

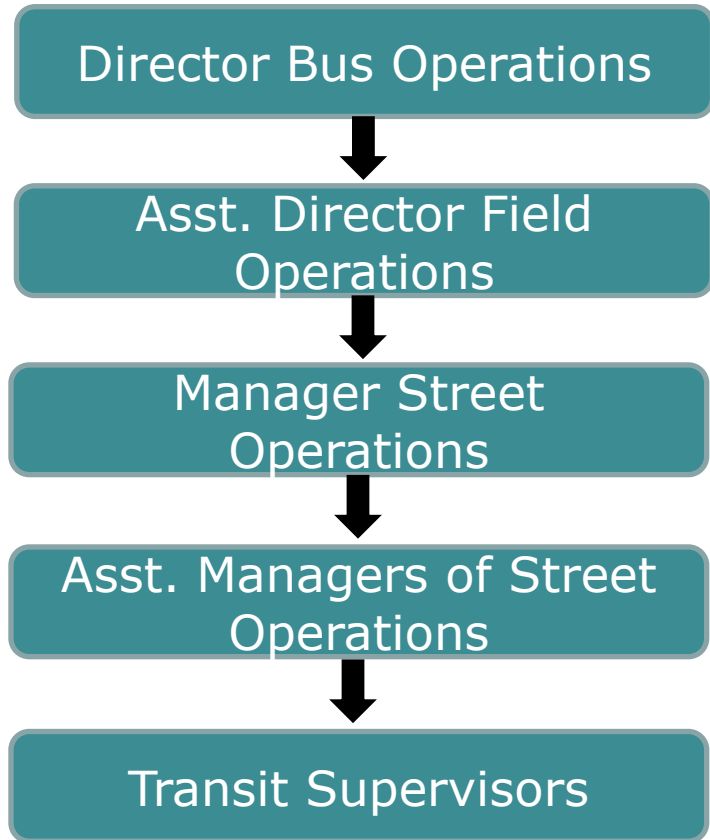
# METRO TRANSIT

## Street Operations Department

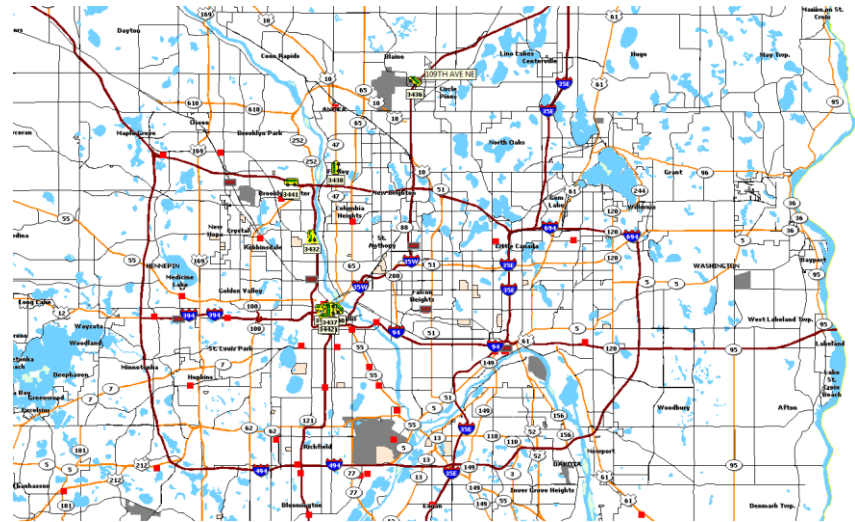


# Street Operations Department

## Reporting Structure



27 Transit Supervisors providing 24/7 mobile operational support throughout the entire service area.



# Departmental Role



- Operator Support
- Supportive/Corrective
- System Management
- Pro-active/Re-active
- Accidents/Incidents
- Customer Service
- Central role in communication

# Detours

## Planned

### Detours written

2015 -> 2539

2014 -> 1737

2013 -> 1695

2012 -> 1468

\*\*Last 3 yrs have averaged 1,990 detours a year. This does not include Bus Stop closures, or unscheduled detours where the operator is directed through TCC due to accidents, work by the cities we serve, police activity, fires, etc.



• **Example: Nicollet Mall redesign**

## Unplanned



• **Example: Water main break, December 2013**

# Special Events



- State Fair
- Uptown Art Fair
- Twins, Vikings & Gophers' Games
- St. Patrick's Day Parade
- Pride Parade
- Winter Carnival
- Open Streets



# Rail Support



- Planned and unplanned service disruptions on the Blue, Green, and Northstar rail lines.

# Emergency Services



- We offer support during emergency situations which may include housing displaced residents as well as provide shelter for EMS personnel.
- In 2015 provided assistance 71 times.

# Community Outreach

- **St. Stephen's Human Services**
- **Human Trafficking Training**

**ST. STEPHEN'S  
- Street -  
Outreach**  
at Central Lutheran Church  
333 South 12th Street, Minneapolis  
*(Enter door across from parking lot)*  
**Drop-in Hours:**  
Monday-Friday 9-11 am  
**612-879-7624**  
*or free from any payphone:*  
1-888-550-7624  
You do NOT need to be sober  
to access services.

- advocacy
- shelter
- outside gear / emergency needs
- medical / dental care
- chemical / mental health

Street Supervisors have teamed up with St. Stephen's Human Services to hand out booklets that expose homeless people to the variety of services available to them.







# Questions?

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