



# Metro Transit Service update

Transportation Committee  
November 8, 2021

Adam Harrington, Director, Service Development

## October 2021 situation

- short ~80 bus operators
- Hiring continuous since March 2021
- Significant missed runs and trips on bus and LRT
- Customers notified via eRider Alert
- Impact to operations and customers managed day-day
- Ridership remains below 2019 levels

Select Date Range

2021-01-01 to 2021-10-06

Data Updated:  
2021-10-06 13:30:02

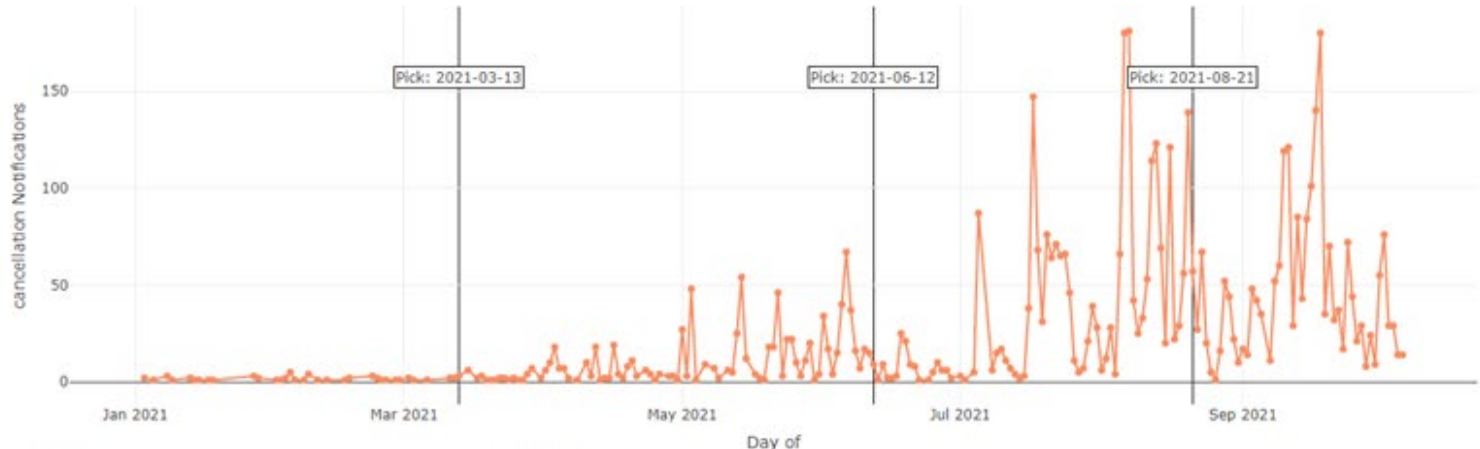
The data source for this app comes from trip cancellation notifications sent to riders. Each cancellation notification corresponds to one or more cut trips. Work is being done to parse actual number of cut trips from this data.

# Cut Trips (Cancellations Notifications)

Analyze Cut Trip Notifications



Cancellation Notifications Over Time



Cut Trips By

- Hour
- Day
- Week
- Month

Route Aggregation

- All Routes
- By Route

# Industry challenges



The Philadelphia Inquirer

SIG

## SEPTA bus riders are frustrated by persistent delays. Officials say a shortage of drivers is to blame.

The regional transit agency was not able to hire at the rate of attrition and has to play catch up.



FILE PHOTO / SEPTA has a deficit of 105 bus operators, a lingering effect of the

## TriMet faces driver shortage as it looks to rebuild from pandemic

Updated: Sep. 18, 2021, 12:10 p.m. | Published: Sep. 18, 2021, 8:00 a.m.



## Capital Metro reduces route frequency as it faces staffing shortages

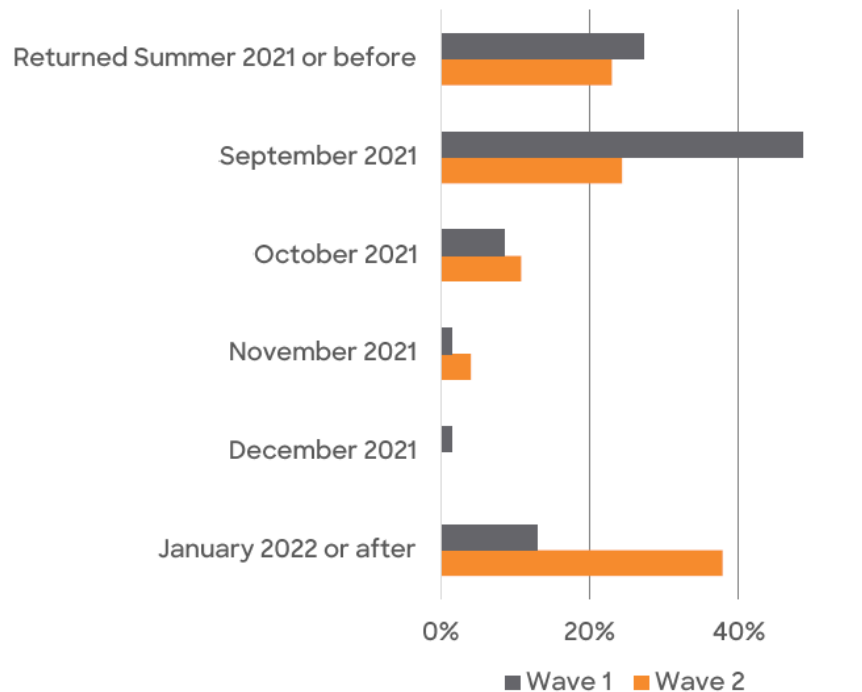
by Ricardo Lewis | Tuesday, September 7th 2021



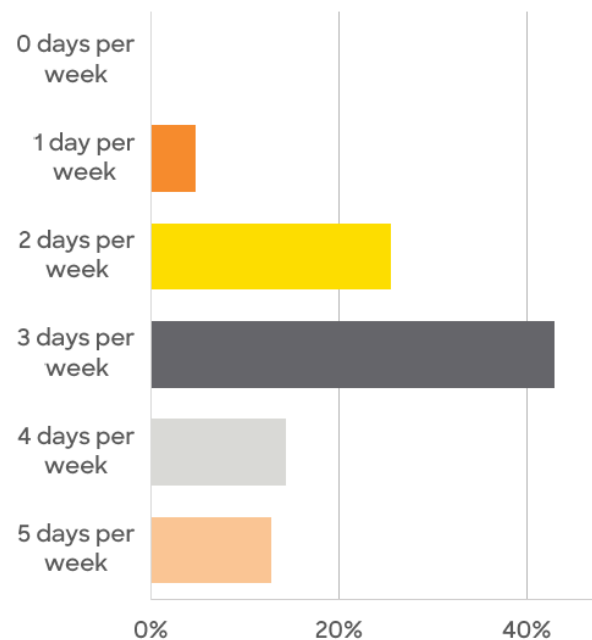
Capital Metro is facing staffing shortages due to the pandemic which is disrupting bus services throughout Austin. (Photo: CBS Austin/Telemundo Austin)

# Mpls Downtown Council - May; Sept 2021

## Month of RTO



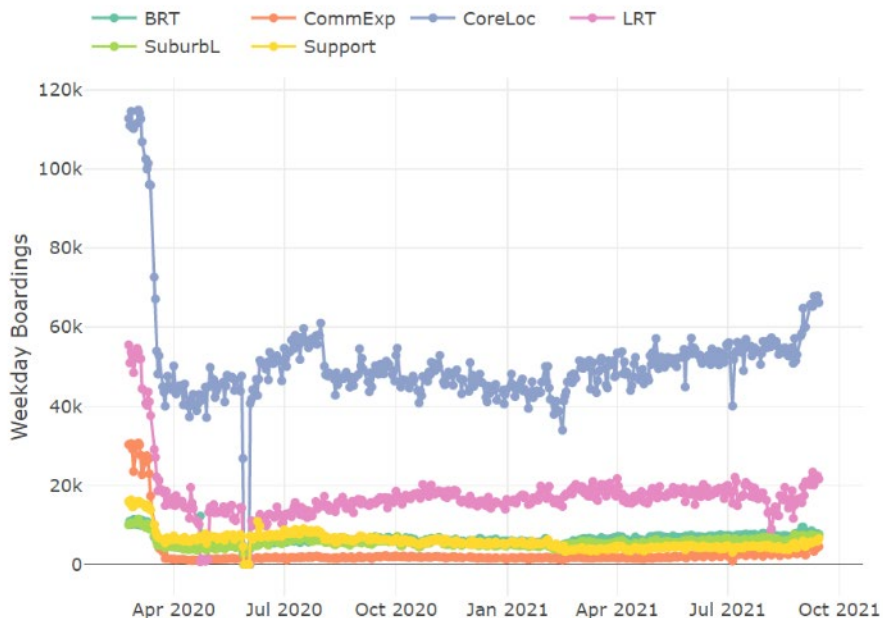
## Days/Week RTO



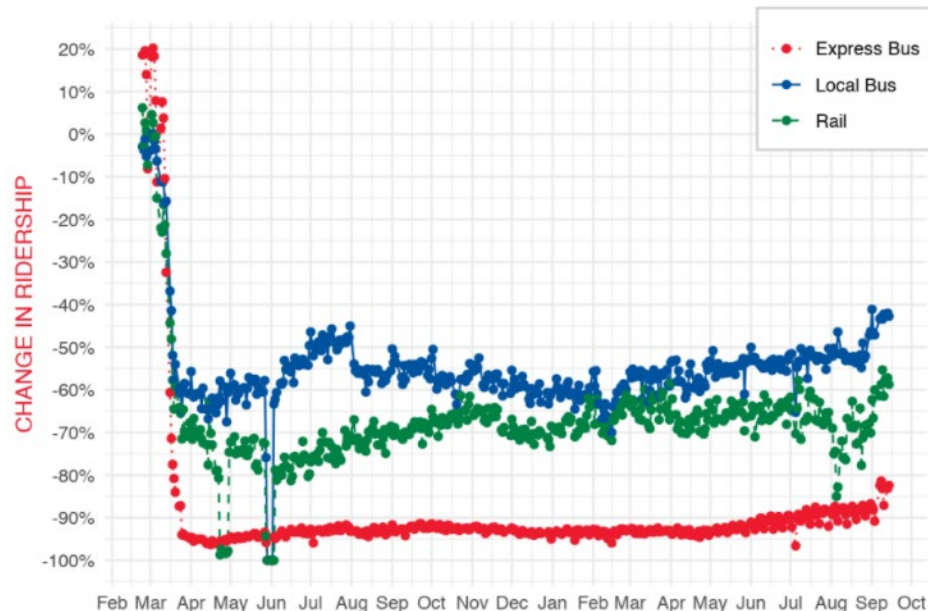
## Service Reliability Goal

- Better match service level to operator availability
- October 23: LRT 10-minute frequency reduced to 12
- December 4: Reduce bus operator ~60
- Principles for schedule reductions
  - **Equity** - Evaluate service changes and reductions with an eye towards reducing impact on communities of color and low income
  - **Alternate service** - Identify service where customers have alternative (route, frequency or auto)
  - **Minimize ridership impact**
  - **Preserve frequent transit service (every 10-15 minutes)**

# Ridership 2020-2021



## Percent Change in Weekday Ridership (Compared to average weekday ridership 2/24–2/28)



\*Preliminary estimates, subject to change

# Service Adjustments

- Commuter Express: reduce trips, suspend with options in same corridor
- Core Local: Reduce frequency/preserve 10-15 minute service.
- BRT - A line to 12", Red Line reduce to 30" weekday
- Reduce some local Saturday routes
- Suspend local routes – alternate service/low ridership
  
- Orange Line and Connecting route changes implemented **December 4.**
  - Scaled back frequency



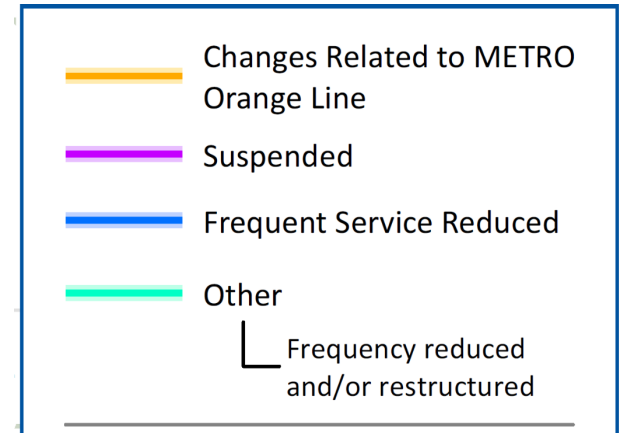
# Service Adjustments

5% service reduction, -60 operators

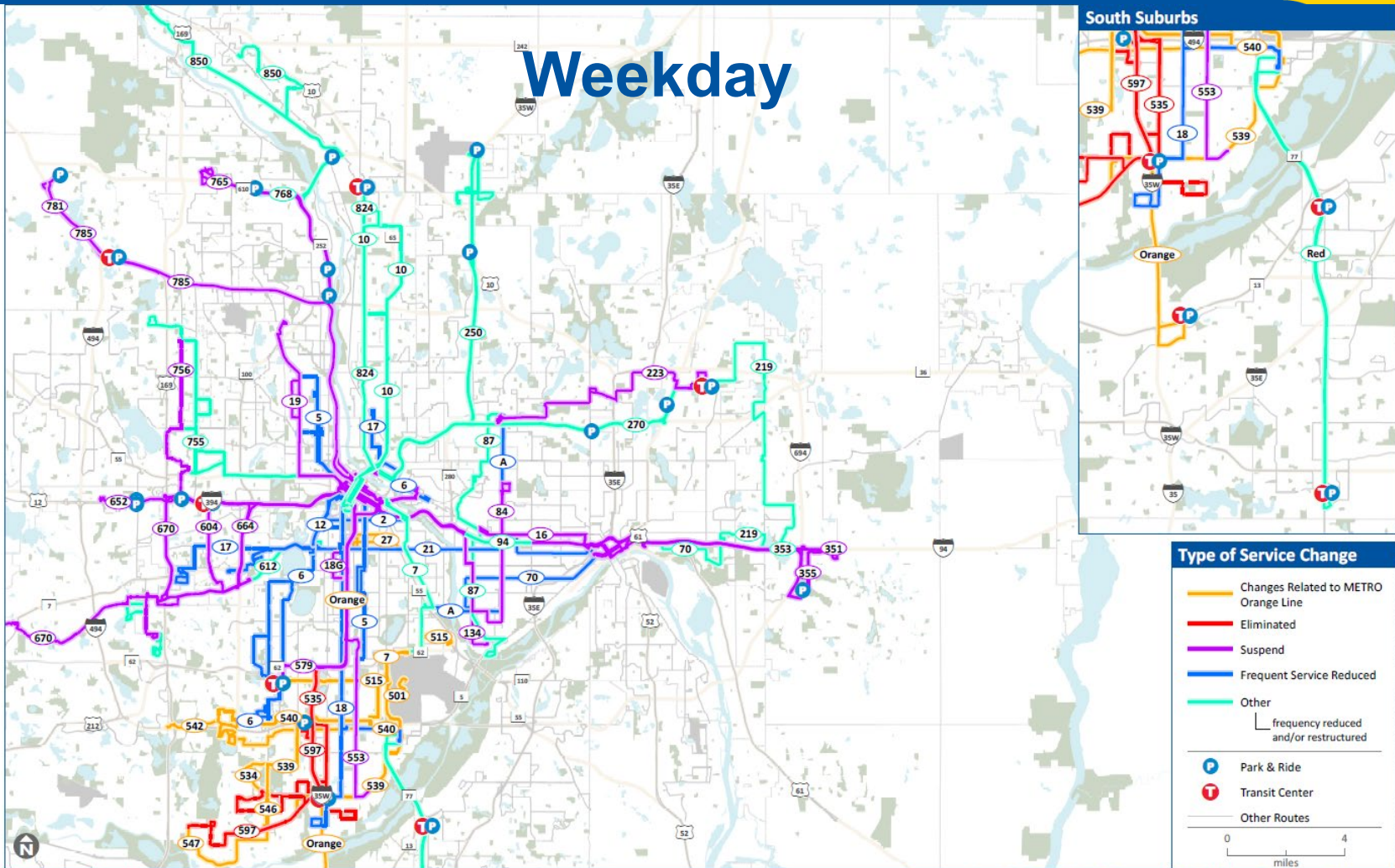
Bloomington routes restructured

54 Routes reduced or suspended:

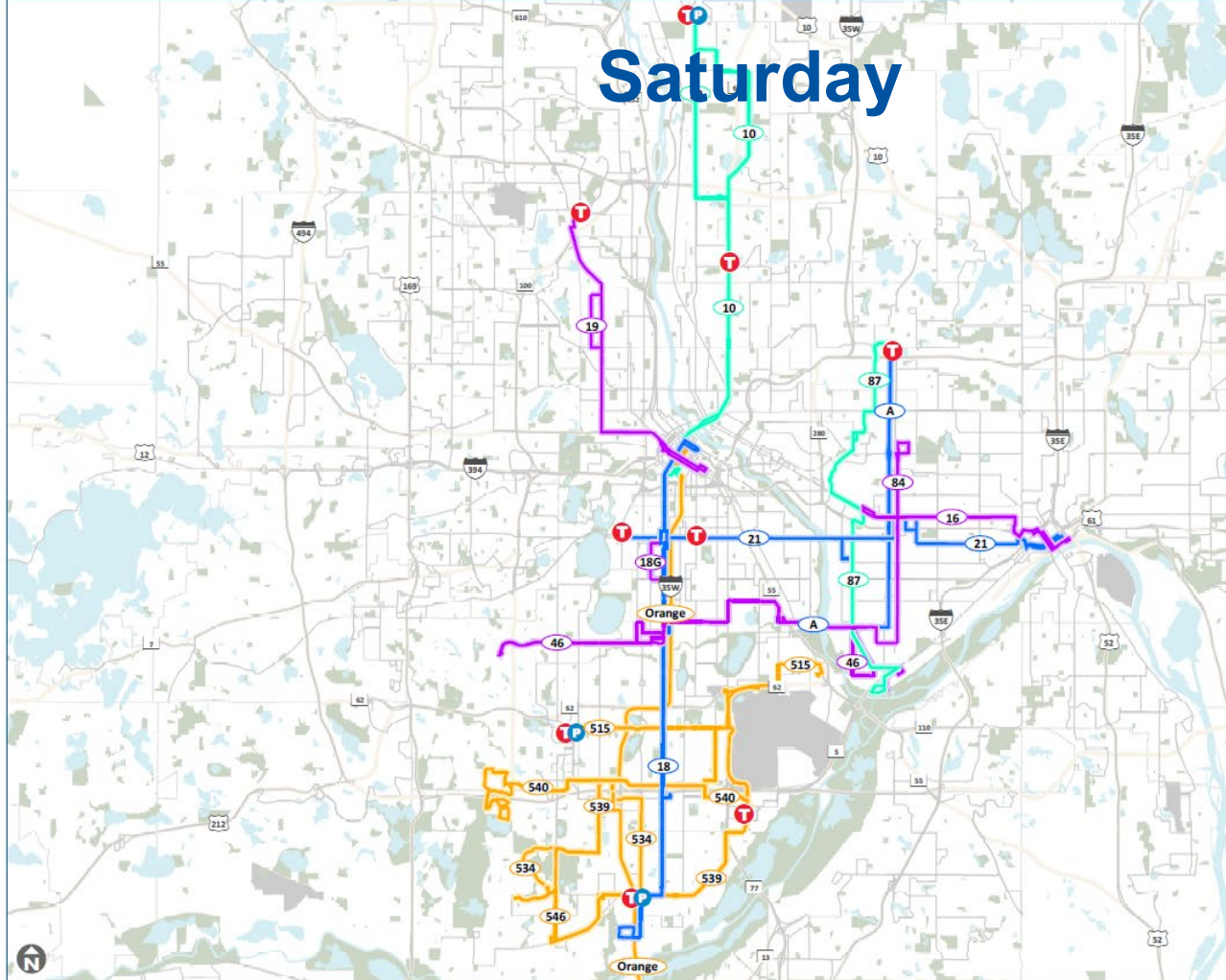
- Metro Transit: 9 suspended; 33 reduced
  - Segments 18G; 70 west of downtown St. Paul, Route 12 rush hour DT trips
- Contracted: 6 suspended; 8 reduced
- Maple Grove: 1 suspended



# Weekday



# Saturday



### Type of Service Change

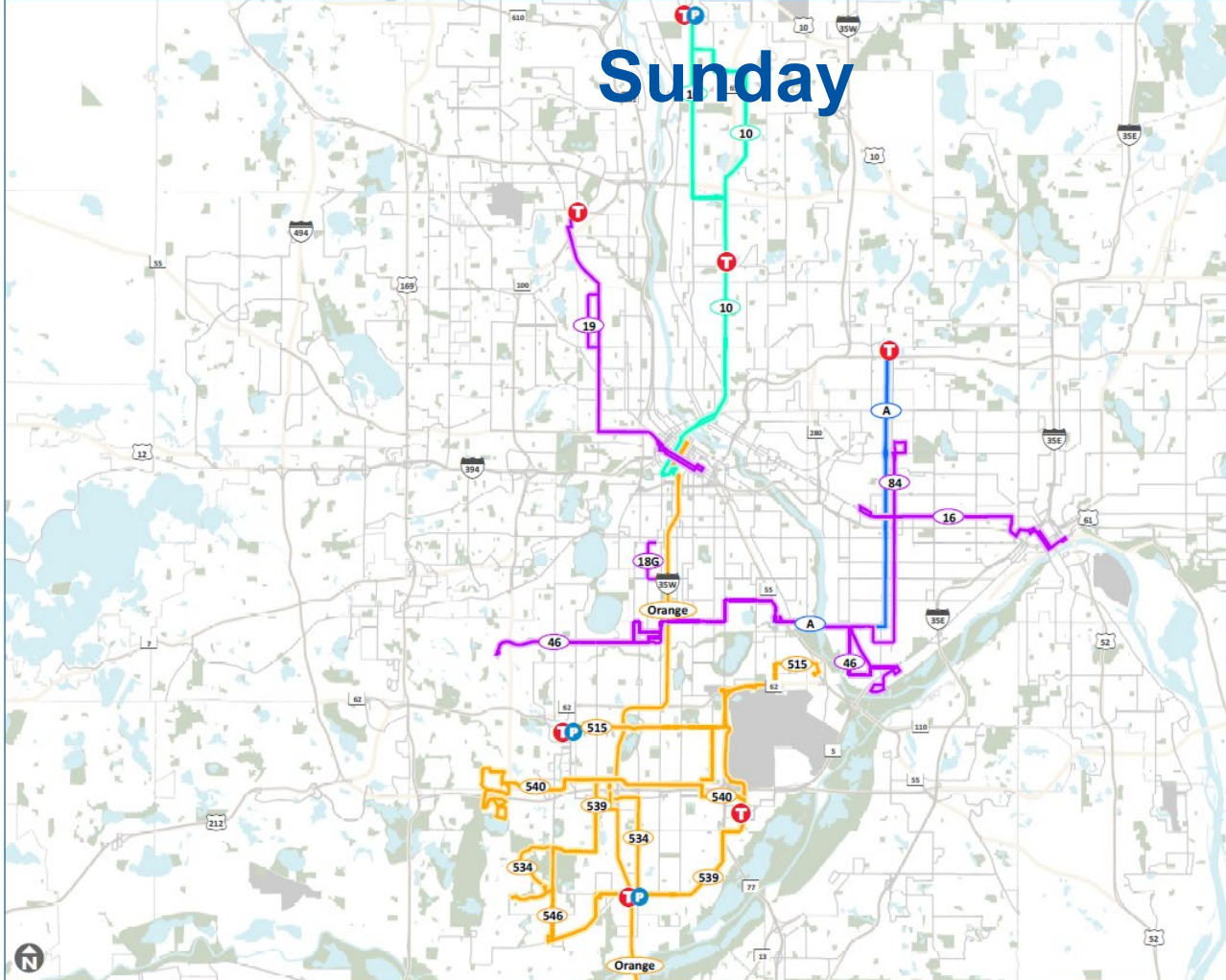
- Changes Related to METRO Orange Line
- Suspended
- Frequent Service Reduced
- Other
- Frequency reduced and/or restructured

- P Park & Ride
- T Transit Center
- Other Routes

0 3 miles



# Sunday



**Type of Service Change**

- Orange Line
- Suspended
- Frequent Service Reduced
- Other
- Frequency reduced and/or restructured

**Type of Service Change**

- Transit Center
- Other Routes

0 3 miles



# Communication Plan

- Nov 2 summary on-line  
[News & Events \(metrotransit.org\)](http://metrotransit.org)
- Stakeholders/partner agencies
- November-December 4
  - Website, rider alerts, schedules, customer info
  - Field coverage by staff
  - Schedules available on-line Nov 20

# 2022 continuous improvement

- Service performance evaluation
- Hiring
- Review express service market
- Long term route changes
- Service Equity Evaluation

Transit Market Areas

