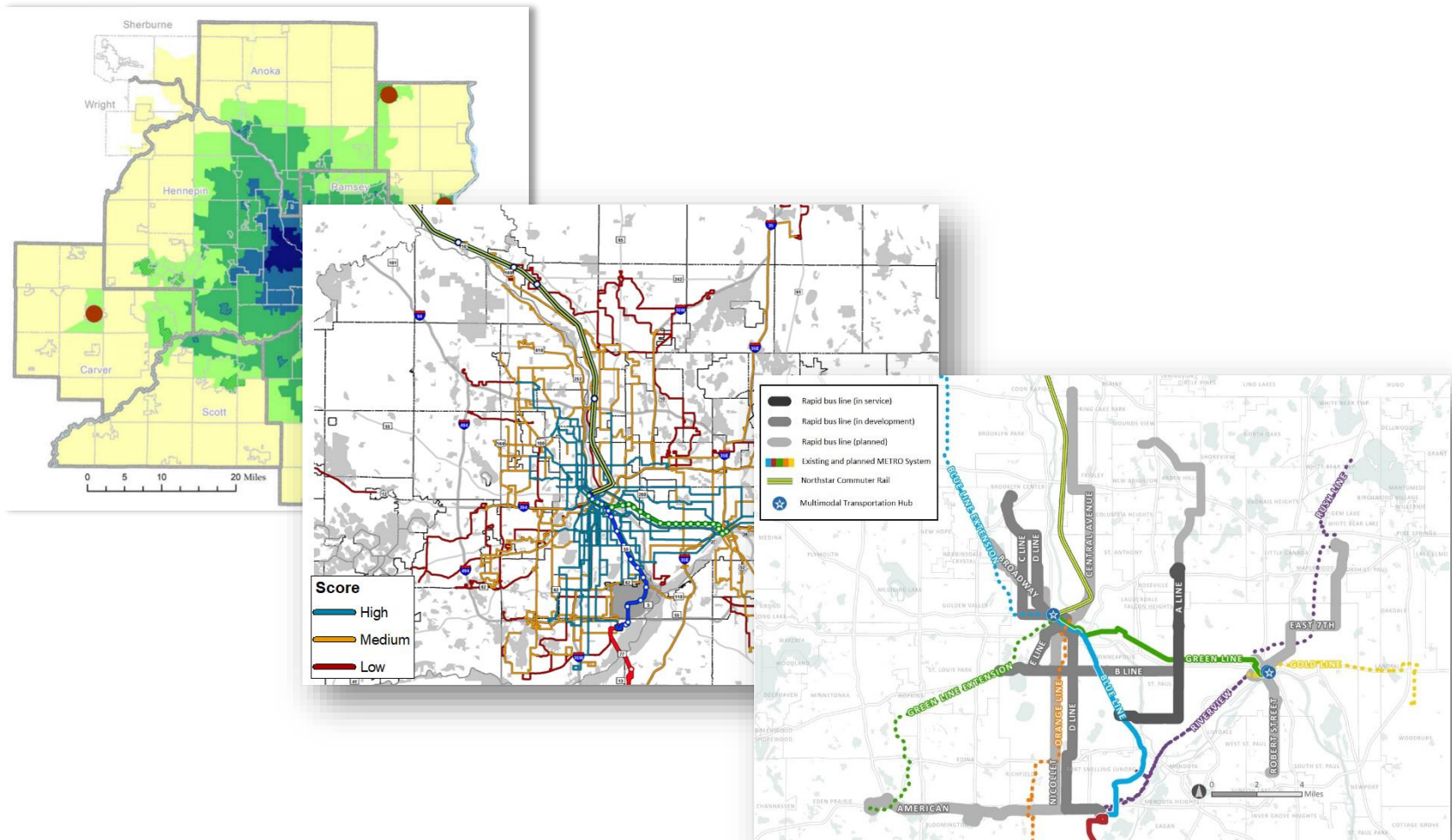


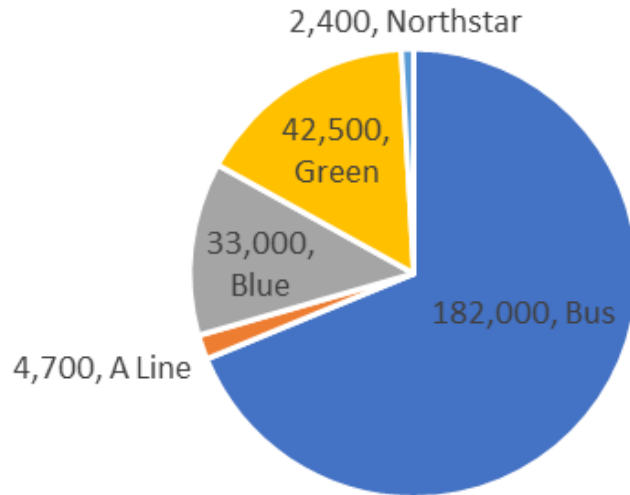
# Service Development



TAAC| April 3, 2019

Adam Harrington, Director of Service Development

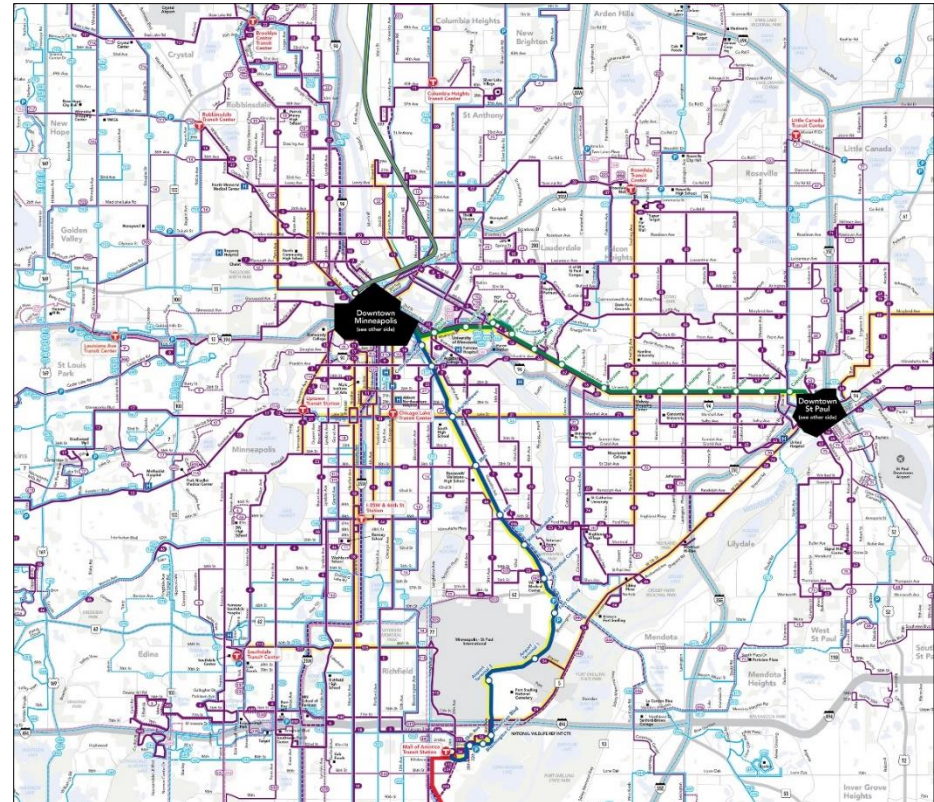
# 260,000 Daily rides



2.4 million annual  
bus service hours

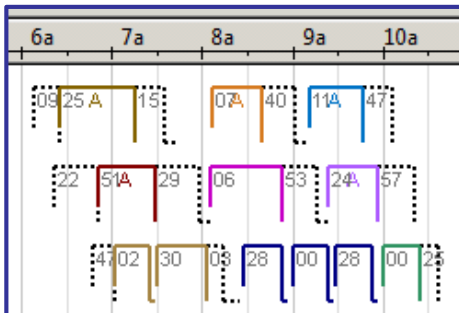
4125 weekly runs  
39,000 weekly trips

- 130 bus routes
  - A Line
- 2 LRT lines
- 1 commuter rail



# What Does Service Development Do?

- **Quarterly Service Changes**
  - Revise schedules to reflect changing conditions
  - Create work schedules for all rail & bus operators
- **Short and Long-Term Projects**
  - Sector studies to redesign service
  - Service Improvement Plan
  - Speed + Reliability initiative
  - Data and reporting improvements
  - Test scenarios
- **Internal Coordination**
  - Bus & Rail Operations
  - Facilities Planning
  - Transitway and BRT project offices
  - Customer Services and Marketing
- **External Coordination**
  - Metropolitan Council work units
  - Local governments
  - MnDOT
  - Employers



7102 Weekday	Duty Type	Report Time
Signon	305a	320a
Block		2
<b>Pullout / Trp. 8888 / Lum. 0</b>		
HIAWATHA FACILITY	320a	
CEDAR / RIVERSIDE	329a	
<b>Rt. 901 South / Trp. 1 / Lum. 0</b>		
CEDAR / RIVERSIDE	329a	
FRANKLIN / HIAWATHA	330a	
LAKE / HIAWATHA	333a	
38 ST STATION	335a	
46 ST STATION	337a	
50 ST / HIAWATHA	339a	

## Service Improvement Plan

2015-2030

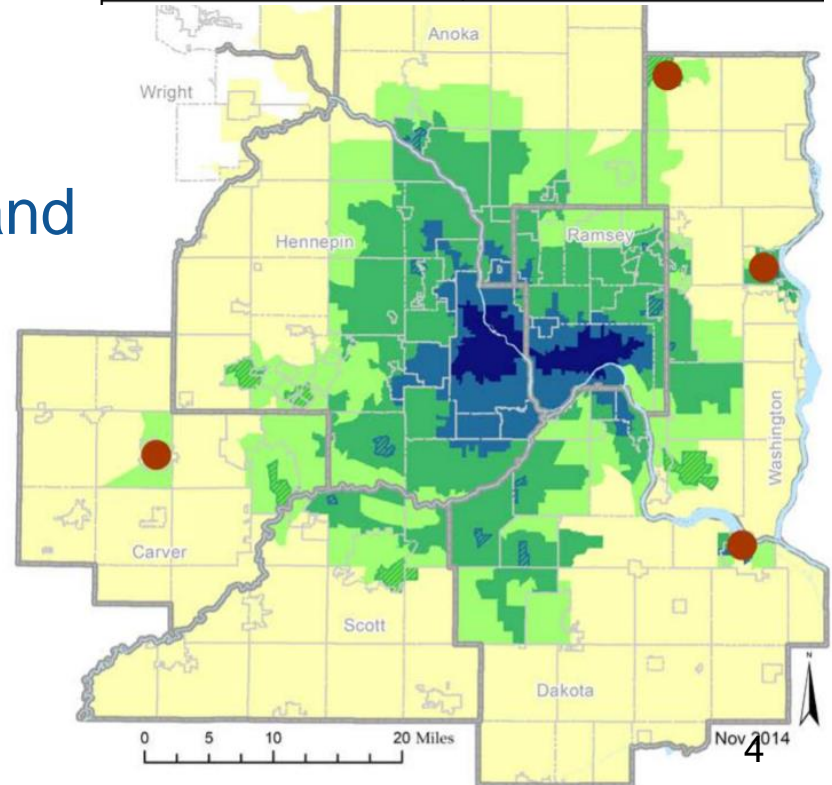
April 2015

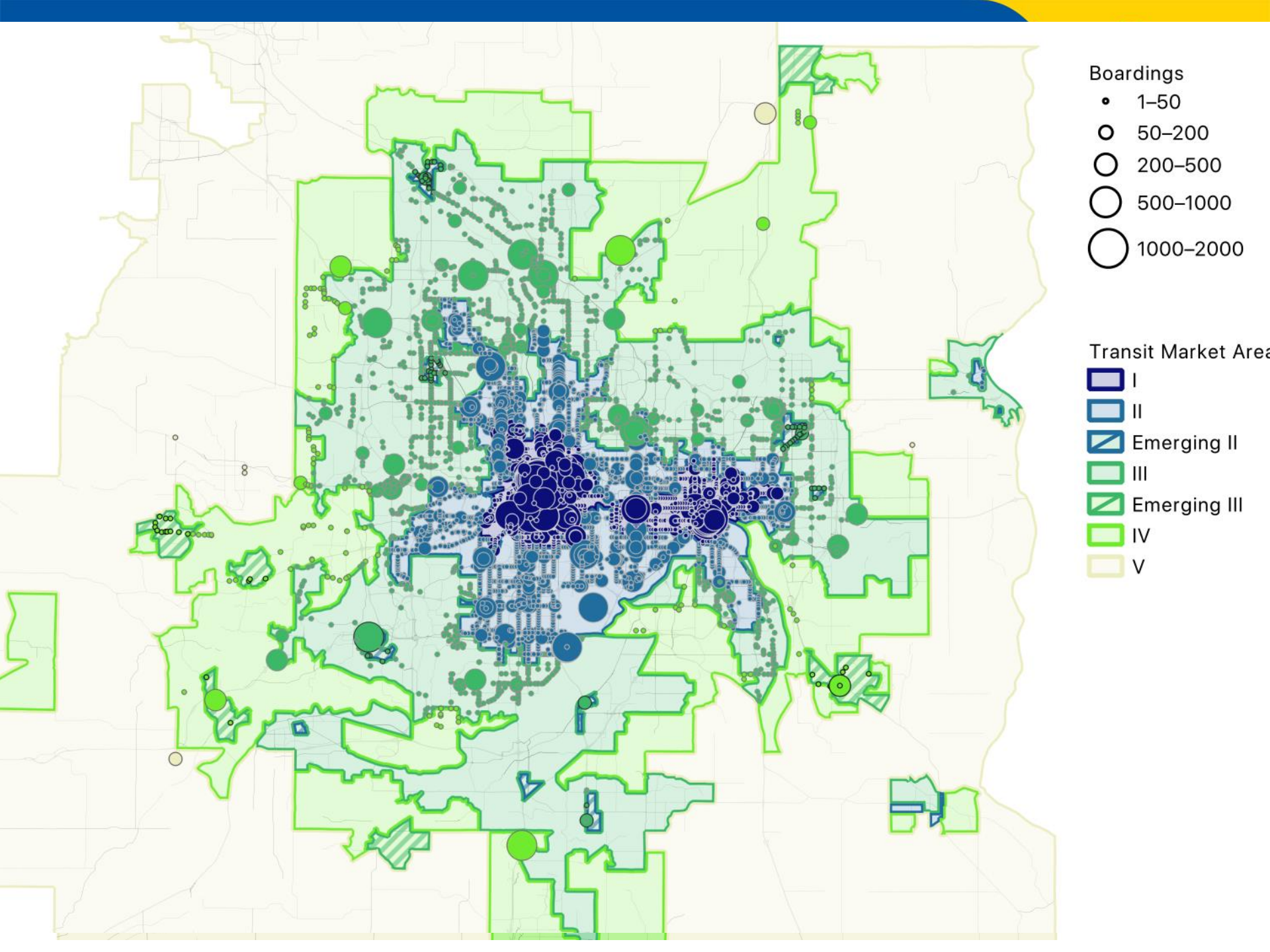
Table G-8: Passengers per In-Service Hour

Route Type	Route Average*
Core Local Bus	≥ 20
Supporting Local Bus	≥ 15
Suburban Local Bus	≥ 10
Arterial BRT	≥ 25
Highway BRT	≥ 25
Light Rail	≥ 70
Commuter Express Bus	Peak ≥ 20; Off-peak ≥ 10
Commuter Rail	≥ 70
General Public Dial-a-Ride	≥ 2

# Transit demand

- Convenient, frequent, direct
- Travel time competitive
- Cost: vehicle, fuel, PARKING
- Not everywhere for every trip
- Match transit service to demand





- Boardings**
- 1-50
  - 50-200
  - 200-500
  - 500-1000
  - 1000-2000

- Transit Market Area**
- I
  - II
  - Emerging II
  - III
  - Emerging III
  - IV
  - V

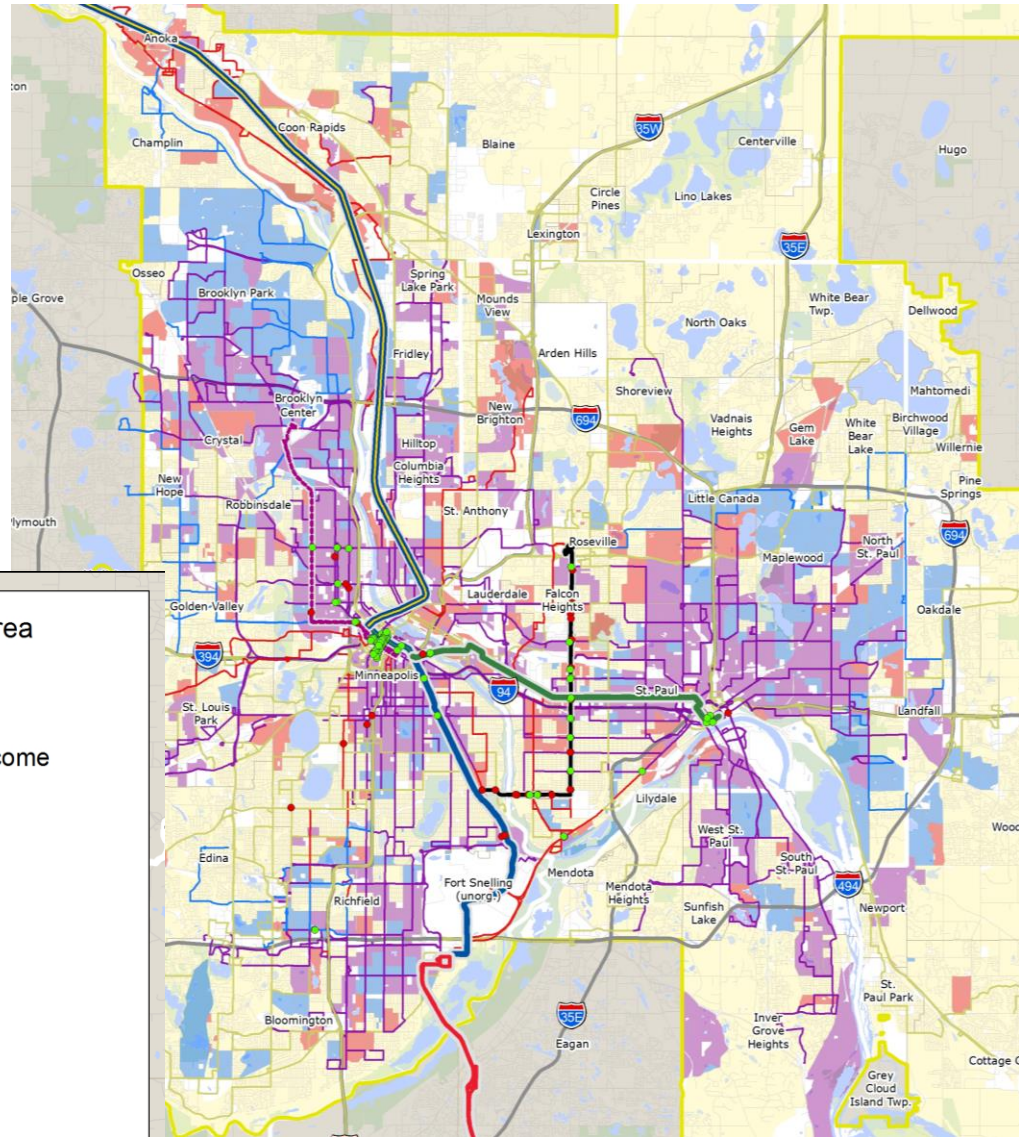
# Planning process

- Evaluate existing conditions, Data analysis
- Customer, Operations, Stakeholder input
- Community engagement, depending on level of change
- Plan development
- Equity lens
- If Major Change (25%+ of route), Title VI analysis
- Schedule development
- Implementation
- Evaluation



# Title VI, FTA review

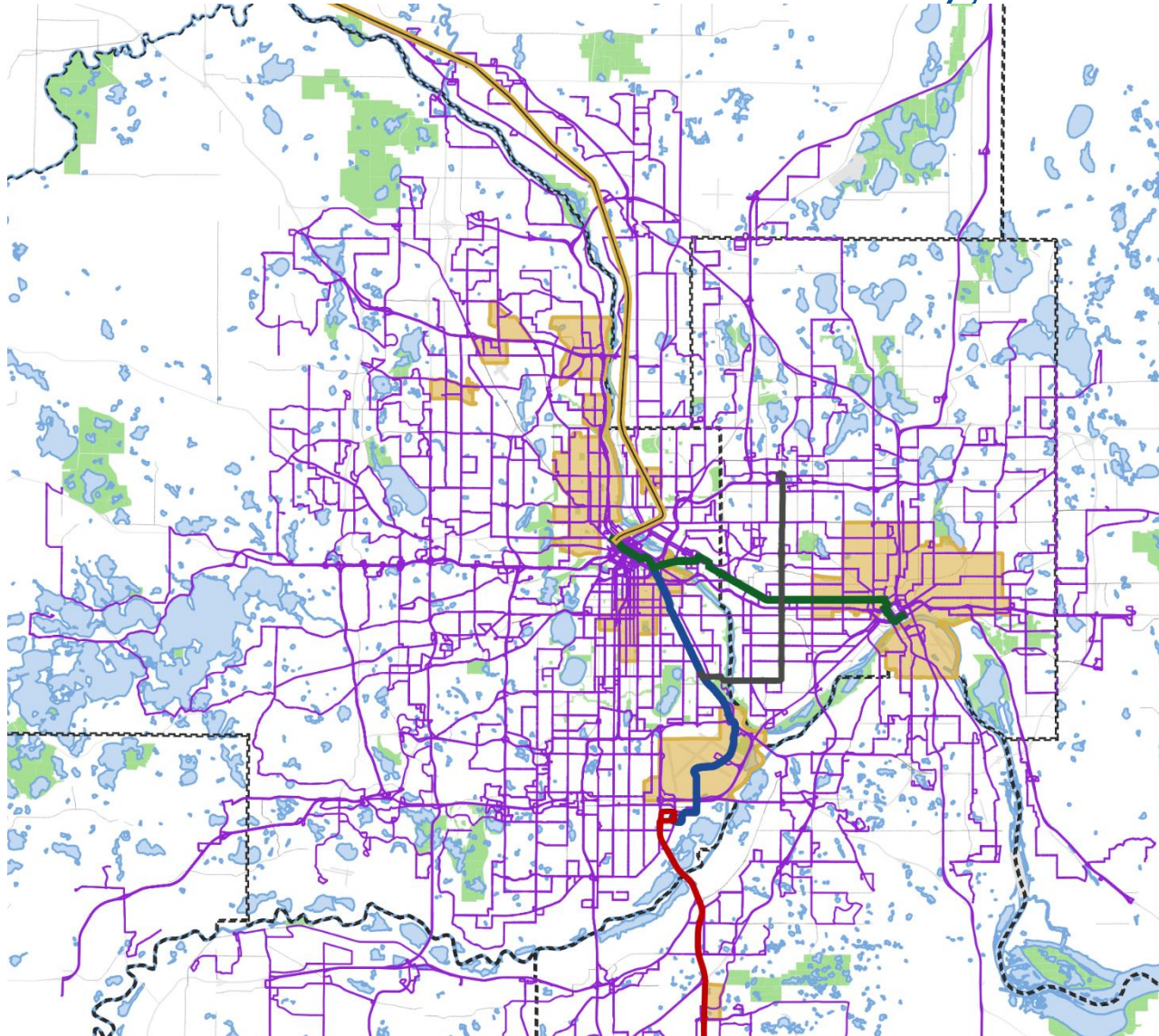
- No disparate impact for minority, low income
- System review 3yrs
- Council approved



● Shelter Heater (Warranted)	▭ Metro Transit Service Area
● Shelter Heater (Unwarranted)	
<b>Bus Route Classification</b>	<b>Demographic Predominance</b>
— Non-Minority, Non-Low-Income	— Non-Minority, Non-Low-Income
— Minority, Non-Low-Income	— Minority, Non-Low-Income
— Non-Minority, Low-Income	— Non-Minority, Low-Income
— Minority, Low-Income	— Minority, Low-Income
<b>Transitway</b>	
— Northstar (Commuter Rail)	— Red Line (BRT)
— Blue Line (LRT)	— A Line (BRT)
— Green Line (LRT)	— C Line (BRT) [PLANNED]

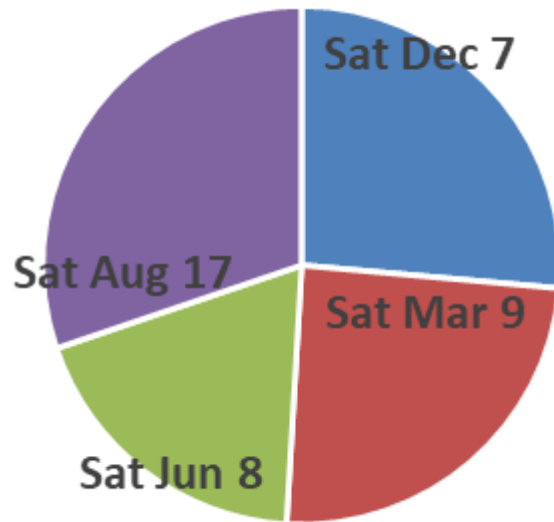
0 2 4 8 Miles

# ACP50 • Areas of Concentrated Poverty, +50% minority





# Operator Picks - 2019



- Changes include
  - Running time (travel time)
  - Frequency and trip timing changes to match ridership
  - New or eliminated routes, branches
  - Changes to layover locations

- Bus & LRT operators “pick” their work assignment based on run type and seniority
- Schedules align with ATU Contract
  - Run type, recovery time, span of shift



# Pick Process Timeline

- Each pick ~ 20 – 50 routes have schedule changes
- Major changes take a minimum 5 months to reach the street
  - » Data Collection = 21 days
  - » Analysis = 45 days
  - » Scheduling = 40 days
  - » Pick Production = 14 days

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  - » Service Development = 120 days
  - » + Operator Pick & Training = 35 days

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  - » Total = 155 days
- Depending on pick cycle, schedule adjustments can take 6 to 9 months from suggestion submitted

# Customer Communication

- Community Engagement
- On street notification
- Website
- Text, social media
- Stakeholders/Partners

Last date for major schedule change CSFs to be delivered to Manager of Scheduling	-88
Last date pocket schedule and map changes accepted by Graphics (Scheduling generates final pocket schedule interface)	-61
Service Development delivers Connect, Insights, and interior bus card info to Marketing	-45
Service review meeting and pick delivery	-38
Warehouse delivers pocket schedules to garages for distribution.	-10
Metro Transit Connect and Interior cards on buses	-8

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