



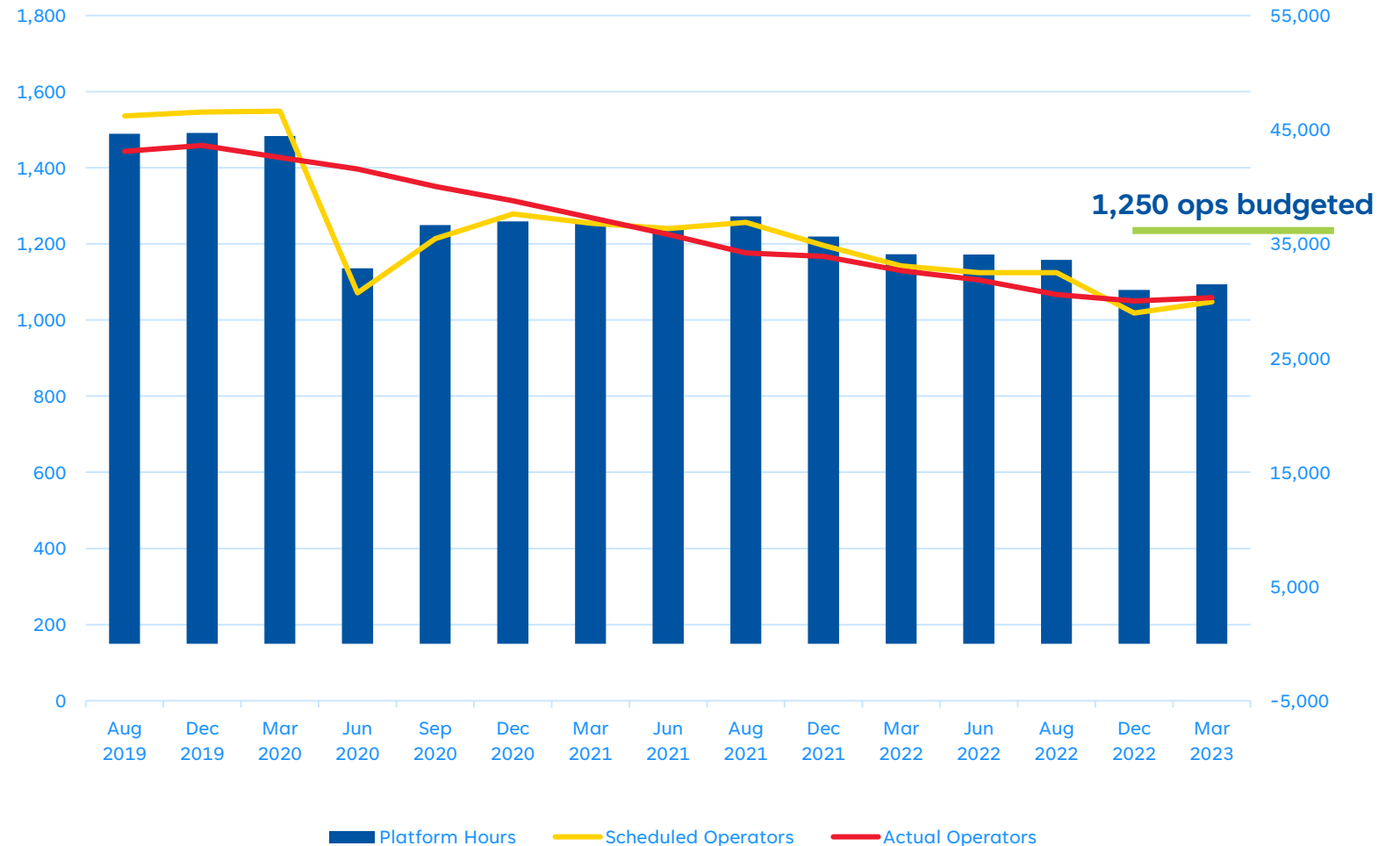
# Service changes 2020-Dec 2022 and beyond

Adam Harrington | Director Service Development

# Metro Transit Bus operator workforce and service

August 2019, 100% system service hours

Jun 2020	74%
Sep 2020	82%
Dec 2020	83%
Mar 2021	83%
Jun 2021	82%
Aug 2021	84%
Dec 2021	80%
Mar 2022	76%
Jun 2022	76%
Aug 2022	75%
Dec 2022	69%
Mar 2023	70%



# Adjusting requirements & resources

- Removed High School/GED requirement
- Commercial Learner Permit (CLP) assistance
- Mentorship program
- Professional Operator Development (POD)
- Leadership Academy
- Self protection course
- 2 year probation
- Red Kite support



# Wage and bonus increase

- Bus Operators:
- Oct 12 Council Approved
- \$26.16/hr start, \$27.80 after 1<sup>st</sup> year
- Hiring bonus up to \$5,000
- [www.metrotransit.org/drive](http://www.metrotransit.org/drive)

We're hiring bus drivers!



Have a question about the bus driver position or how to apply?  
Text your question to 612-444-1161.

Join us at our upcoming Hiring Events!

**Saturday, Nov. 5**

9 a.m. to noon

**Wednesday, Nov. 9**

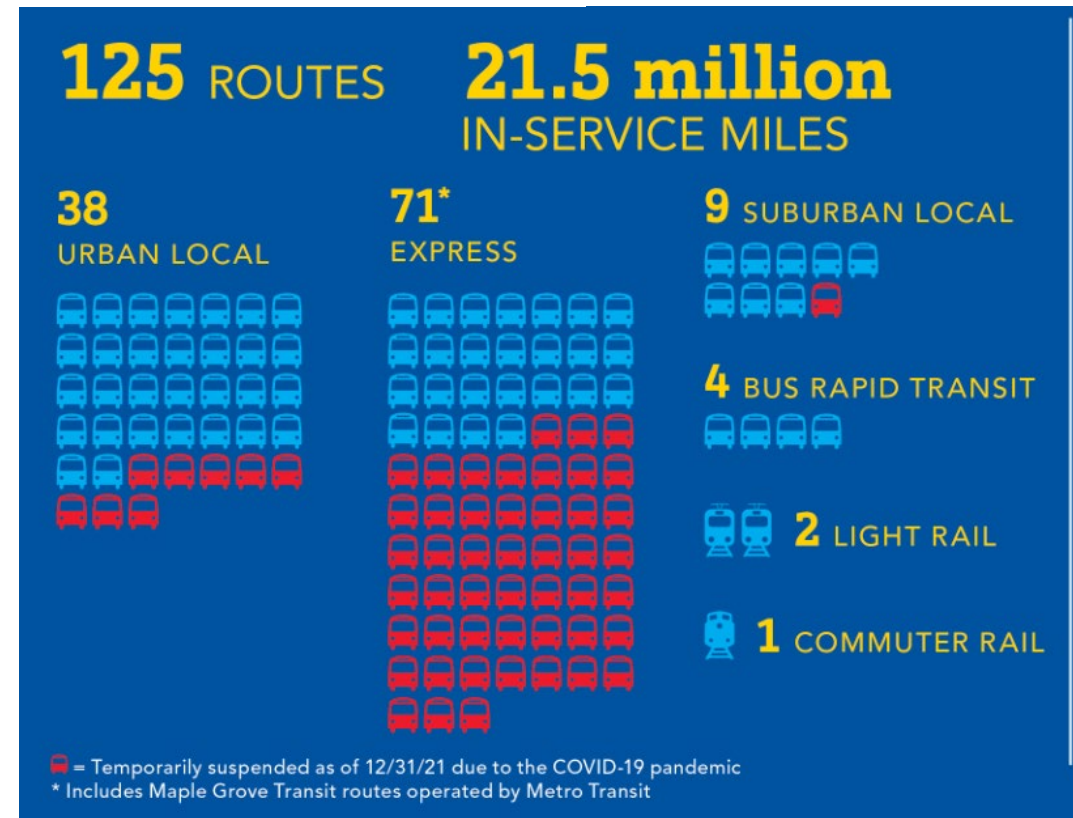
4 to 7 p.m.

**WHERE:** Metro Transit Instruction Center, 725 North 7th Street, Minneapolis

Parking is limited; take transit to the event (served by routes 5, 9, 22, and METRO C Line) Use our [Trip Planner](#) to find your best route.

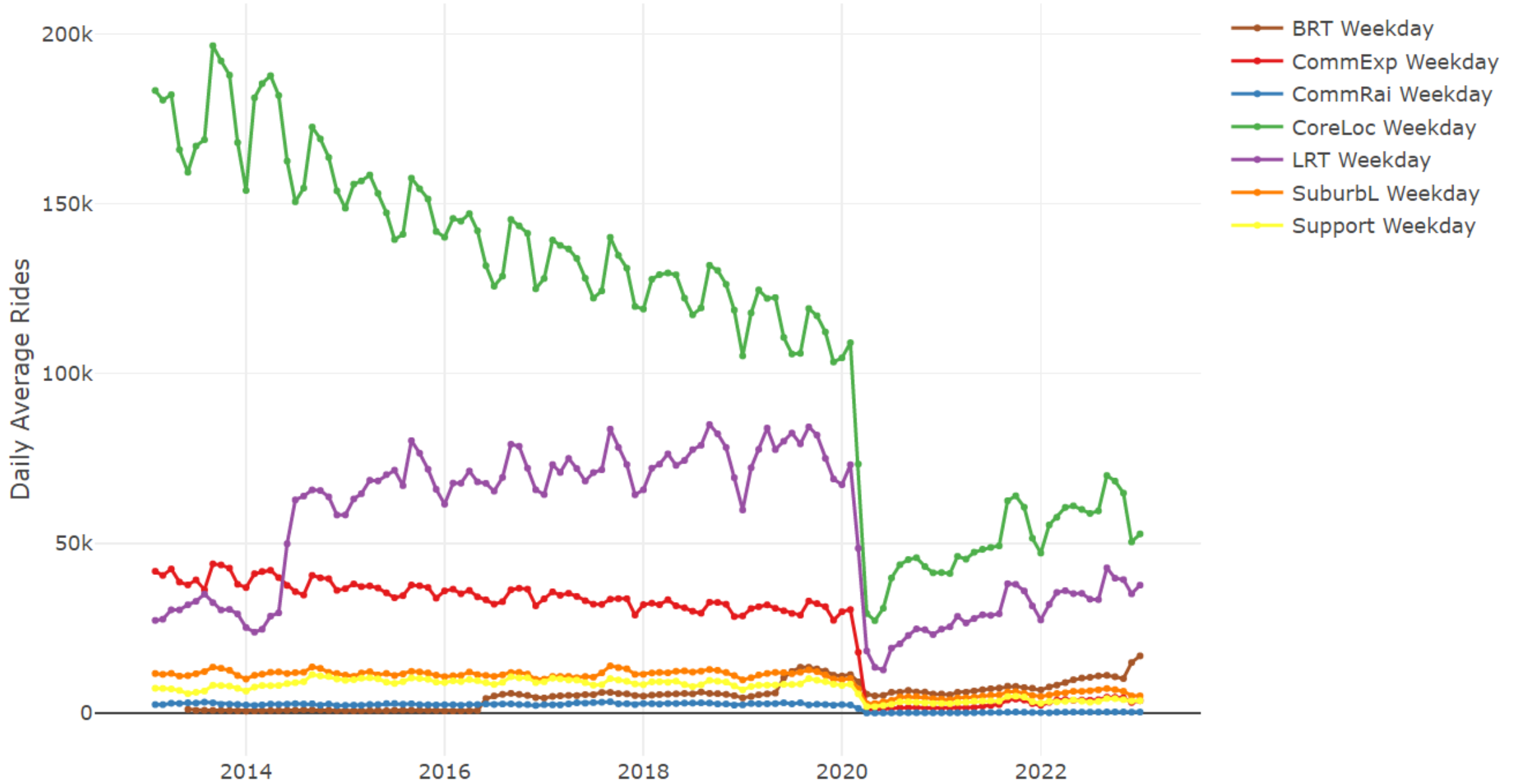
## Guiding principles

- Maintain the reliability of our scheduled service
- Identify service where customers have an alternative (route, frequency or auto)
- Minimize ridership impact/capacity
- Balance network frequency and coverage
- Evaluate service changes with an eye towards reducing impact on low-income communities and communities of color



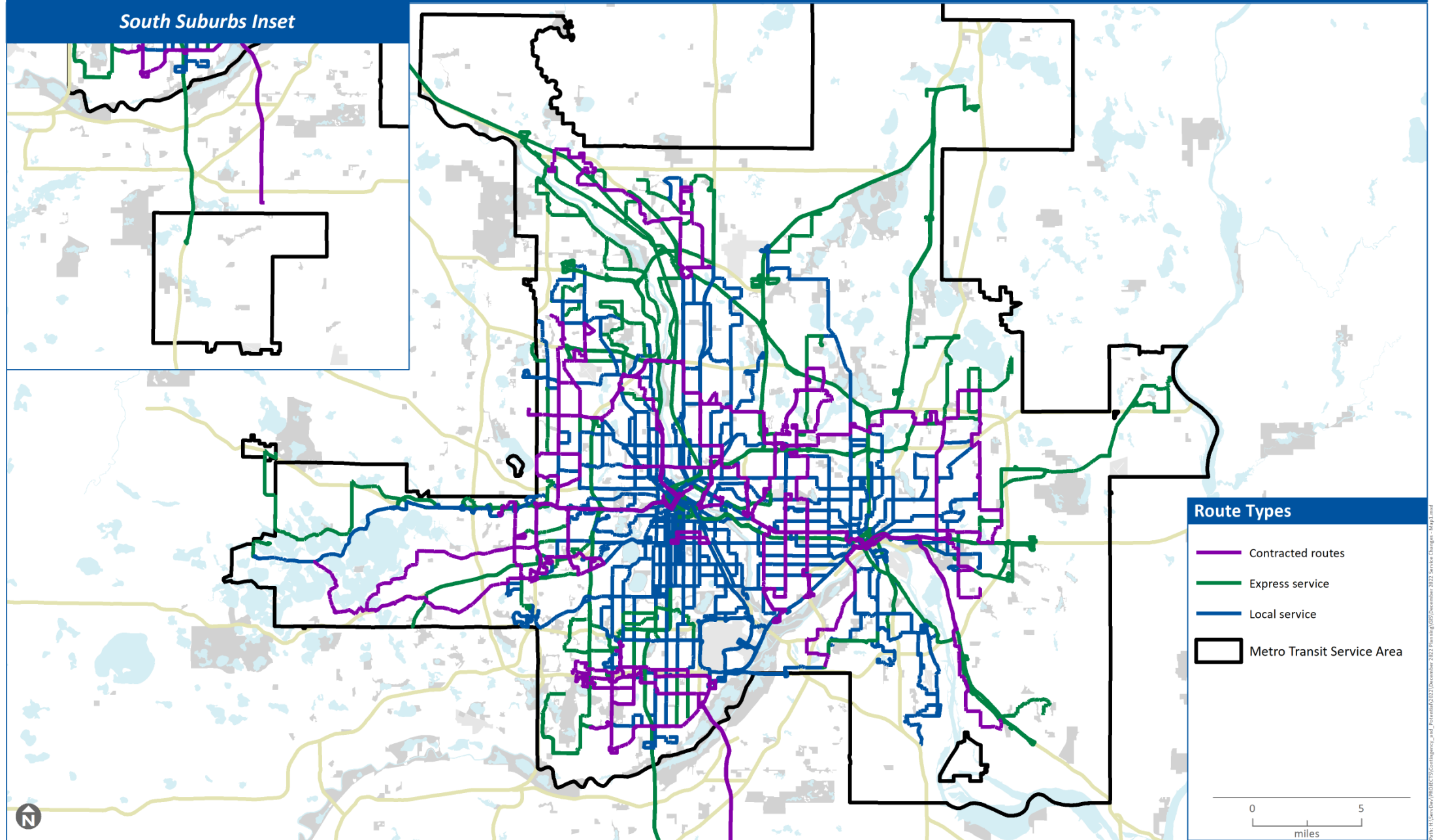
- 164 routes, including 39 contracted
- 67 suspended routes, including 12 contracted

Trend Over Time of Route(s): , BRT, CommExp, CommRai, CoreLoc, LRT, SuburbL, Support



# Service in August 2019

South Suburbs Inset



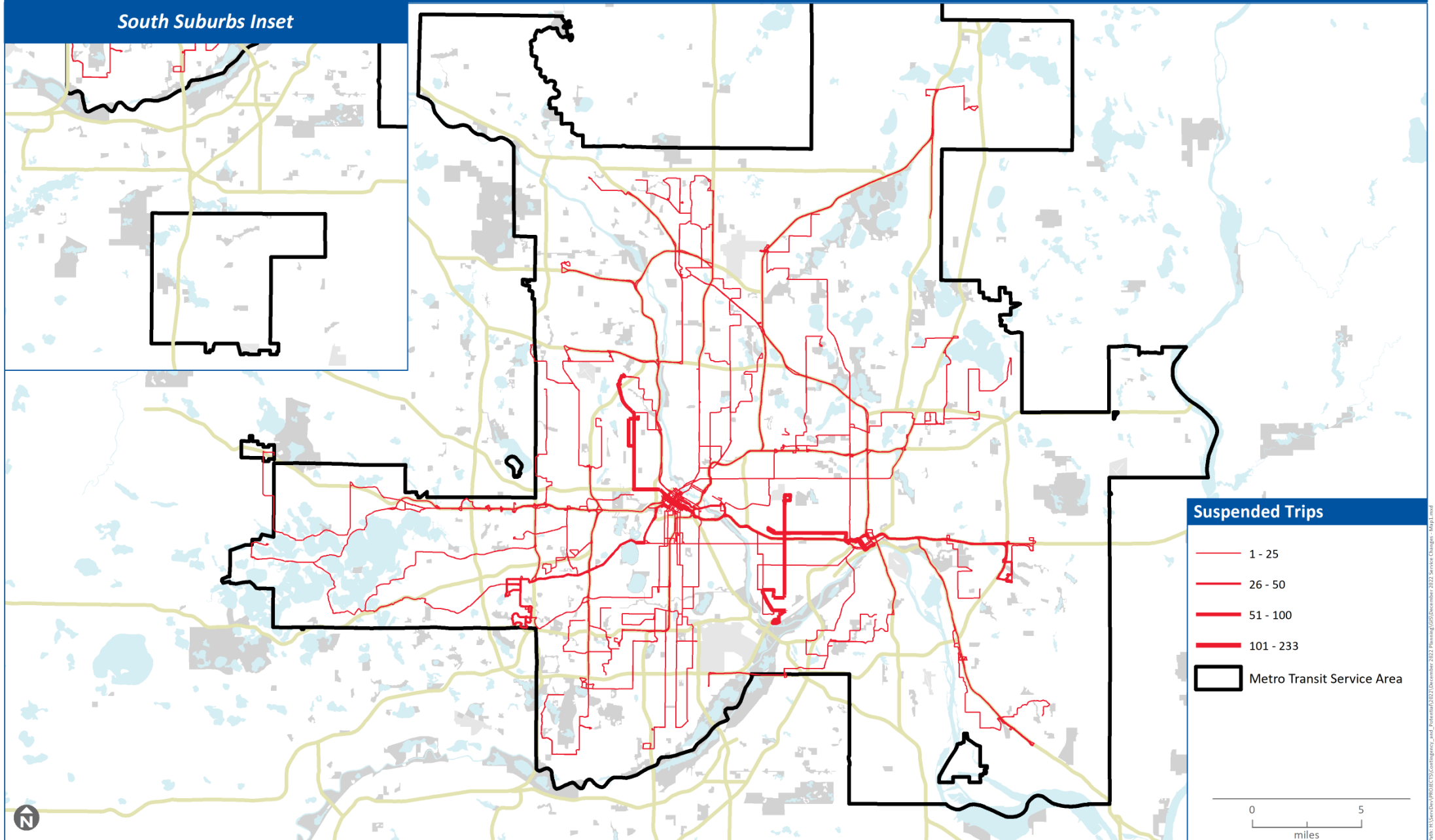
**Route Types**

- Contracted routes
- Express service
- Local service
- Metro Transit Service Area

0 5  
miles

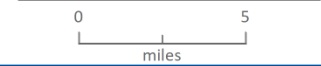
# Weekday Route and Segment Suspension as of August 2022

South Suburbs Inset



## Suspended Trips

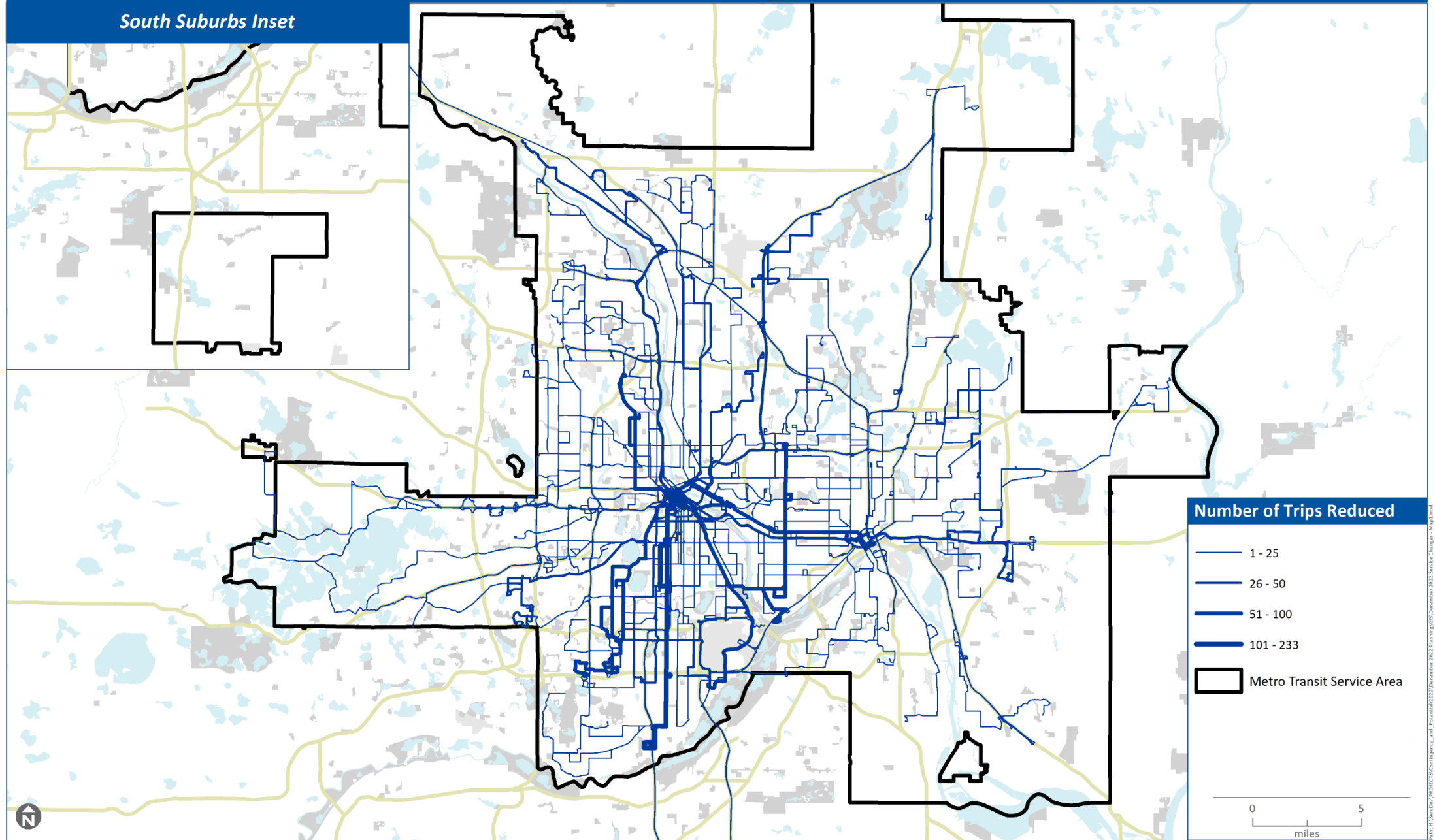
- 1 - 25
- 26 - 50
- 51 - 100
- 101 - 233
- Metro Transit Service Area





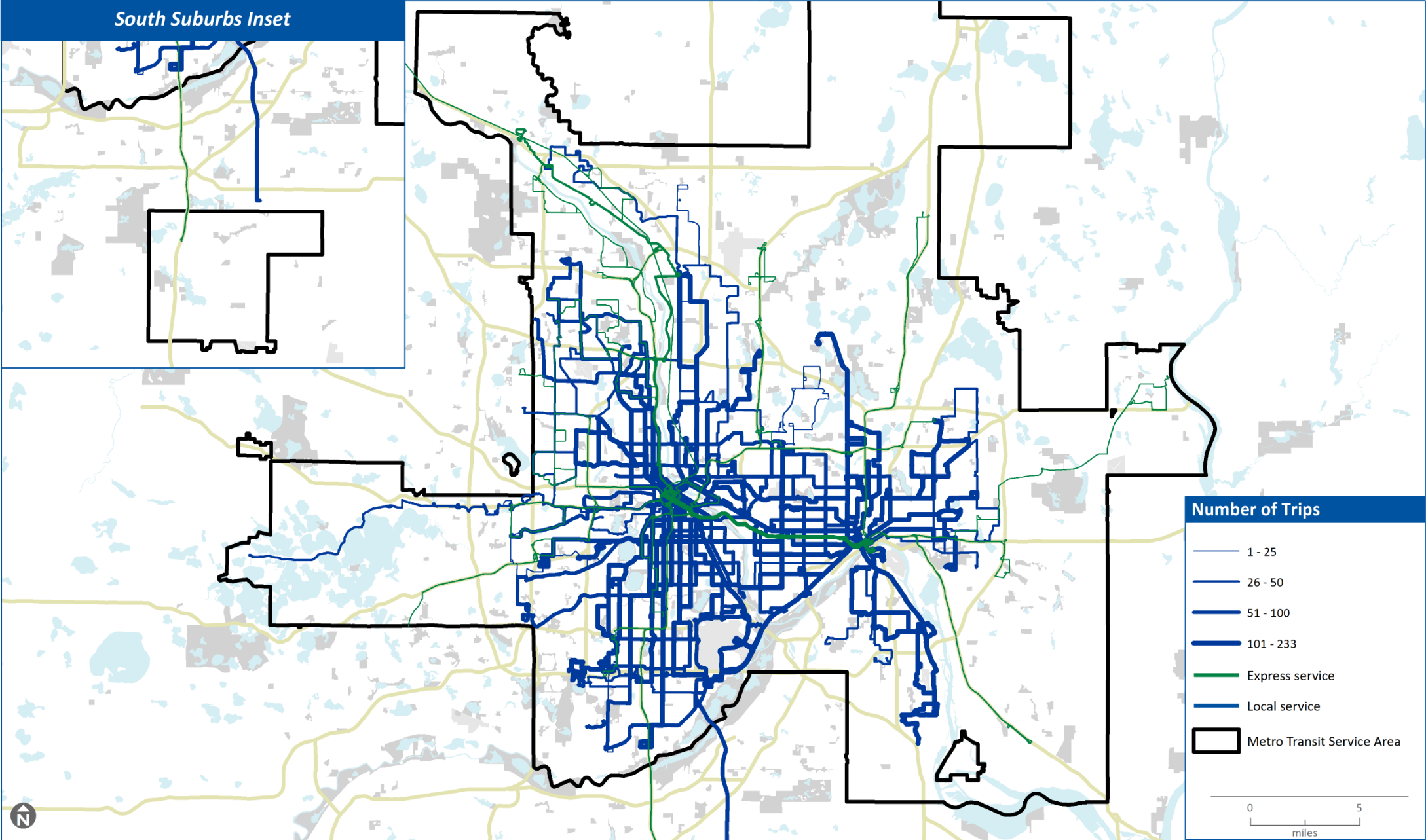
# Weekday Trips Reduced from August 2019 to August 2022

South Suburbs Inset



# Weekday Service as of August 2022 by Type

South Suburbs Inset



# Schedule change info

- [News & Events \(metrotransit.org\)](https://metrotransit.org)



- Communications
  - Cities, local gov partners
  - Schedules available Nov 3
  - On bus, bus stops for suspended service
  - Field staff
  - Connect

## Quarterly service changes begin Saturday, Dec. 3



On Dec. 3, Metro Transit will make changes to transit service throughout the metro. These planned quarterly service changes are being made to maintain reliability amid an ongoing driver shortage.

We will maintain the reliability of our scheduled service using these criteria:

- Maintain the reliability of our scheduled service
- Identify service where customers have an alternative (route, frequency or auto)
- Minimize ridership impact/capacity
- Balance network frequency and coverage
- Evaluate service changes with an eye towards reducing impact on low income communities and communities of color

[Sign up for alerts →](#)

Need Help?

## March 2023 schedule changes

- No reductions!
- Northloop Garage opening

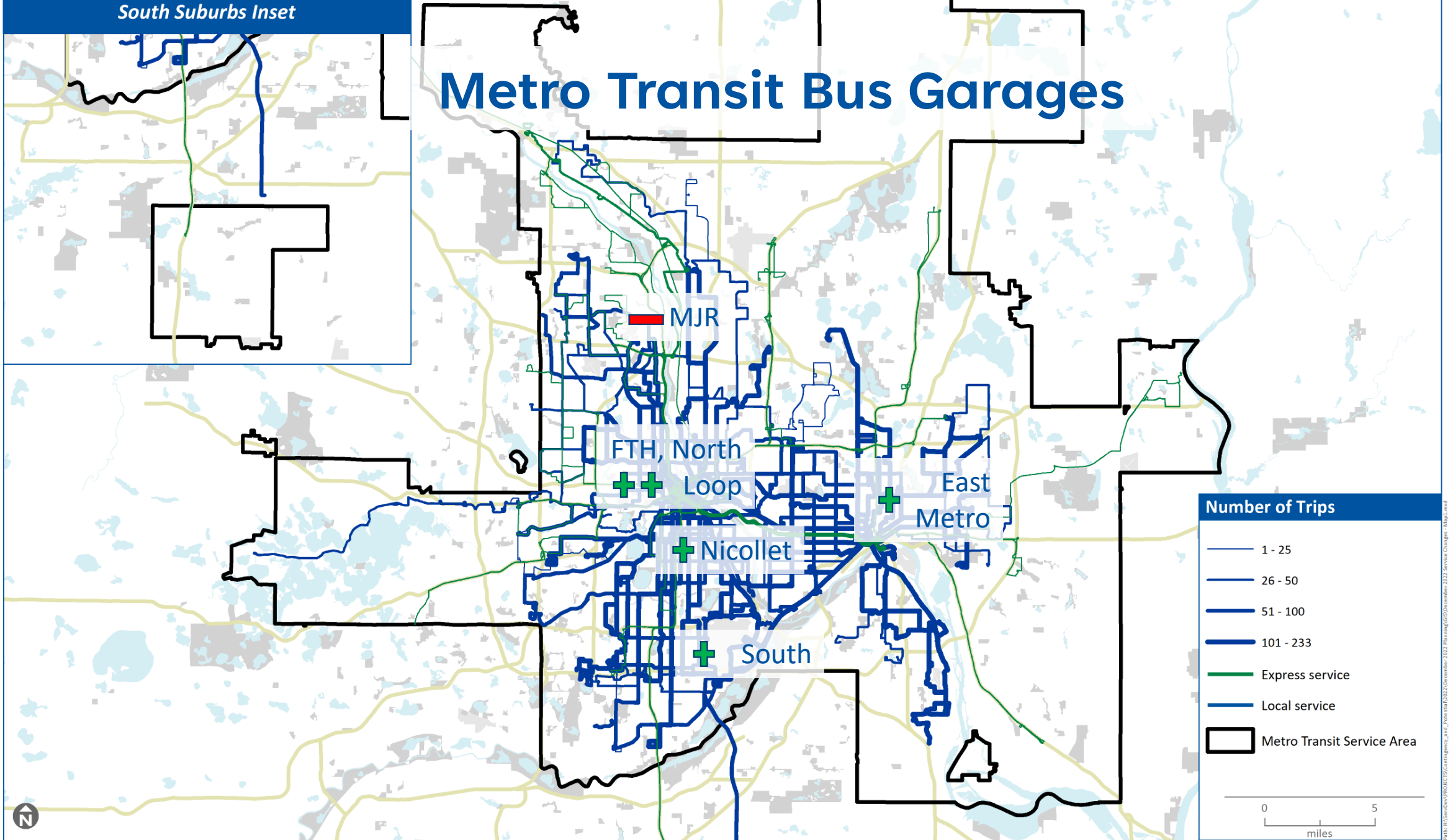
# North Loop Garage Opening

- January- March 2023
  - Final Commissioning and punch list work
  - Equipment delivery and set up, fluid and parts delivery, final set up-testing technology systems
  - Internal coordination and assignments on going
- March 18, 2023
  - Begin daily operations from new garage.



View of North Loop Garage exterior

# Metro Transit Bus Garages



**Number of Trips**

- 1 - 25
- 26 - 50
- 51 - 100
- 101 - 233
- Express service
- Local service
- Metro Transit Service Area

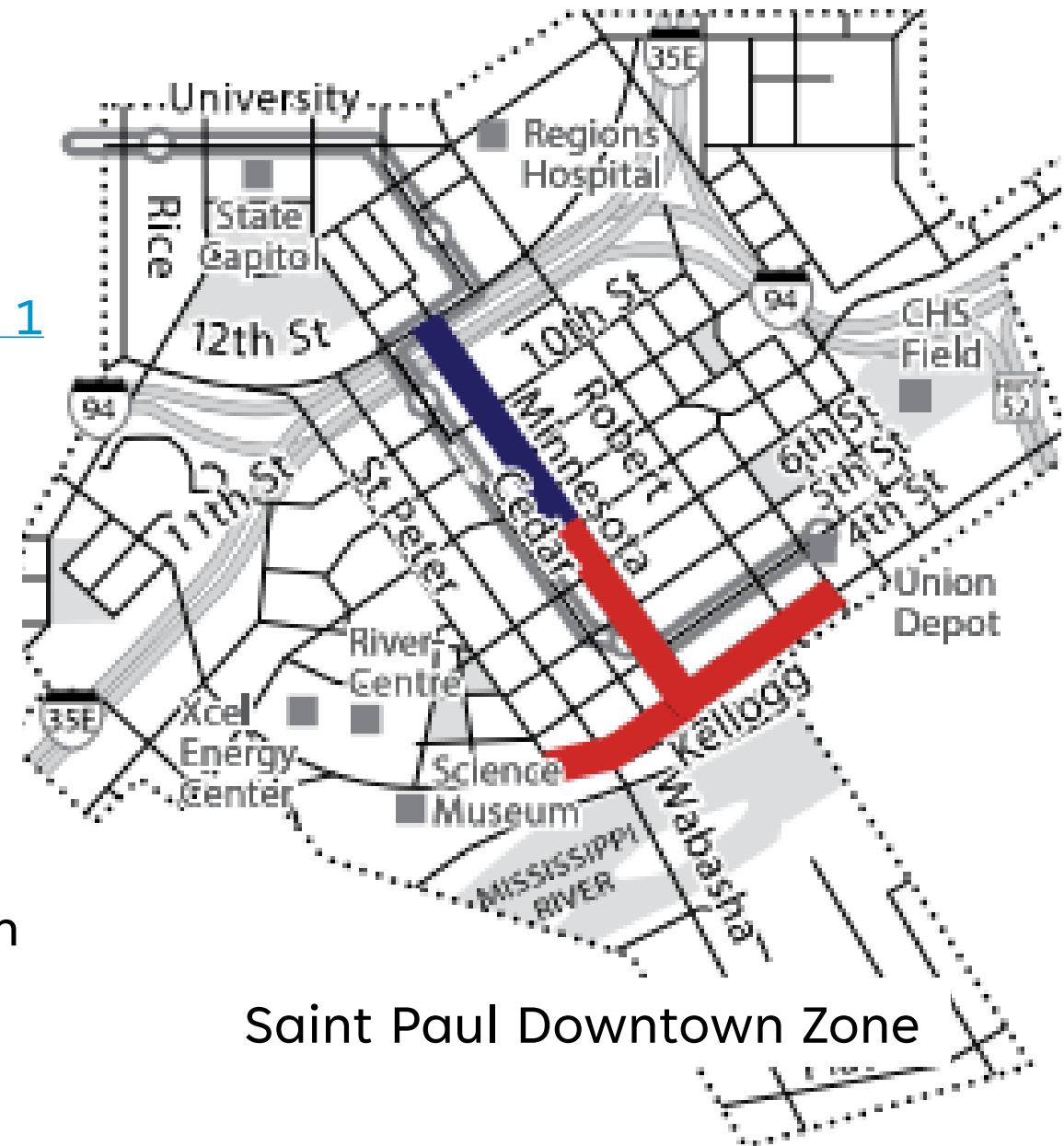
0 5  
miles



**2023 construction project detours & other adjustments**

# Minnesota/Kellogg Detours

- Summer 2023 to Fall 2024 construction [Minnesota Street Reconstruction Phase 1](#) | [Saint Paul Minnesota \(stpaul.gov\)](#)



- Routes 3, 62, 67, 71, and 75 detour from Cedar, Kellogg, and Minnesota to Robert and other streets



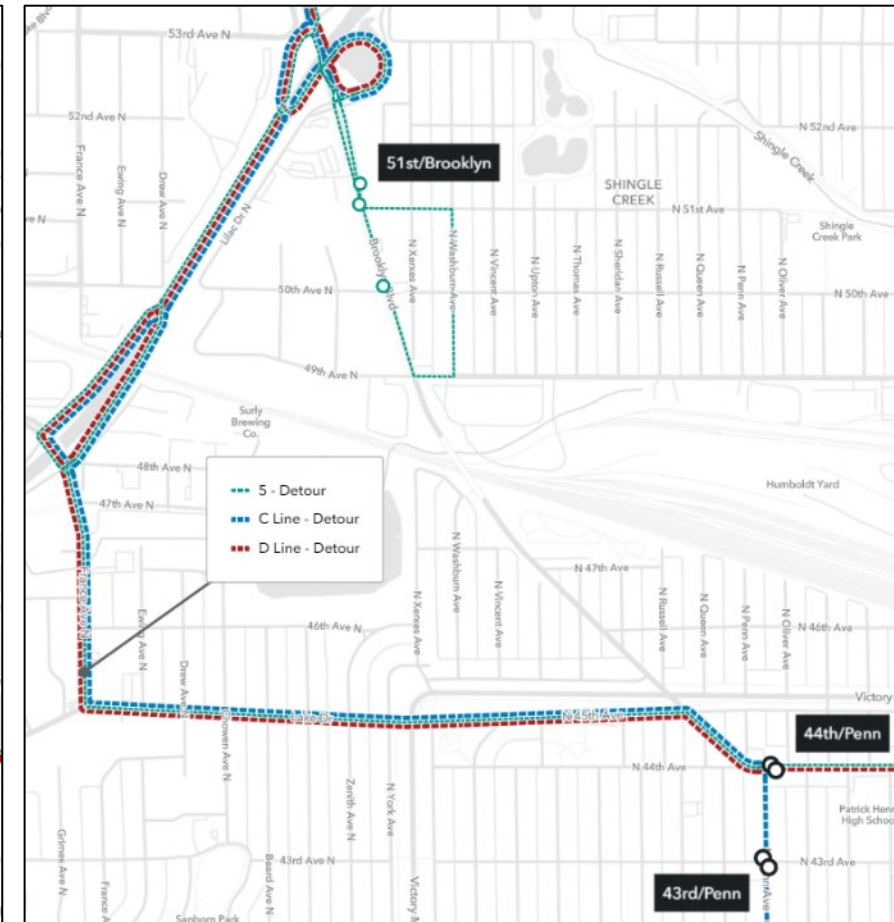
# Osseo Road Detours

- Summer 2023-2024 construction [Osseo Road reconstruction | Hennepin County](#)
  - Redecking the bridge
  - Safety and accessibility upgrades
  - Complete & Green Streets elements
- C and D Line detour via 45Ave, Lake, France, Hwy 100
  - Skip 51Av/Brooklyn Station
- Rt. 5 detour adds one-way loop via 49Ave, Washburn, 51Ave, Brooklyn
  - Serve 51Av/Brooklyn and additional stop for coverage

## Regular Alignments



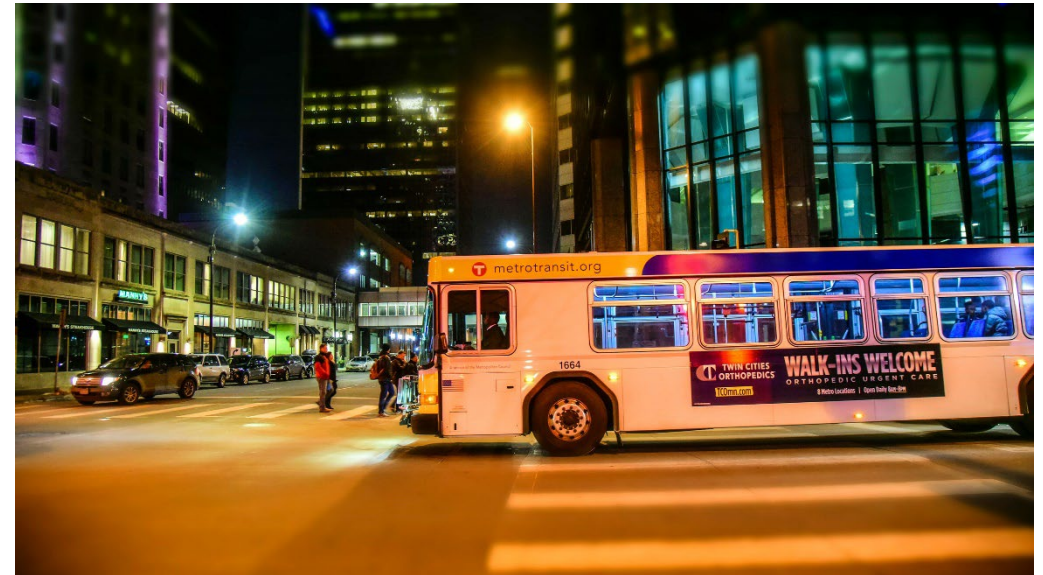
## Detours



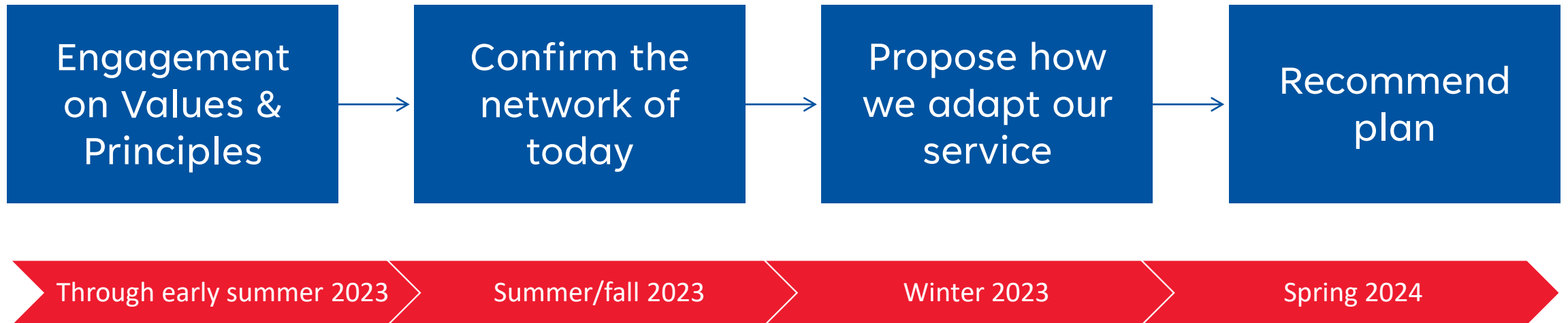
# Network Now

## Setting the course for the next five years

- Metro Transit network and level of service over the next five years
  - priorities
  - scenarios
- Framework for decision-making recognizing *constraints*



# Project phases



## What is included

- Changes to existing route service
- Frequency or span of existing and planned METRO lines
- Discontinued service and facility closures
- New or redesigned routes
- Speed and Reliability actions

## What is *not* included

- Changes to the construction or alignment of planned METRO lines
- New capital projects
- Fare policy changes
- Projects outside Metro Transit service area
- Long-term or regional planning
- Transportation Policy Plan revisions

# Community Involvement

- Transit values [Agency survey](#)
- Open for input March through mid-May
  - Companion survey for municipal and county staff and official to be distributed
- Community forums in April
  - Three events for partners
- Invite us to your community
- [www.metrotransit.org/network-now](http://www.metrotransit.org/network-now)





## **Workforce & Service changes March 2023**

Adam Harrington | Director Service Development