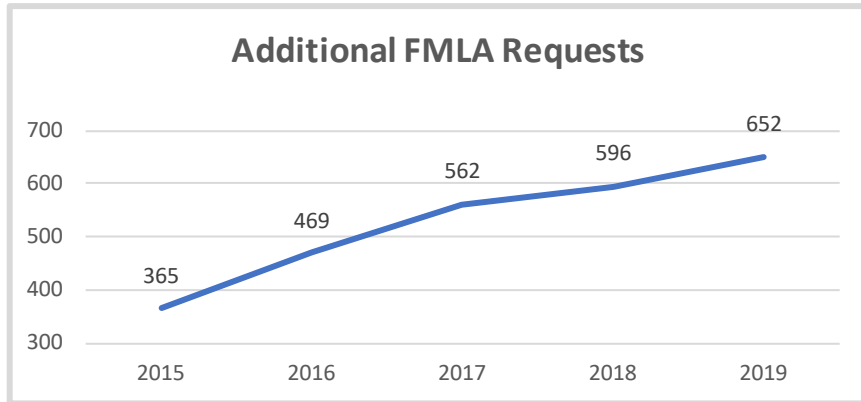
OCCUPATIONAL HEALTH

COUNCIL WIDE - FMLA INITIAL REQUESTS



- 115% increase in FMLA requests from 2015 to 2019 (the increase is due to requiring recertification every 6 months as opposed to every 12 months)
- 113% increase in FMLA requests over 2017 due to Employee Resource Center and better tracking
- 94% of FMLA requests are Metro Transit employees
- 68% of FMLA requests are for intermittent leave
- 1,652 initial requests were either denied or incomplete

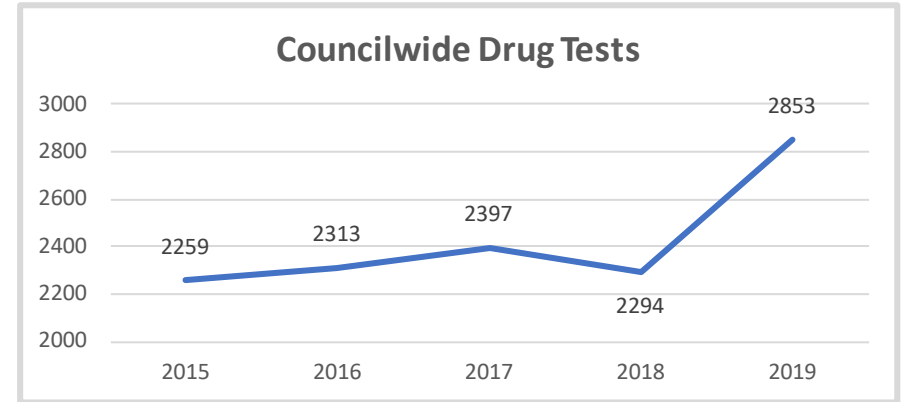
COUNCIL WIDE - FMLA ADDITIONAL REQUESTS



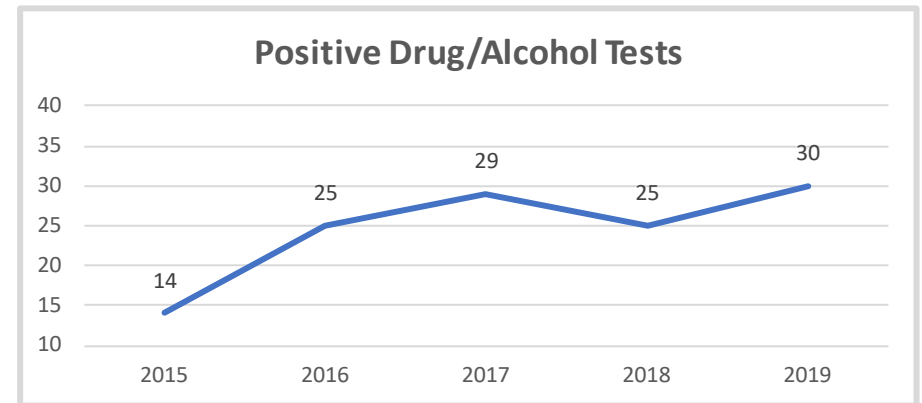
- 79% increase in FMLA extension requests from 2015 to 2019
- 16% increase in FMLA extension requests over 2017 due to ERC and better tracking

OCCUPATIONAL HEALTH

DRUG AND ALCOHOL TESTING



- The increase in drug testing from 2018 to 2019 is based on the FTA random drug testing rate increase from 25% to 50%.
- In 2019 the total number of positives included 5 voluntary reports, 10 pre-employment, 1 return to duty, 2 follow up, 14 random, and 0 reasonable suspicion.



- Positive drug/alcohol test results have been consistently at 1% of tests for the past three years.

LABOR RELATIONS

COLLECTIVE BARGAINING

In 2019, we reached voluntary settlements within economic parameters established by Council.

- Full and Part-Time Police Officers
- Painters
- Pipefitters

Successful preparation and presentation of Interest Arbitration for LELS Police Supervisors.

GRIEVANCE TYPE BY DIVISION

	MT	RA	ES
CONTRACT INTERPRETATION	43	0	3
DISCIPLINE – DISCHARGE	22	1	0
DISCIPLINE – OTHER	128	0	1

GRIEVANCE SUBJECT BY DIVISION

	MT	RA	ES
ACCIDENT/SAFETY	55	0	0
ATTENDANCE	9	0	0
CELL PHONE	8	0	0
CONDUCT	19	1	1
DRUG & ALCOHOL	1	0	0
FRAUD	0	0	0
OPERATION POLICES	43	0	0
CONTRACT INTERP & OTHER	47	0	3
PERFORMANCE	6	0	0

ARBITRATION

- Council wide hearing success rate, approximately 60% arbitration and 50% vets. preference.
- Obtained critical awards supporting management rights in subcontracting bargaining unit work.
- The number of hearings (arbitration and vets. preference) in Metro Transit remained constant from 2018 to 2019, primarily due to ATU delays/abandonment of issues.

GRIEVANCE & ARBITRATION ACTIVITY – MT ONLY

	GRIEVANCES	ARBITRATIONS	VETS PREF
AFSCME	1	0	0
ATU	188	8	3
ELE	2	0	0
TMSA	2	0	0
FULL TIME POLICE	1	0	0
POLICE COMMAND	1	0	0
MANA	1	0	0
OEN	1	0	0
MCH	1	0	0
TOTAL	198	8	3

GRIEVANCE SUBJECT – ATU ONLY

	BUS TRANSP	RAIL TRANSP	BUS MAINT.	RAIL MAINT.	REV. FIN	MTPD	FAC MAINT.
ACCIDENT/SAFETY	47	3	4	0	0	0	1
ATTENDANCE	5	1	0	0	1	0	2
CELL PHONE	7	0	1	0	0	0	0
CONDUCT	18	0	1	0	0	1	3
DRUG & ALCOHOL	1	0	0	0	0	0	0
OPERATION POLICES	16	27	0	0	0	0	0
CONT INTERP/OTHER	7	3	11	10	11	1	4
PERFORMANCE	0	5	0	1	1	0	1

Note: Not all grievance data is provided to Labor Relations. According to data received, ATU grievance activity increased by approximately 6%:

- +10% in Bus Transportation
- -50% in Bus Maintenance
- +400% in Rail Maintenance (3 to 11, changes in ATU steward)

WORKFORCE DEVELOPMENT: The Workforce Development Department was created in 2018 to address existing and projected Metro Transit workforce shortfalls through innovative, strategically designed, and coordinated workforce development programs.

METRO TRANSIT BUS DRIVER APPLICANT PREPARATION

The Bus Driver Applicant Preparation (BDAP) was developed to provide applicants with a thorough overview of the bus driver position, the steps to successfully complete the application process and assist participants in the completion of their online application.

- 71 total BDAP sessions administered
- 131 individuals attended a BDAP session
- Administered application assistance
 - Assisted with the online application
 - Scheduled for their assessment test
 - clarified position expectations or minimum qualifications
 - Multiple other needs that a prospective applicant may have.
- 85 total application assistance sessions
- 97 individuals attended an applicant assistance session

METRO TRANSIT BUS DRIVER INTERNSHIP (PILOT)

The bus driver internship program was designed to provide newly hired bus drivers without previous commercial drivers' license (CDL) experience an opportunity to be exposed to the foundational technical skills of operating a bus prior to starting the standard five-week training.

- 16 total participants
- 14 attempted CDL test
- 11 passed CDL test
- 9 employed
- 93% passing rate of attempted testing for CDL
- 62% test rate of total CLP express participants
- 141 CLP express sessions administered
- A total of 417 unique applicants received assistance in completing their bus driver application journey

METRO TRANSIT MECHANIC TECHNICIAN PROGRAM (MTT)

The MTT program is a 30-month competitive process consisting of personal development, a paid internship, and a 2-year enrollment period at Hennepin Technical Collage earning a medium/heavy truck technician degree, culminating with employment at Metro Transit. The program provides a training experience to develop both soft and technical skills necessary to become a Metro Transit Technician.

Total MTT Interns	18
Male	11
Female	7
Mechanic Technician Interns	15
Electro Mechanic Technician Interns	3
Interns By Transit Location	
Blue Line O&MF	3
East Metro Garage	3
Heywood Garage	2
MJ Ruter Garage	2
Nicollet Garage	2
OHB Non Revenue	2
OHB Unit Overhaul	2
South Garage	2
Program Completion Date	
Completing of Program in 2019	3
Completing of Program in 2020	15

YOUTH ENGAGEMENT

The Workforce Development Department serves as the lead department at transit in facilitating youth tours and exposure opportunities.

- National Transportation Summer Institute
 - 35 middle school students
 - Exposure to transportation careers, tour of Heywood garage and the Control Center, and a demonstration by Transit Police K9 unit
- Transition Plus - Minneapolis Public Schools
 - 15 students entering college

- Exposure to transportation careers including tours of the Blue Line Operations & Maintenance and Rail Support facilities
- Teen Venture – St. Paul Public Schools
 - 45 middle school students
 - Exposure to transit careers including Bus Maintenance, Engineering and Facilities, and Metro Transit Police

SOUTHWEST LIGHT RAIL EXPANSION CONSTRUCTION DEVELOPMENT

To support the diversity of the construction workforce building the extension, the WFD has partnered with the Minneapolis Building and Construction Trades Council to develop a first of its kind apprenticeship preparatory program called Building Strong Communities. Building Strong Communities will prepare participants for a career in the construction industry as a construction trade industry apprentice. This program offers individuals the opportunity to receive construction union endorsed training, various trade exposure, and a “foot in the door” to a career in the trades. Program graduates will have an opportunity to interview with participating construction trade unions and contractors.

HIRING MANAGERS SURVEY

Question	2015	2016	2017	2018	2019
The Talent Acquisition partner who worked with you met or exceeded your service expectations?	3.7	3.6	3.7	3.8	3.6
The Talent Acquisition partner provided regular communication and timely responses?	3.7	3.5	3.7	3.8	3.8
The Talent Acquisition partner developed and facilitated a recruitment process and posting that was clear?	3.7	3.5	3.7	3.7	3.6
The Talent Acquisition partner treated you with courtesy and respect?	3.6	3.5	3.8	3.9	3.9*

*Average based on 50 responses

APPLICANT SURVEY

Question	2018	2019
My overall experience applying	3.1	3.2
Ease to find the job opportunity on the Council’s website	3.2	3.4
Ease to create a personal applicant account	3.1	3.2
Ease of finding existing NeoGov account	3.1	3.2
Ease to find instructions and information on how to apply	3.1	3.2
Clear information about the job opportunity	3.2	3.4
Clear statement of what is required for minimum/desired qualifications and equivalencies	3.2	3.4
Ease to navigate through the application	3.2	3.3
Understanding supplemental questions	3.1	3.3
Consider applying to other positions at the Council	3.3	3.4
Timely manner of communications (email)	2.9	3.1
Experience applying for a position with the Metropolitan Council	2.9	3.1
Average based on a 4-point scale	3.1/217	3.3/163

SAND CREEK UTILIZATION

	Year End Utilization	ES	MT	RA
2015	8.9%	5.2	9.6	8.3
2016	8.8%	7.3	9.0	8.5
2017	8.4%	5.2	8.6	10.0
2018	8.2%	7.8	8.5	6.3
2019	8.7%	5.4	9.5	7.9

2019 Primary Presenting Problems

- Legal Referral – (48) 18.3%
- Mental Health – (32) 12.2%
- Stress – (17) 6.5%
- Job Stress – (10) 3.8%
- Drugs – (8) 3.0%