



Metro Transit Service update

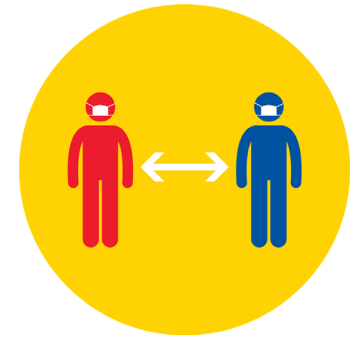
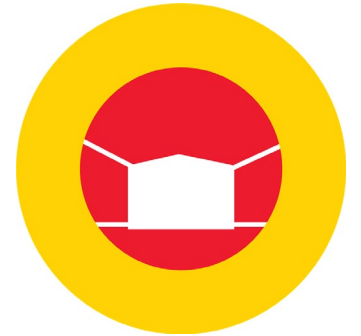
March, 2021

Adam Harrington,
Director of Service Development

Brian Funk,
Deputy Chief Operating Officer, Bus Operations

2020 COVID 19 Response

- Follow public health guidance to reduce risks to riders and employees
- Governor Executive Orders
- **Essential Trips Only**
- **Face Covering required**
- Highest ridership service, People reliant on transit
- Equity lens in bus and rail service scheduling

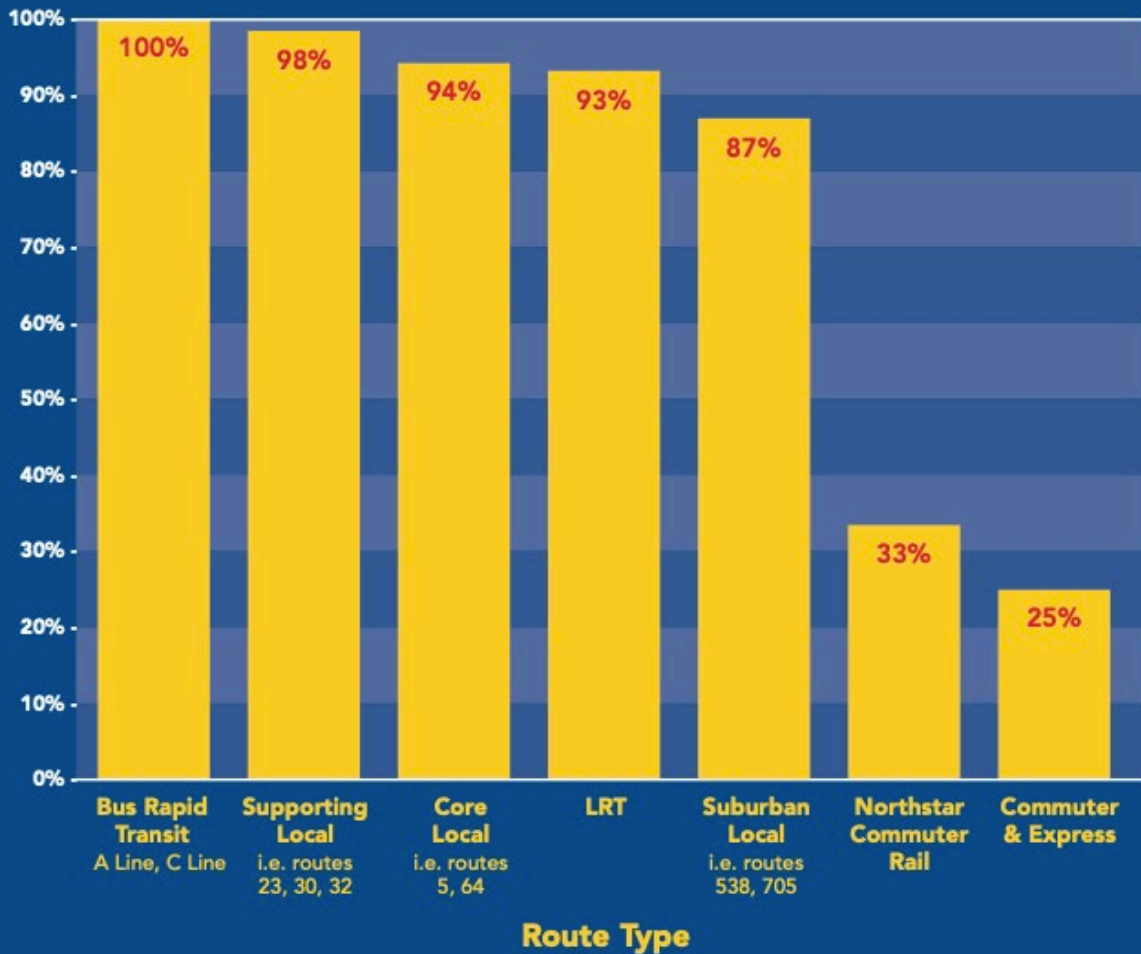


September 2020 – June 2021 transit service

- 80% of operating budget
- Reduced market demand due to remote work, essential trips only,
Social distancing requires additional service capacity
- Return to weekday pre-“stay at home order” levels on most core local bus routes.
 - Highest ridership routes (pre- and during COVID)
 - Routes serving transit reliant communities
 - Service to schools & colleges when they re-open
- Blue and Green Line service adjustments; Saturday schedule in March 2021
- Commuter express routes remain at reduced levels;
 - plan to add capacity on lifting of restrictions demand increases
- Most routes that are suspended remain suspended (55 routes)

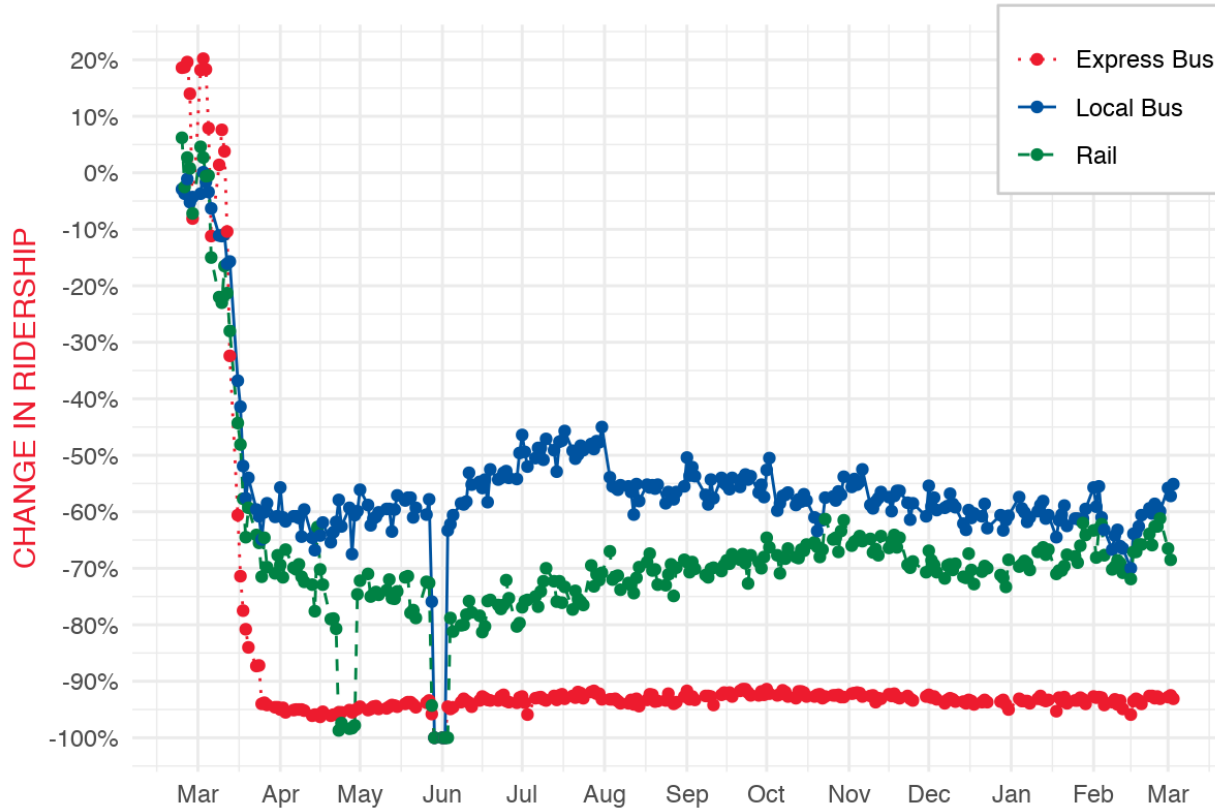


Total Trips, September 2020 vs. September 2019



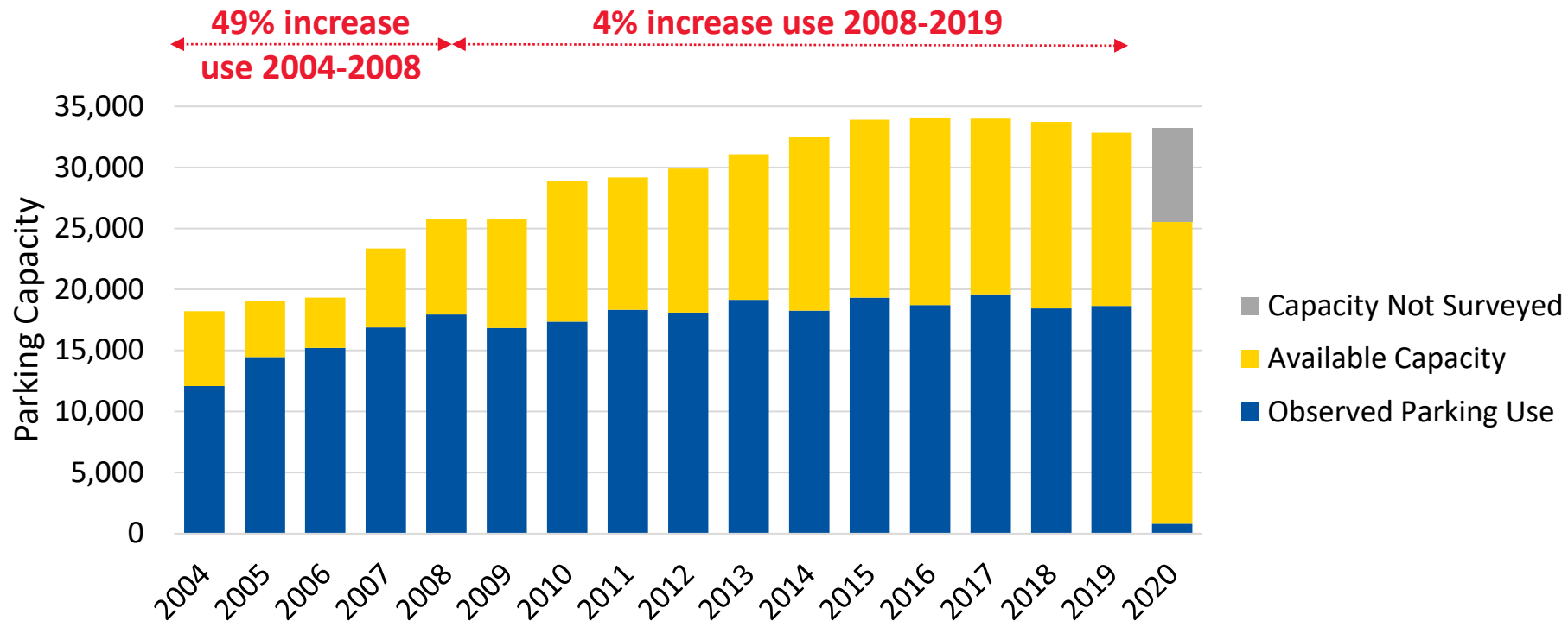
Percent Change in Weekday Ridership

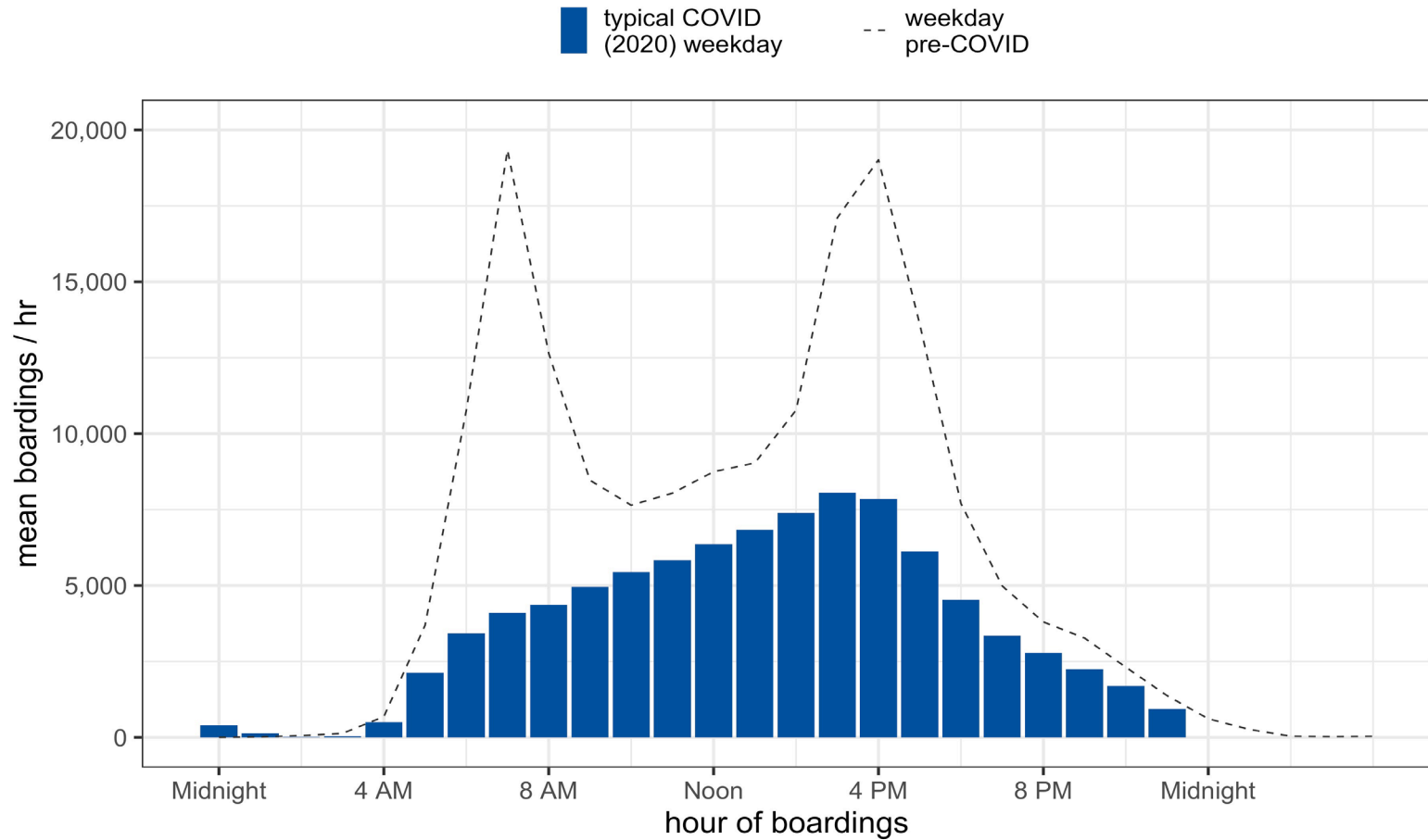
(Compared to average weekday ridership 2/24–2/28)



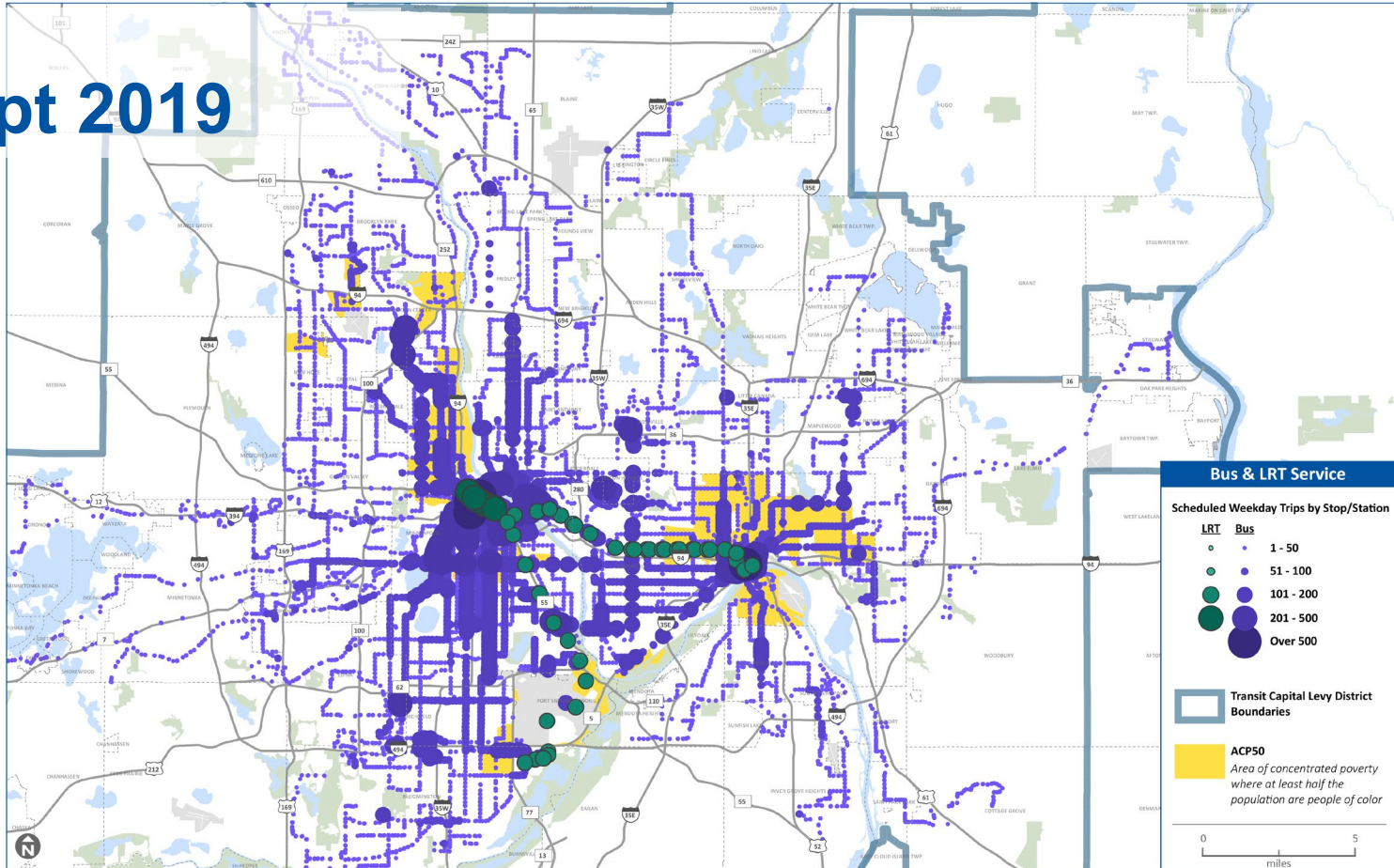
*Preliminary estimates, subject to change

Annual Park-and-Ride Survey 2004-2020

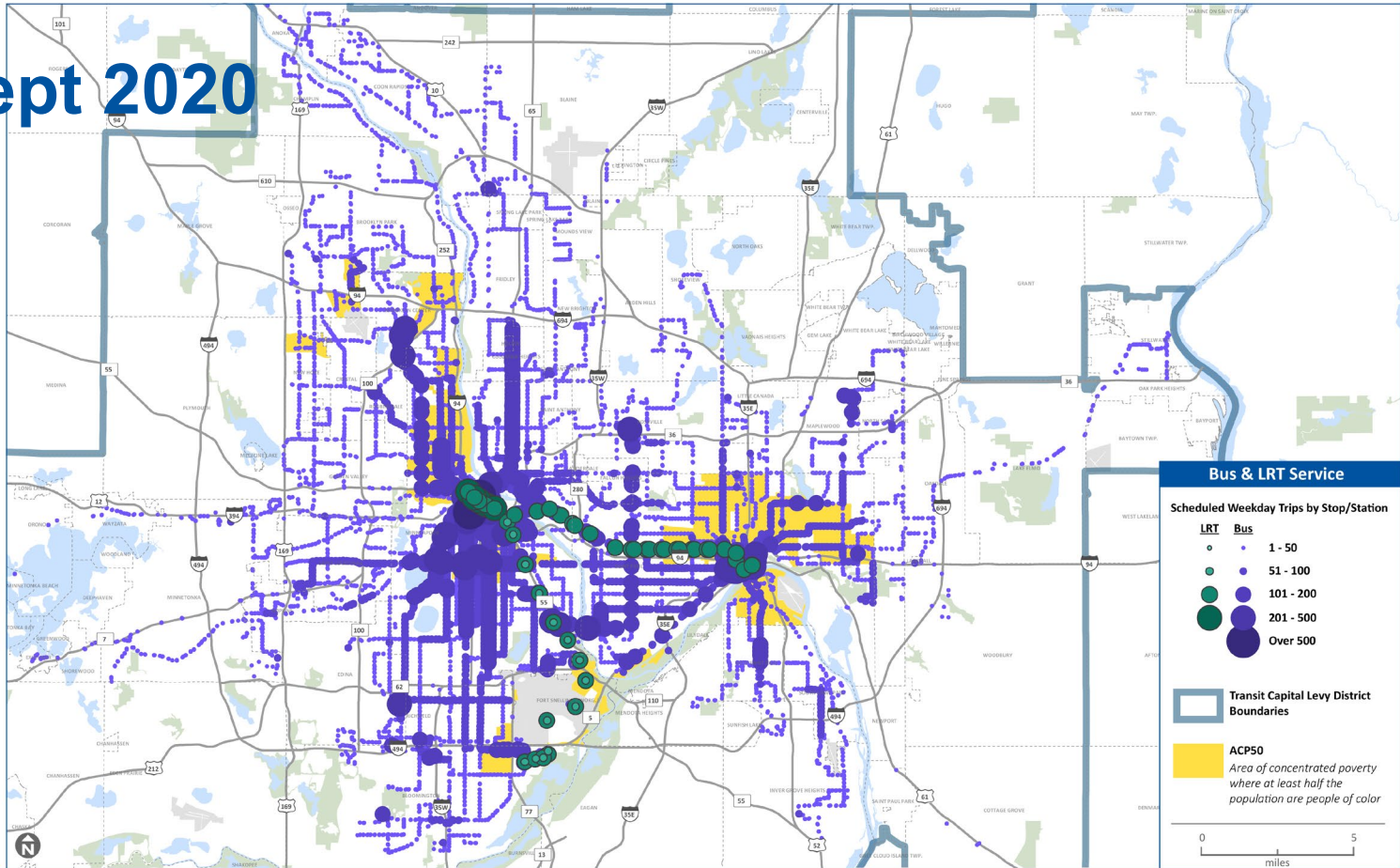




Sept 2019



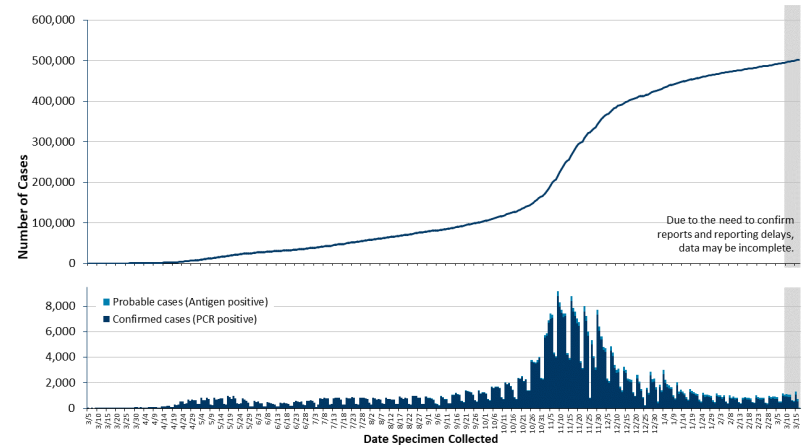
Sept 2020



Path to opening transit capacity

- March 2021 Status:
 - Essential trips only
 - Masks Required
 - Extra Cleaning; Operator Barriers
 - 25% vehicle capacity for physical distancing (Max People 10 on 40' bus; 15 on 60' bus' 15 on LRV)
- COVID19 cases reduced
- Watching trends
- Following Public Health guidance

 **MASKS ARE A MUST**



Operator Workforce



- March 2021 Base
 - **1195** FT and PT Weekday Operators needed with Extraboard
 - Budget includes:
 - Up to 6% for COVID leave extras (not needed)
 - Up to 5% for extras to help with social distancing
 - **1236** Actual FT and PT Weekday Operators
- Hiring status
 - Full-time operator posting open now (metrotransit.org/drive)
 - Forecasting need for about 50 hires before August Service Changes
 - Thru 3/12, 92 applications received
 - 21 have CDL or CDL permit
 - 10 at interview step with projected start next month
 - Expanded Operator Apprenticeship Program

Status

- Closely monitoring transit market on local and commuter express services
- Strongest routes continue to be core urban locals
 - customers using this service for many trip purposes.
- Commuter Express to downtowns
 - most office businesses / employees working remotely
- Evaluating
 - Change in travel patterns post pandemic and changing market
 - Strength in core local bus routes
 - commuter express service on freeway corridors with strong pre-pandemic ridership
 - Learning from downtown organizations about changing commute needs
 - Evaluating services with low ridership before and during pandemic

Transit programs on-going

- Arterial BRT Program
 - D Line 2022
 - B Line 2024
- Orange Line late 2021
- Better Bus Routes, Stops
 - Route 63 improved bus stops, Sept 2020
 - Route 63/323 service improvement, June 2021
- Transitway Planning

