METRO Green Line
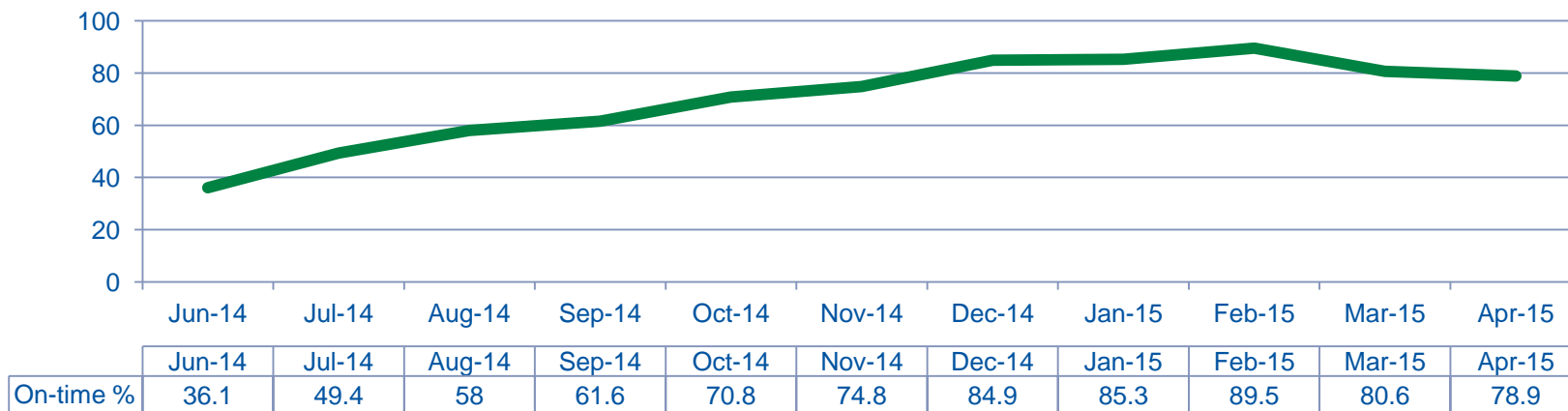## 1 year Anniversary Operations Update

Brian Funk

Director – LRT Operations

June 22, 2015

Running Time

- Continual Improvement
- Predictive Priority along University Avenue
- Refinements in Downtown Minneapolis
- March 2015 Schedule Change (48 to 45 minutes)
- Next Steps

Green Line On-time %

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
On-time %	36.1	49.4	58	61.6	70.8	74.8	84.9	85.3	89.5	80.6	78.9

Fleet and Systems Reliability

- Daily pullouts achieved within 1 minute = >99%
- Approximately 200,000 miles per month
- Miles between Vehicle failures exceeding **50,000 miles**
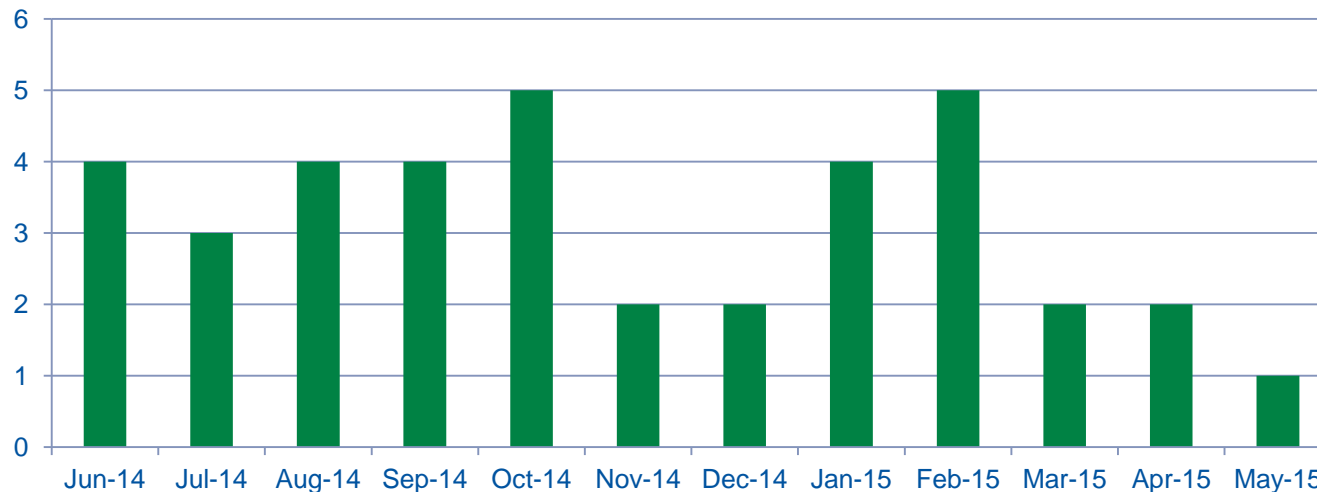- Miles between Systems failure exceeding **365,000 miles**

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Safety

- 39 collisions since Grand Opening
- Primary cause – Illegal turns by motorists
- Trending in the right direction
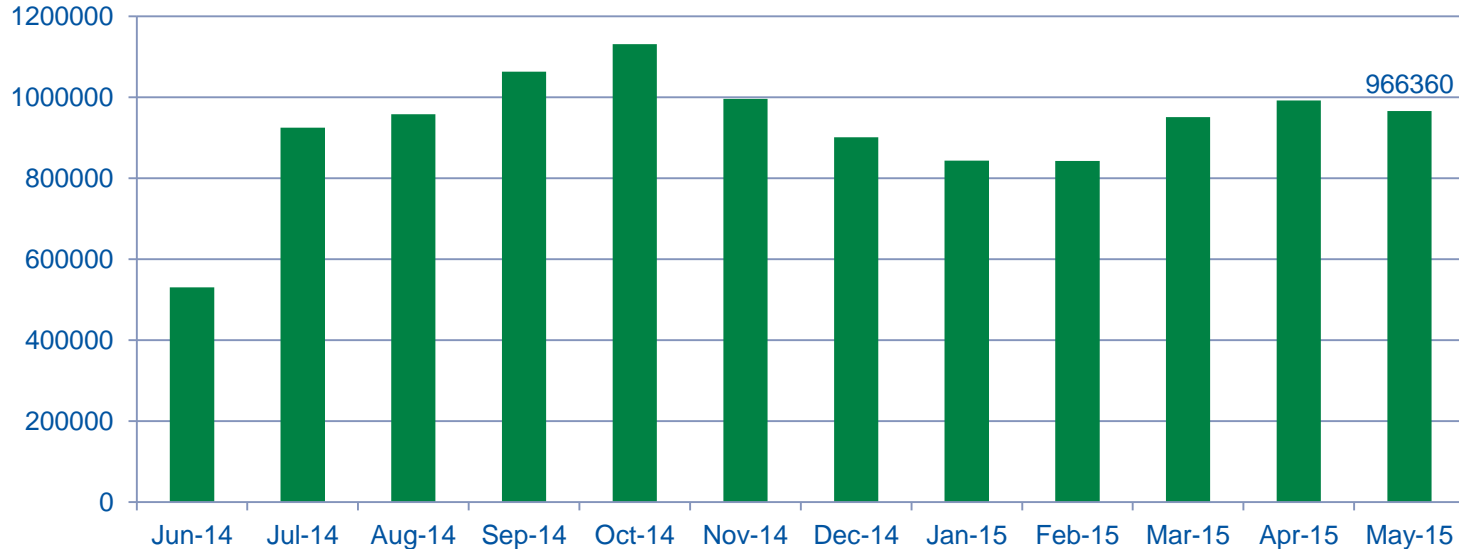- Mitigation Steps & Operation Lifesaver

Green Line Collisions

Ridership

- Monthly Ridership continues to be strong, >11m total
- Average Weekday Rides: much stronger than expected
- Busiest stations – East Bank, Nicollet Mall, Central

Green Line Ridership

966360

Special Events

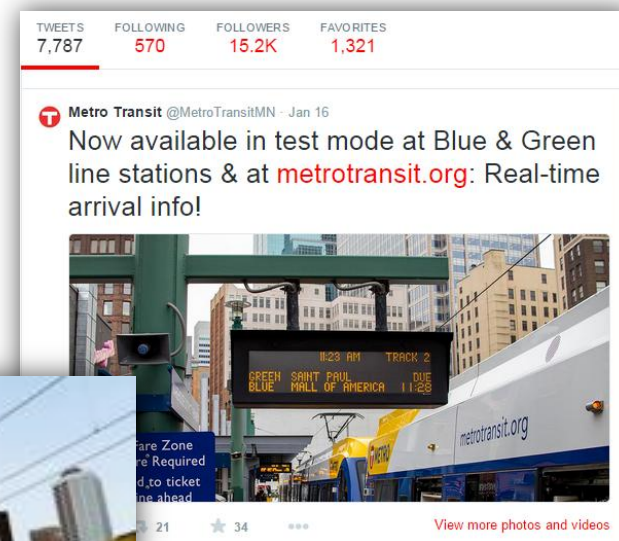- Twins + All Star Game, Vikings, Saints, Wild, Wolves, Lynx & Concerts

Bus Service Changes

- Cross-town bus routes at Green Line stations Increased rides by about 2,600/ weekday, *including* new routes 30 and 83

- I-94/University Ave bus routes' rides decreased by about 19,500/ weekday
  - Biggest change: Route 16, from over 14,000 to under 1,800 rides/ weekday as riders shifted to the Green Line
  - Route 94 went from 4,636 to 2,354 weekdays. Weekends all to LRT

- Combined Green Line and Bus rides/ weekday = +16,000 = +34,000 on Green Line – 18,000 on buses
- TRB Paper & Presentation at Fall Conference

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Customer Service

- NexTrip and On-platform train arrivals introduced Jan 2015
- Management responds quickly – 99% contacted in <5 days
- Management "onboards"
- Commendations

TWEETS 7,787 FOLLOWING 570 FOLLOWERS 15.2K FAVORITES 1,321

Metro Transit @MetroTransitMN · Jan 16
Now available in test mode at Blue & Green line stations & at metrotransit.org: Real-time arrival info!

View more photos and videos

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What's Next?

- Safety-related mitigation work
- Listen to customer feedback
- Continued work on travel times
- Continue efforts to improve customer communications