



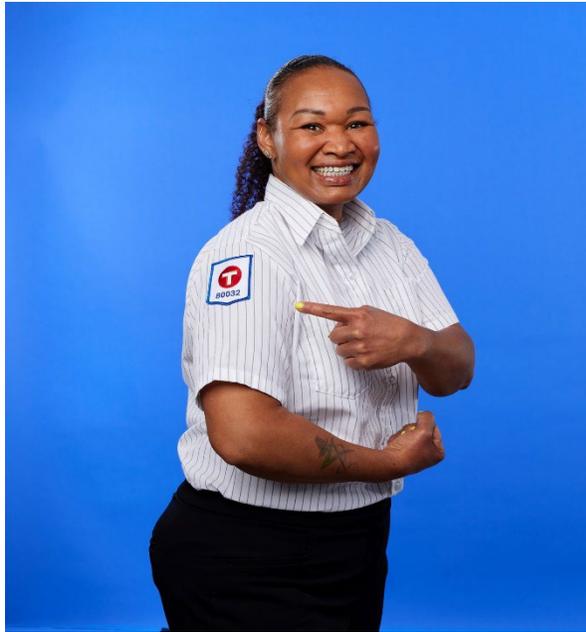
## **Operator Hiring Update and June 2022 Service Preview**

Transportation Committee | May 23, 2022

Adam Harrington, Director – Service Development &

Brian Funk, Deputy GM/Chief Operating Officer

# bus operator resource update



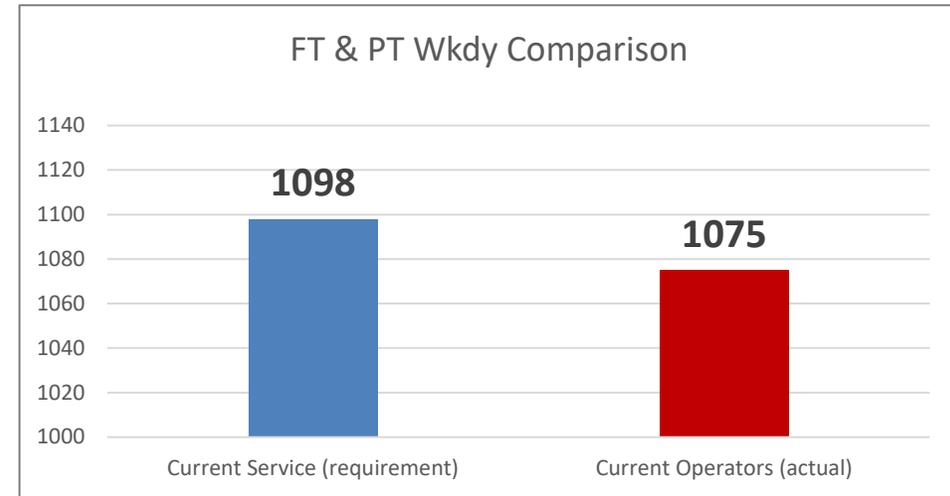
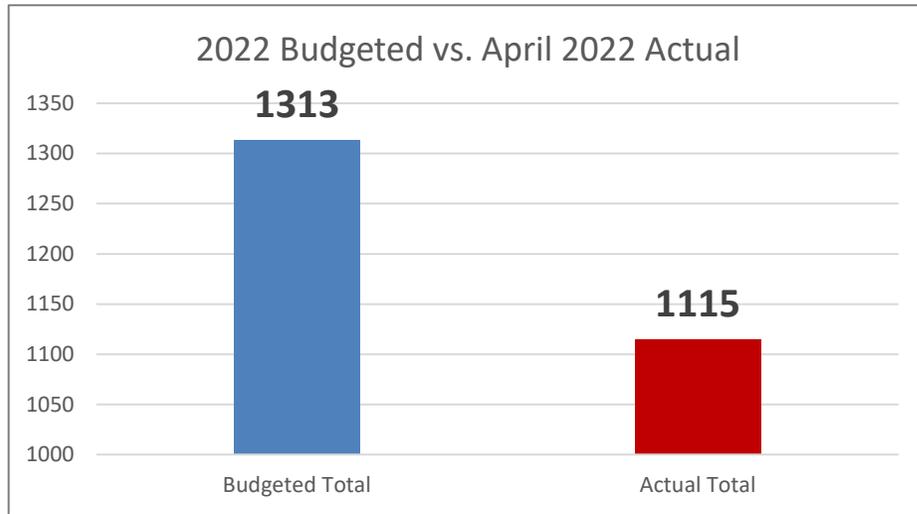
- level of service must be in sync within operator resources
- too few operators results in less reliable service
- retention and hiring will drive service restoration and expansion
- job market forces continue to hurt the industry
  - 2.2% MN unemployment rate thru April 2021
- operator attrition rate has not accelerated

# Metro Transit Bus Operator Staffing

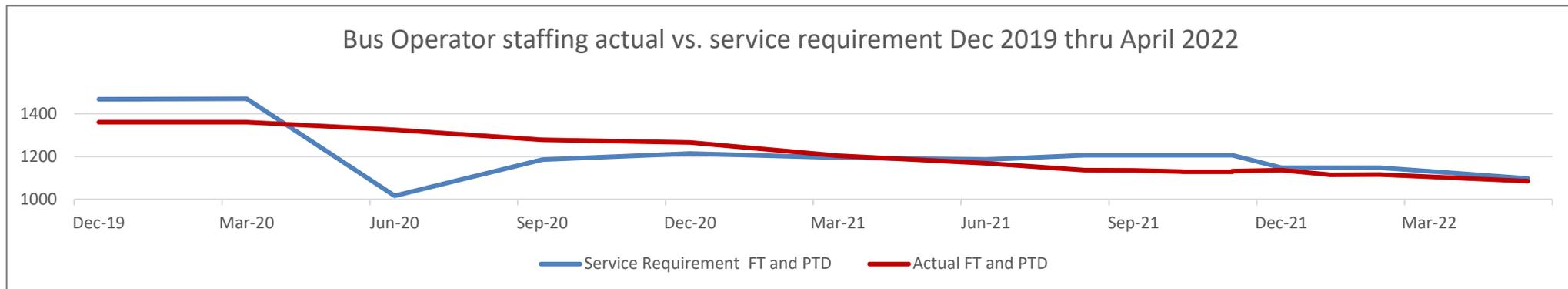


- Deficit from Budget: **-198**

- Deficit from Current Service: **-23**



Decline in staffing and service levels since the start of the pandemic

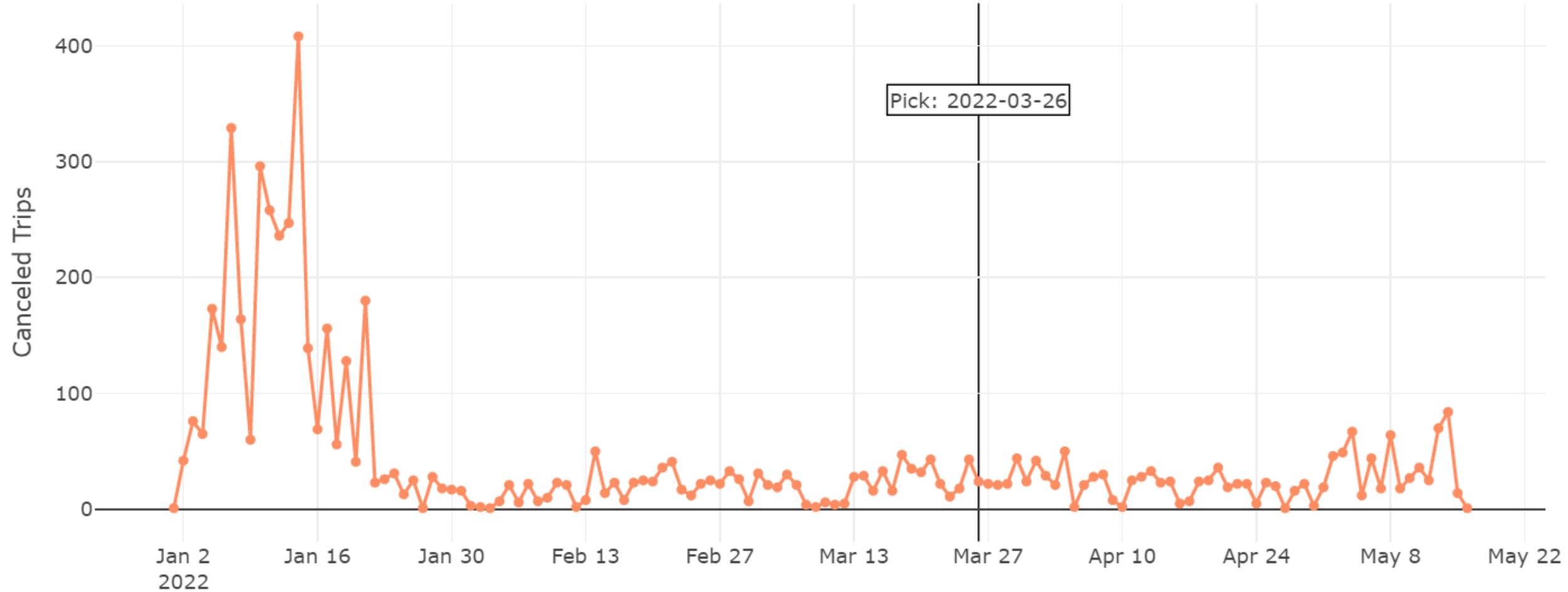


# Recruiting & Retention efforts

- 20 monthly “1-day” hiring events since June 2021
- Upcoming events
  - June 11 – 9a-12p – Instruction Center
  - June 16 – 4p-7p – Instruction Center
  - June 25 - @Metro Transit Roadeo
- Street team community marketing
- Cable and streaming commercials started 4/25
- Community outreach tabling events
  
- Great Workplace Project
- Safety & Security Action Plan
- Bus Operator Apprenticeship extended
- Red Kite returns
- In-person POD coming soon

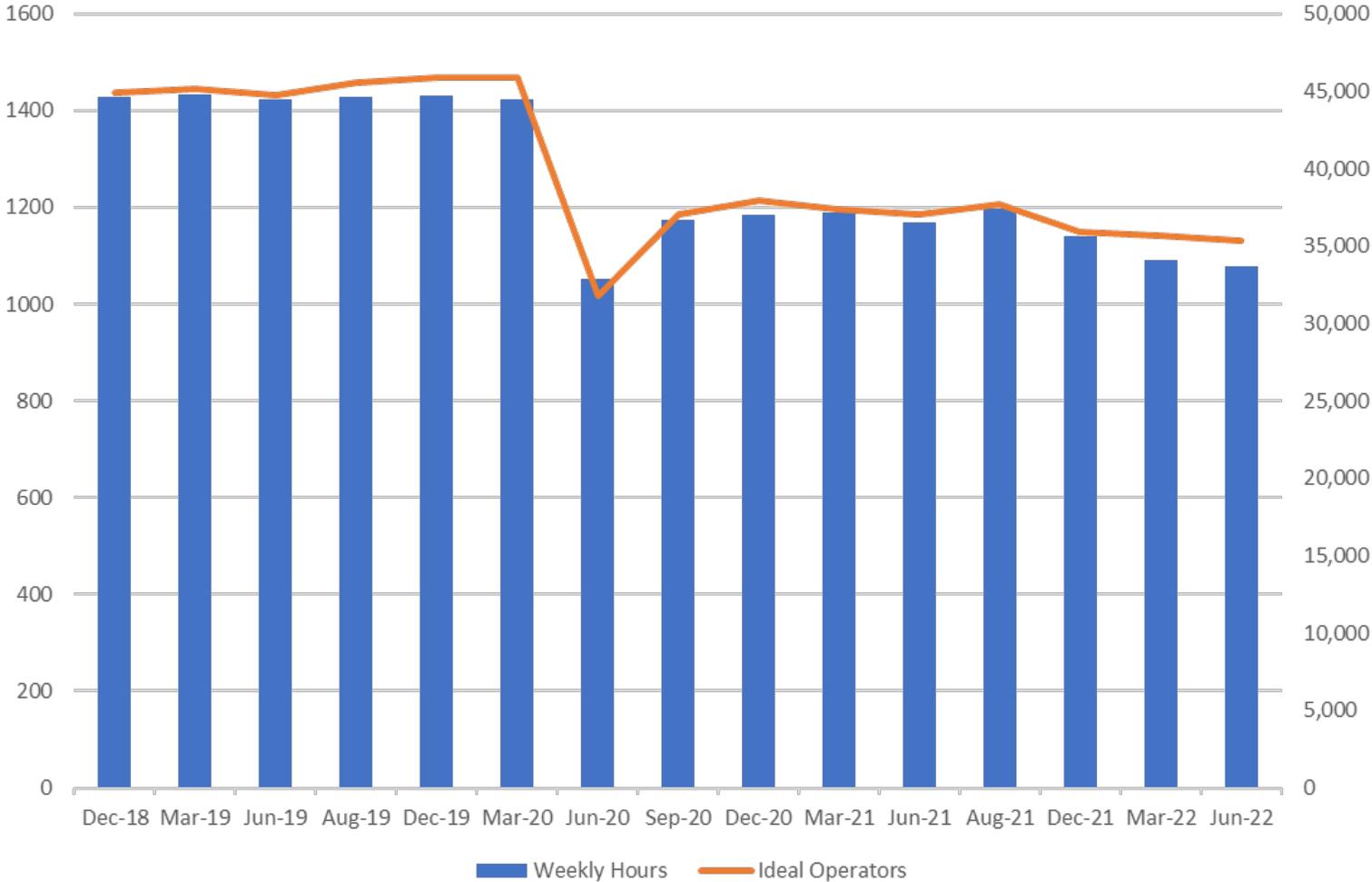


## Cancellation Notifications Over Time

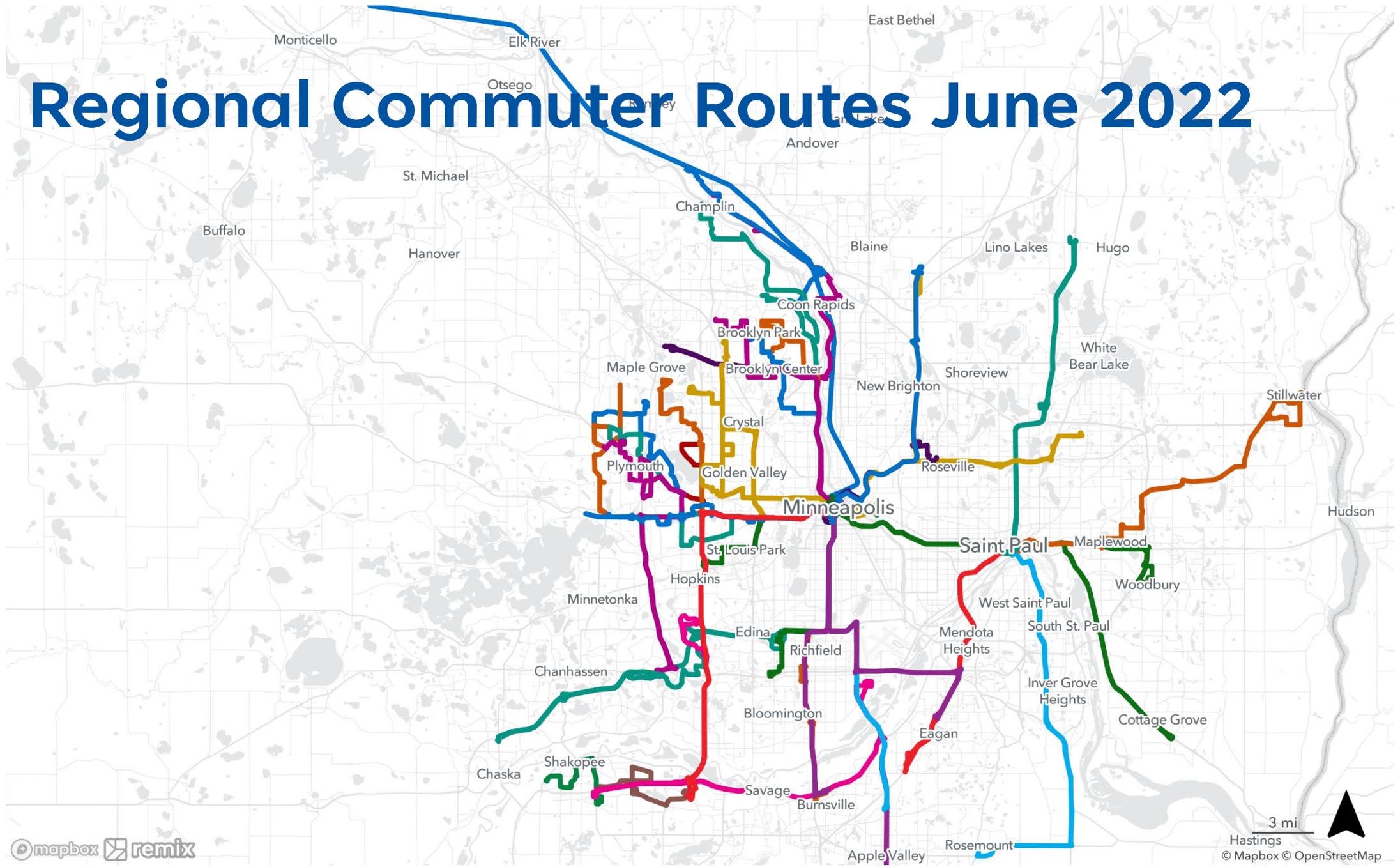


# Service hours and operators scheduled

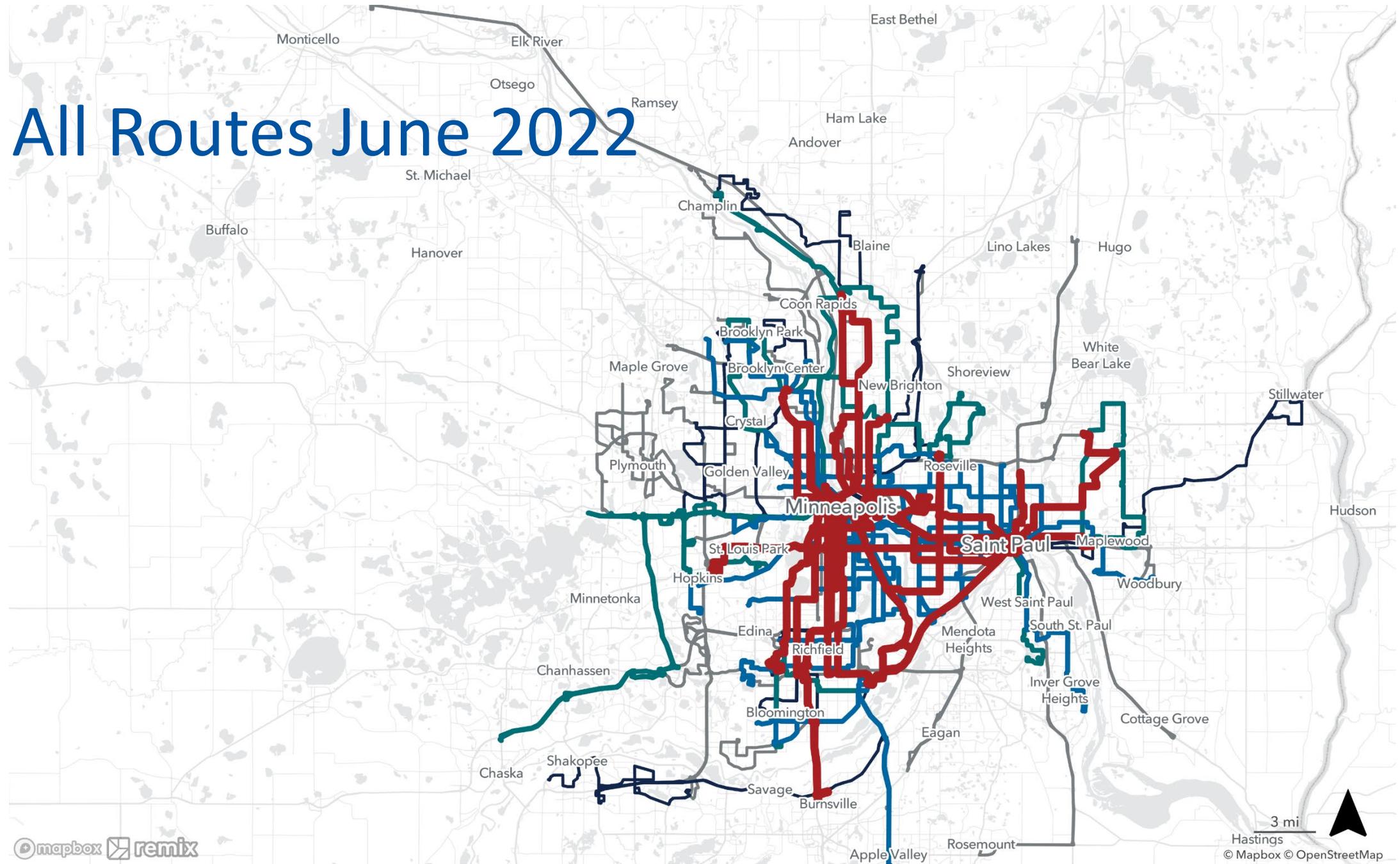
June 2022: 75% of 2019



# Regional Commuter Routes June 2022

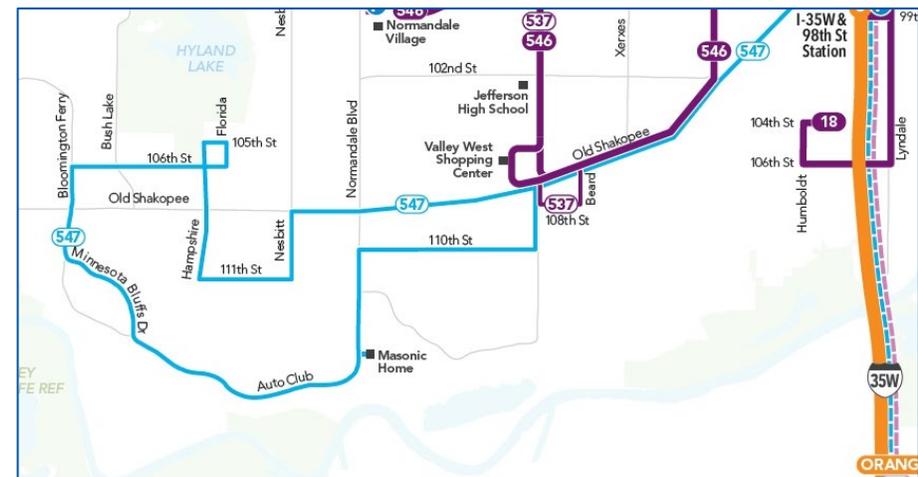


# All Routes June 2022



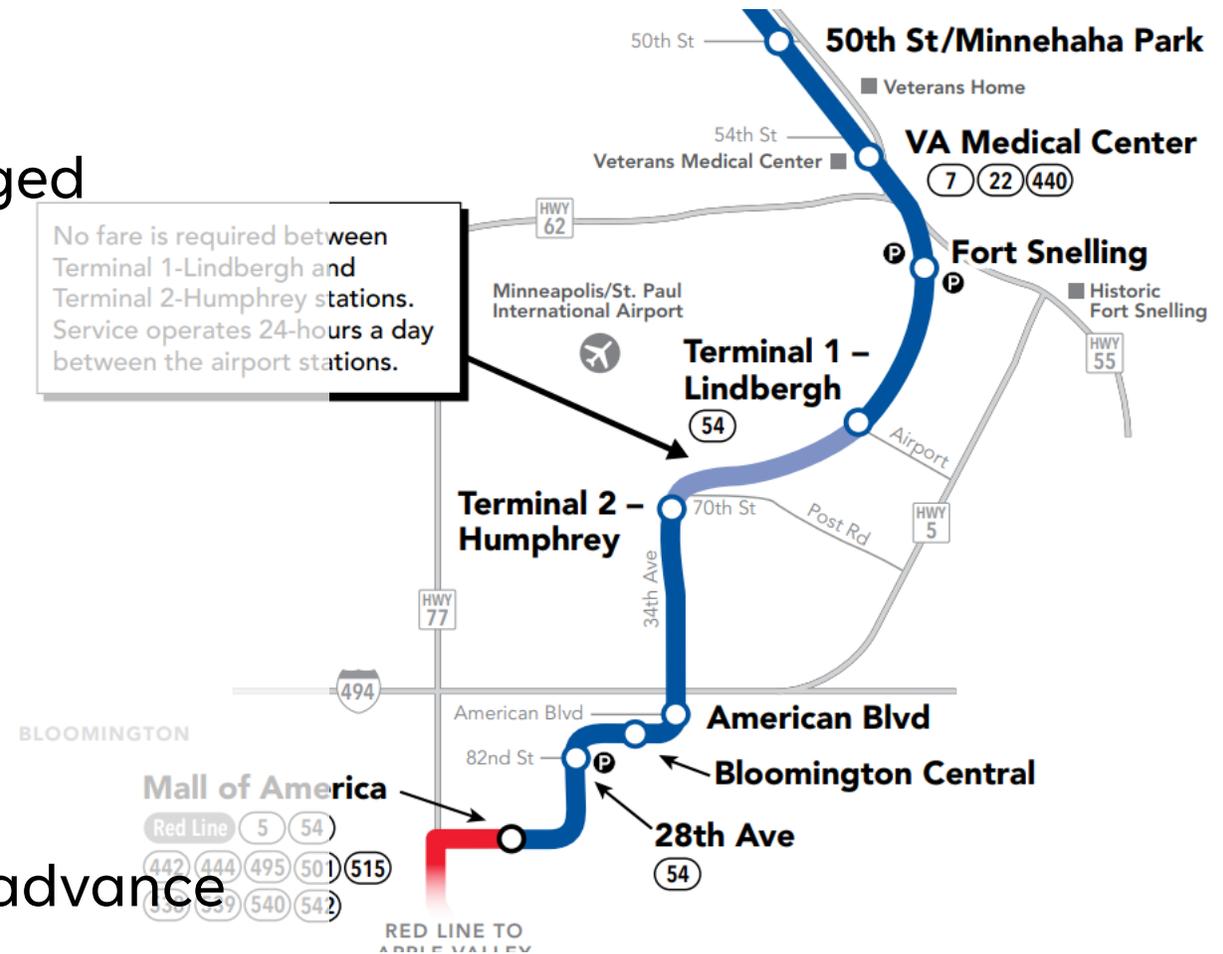
## June 11, 2022 service

- Route 46, 87 street swap in Highland
- Route 547 providing direct service to Masonic Home in Bloomington for key work shifts
- Blue Line construction



# Blue Line and Bus bridge schedule

- Terminal 2-MOA
- Blue Line frequency and span unchanged
- Bus meets every train
- Requires 10 FT bus operators
- Regular June picked schedule for LRT
  - TBD for bus
- Schedule info @ TIC and online
- Marketing info to notify customers in advance and through out



# Looking ahead

- August 20
  - Better Bus Route [Route 22 - Metro Transit](#)
  - Managing schedules to anticipated workforce
- December 3
  - D Line & Route 5
  - Community Engagement in June

**Thank you!**