



UPCOMING METRO TRANSIT SERVICE CHANGES AND OPERATOR HIRING UPDATE

Brian Funk and Adam Harrington
Transportation Committee
October 11, 2021

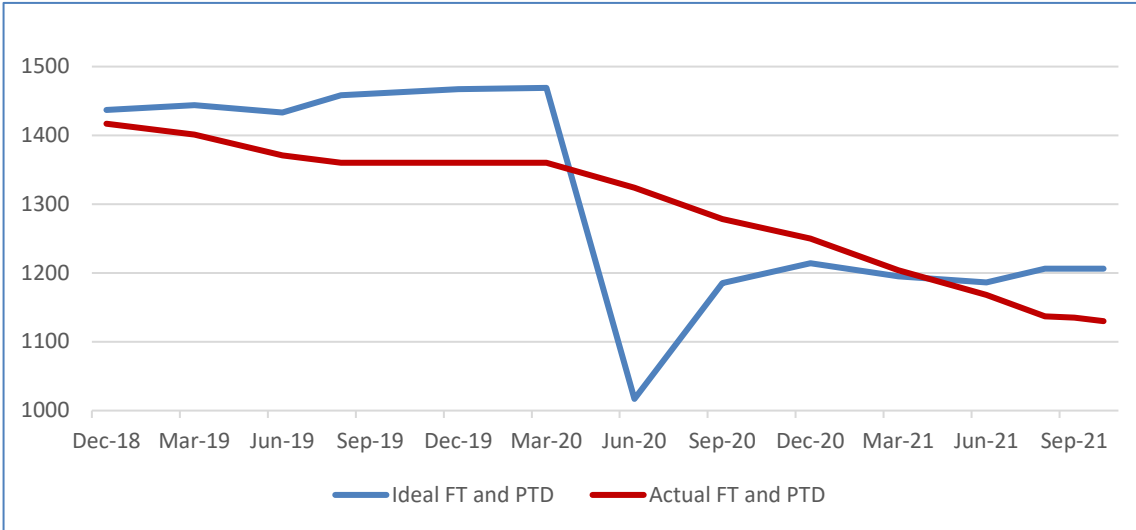


- level of service must be in sync within operator resources
- too few operators results in less reliable service
- retention and hiring will drive service restoration and expansion

bus operator staffing levels



- Key measure is full-time plus part-time weekday
 - Current ideal: **1206**
 - Current actual: **1130**
 - Students in training: **19**
 - Goal: **12** students for each class



TwinCities PIONEER PRESS

NEWS

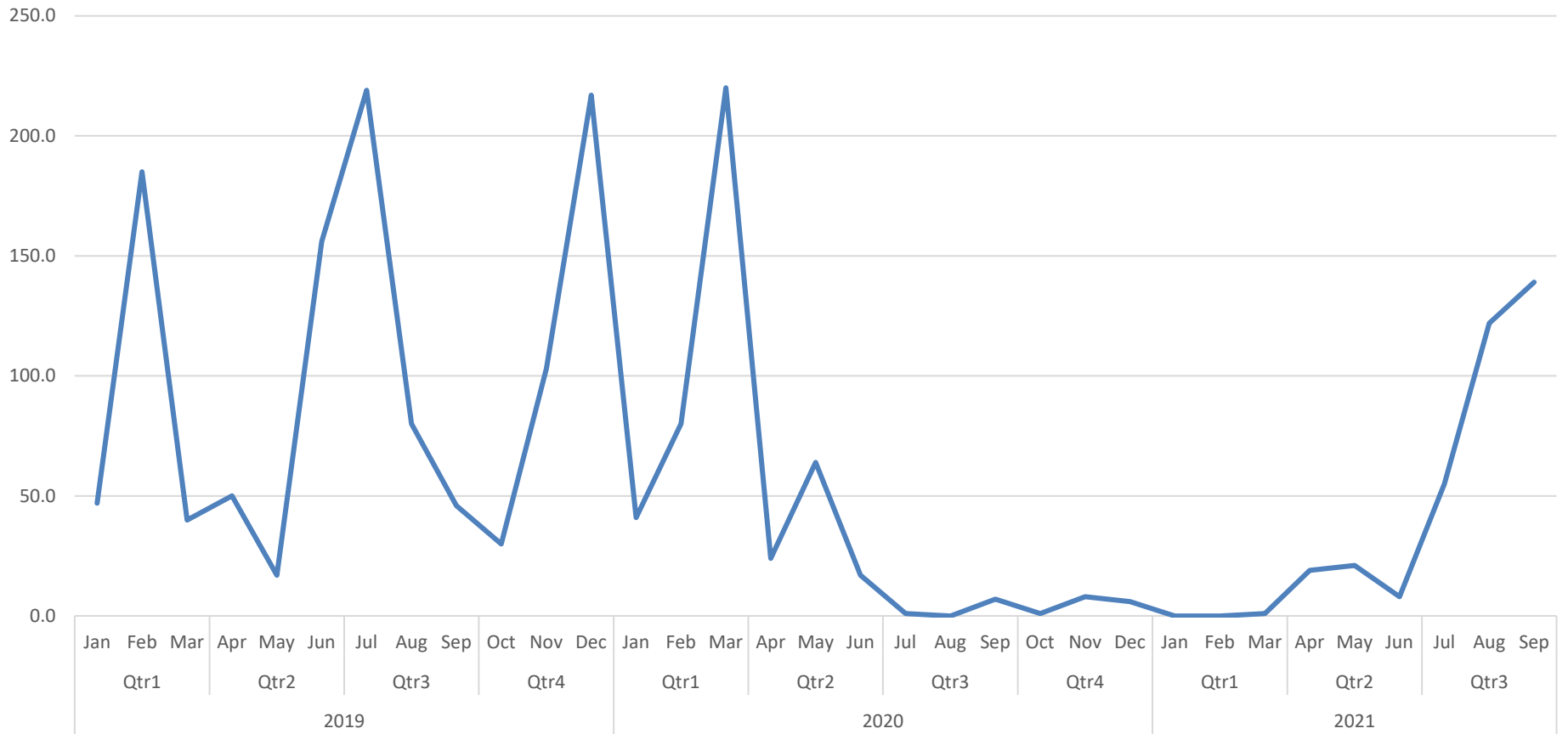
Metro Transit grapples with bus operator shortage

Is your wait for a Metro Transit bus taking longer than normal? Blame a shortage of drivers.

Veteran Metro Transit bus driver Antonio Castro next to a bus at the Minneapolis garage on Thursday, Sept. 30, 2021. (John Autey / Pioneer Press)

By **AVA KIAN** | akian@pioneerpress.com |

2019-2021 Lost revenue pullouts



2021 Canceled trips



Select Date Range

2021-01-01 to 2021-10-06

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

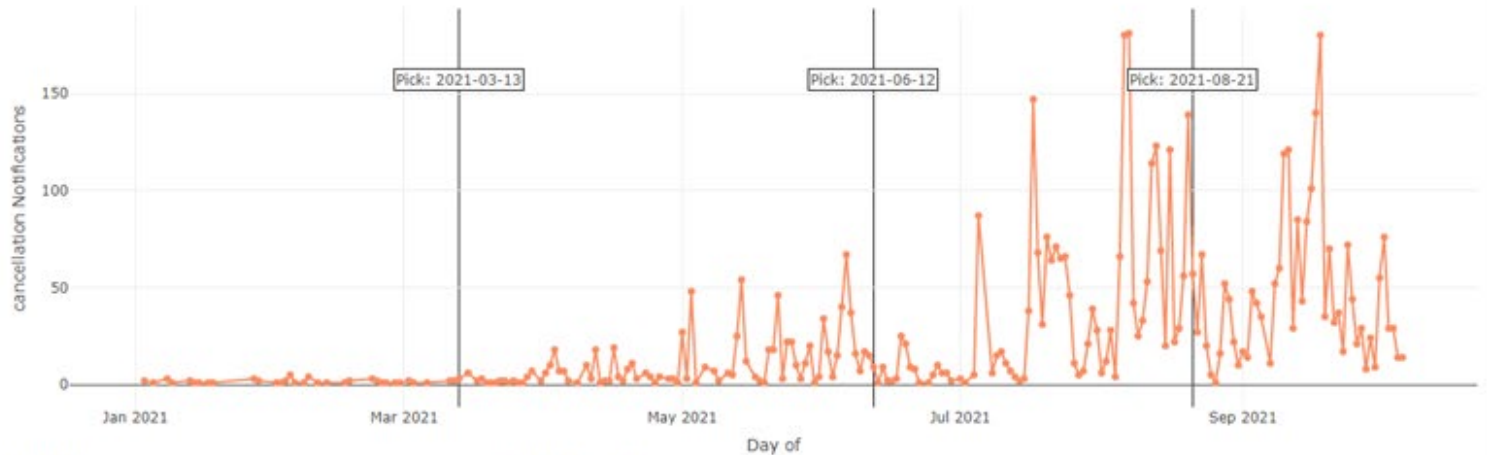
The data source for this app comes from trip cancellation notifications sent to riders. Each cancellation notification corresponds to one or more cut trips. Work is being done to parse actual number of cut trips from this data.

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

Overall market challenges




MPRnews 72° MSP

Business & Economy

Cash bonuses and free lunches: No end in sight to labor shortage

Mark Zdechlik Forest Lake, Minn.
September 27, 2021 4:00 a.m.



Ashley Bulmer owns Big Apple Bagels in Forest Lake, Minn. Her shop is closed several hours each day because she can't find enough workers to help her. "It's just unreal," Bulmer said. ■ Mark Zdechlik | MPR News

Listen Cash bonuses and free lunches: No end in sight to labor shortage

Ashley Bulmer is spending a lot less time on marketing and otherwise growing her business

KARE News Weather Near Me VERIFY Watch Live

LAND OF 10,000 STORIES KARE 11 INVESTIGATES BREAKING THE NEWS VAX FACTS

BREAKING NEWS WATCH LIVE: Gov. Walz calls for increased school COVID testing [Read More >](#)

LOCAL NEWS

St. Paul Public Schools to change schedules, use Metro Transit amid bus driver shortage

Start and end times at seven district schools will change, and students at four high schools will receive Metro Transit cards.




Author: Val Lick (KARE)

FOX 9 K M S P Watch Live

Minnesota companies challenged by truck driver shortage

By Bisi Onile-Ere | Published 1 day ago | Minnesota | FOX 9



Many Minnesota companies are feeling the impact of the truck driver shortage.

(FOX 9) - A nationwide truck driver shortage is having an impact on some local grocers including fewer deliveries and more empty shelves.

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)

bus operator retention and recruitment efforts



- New employee support
- Expanded Apprenticeship
- Training
- Safety Investments

- Six hiring events and counting 
- Marketing and Outreach
 - metrotransit.org/drive
- Full-time careers
- Wage increases - \$21.44 to start
- Cash Incentives
- Streamlined process
- Commercial Learners Permit assistance
- APTA and industry peer networking



Join us at our upcoming Driver Hiring Events!

Saturday, Oct. 9
9 a.m. to noon

Saturday, Nov. 13
9 a.m. to noon

Tuesday, Oct. 12
4 to 7 p.m.

Tuesday, Nov. 16
4 to 7 p.m.

WHERE: Metro Transit Instruction Center, 725 North 7th Street, Minneapolis

Parking is limited; take transit to the event (served by routes 5, 9, 19, 22, and METRO C Line)
Use our [Trip Planner](#) to find your best route.

We're hiring straight to full-time!

Fast track your way to a new career! Come prepared to apply and interview all in one visit for full-time positions! You can also [apply online](#) in advance to further speed up the process. Check this list of what you'll need to apply.

Drivers start at more than \$21 per hour – even during training – and receive outstanding benefits, such as health care, annual salary increases, a pension plan, an unlimited-ride bus pass, and a \$1,000 hiring bonus.

Don't wait, apply for your new career today!

28th Avenue Park & Ride “storefront”




		<p>Take an active role in your com munity!</p>	<p>We're hiring</p>	
<p>NO GRAPHICS</p>		<p>metrotransit.org/jobs</p>		<p>metrotransit.org/jobs</p>

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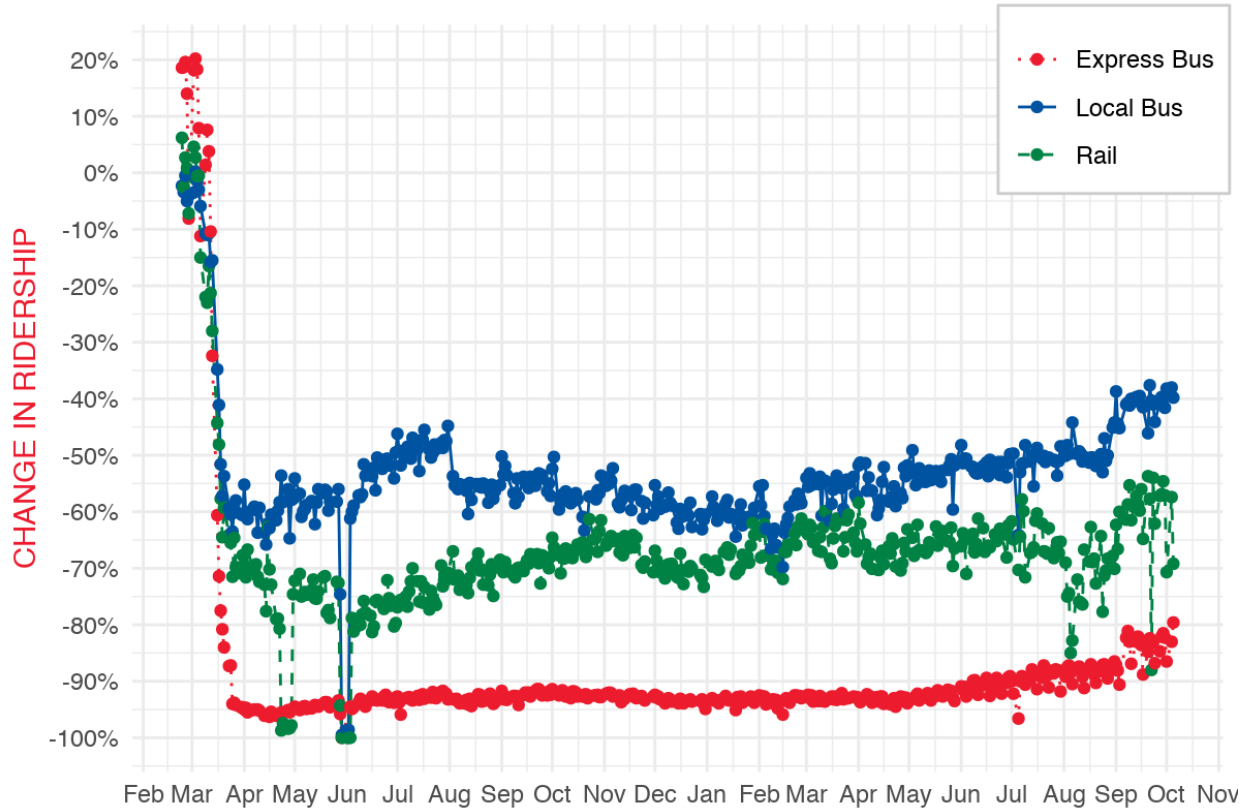
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October 2021 situation

- short ~80 bus operators
- 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

Percent Change in Weekday Ridership

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



*Preliminary estimates, subject to change

Service Reliability Goal

- Better match service level to operator availability
- December 4: Reduce operator requirement by ~65
- 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)**



Questions and comments

Brian Funk - Acting Chief Operating Officer
Adam Harrington – Director, Service Development