



# Strategic Accomplishments

2019 - 2023



February 22, 2023



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# Metro Transit



# Metro Transit



## Maintained operations through pandemic

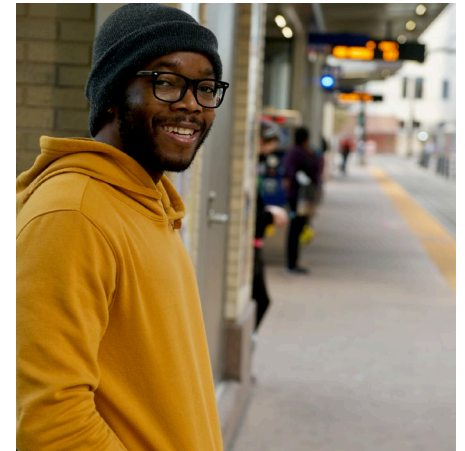
### Prioritized health and safety

- Essential-travel-only messaging
- New cleaning protocols
- Operator barriers
- Employee vaccinations and testing
- Rear-door boarding
- Mandatory masks
- Capacity limits

# Metro Transit

## Rebuilding ridership

- 17% Met Council-wide ridership increase in 2022
- Metro Transit provides between 120,000 to 140,000 rides per weekday
- Expanded transit pass options



# Metro Transit



## Addressing public safety and security

- Invested more to increase official presence on transit
- Adopted body-worn camera policy
- Invested in real-time camera technology
- Conducted Metro Transit Police Review
- Endorsed Safety & Security Action Plan
- Continued advocacy to change state law to allow administrative citations for fare non-compliance

# Metro Transit



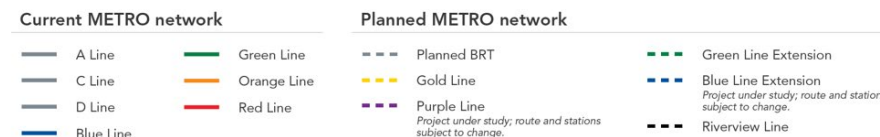
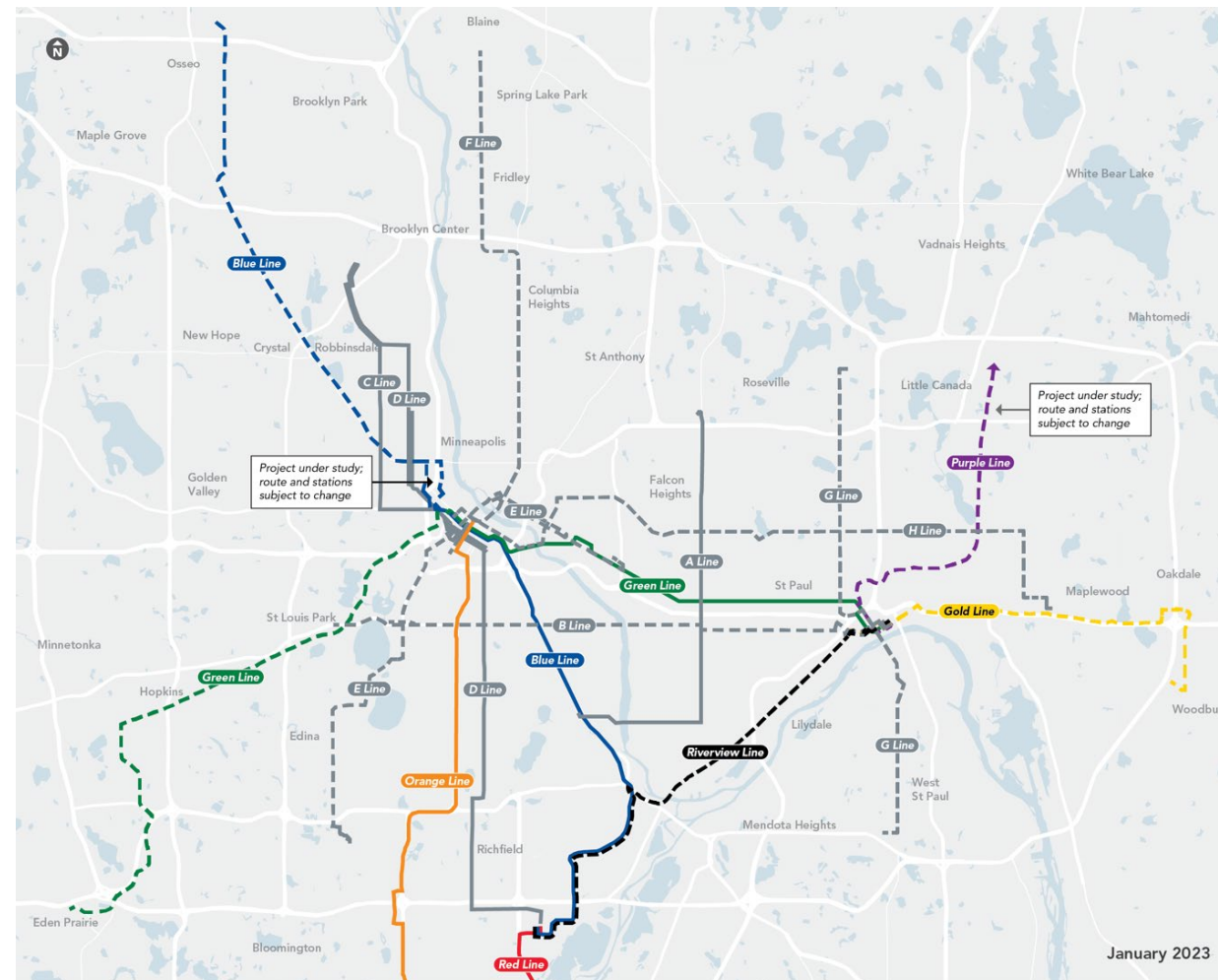
## Providing reliable service to meet customer needs

- Invested in workforce recruitment and retention
- Adjusted service levels based on operator resources
- Launched Network Now project
- Continued investment in real-time information technology

# Metro Transit

## Advancing the region's transit vision

- Opened new BRT lines
- Adopted Network Next
- Advanced transitway projects
- Launched Metro Transit micro
- Continued speed & reliability investments
- Adopted Zero Emissions Bus Transition Plan





# Environmental Services



# Environmental Services

## Clean water for future generations

- Developing 2050 Water Resources Policy Plan
- Developed Priority Waters List
  - Guides resources allocation, regional partnerships, and policies and activities
- Collect and treat 250 million gallons of wastewater daily



# Environmental Services

Our clean water services

**6,115x**  
treated wastewater  
could fill US Bank  
stadium 6,115 times

# Environmental Services

## Monitor and sustain water quality

- 126 years of performance excellence
  - All 9 wastewater treatment plants achieved Peak Performance status
- Protect and improve water quality for more than 170 lakes, 20 streams, and 4 rivers
  - New technology simplifies data collection for partners



# Environmental Services



## Supporting communities

- Held wastewater rate increases to less than 5%, meeting our customer community rate promise
- Acquired Rogers Wastewater Treatment Facility
- Connected City of Loretto to regional wastewater system
- Planned for Hastings plant relocation

# Environmental Services



**More miles than  
Minnehaha Creek**

Rehabilitated nearly  
25 miles of pipe

**Maintaining infrastructure**

# Environmental Services



## Effective pandemic response

- Prioritized employee health and wellbeing while ensuring uninterrupted
- Tracking COVID-19 in wastewater
- Partnering on disease surveillance
  - MDH
  - UofM Genomics Center
  - Contribute to national research

# Environmental Services



## Collaborative partnerships

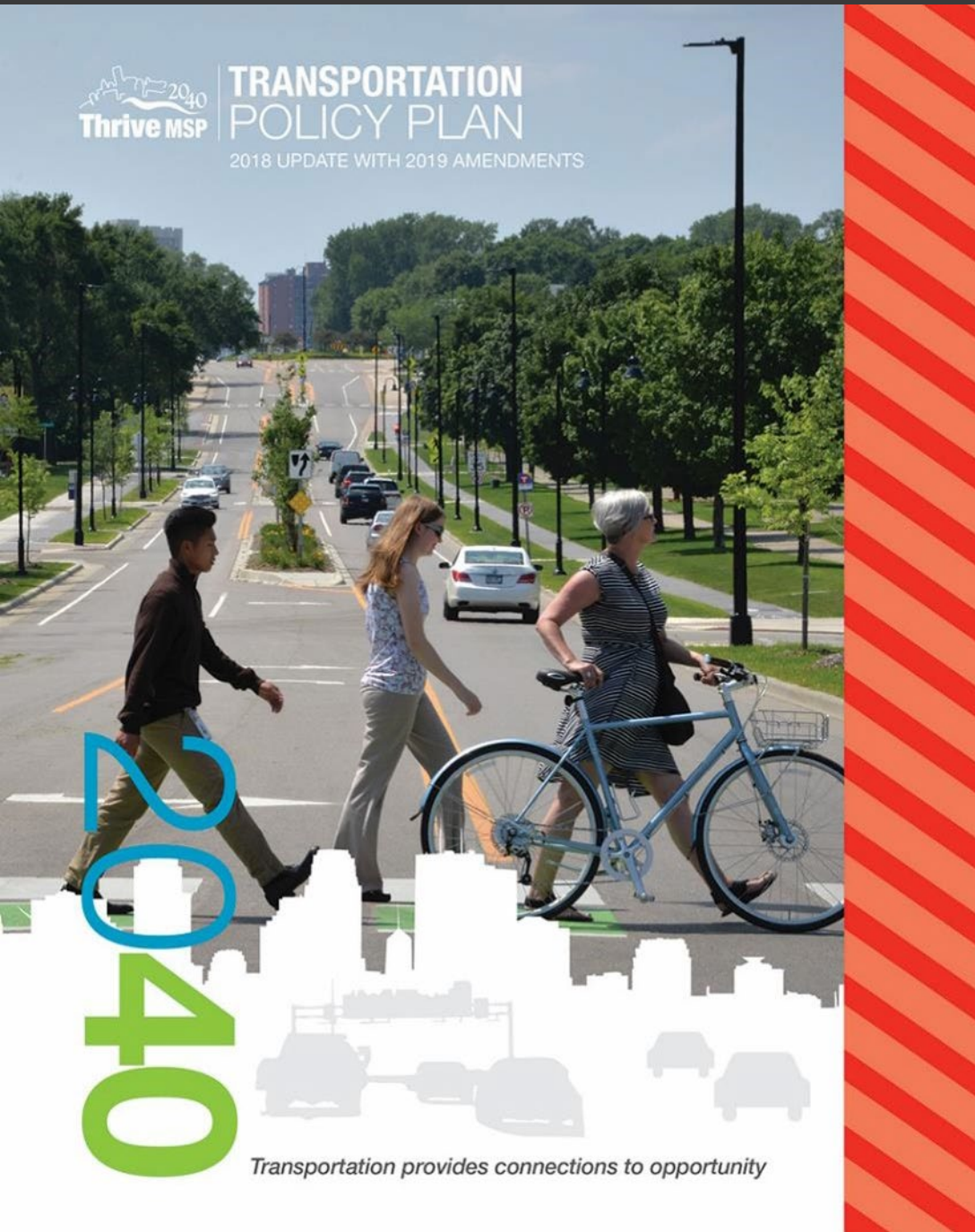
- Building better relationships with Tribal Nations
  - Open house meetings improve communication, aiming to avoid impacts to sites of Tribal significance.
- Water efficiency grants
  - Nearly \$1M awarded annually to dozens of cities and towns
- Emergency response
  - Coordinated response with University of Minnesota and Minnesota Pollution Control Agency



# Metropolitan Transportation Services



# Metropolitan Transportation Services



## Transportation Planning

- Updated the 2040 Transportation Policy Plan (TPP)
  - Launched development of the 2050 TPP
- Travel Behavior Inventory
  - Transit on-board survey
  - COVID travel trends

# Metropolitan Transportation Services

## Transportation Planning

- Transportation system evaluations
- Local comprehensive plans transportation review
- Updated Public Participation Plan



# Metropolitan Transportation Services

## Transportation Planning

- Transportation Advisory Board
  - Transportation Improvement Program
- Regional Solicitation
  - \$570M+ in federal funding for 147 projects (2020 and 2022)



# Metropolitan Transportation Services



## Contracted Services

- Pandemic response
  - Essential workers, social services, food shelves
  - Ongoing delivery and innovation
- Regional services activities
  - Transit provider grants
  - Updated fleet
  - Technology
  - Compliance Safety management

# Metropolitan Transportation Services

## Contracted Services

- Metro Mobility
  - Increased ridership
  - Updated service hours and areas
  - State forecast program transition planning
- Metro Transit micro launched
- New developments
  - Waiver service program
  - Zero-emission buses



# Community Development



# Community Development



## Creating a broader housing spectrum

- Historic investment in Local Housing Incentives Account
- Selected as one of 9 sites for HUD's Mobility Demonstration Program
- Launched the Affordable Homeownership Pilot Grant
- Edina partnership to acquire new permanently affordable homes
- Exploring Section 8 homeownership program



# Community Development



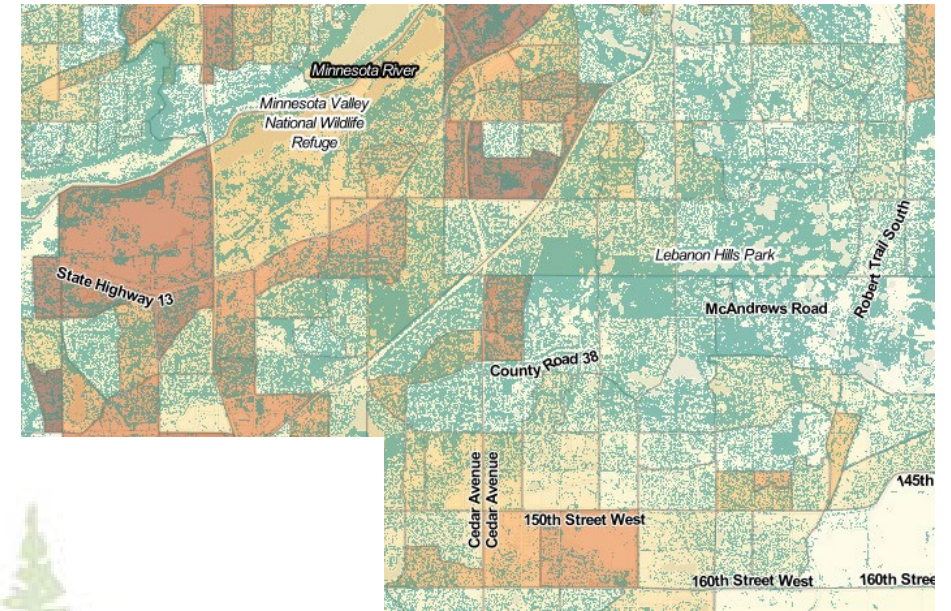
## Supporting those experiencing homelessness

- Partnership with Metro Transit Homeless Action Team (HAT)
- Served over 300 individuals and families so far
  - 253 Mainstream Vouchers
  - 218 Emergency Housing Vouchers
- Continued collaboration with state and regional agencies and tables

# Community Development

## Fostering a more resilient region

- Adopted Climate Action Work Plan
- Climate Vulnerability Assessment
- First regional agency to be designated “Gold” in the National SolSmart Program
- Launched Growing Shade tool
- Supporting others in planning for and adapting to climate change



# Community Development



## Advancing *Thrive MSP 2040*

- Coordinated the review of nearly all 168 local comprehensive plans
- Updated the 2040 Parks Policy Plan
  - Including systems additions
- Adopted the Regional Economic Framework
  - Partnership with the Center for Economic Inclusion and Greater MSP
- Launched the Regional Parks Equity Grant Program

# Community Development



## Turning to 2050 Regional Planning

- Comp Plan Composite Series: reports on trends in 2040 local comprehensive plans
- Completed initial 2050 regional population and employment forecasts
- Census and Land Use Trends analysis
- Regional Parks Visitor Study
- 2050 Vision and Values
- 2050 Community Designations

# Regional Administration



# Regional Administration: Human Resources



## Delivered strategic, sustainable growth

- Addressed bus operator shortage
  - Currently above target for new hires
- Enhanced workforce development programs
  - Six new career paths
- Improved racial equity training
- Launched internship program for people with disabilities
- Increased employee diversity
  - 16.3% more diverse than regional labor market
- Expedited effective COVID response
- Opened second Well@Work clinic (Minneapolis)

# Regional Administration: Finance

## Accountable stewardship

- Delivered always-on-time payroll
- Completed annual audit with no auditable findings
- Improved banking controls, issued bonds, maintained AAA rating
- Produced unified budget with forecasting
- Provided administration system support
- Managed building operations (clean and safe environment)
- Improved purchasing card documentation process

# Regional Administration: Procurement

## Gained trust in the region

- Equity
  - Increased micro-purchase threshold, created market solicitation program, established construction wage rates
- Efficiency
  - Improved bid proposal process
- Accountability
  - Partnered with clients to enhance decision-making and project planning





# Regional Administration: Real Estate



## Optimized our footprint

- Acquired 13+ miles of real estate
  - METRO D Line BRT
  - METRO Gold Line BRT
  - Utility easements for interceptors and lift stations
  - Residential properties to expand HRA's reach
- Finalize leases and permits with MnDOT for METRO Orange Line
- Support and expand park properties

# Regional Administration: Equity and Equal Opportunity



## Driving change together

- Engaged directly with 174 small businesses
  - Mentor-Protégé, Meet and Greets, Orientation
- Achieved highest DBE participation (18.2%) in 2022
  - Awarded \$52,551,418 (BIPOC - \$15,291,521)
- MCUB utilization of \$15,211,667 in 2022
  - BIPOC - \$5,747,076
- Racial Equity Training for 2000+ employees; Cultural Competence Assessments
- Four Employee Resource Groups

# Regional Administration: Information Services



## Inspired to innovate

- Developed broad agreement on Shared Services Model
- Co-lead on return-to-office efforts
- Moved 25% of all infrastructure to cloud services
- Managed Council's Information Security
- Created data reporting team
- Reduced IT spending
- Completed a CRM project
- Continued to support all IS efforts and improvements