



# Metro Transit: Building a Regional Transit System for the 21<sup>st</sup> Century



Transportation Committee  
March 25, 2019



# Our Mission

We at Metro Transit deliver environmentally sustainable transportation choices that link people, jobs and community conveniently, consistently and safely.



# Great People, Great Service

- 3,200 employees
  - 1,500 bus operators
  - 700 mechanics, fleet support staff
  - 120 rail operators
  - 117 FT police officers
  
- 175 employees with 30+ years of service



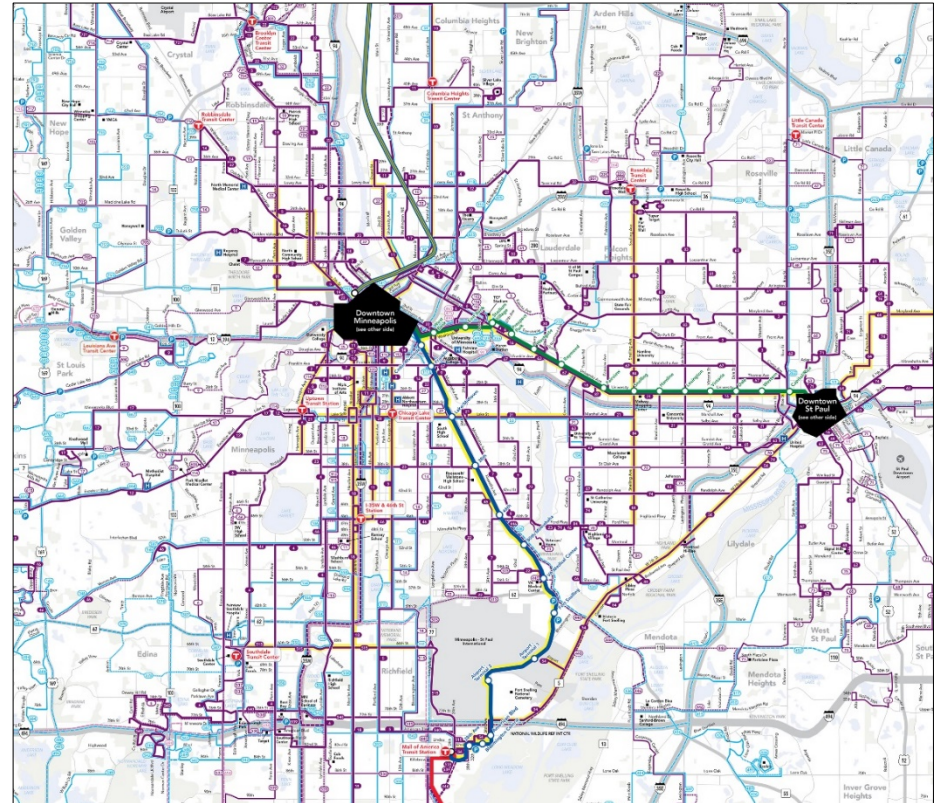
## Fleet and Facilities

- 900+ buses
- 91 light-rail vehicles
- 6 locomotives, 18 commuter rail cars
- Five bus service garages
  - Minneapolis (2), Brooklyn Park, St. Paul, Bloomington
- Three rail maintenance facilities
  - St. Paul, Minneapolis, Big Lake



# Existing network

- 127 bus routes
  - 2.4M service hours
  - 12,000 bus stops
- Bus Rapid Transit
- Green Line
  - Corridor ridership doubled since 2014
- Blue Line
  - 130M+ rides since 2004
- Northstar



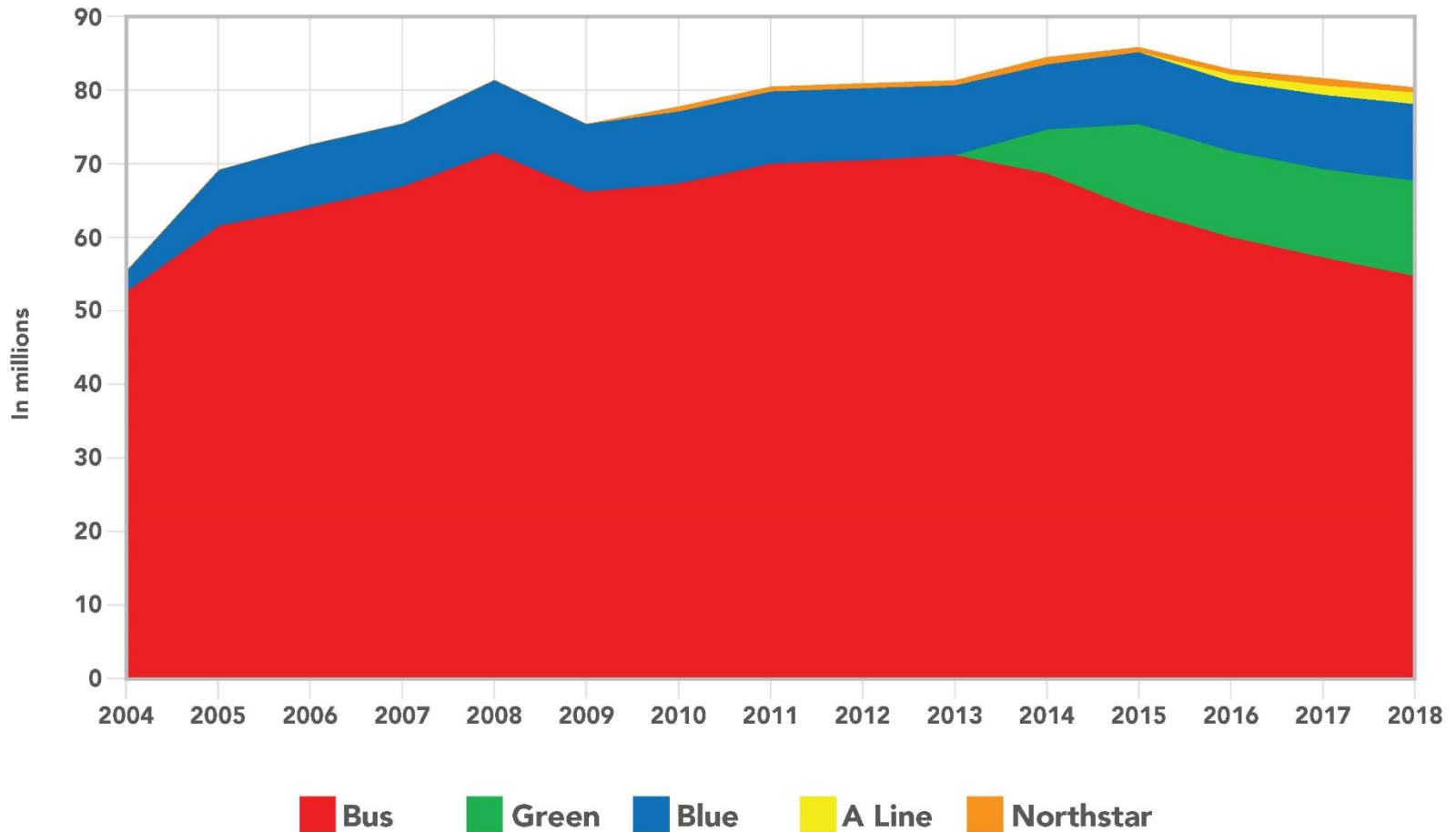
# 2018 ridership

- 80.7M rides
  - 80M+ rides for eight consecutive years
  - 260,000 rides/weekday
- Average Weekday Rides
  - Bus, 182K
  - Northstar, 2.8K
- Record LRT, BRT Rides
  - Green Line, 42.5K
  - Blue Line, 33K
  - A Line, 5K



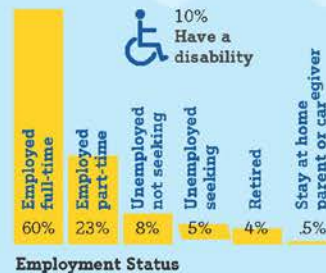
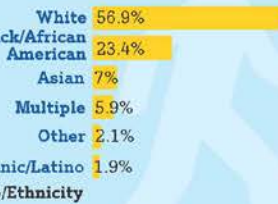
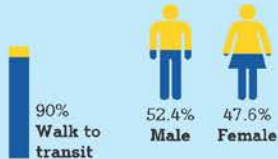
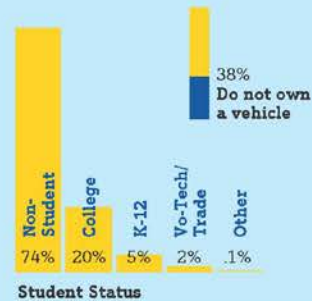
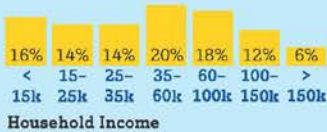
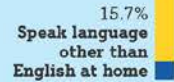
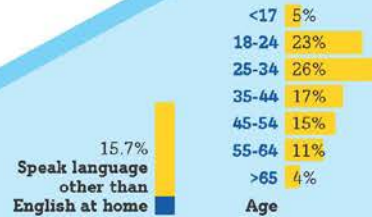


## METRO TRANSIT ANNUAL RIDERSHIP, BY MODE (2004-2018)



# Metro Transit Riders

## Who rides?



10% Have a disability

90% Walk to transit

## How do they ride?

Local Bus Routes 58%

Top three

- Rt. 21 5%
- Rt. 18 4%
- Rt. 5 6%

A Line 2%

Express Bus Routes 10%

Blue Line 13%

Green Line 16%

Northstar 1%

## Where do they go?

- Other 1%
- Shopping/Appointments/Errands 11.8%
- Airport 2%

Social/Recreational 19.4%

School 12.8%

Work 53.2%



## Agency goals

- Increase mobility and access to opportunity
- Maximize operational efficiency, safety and financial integrity
- Improve the customer experience
- Support sustainable, prosperous and equitable communities
- Develop a healthy, resilient and effective workforce

# Rail Operations

- Milestones
- Service Delivery
  - Final Four
  - Safety
- Rail Maintenance
  - Rail Systems Maintenance
  - LRV Maintenance
- Prepare for Green Line Extension



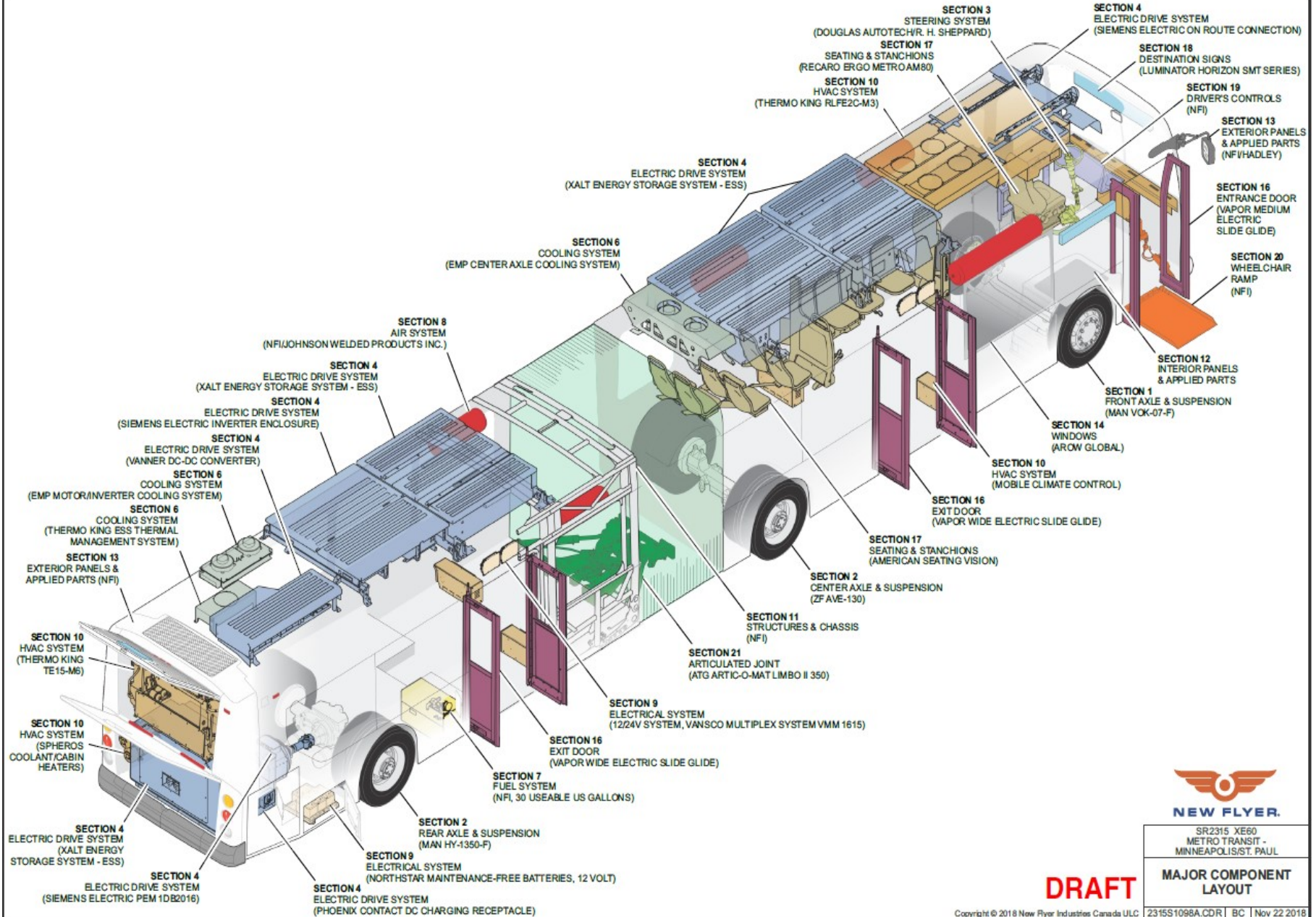
# Winter Challenges



# Bus Operations

- Operator, technician hiring
  - Applicant support
  - Mentorship program
- Safety & Security
  - Operator barriers
  - Red Kite
  - Safety Committee
  - Text for Safety
- Fleet electrification
- Fleet reliability
- Technology
  - Transit Signal Priority





SR2315 XE60  
METRO TRANSIT -  
MINNEAPOLIS/ST. PAUL

**DRAFT**

**MAJOR COMPONENT LAYOUT**

# Safety

- Staff Safety Expertise
  - Industrial/workplace
  - Bus operations
  - Rail operations
- Primary Functions
  - Regulatory compliance
  - Mishap Investigation
  - Forward-looking hazard management
- Important 2019 Activities
  - Agency Safety Plans
  - Safety Certification of LR and BRT projects

## Hazard Resolution Matrix

Frequency of Occurrence		Hazard Categories				
Numerical Probabilities	Qualitative Probabilities	Catastrophic 1	Critical 2	Marginal 3	Negligible 4	Operating Hours (MTBE = P)
$P > 10^{-1}$	A - Frequent	1A	2A	3A	4A	$< 1,000$
$10^{-2} < P < 10^{-1}$	B - Probable	1B	2B	3B	4B	$10^3 < P < 10^5$
$10^{-3} < P < 10^{-2}$	C - Occasional	1C	2C	3C	4C	$10^5 < P < 10^6$
$10^{-6} < P < 10^{-3}$	D - Remote	1D	2D	3D	4D	$10^6 < P < 10^8$
$P < 10^{-6}$	E - Improbable	1E	2E	3E	4E	$P > 10^8$

1A, 1B, 1C, 2A, 2B, 3A		Unacceptable
1D, 2C, 2D, 3B, 3C		Undesirable – Management decision required
1E, 2E, 3D, 3E, 4A, 4B		Acceptable with review by Management
4C, 4D, 4E		Acceptable without review

# Bus Rapid Transit Projects

- Department leads BRT project planning, engineering, construction, and implementation readiness
- Multiple staff partnerships internal and external to Metro Transit
- Seven Projects Underway
  - Arterial BRT B, C, D, E Lines
  - Orange Line BRT
  - Gold Line BRT
  - Future Projects
    - Rush Line BRT
    - BRT Network Plan to update plans for potential arterial BRT corridors (2019-2020)



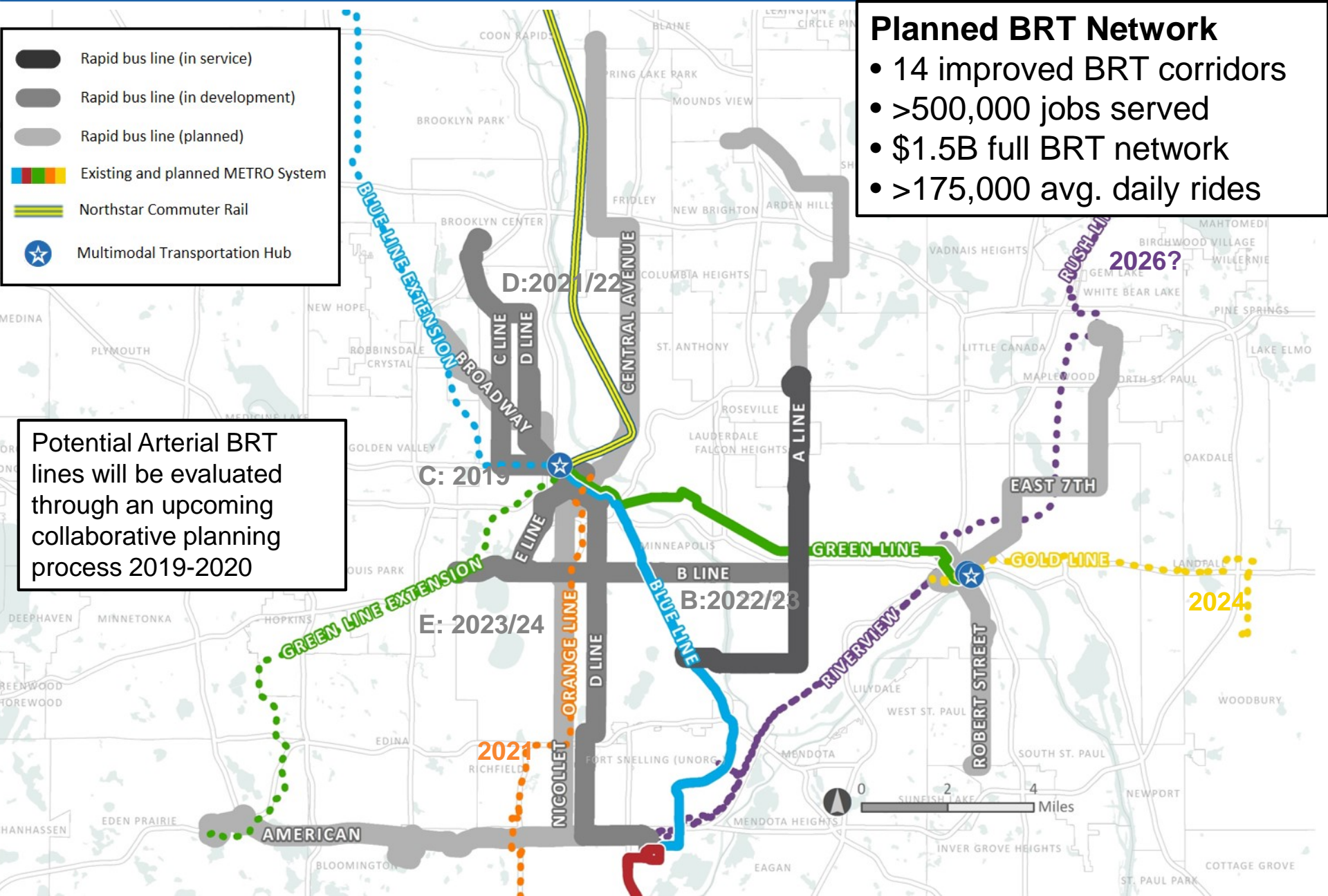


# Planned BRT Network

- 14 improved BRT corridors
- >500,000 jobs served
- \$1.5B full BRT network
- >175,000 avg. daily rides

- Rapid bus line (in service)
- Rapid bus line (in development)
- Rapid bus line (planned)
- Existing and planned METRO System
- Northstar Commuter Rail
- Multimodal Transportation Hub

Potential Arterial BRT lines will be evaluated through an upcoming collaborative planning process 2019-2020





# Transit System Development

- Green Line Extension activities
  - Initiated civil construction activities
  - Award Systems contract
  - Submit Full Funding Grant Agreement (FFGA)
  - Receive FFGA Approval
- Blue Line Extension
  - Negotiations with BNSF

Green Line Extension West Lake Station

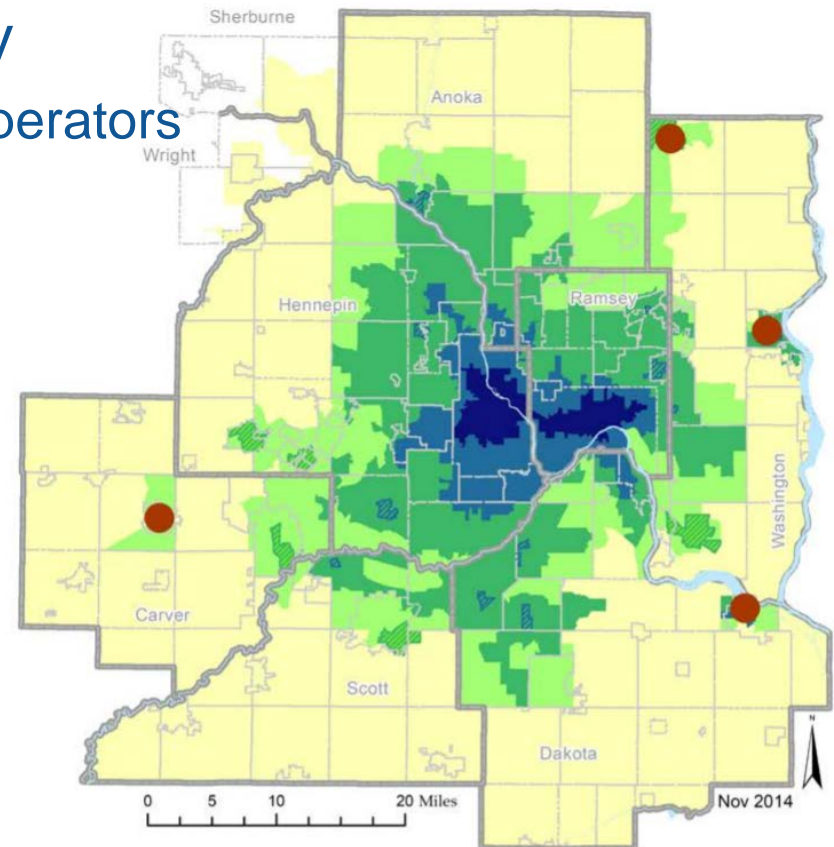


# Service Development

- Planning, Analysis, Scheduling, Data Collection
- Metro Transit and Contracted service
- Schedule service for efficiency
  - 1,500 bus operators, 120 LRT operators
- Quarterly service adjustments
- Within ATU contract

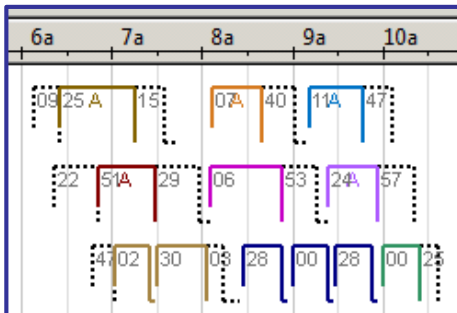
Table G-8: Passengers per In-Service Hour

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



# 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**
  - Transitways, area studies
  - Bus Network plan
  - BRT & Rail coordination
  - Speed + Reliability initiative
  - Data and reporting improvements
- **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 1P0a	Report Time 305a	
Signon	305a	320a	Block
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

# Finance

- Operating & Capital operations for Metro Transit
- Prepare Financial Management Plans for New Starts/Small Starts FTA submittals
- Maintain fare collection systems for region
  - Future upgrades (fareboxes & Go-To Card system)
  - Lead for future fare increases
- Maintain all regional customer pass programs
- Apply for all Council transportation Federal grants

# Engineering and Facilities

- Administrative and Maintenance Facilities
  - Minneapolis Bus Garage
  - MTPD Headquarters
- Transit Centers, Park & Rides, Rail Stations, BRT
- Better Bus Stops
  - Transition to region-wide
  - Shift in shelter placement guidelines
  - Improved customer waiting experience
  - Enhanced maintenance services
  - ADA improvements
  - Transit street design guidelines



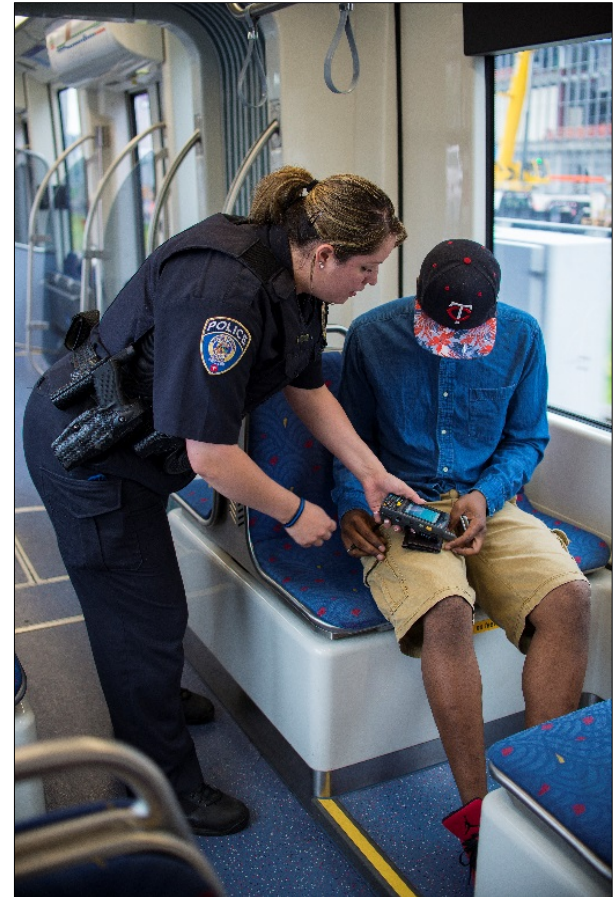
# Engineering and Facilities

- Energy efficiency, conservation and sustainability
- Capital Improvements and Repairs
  - Prioritized/informed by facility condition assessments
- Operational Challenges
  - System growth and expansion, need for supporting resources



# Metro Transit Police Department

- 126 full-time officers (141 authorized)
  - +14 on April 22
  - 60 part-time officers
- Appointment of new chief
- Unsheltered population
- Fare, Quality of Life enforcement
- Event security
- MTPD HQ



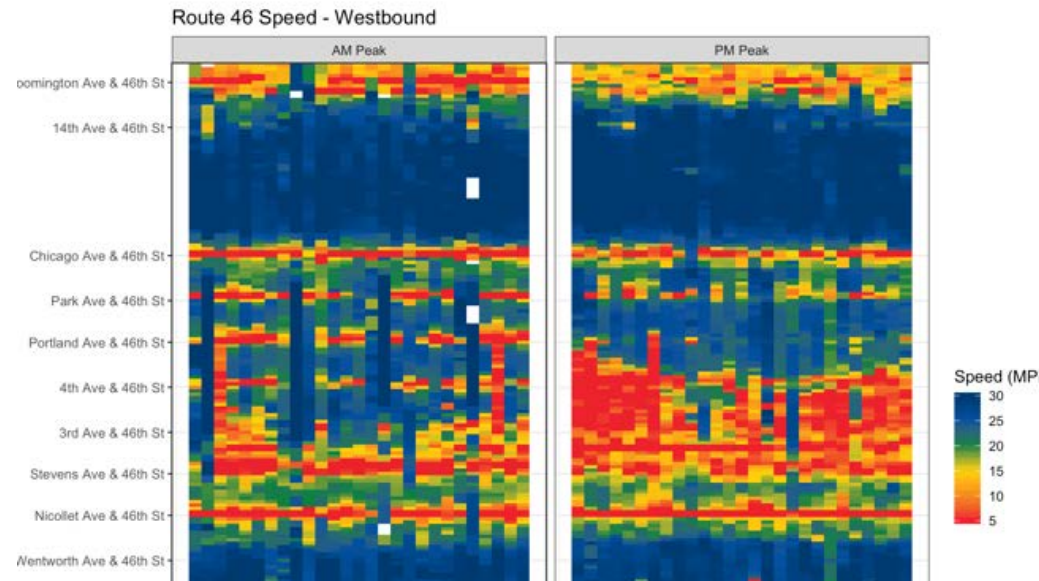
# Strategic Initiatives

- Using data for more effective decision making

## System performance



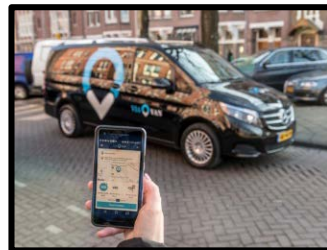
## Research & Analytics





# Strategic Initiatives

- Cross-functional planning and initiatives



- Strategic Planning
- Shared Mobility
- Technology Governance
- Business Systems

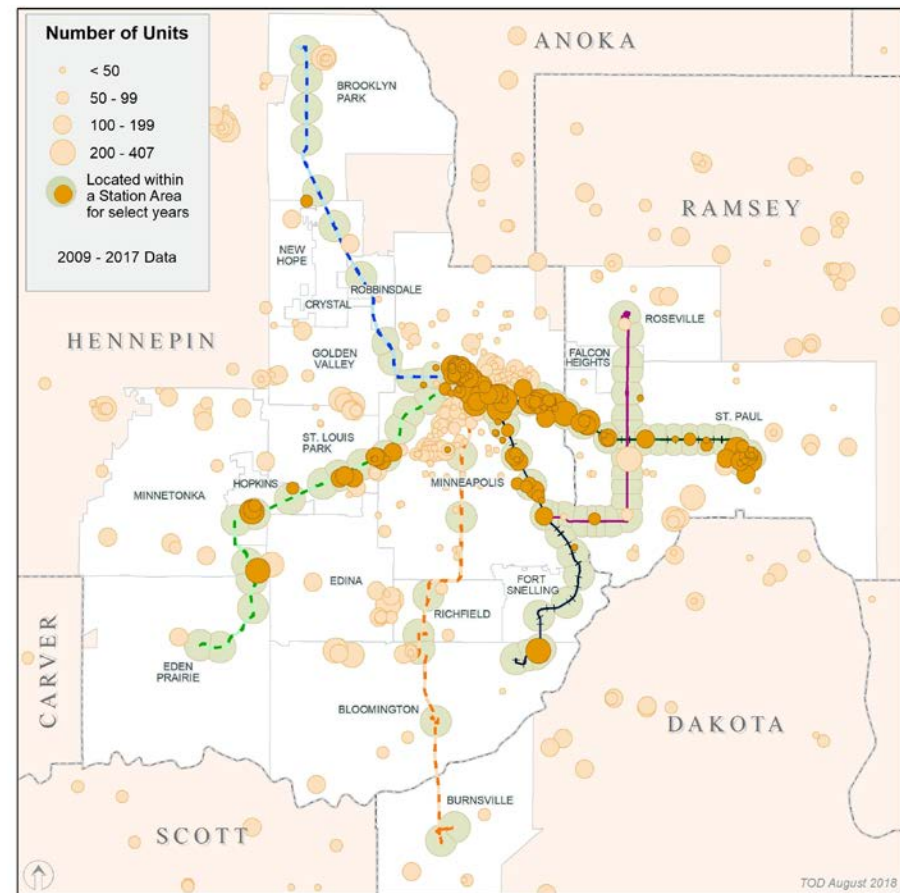
# Transit Oriented Development

- Projects
  - Allianz Field
  - Central Station
  - 2425 Minnehaha
  - Gold Line station areas
- Programs
- Resources
  - Public property database
  - Funding, developers guides
  - Development tracking
- Partnerships



# Transit Oriented Development

- 30% of regional multi-family development on 2% of region's land
- 15,500 new housing units along transitways since 2009
- 15,000 housing units proposed



# Customer Services & Marketing Division

## Marketing/Communications

- Market Development and Creative Services
- Commuter Programs

## Customer Services

- Transit Information
- Customer Relations and Outreach

## Agency Resources

- Media and Public Relations
- Equity and Inclusion



# Discussion/Q-and-A