



Workforce & Service changes Oct & Dec 2022

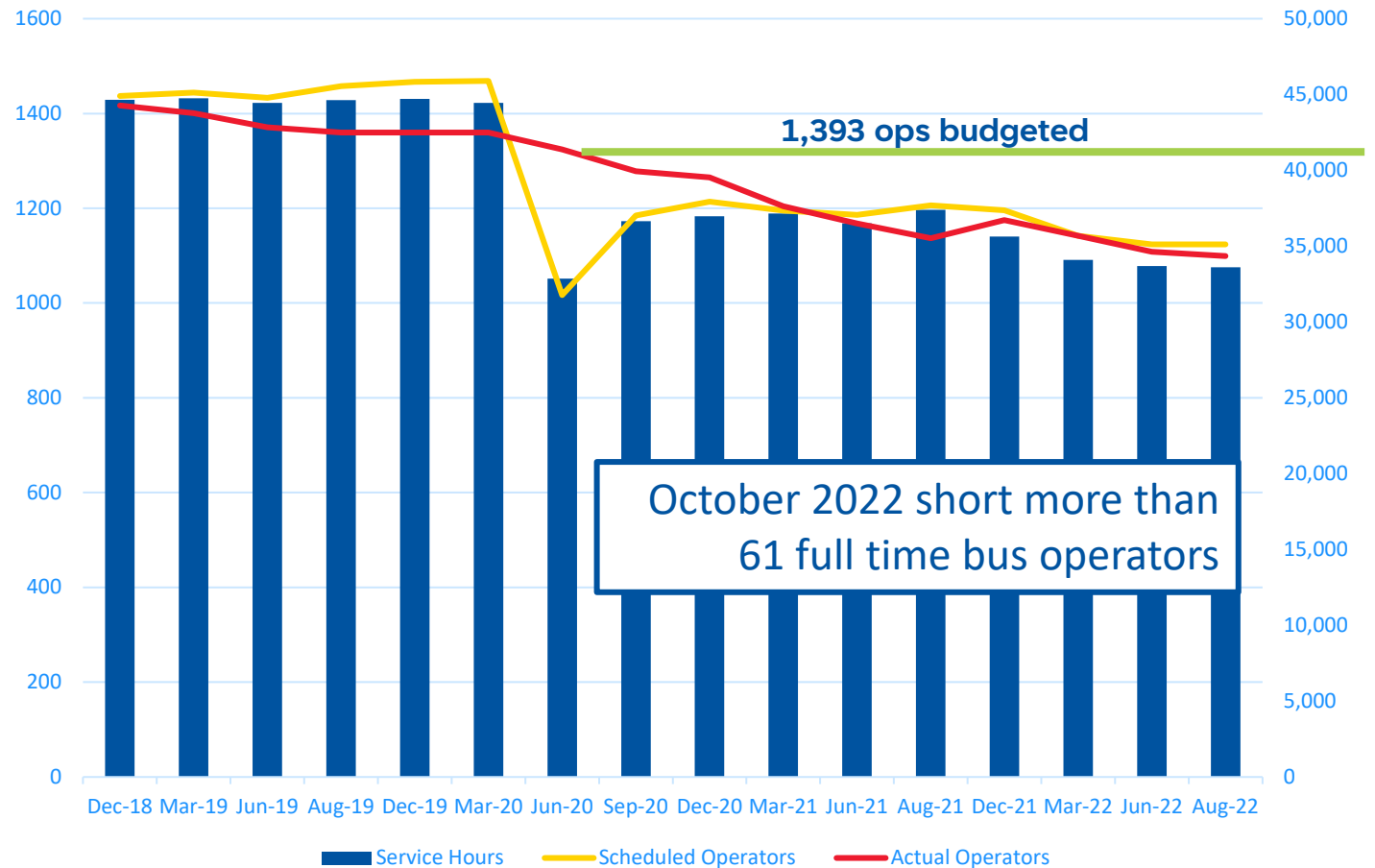
Amina Wolf | Interim Deputy Director Garage Operations

Adam Harrington | Director Service Development

Metro Transit Bus operator workforce and service

August 2019, 100% system service hours

Jun-20	74%
Sep-20	82%
Dec-20	83%
Mar-21	83%
Jun-21	82%
Aug-21	84%
Dec-21	80%
Mar-22	76%
Jun-22	75%
Aug-22	75%



Bus Operator Hiring

- MN unemployment rate is 1.9%
- MN - BIPOC unemployment rate is 7.4%
- 73% BIPOC applicants
- 30% Women applicants

Bi-Monthly Events

- 5 Upcoming 2022 hiring events through
 - October 8th & 12th
 - November 5th & 9th
 - December 3rd



Summer Outreach Recruitment Events



- Metro Transit roadeo / job fair
- Womens appreciation luncheon
- KMOJ Radio interviews and ads, Univision radio interview, Somali radio interview
- Hmong Village
- Karen Martyr's Festival
- Super Eid



- Dedicated Mosque(s) presence since July 15, 2022
- Church Olympics
- State Fair
- Open Streets
- Fiesta Latina
- 9th Annual Trans Equity Summit
- Taco Tour

Adjusting requirements & resources

- Removed High School/GED requirement
- Commercial Learner Permit (CLP) assistance
- Mentorship program
- Professional Operator Development (POD)
- Leadership Academy
- Self protection course
- 2 year probation
- Red Kite support



Operators Engaging &



Connecting Communities

OECC—Operators Engaging & Connecting Communities

- **What is it? The New hands-on approach to recruitment**
- OECC provides the opportunity for operators to enrich and maintain new and established relationships with Operators and the communities we serve.
- OECC participants attend local communities in their element.



Fall 2022 Situation and plan

Current Situation

- Metro Transit short 61 fulltime operators of 992 full and 131 part-time
- Contracted service short 15 fulltime operators

October 15 implementation plan

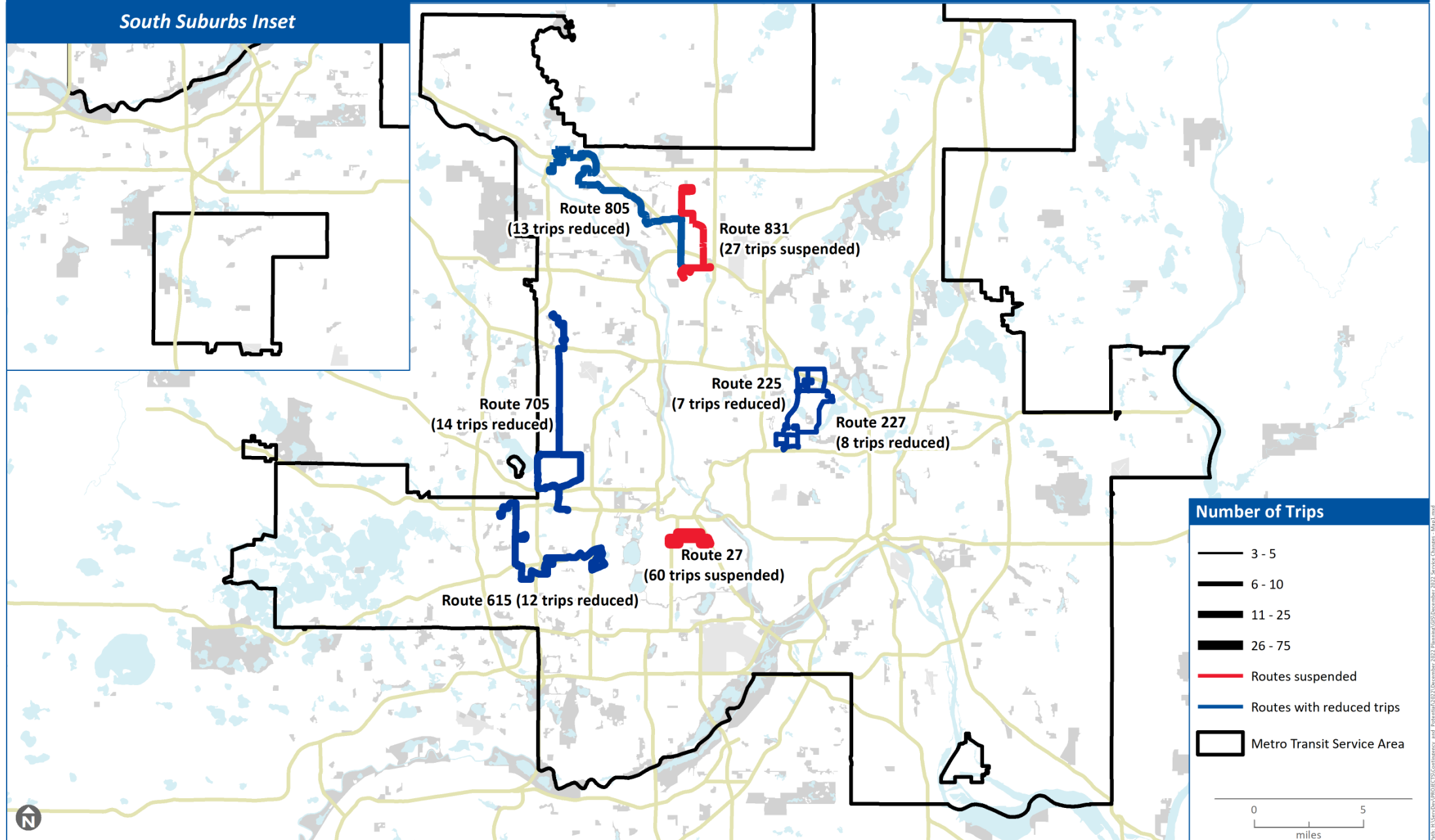
- Reduce contracted local bus scheduled 12 FT ops
- Suspend Routes 27, 831
- Reduce Routes 225, 227, 615, 705, 805

December 3 implementation plan

- Reduce scheduled operator requirement by 80 fulltime bus operators
- ~8% service reduction of service hours

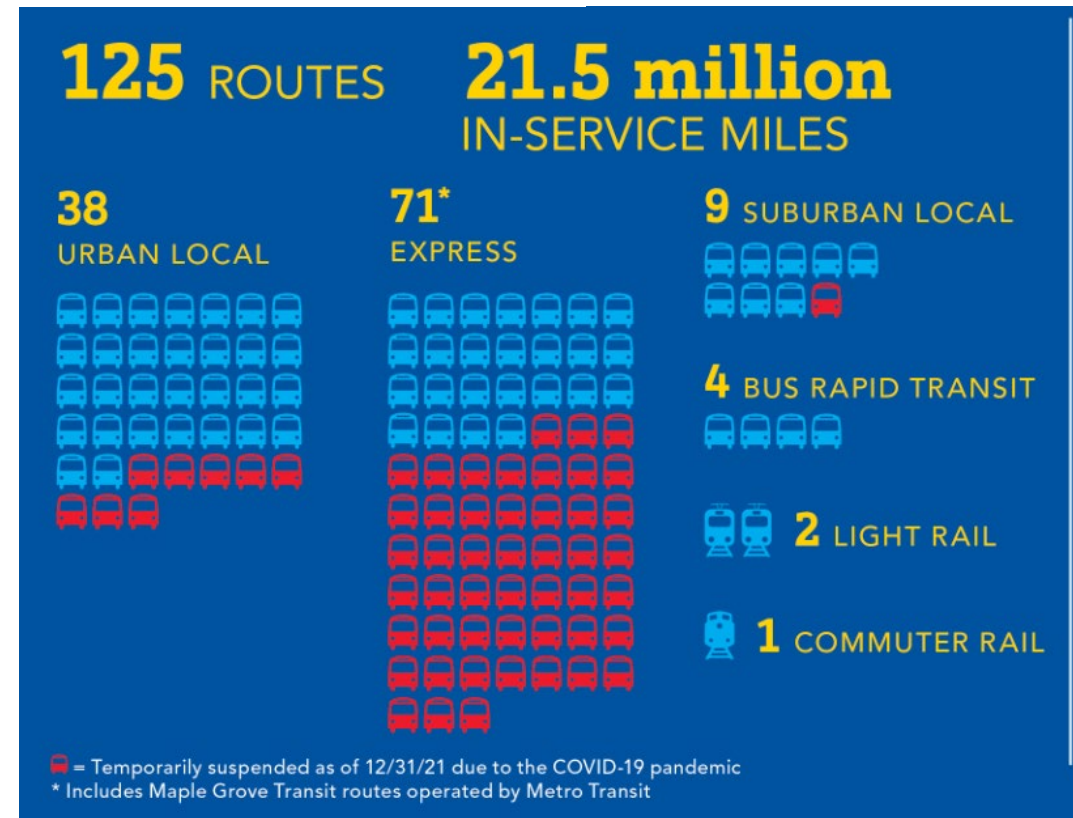
October 15 Weekday Service Reductions

South Suburbs Inset



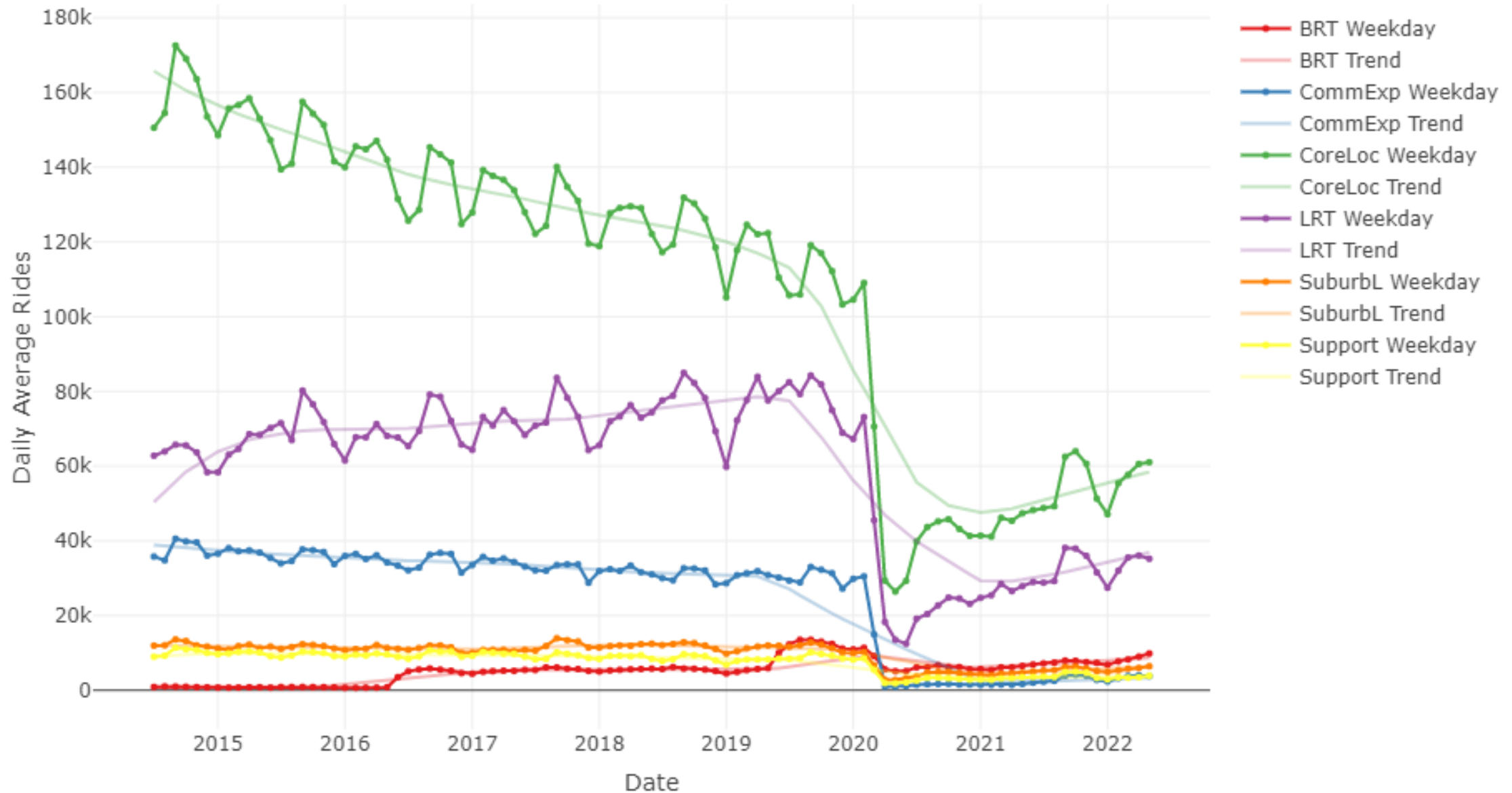
Guiding principles

- Maintain the reliability of our scheduled service
- Identify service where customers have an alternative (route, frequency or auto)
- Minimize ridership impact/capacity
- Balance network frequency and coverage
- Evaluate service changes with an eye towards reducing impact on communities of color and low income

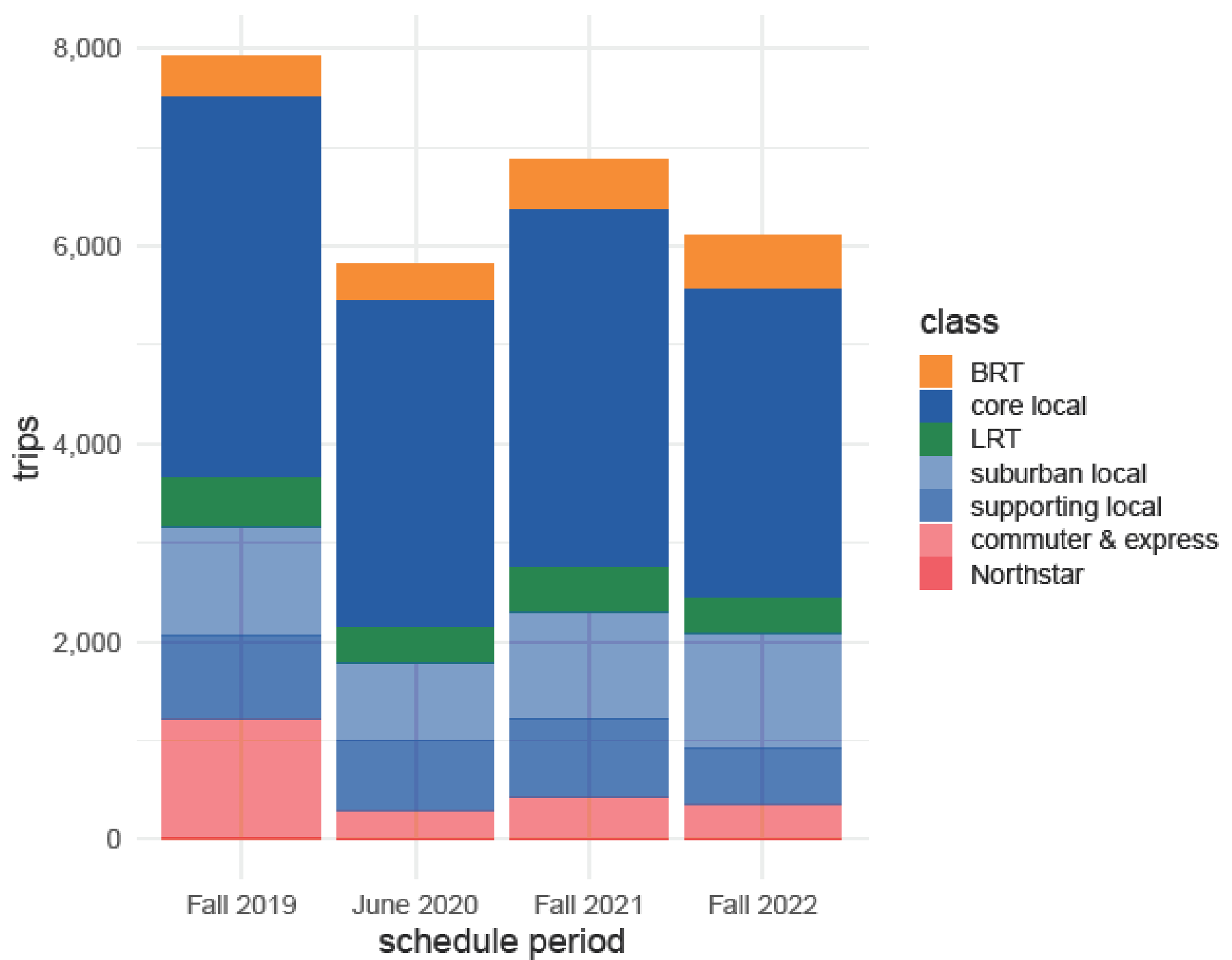


- 164 routes, including 39 contracted
- 67 suspended routes, including 12 contracted

Trend Over Time of Route(s): , BRT, CommExp, CoreLoc, LRT, SuburbL, Support

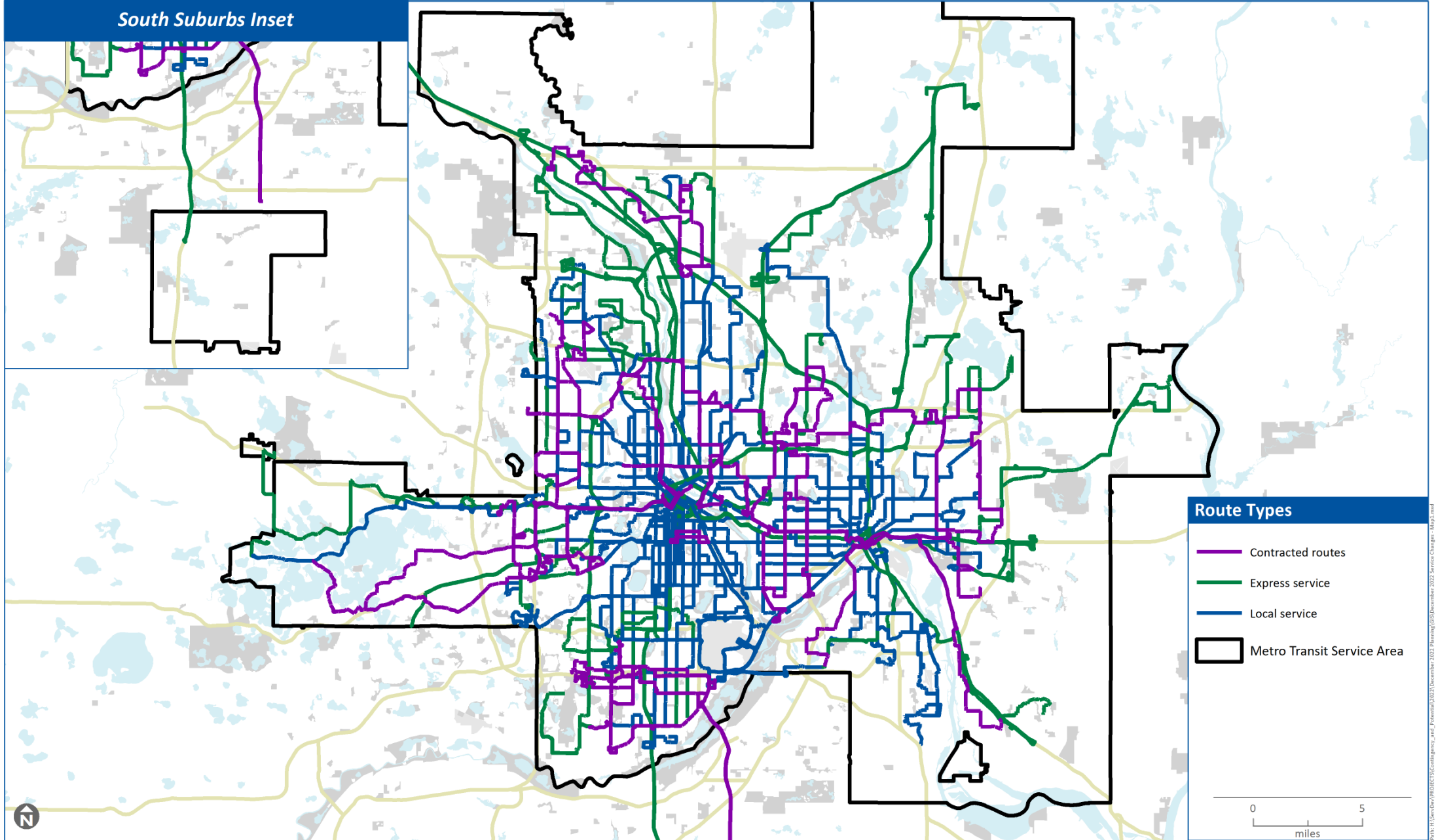


Weekday scheduled trips



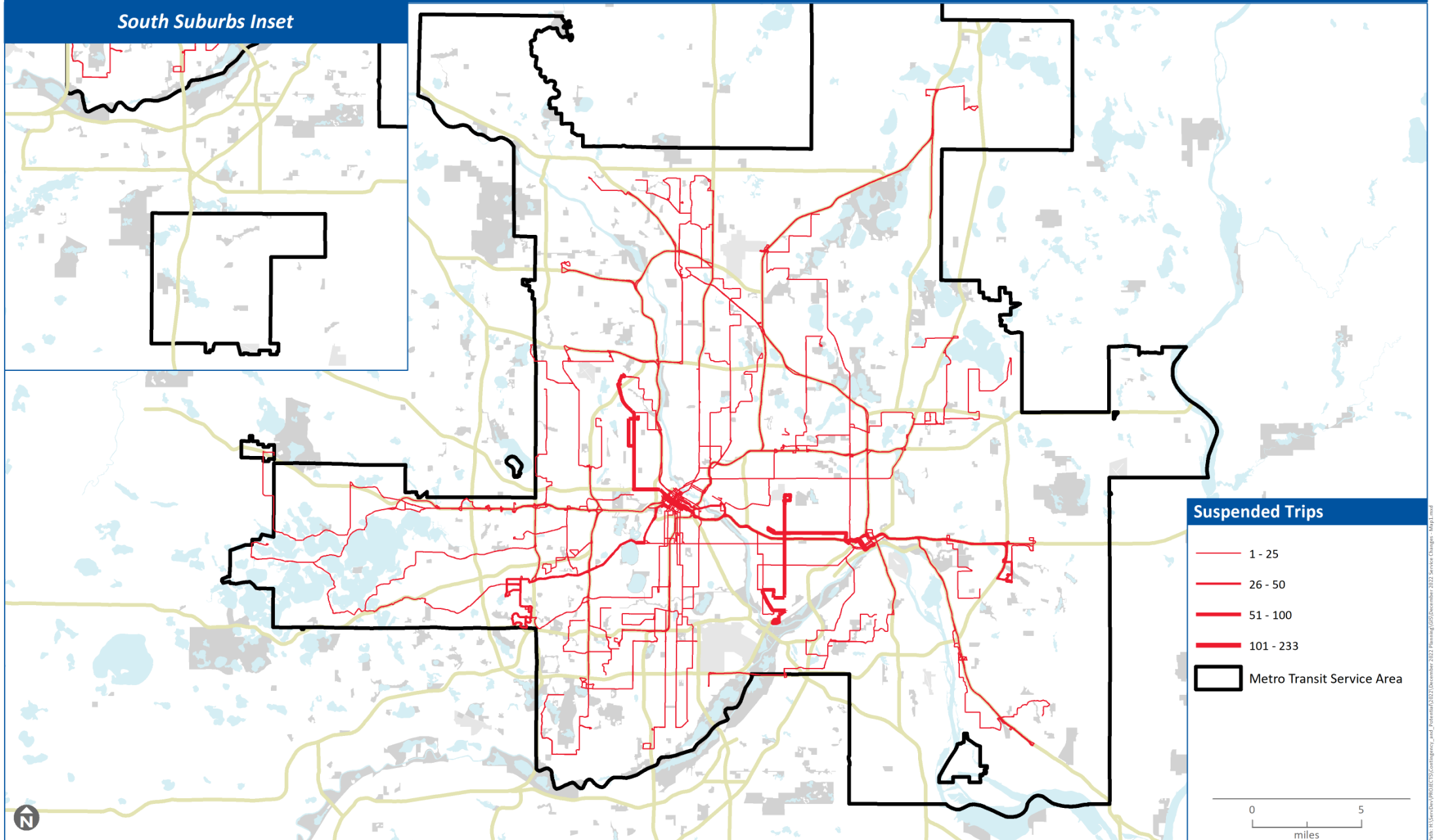
Service in August 2019

South Suburbs Inset



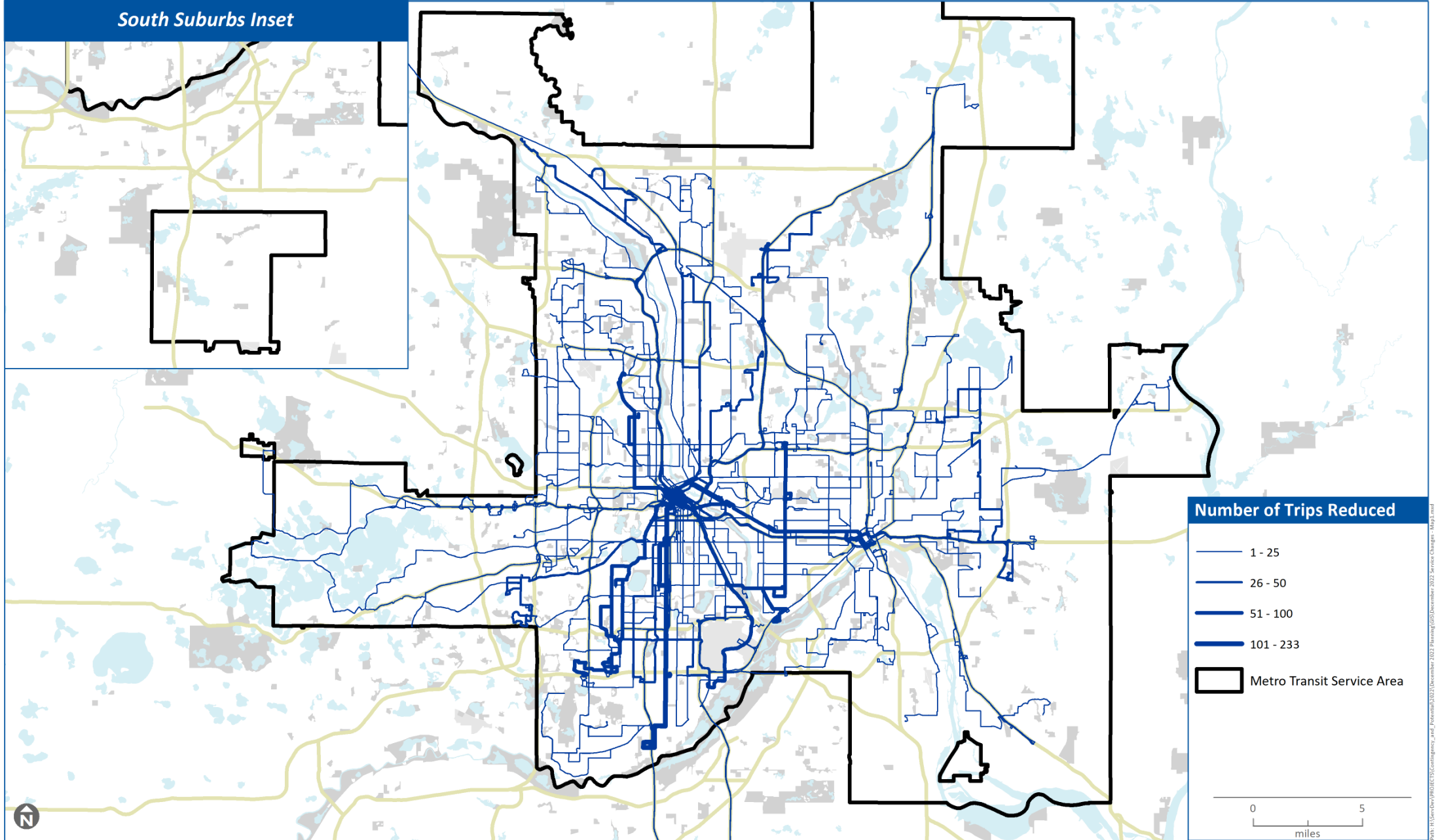
Weekday Route and Segment Suspension as of August 2022

South Suburbs Inset



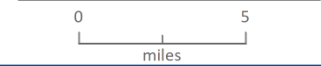
Weekday Trips Reduced from August 2019 to August 2022

South Suburbs Inset



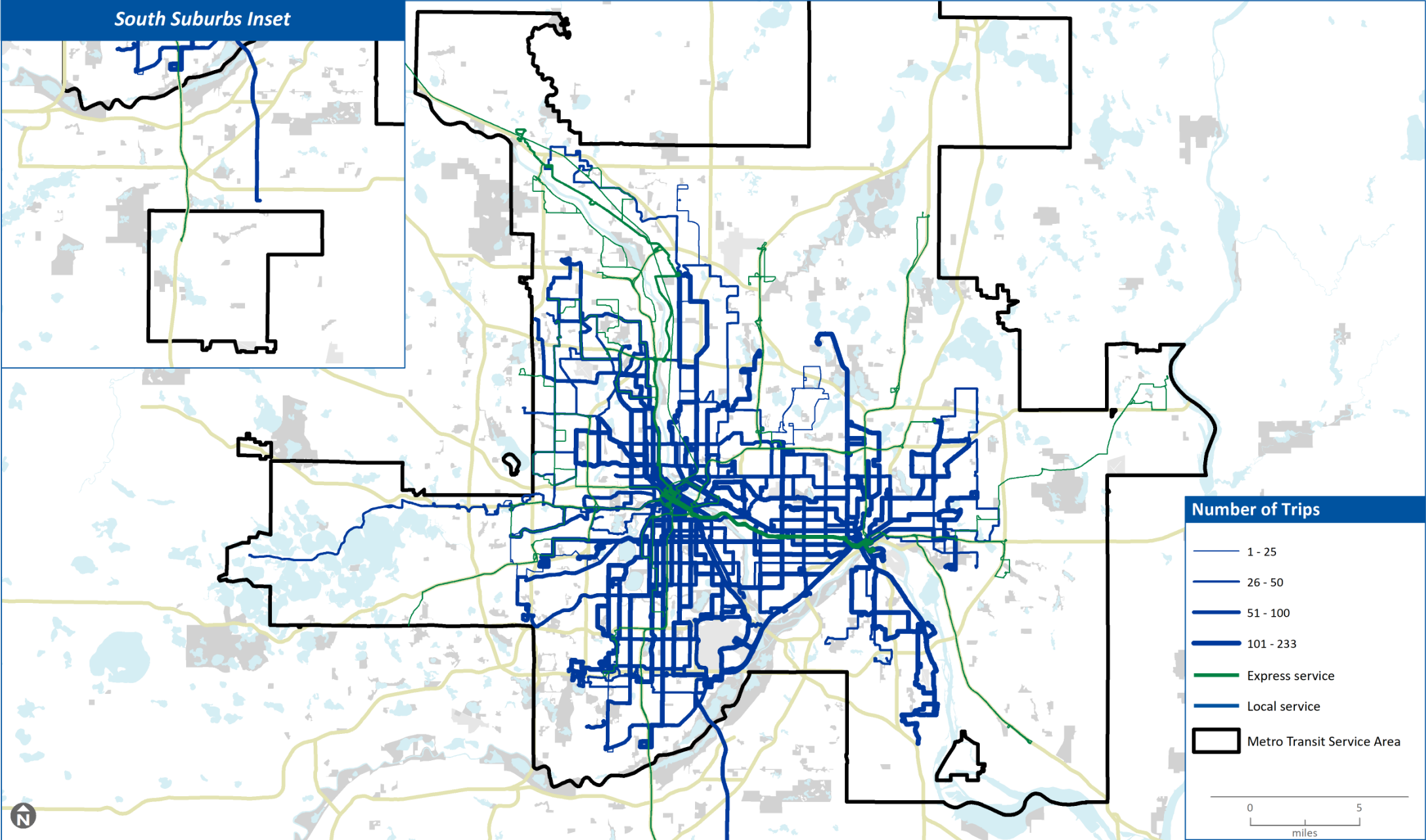
Number of Trips Reduced

- 1 - 25
- 26 - 50
- 51 - 100
- 101 - 233
- Metro Transit Service Area



Weekday Service as of August 2022 by Type

South Suburbs Inset



December 3, 2022 reductions

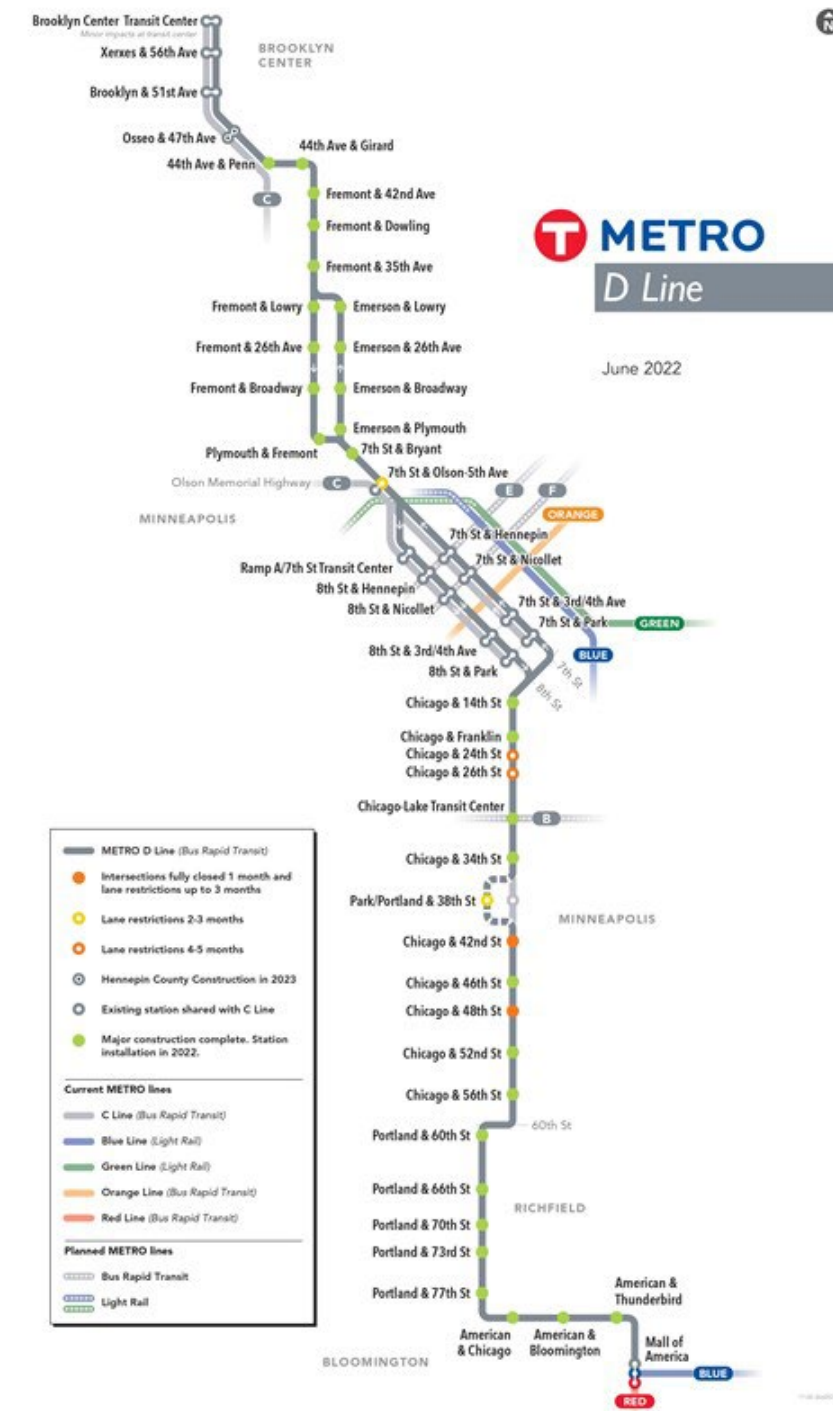
- Reduce frequency/span on lower ridership routes
 - to **every 30 minutes**
 - Orange Line midday
 - Route 4 north of downtown, 61, 62, 94 peak, 540
 - to **every 60 minutes**
 - midday/off peak 7, 9, 23, 30, 65, 67, 83, 87, 323, 546 & 645
 - peak 542, 852
 - to approximately **every two hours**
 - weekday 534, 537, 852 (off-peak)
 - Saturday/Sunday 219, 645, 805, 852
 - Other trip reductions: 64, 538

December 3, 2022 reductions

- Reduce and restructure Route 25 & 804
 - Suspend Rt 25 weekday midday and Saturday service
 - Restructure Route 804 to cover service between Silver Lake Village and Northtown weekday and Saturday
- Suspend low ridership branches or routes
 - Routes 115, 547
 - Routes 9B branch, 46 east of Hwy 55, 645 west of Wayzata
 - Saturday & Sunday Route 23 east of 46th Ave
 - Sunday service on Routes 534, 804
- Contract Metro Transit routes 7, 65, 70, 75, 852, Red Line
- Commuter Express
 - Reduce 1-3 trips/direction on Routes 264, 270, 275, 363, 667, 673, 755, 760, 766 & 824

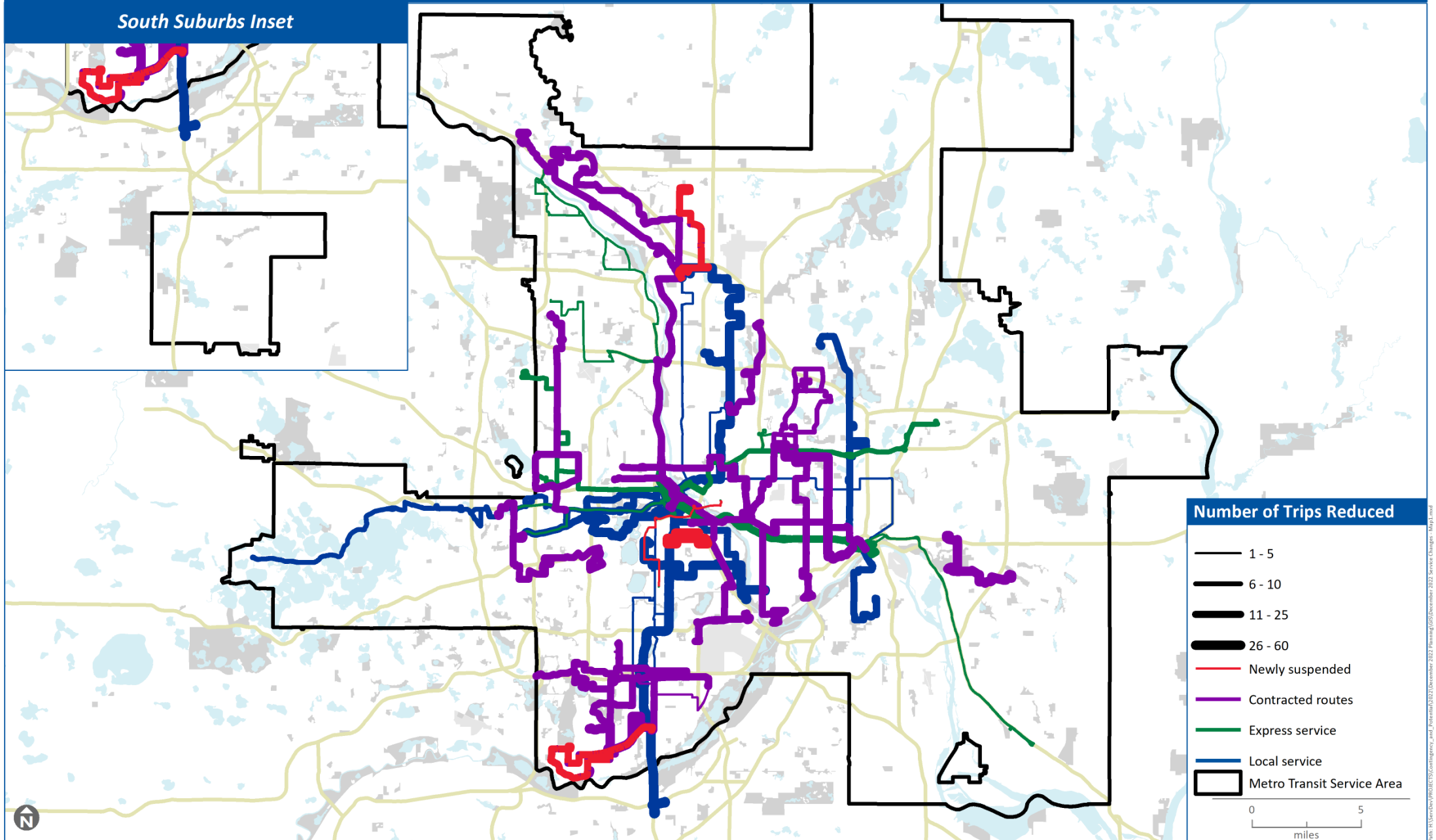
D line, December 3, 2022

- every 10-20 minutes
- Replaces most of Route 5
 - Route 5 operating every 60 minutes
 - between 56th St and Brooklyn Center
 - service on 26th Ave eliminated
- Replaces Route 721, 724 between Brooklyn Center Transit Center and downtown Minneapolis
- Replaces Routes 39, 133



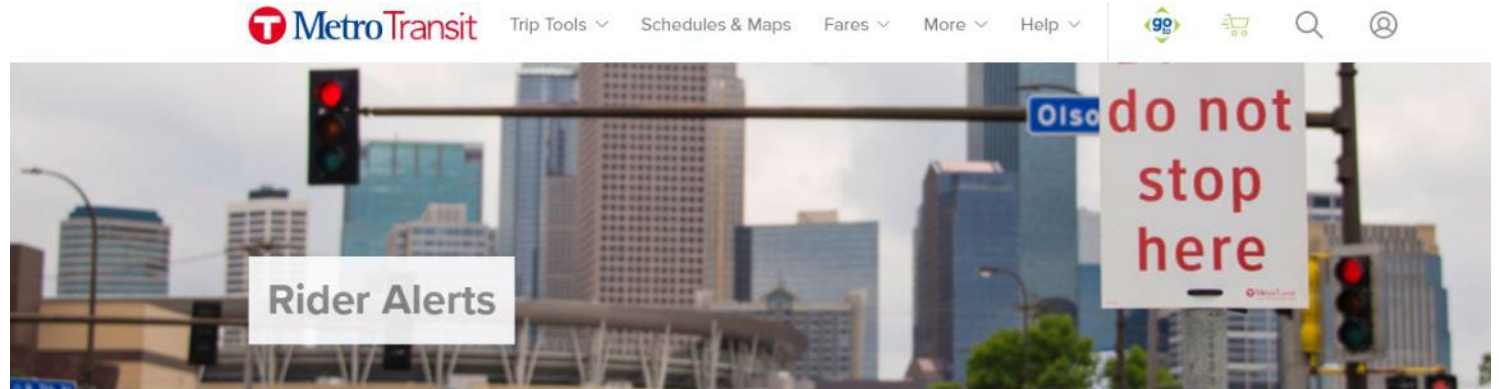
Weekday Service by Trips Reduced from October 2022 to December 2022

South Suburbs Inset



Schedule change info

- Oct 15 changes
 - On bus, bus stops
 - Rider Alerts, schedules online
- Dec 3 changes
 - Cities, local gov partners
 - November customer notification
 - Schedules available Nov 3
 - On bus, bus stops for suspended service
 - Field staff
 - Connect



Check planned detours, bus stop & service changes and disruptions ⓘ

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Route 27		
	Suspension UPCOMING	
	Route 27 service will be suspended beginning Oct. 15	▼
Route 30		
	Cancellation NEW	
	Several Route 30 trips canceled today	▼
	Stop Closure NEW	
	The following stop is closed for Routes 4 and 30 until further notice due to utility work: Johnson St NE & 14th Ave NE - Stop #16042 (northbound)	▼
	Service Advisory ONGOING	
	The following stop is temporarily moving for Routes 14 and 30 until further notice: West Broadway & Lyndale Ave / Aldrich Av - Stop #8310 (westbound)	▼