October 28, 2019
Transportation Committee:
Quarterly Service Changes and
Bus Operator Staffing Update

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Brian Funk, Deputy Chief Operations Officer – Bus
Aaron Koski, Workforce Development

Come drive with us!
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 8th St to 6th St in downtown Minneapolis
  - Routes 5, 9, 19, 22, 39, 755 and C Line
  - 7th Street Garage reopens
  - BRT stations at 8th/Nicollet and 8th/3rd-4th 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. Acual

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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
Bus Operator Graduates!

John
Christopher
Robniel
Richard
Shawn
Nevelyn
Victoria
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

[Bar chart showing 2019 Lost Revenue Pullouts (by Month)]

January: 47
February: 185
March: 42
April: 50
May: 17
June: 159
July: 220
August: 93
September: 48

Lost Revenue Pullouts
Incoming Operator Applications

Application Count

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<thead>
<tr>
<th>Year</th>
<th>Applications</th>
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<tbody>
<tr>
<td>2016</td>
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<tr>
<td>2018</td>
<td>2732</td>
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<tr>
<td>YTD 2019</td>
<td>1509</td>
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Applicants to New Hires

Application Count

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<th>Year</th>
<th>Count</th>
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Hired Count

<table>
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<tr>
<td>2018</td>
<td>262</td>
</tr>
<tr>
<td>YTD 2019</td>
<td>201</td>
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Hired Rate

<table>
<thead>
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<th>Rate</th>
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<tbody>
<tr>
<td>2016</td>
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<tr>
<td>2017</td>
<td>12%</td>
</tr>
<tr>
<td>2018</td>
<td>10%</td>
</tr>
<tr>
<td>YTD 2019</td>
<td>13%</td>
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**Overall Attrition Rate**

- 2016: 15.7%
- 2017: 16.2%
- 2018: 18.4%
- YTD 2019: 16.0%

**Transfer to new position**

- 2016: 42
- 2017: 23
- 2018: 38
- YTD 2019: 39

**Retirements**

- 2016: 42
- 2017: 48
- 2018: 49
- YTD 2019: 60
Bus Operator Recruiting Efforts

$1,000 HIRING BONUS
Become a driver, get extra $
Employee Referral Program

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!

- Competitive Salary – Drivers start at $19.94 an hour
- Excellent health care options
- Generous paid leave
- Retirement packages
- Flexible schedules
- Training and staff development

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

Minimum Qualifications

- 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 for current list of eligible positions.

Get involved!

Fill out a postcard or email us at busdriver@metrotransit.org

- 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
**One-Day Hiring Event!**

- **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

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Bus Operator Recruiting Efforts

Bus Driver Info Sessions

CLP Express

Bus Operator Trainee Program
Bus Operator Apprenticeship

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

Neighborhood.

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.

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Questions?

Come drive with us!

$1,000 HIRING BONUS
Become a driver, get extra $!