

# October 28, 2019

## Transportation Committee: Quarterly Service Changes and Bus Operator Staffing Update



Adam Harrington, Director Service Development

Brian Funk, Deputy Chief Operations Officer – Bus

Aaron Koski, Workforce Development

# Quarterly Service Change Process

- Routine service changes are made 4 times a year
- Operators have the chance to select new work schedules
- Service is modified to reflect changing operating conditions and/or meet agency objectives
- Changes include:
  - Implement new or restructured service
  - Increase or decrease service levels (frequency or span/hours)
  - Adjust trip times or travel times
  - Change route alignments

# Overview of December 7, 2019 changes



- End of detour from 8<sup>th</sup> St to 6<sup>th</sup> St in downtown Minneapolis
  - Routes 5, 9, 19, 22, 39, 755 and C Line
  - 7<sup>th</sup> Street Garage reopens
  - BRT stations at 8<sup>th</sup>/Nicollet and 8<sup>th</sup>/3<sup>rd</sup>-4<sup>th</sup> Ave open



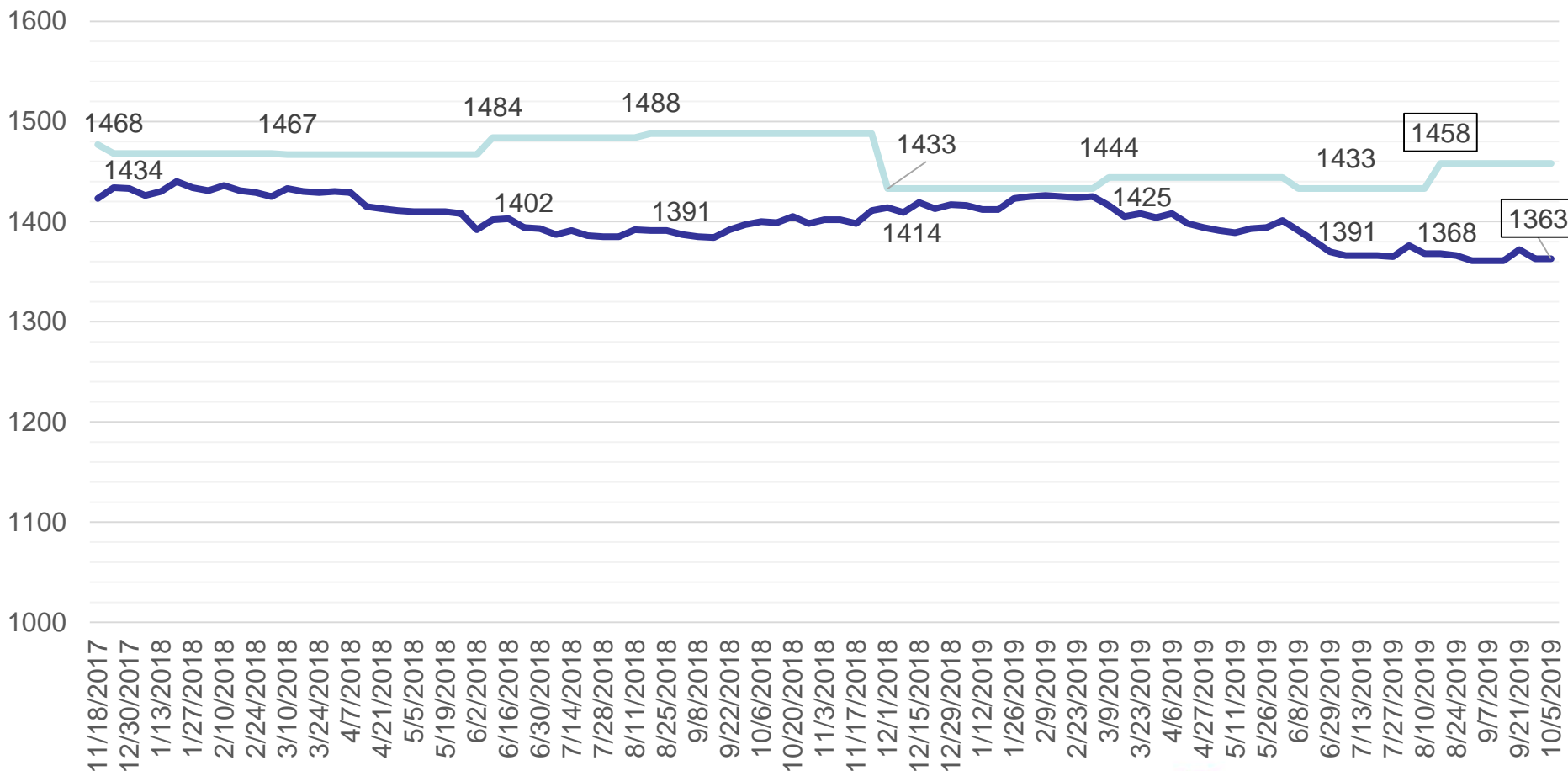
# Overview of December schedule changes

- Route 219 route adjustment
  - Reduce travel time variability
- Routes 722, 723, 724 travel time adjustment
  - Improve reliability and operator experience
- Blue Line and Green Line travel time adjustment
  - Re-allocate travel time within each trip
  - Reflect travel time improvements in downtown Minneapolis
- Peak trip adjustments...

# 2-year Bus Operator staffing levels



## Ideal FT and PT Weekday Operator vs. Actual



# December Peak Trip Adjustments

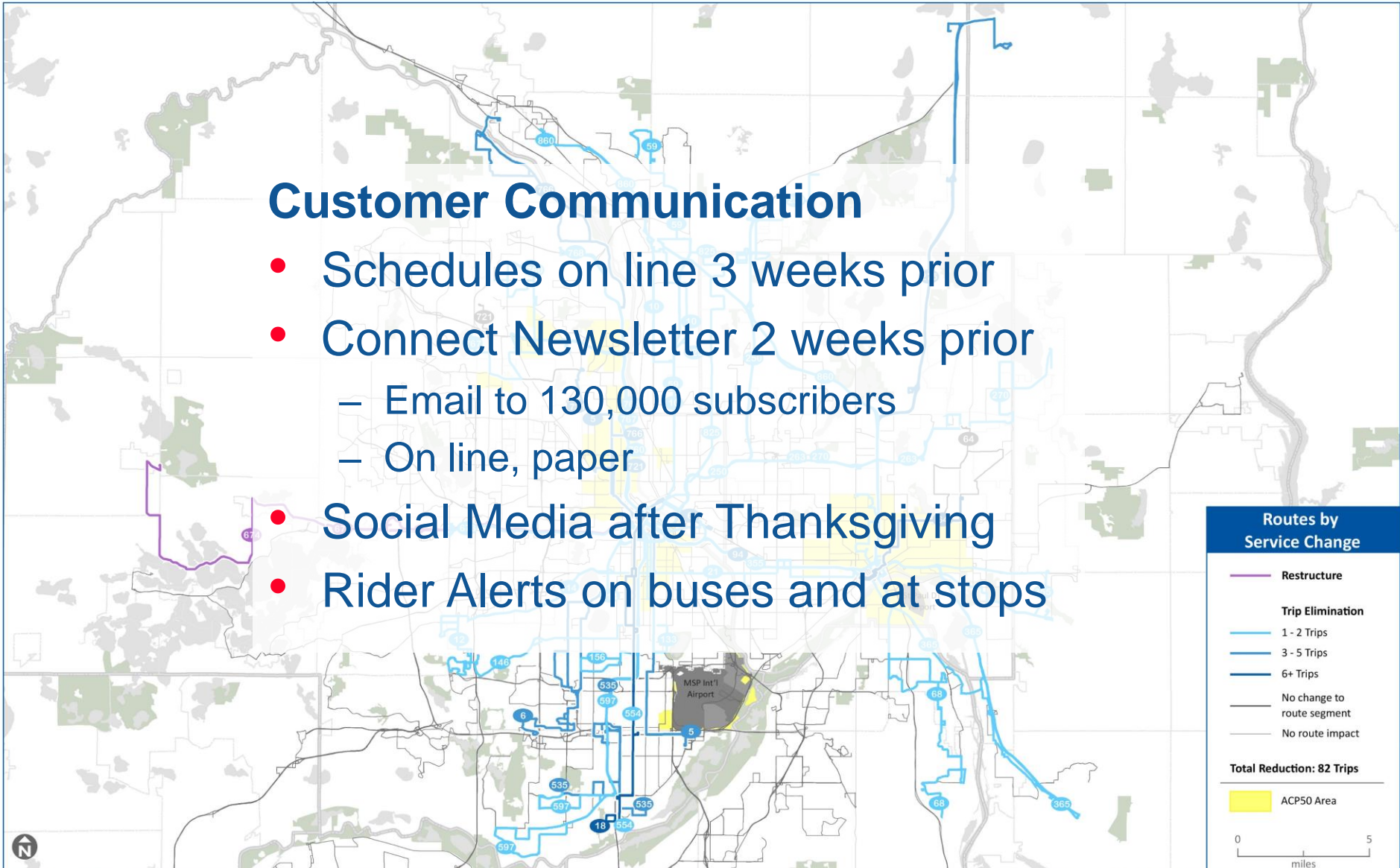
- Manage operator shortage, improve predictability for customers
- In August, 83 rush hour trips were eliminated
- In December, same level of trips reduced, refinement:
  - Longer lead time allowed for schedule development
  - Respond to customer needs, heavy bus loads
  - Restore trips to cover schedule gaps on branches
  - Restore trips on high frequency service

Additional reductions identified

- More seat capacity available
- Low ridership trips, alternative service available

## Customer Communication

- Schedules on line 3 weeks prior
- Connect Newsletter 2 weeks prior
  - Email to 130,000 subscribers
  - On line, paper
- Social Media after Thanksgiving
- Rider Alerts on buses and at stops





**John  
Christopher**

**Robniel**

**Richard**

**Shawn**

**Nevelyn**

**Victoria**

**Bus Operator Graduates!**

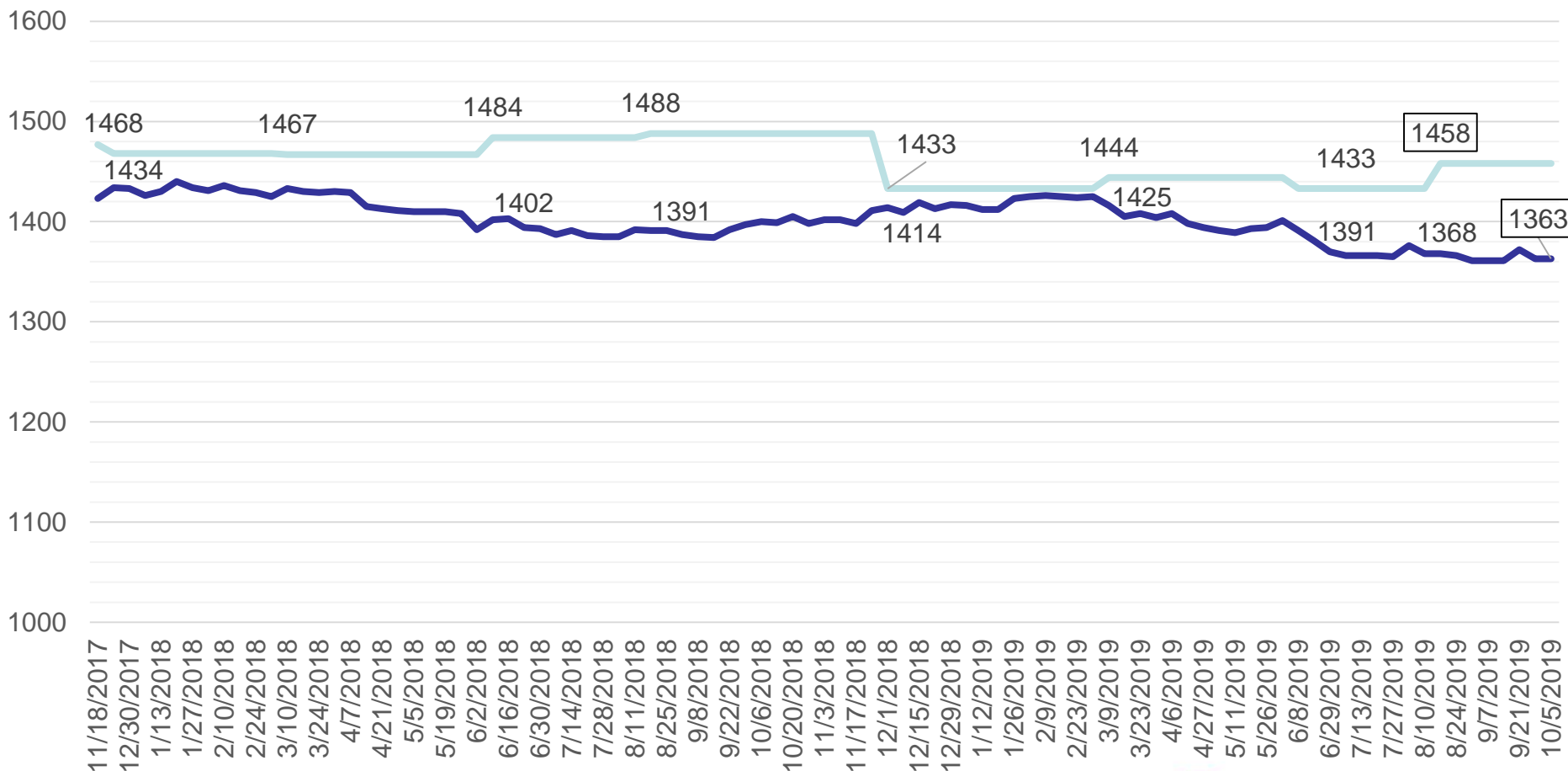
**Bus Operator Graduates!**



# 2-year Bus Operator staffing levels



## Ideal FT and PT Weekday Operator vs. Actual

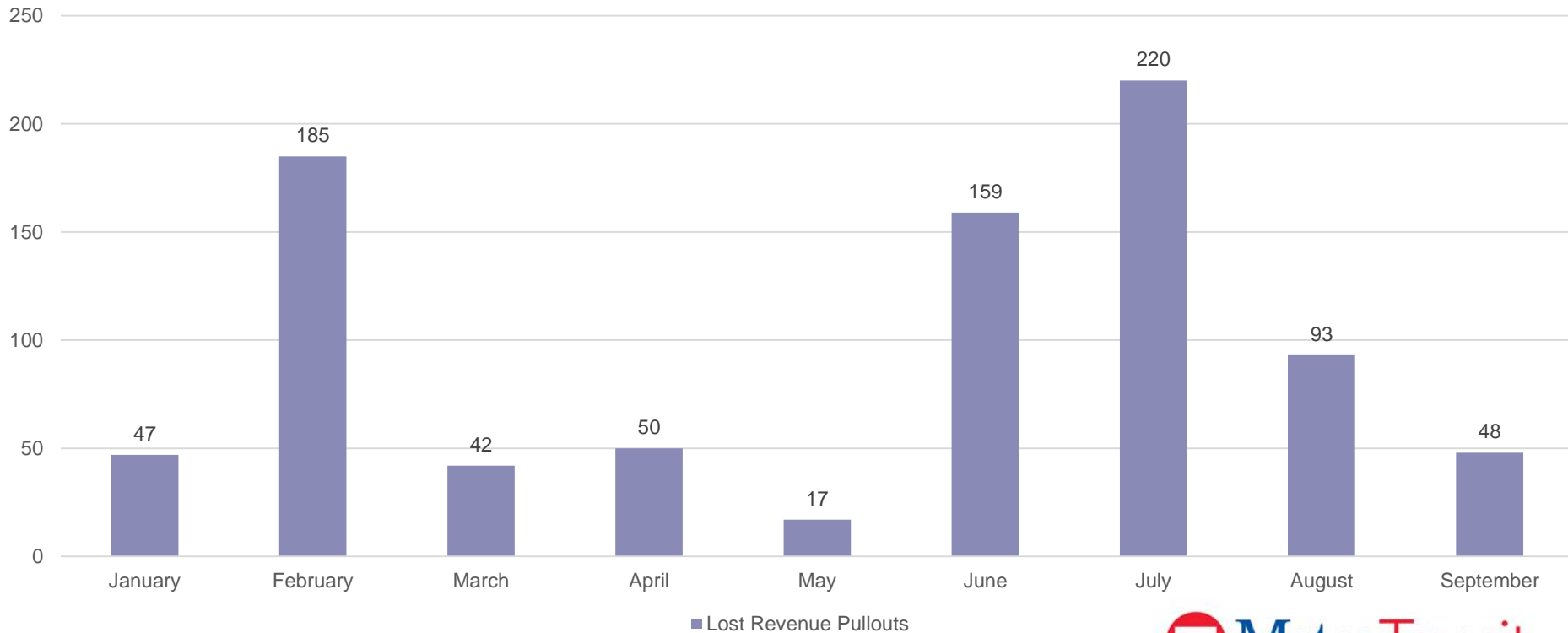


# Unplanned Missed Service



- ~90 operators below planned; unfilled work completed by instructors, mechanics and overtime or not operated
- ~30,000 monthly pullouts (275,000+ YTD)=99.7% success

2019 Lost Revenue Pullouts (by Month)

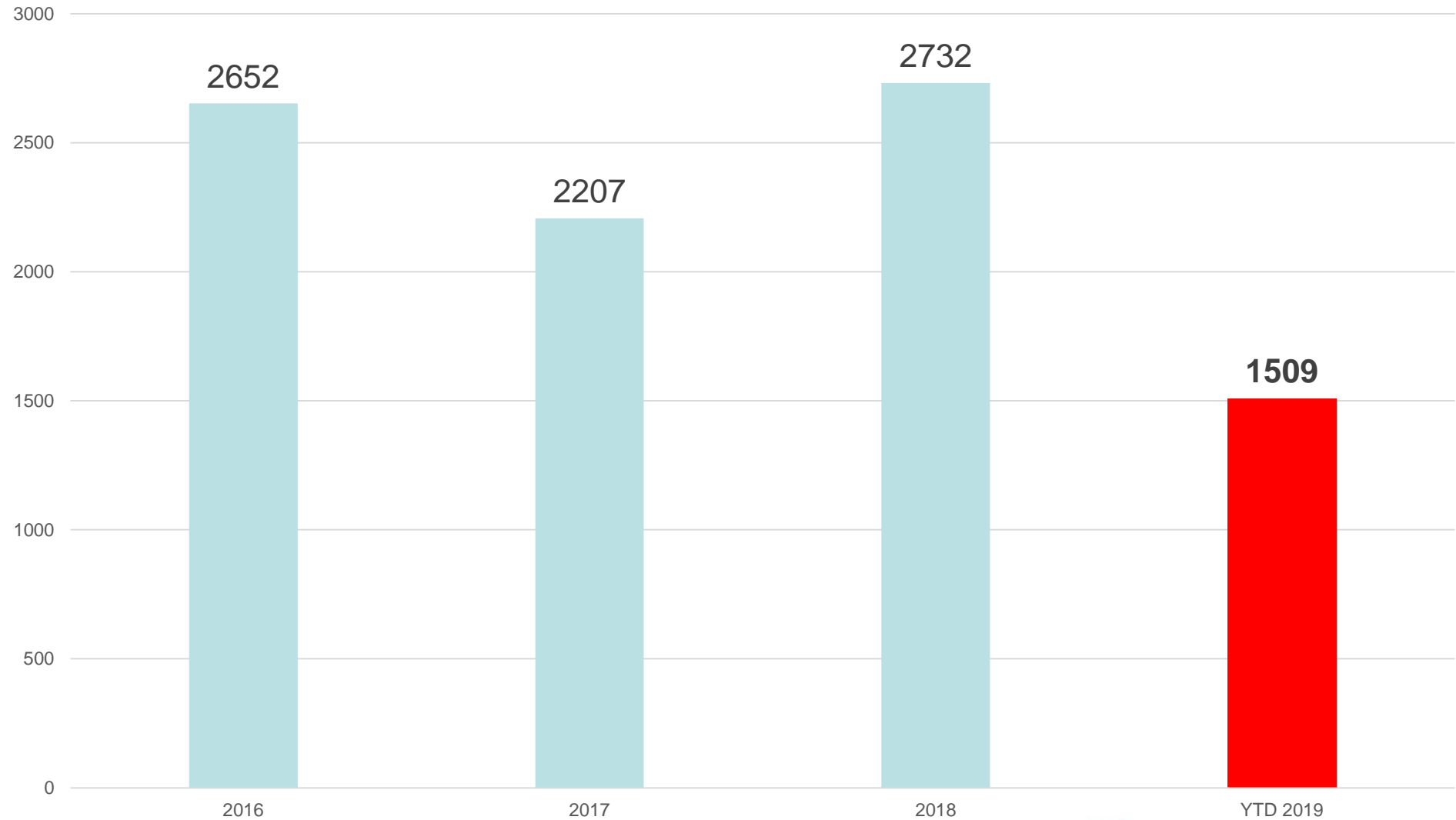


■ Lost Revenue Pullouts

# Incoming Operator Applications



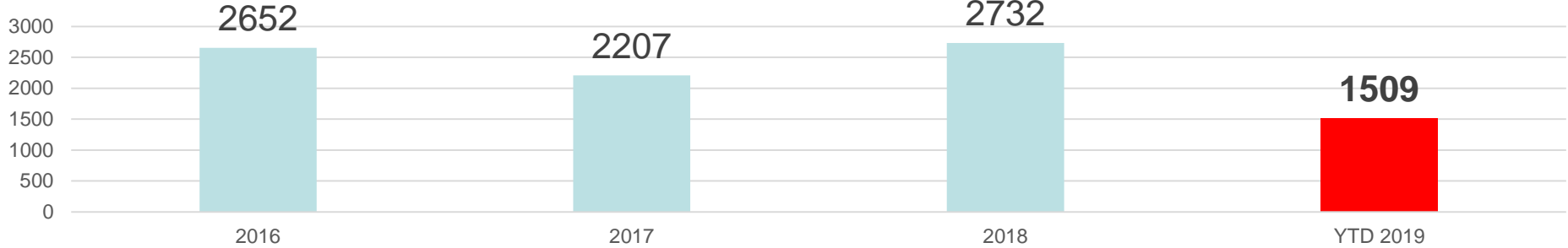
Application Count



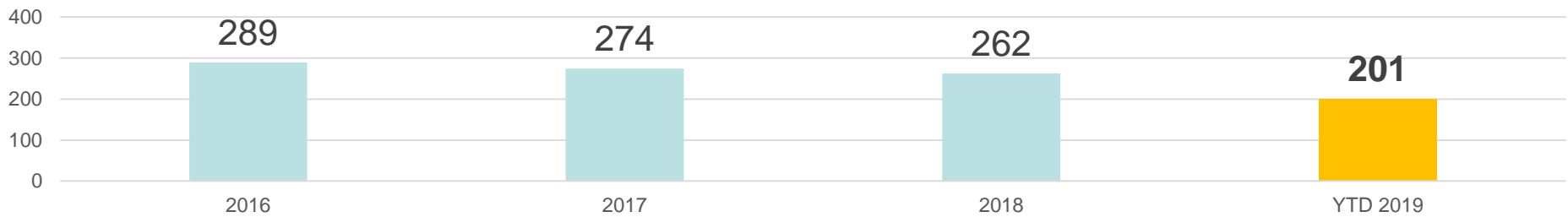
# Applicants to New Hires



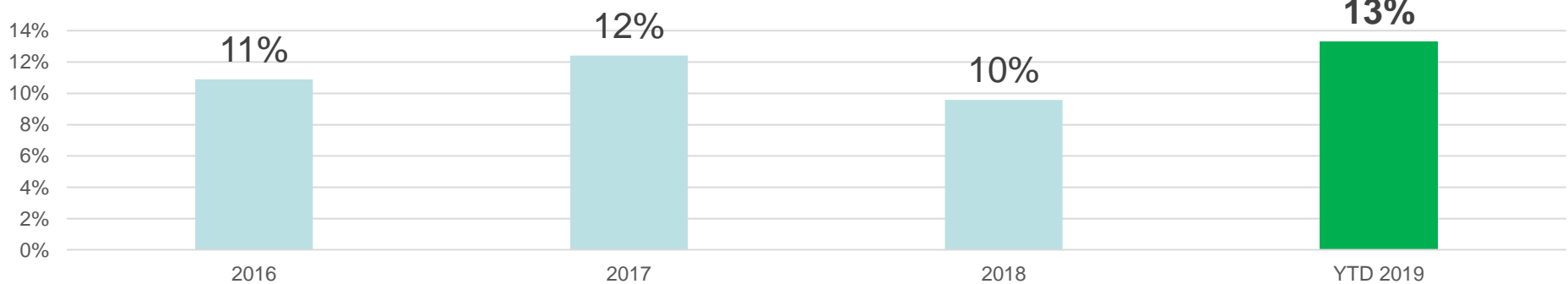
### Application Count



### Hired Count



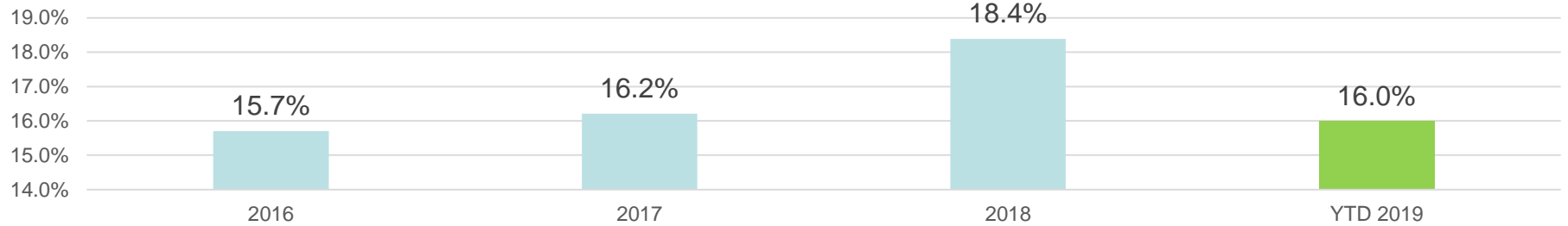
### Hired Rate



# Turnover for Bus Operator position



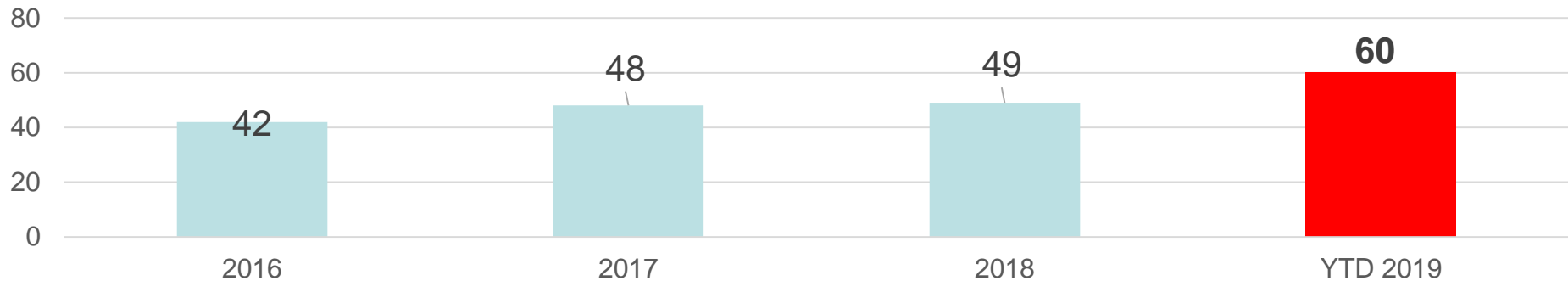
### Overall Attrition Rate



### Transfer to new position



### Retirements



# Bus Operator Recruiting Efforts




**\$1,000**

**HIRING BONUS**

Become a driver, get extra \$!





## Refer a friend and earn \$500!

### Earn a bonus for helping find new drivers!

#### Driver information

Being a bus driver is a great job for people who want to provide excellent customer service and make a difference in our community and growing economy – and the benefits are great!

Part-time weekday drivers are guaranteed 30 hours per week – with benefits – and can move to full-time quickly.


#### Minimum Qualifications

- Competitive Salary – Drivers start at \$19.94 an hour
- Excellent health care options
- Generous paid leave
- Retirement packages
- Flexible schedules
- Training and staff development
- 5 years (or more) of current driving experience with a good record
- High school diploma, GED or foreign equivalent
- Stable work history
- Great people skills

#### How to receive the referral bonus


- The candidate **must enter your name and employee ID number** in the employee referral question on their job application.
- Candidate must be hired and pass probation (and you must still be employed by the Metropolitan Council).
- Must have applied on or after Aug. 1, 2018.
- This program may be discontinued at any time.
- The employee referral bonus is also available for other ATU positions.

Go to [metnet/ra/hr/SitePages/ReferralProgram.aspx](http://metnet/ra/hr/SitePages/ReferralProgram.aspx) for current list of eligible positions.



#### Get involved!

Fill out a postcard or email us at [busdriver@metrotransit.org](mailto:busdriver@metrotransit.org)

[metnet/ra/hr/SitePages/ReferralProgram.aspx](http://metnet/ra/hr/SitePages/ReferralProgram.aspx)  Metro Transit

- Excellent source
- \$500 paid for each referral upon completion of 6-month evaluation period
- 63 referrals YTD
  - 15 referrals paid!
  - 48 in the pipeline
- Also available for several technician roles

- **Coming Soon!**
- Venue selection in process
- **Apply, Test and Interview!**
- Job Offers ON THE SPOT to successful candidates
  - Follow-up with background verification and pre-employment drug screen
  - Commercial Learners Permit (CLP) Express opportunity for training and testing





# Bus Operator Recruiting Efforts



Bus Driver Info Sessions



CLP Express



Bus Operator Trainee Program



- Cohort 1 nearly complete!
- 130+ Apprentices
- State Grant amended for additional \$500k funding
- Graduation Celebration **Dec 12, 11a-1p**

# Career Development Opportunities



**Leadership  
Academy**



# Bus Operator Safety Efforts



Born in Ecuador.

Childhood dream: bus driver.



I'M YOUR DRIVER.

We take this trip *together.*

- Fausto C.

metrotransit.org



Mom of two.

Neighbor.

Driver.



I'M YOUR DRIVER.

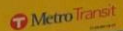
We take this trip *together.*

- Shamara B.



Interfering with or assaulting a transit operator is punishable by up to 3 years in prison or a \$5,000 fine, or both.

MN State Statute  
609.855 Subd. 2  
609.2231 Subd. 11





# Questions?



**Come drive  
with us!**



**\$1,000  
HIRING BONUS**



Become a driver, get extra \$!