



Strategic Accomplishments

2019 - 2023



February 22, 2023



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Metro Transit



Metro Transit



Maintained operations through pandemic

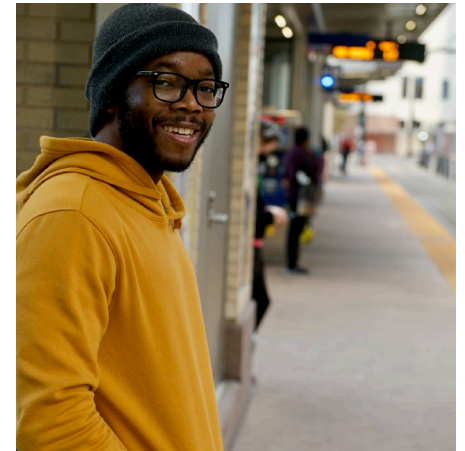
Prioritized health and safety

- 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



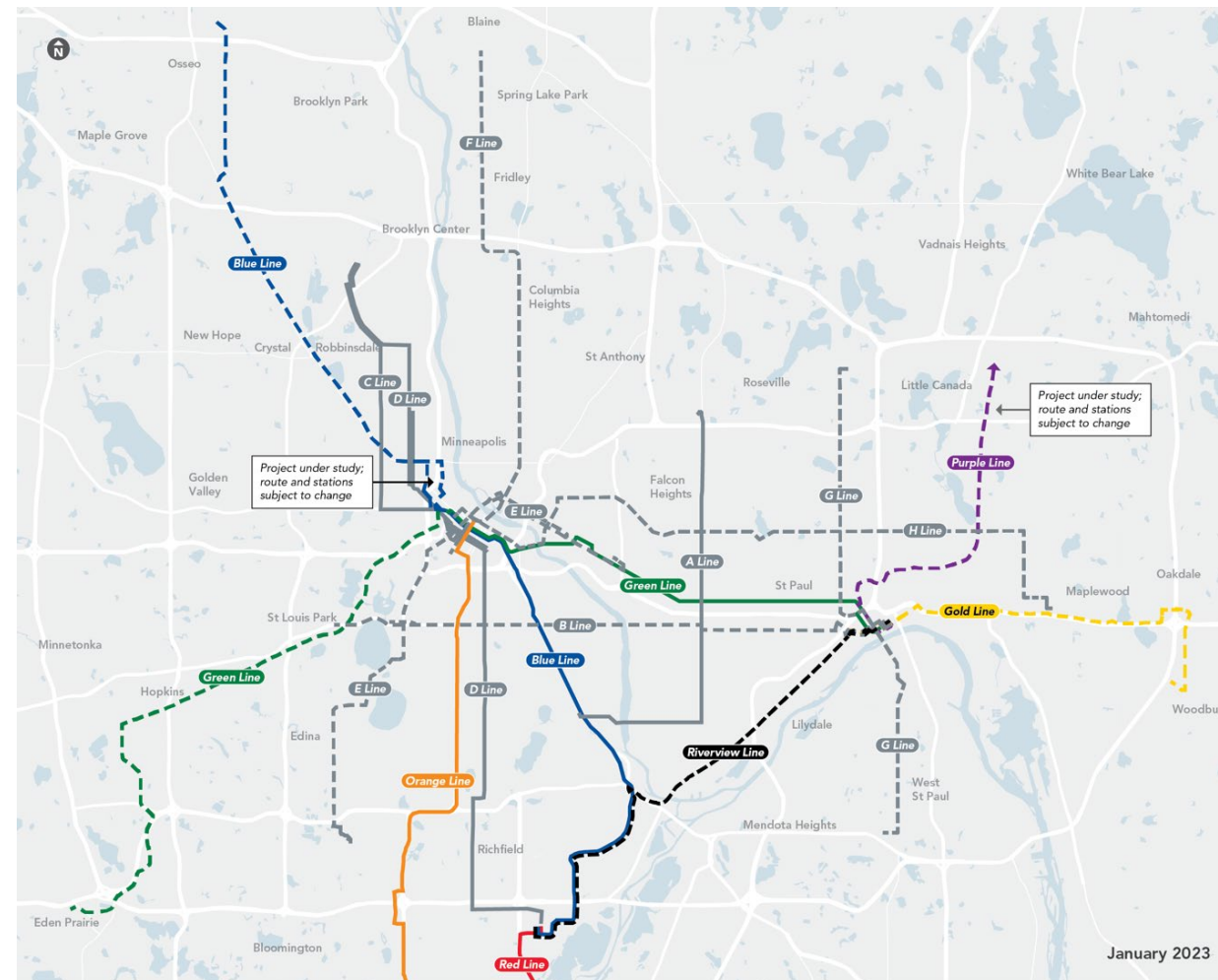
Providing reliable service to meet customer needs

- 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 and 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

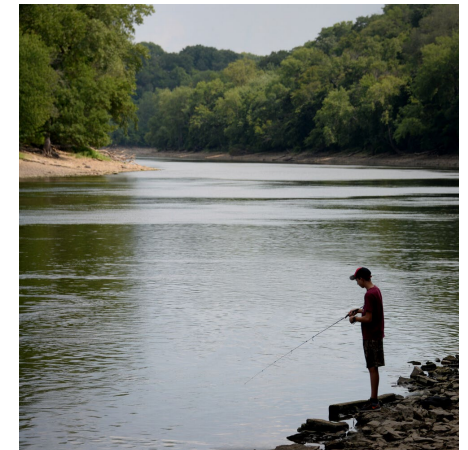
Our clean water services

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 well-being while ensuring uninterrupted service
- Tracking COVID-19 in wastewater
- Partnering on disease surveillance
 - Minnesota Department of Health
 - University of Minnesota Genomics Center
 - Contribute to national research

Environmental Services



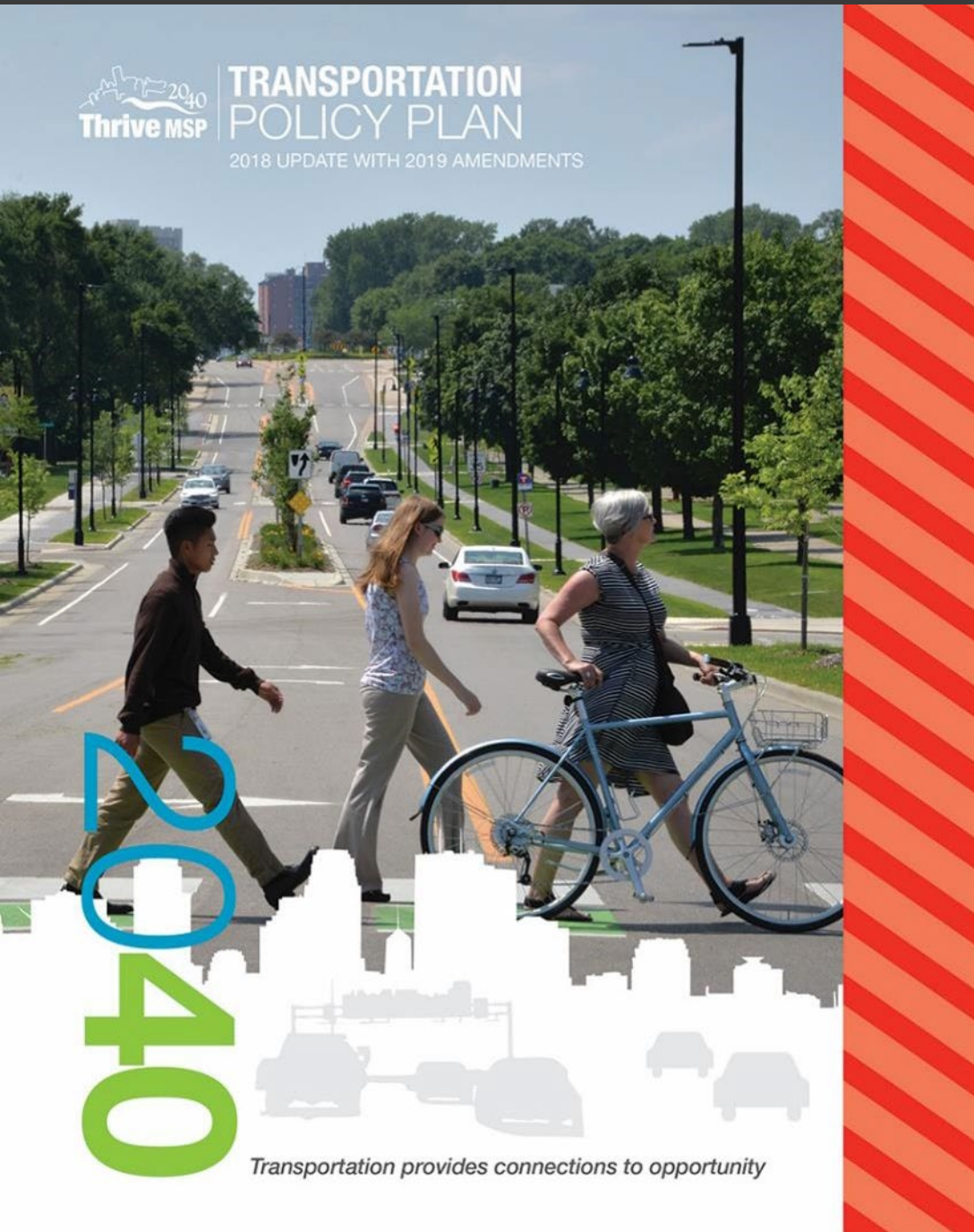
Collaborative partnerships

- Building better relationships with Tribal Nations
 - Open house meetings improve communication, aiming to avoid impacts to sites of Tribal significance
- Water efficiency grants
 - Nearly \$1 million 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
 - \$570 million+ 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



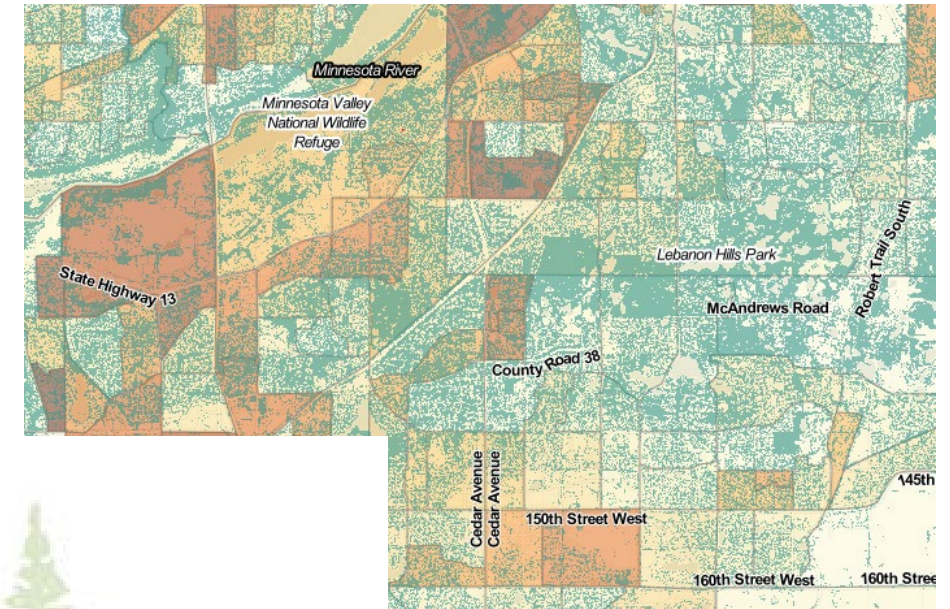
Supporting those experiencing homelessness

- Partnership with Metro Transit Homeless Action Team (HAT)
- Served more than 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 Met Council's information security
- Created data reporting team
- Reduced IT spending
- Completed a Customer Relation Management (CRM) project
- Continued to support all IS efforts and improvements

Regional Administration: Communications



- Provided regular, proactive communications to onsite and teleworking employees and customers during the COVID-19 pandemic
- Worked hundreds of hours to support state of Minnesota efforts to prepare and respond to the COVID-19 pandemic
- Facilitated publishing COVID wastewater data beginning in January 2022
- With Transportation, successfully hosted 2022 national conference for Metropolitan Planning Organizations
- Developed Council member action plans for greater community engagement and deeper outreach