




UPCOMING METRO TRANSIT SERVICE CHANGES AND OPERATOR HIRING UPDATE

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Transportation Committee

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 *courtesy of Christof Spieler*



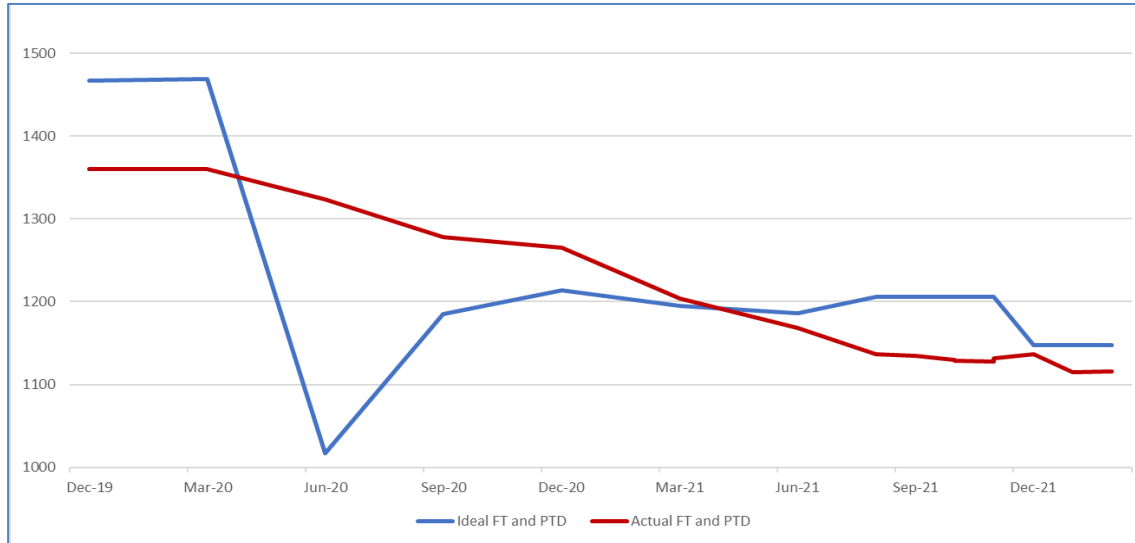
- level of service must be in sync within operator resources
- too few operators results in less reliable service
- retention and hiring will drive service restoration and expansion



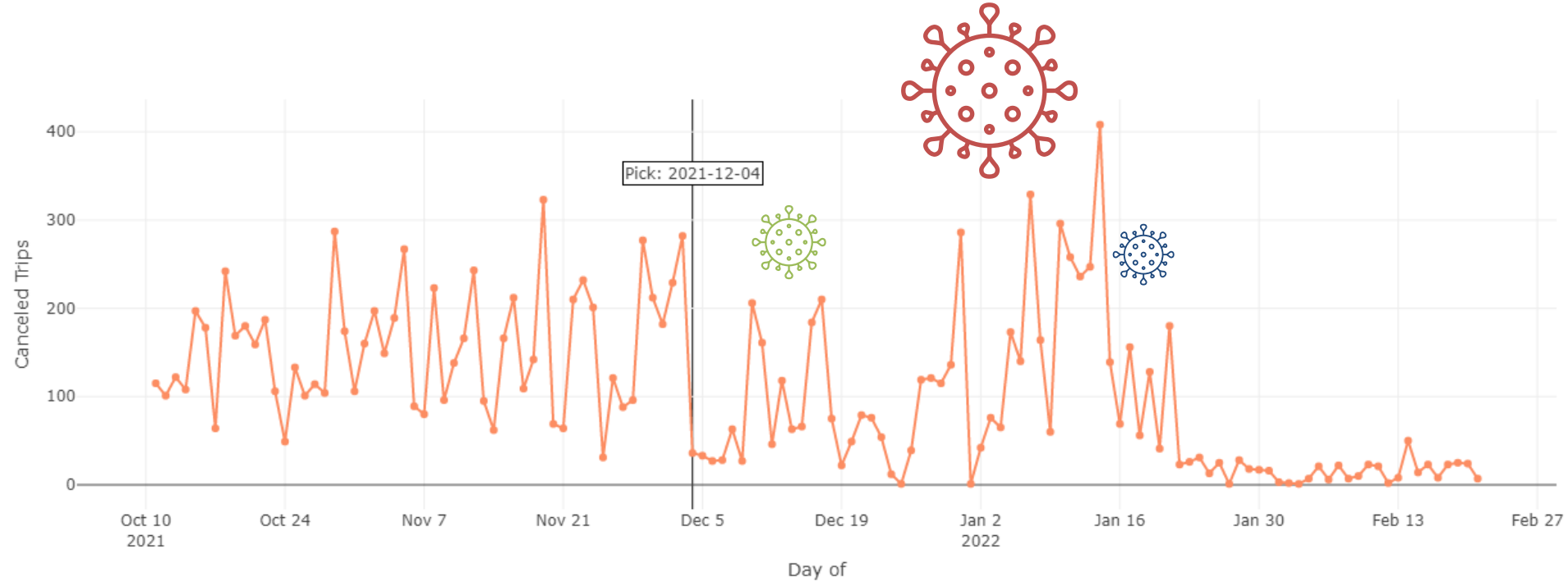
bus operator staffing levels



- Key measure is full-time plus part-time weekday
 - Current ideal: **1148**
 - Current actual: **1110**
 - Attrition rate: **~16 per month**
 - Hiring rate: **~8 per month**
 - Students in training: **7**
 - Goal: **12** students for each class



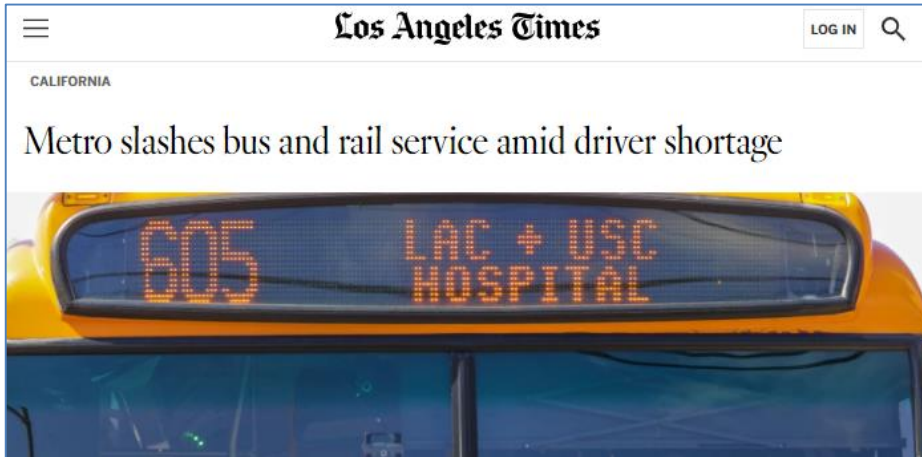
Canceled trips



Driver shortages continue



- Many more commercial driving jobs than candidates locally
- Transit agencies across the country continue to struggle



Recruitment

Retention



Marketing

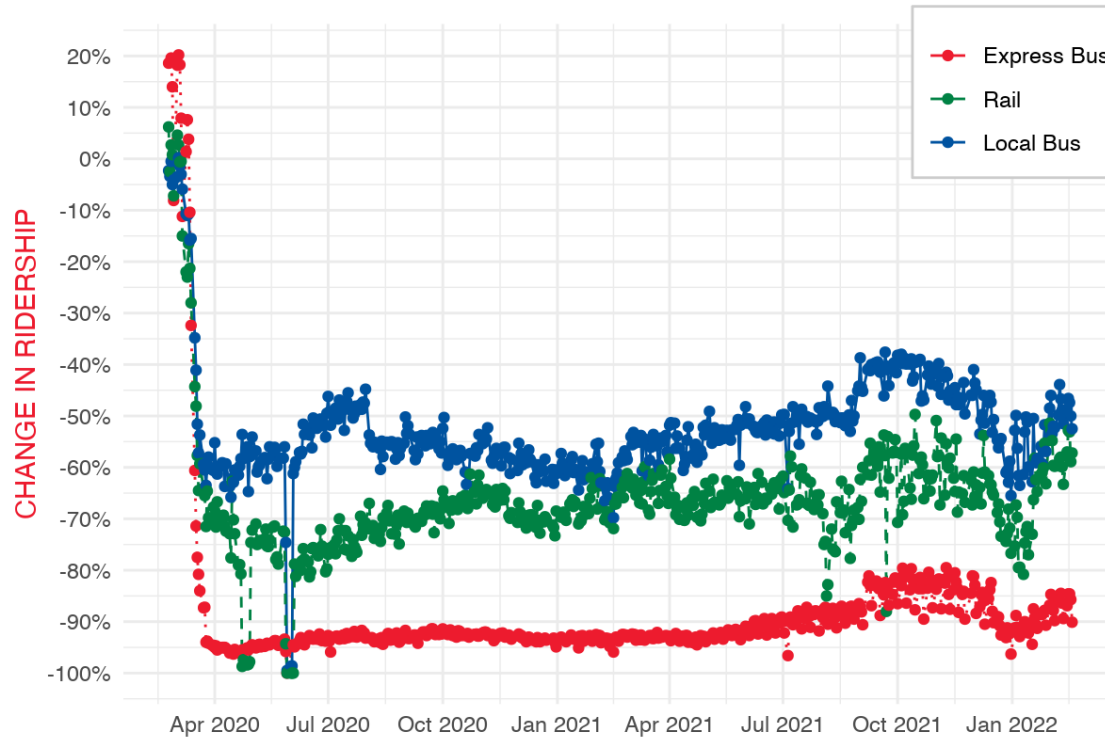
Partnerships

- short ~40 bus operators
- Significant missed runs and trips on bus and LRT during Omicron
- Customers notified via eRider Alert by TCC Comms Specialists
- Impact to operations and customers managed day-day
- Just recently stabilized but hiring not yet meeting needs
- Major summer LRT track work (HHH ↔ MOA)
- Ridership remains below 2019 levels

Ridership history by service type

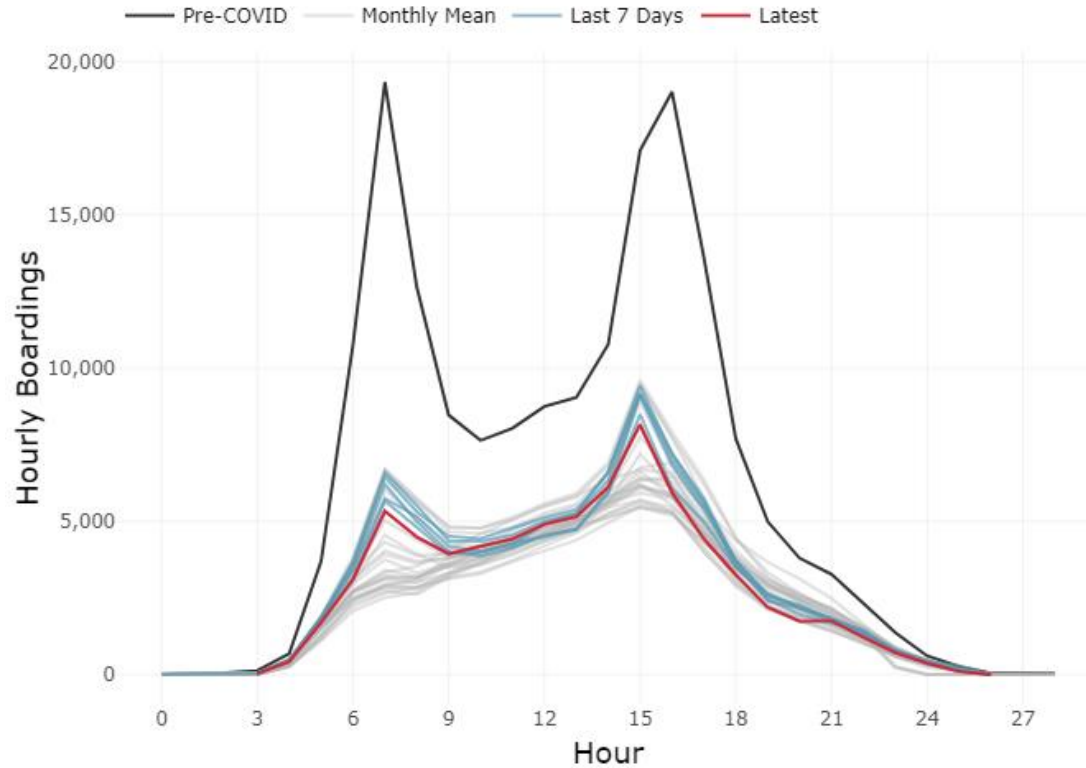


Percent Change in Weekday Ridership (Compared to average weekday ridership 2/24–2/28)



*Preliminary estimates, subject to change

Ridership by hour



- Better match service level to operator availability
- March 26: Reduce operator requirement by ~45
- Principles for schedule reductions
 - Reduce frequency/manage bus capacity - Identify service with existing seat capacity
 - no route suspensions
 - Branches suspended (Rts 6 Wooddale, 75D Parkview; 114C)
 - Minimize ridership impact, most customers have alternate trips/service
 - Preserve frequent transit service network (every 10-15 minutes), stepping down frequencies to match demand



Questions and comments

Brian Funk – Chief Operating Officer

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