



August 19, 2023 workforce, service changes and State Fair

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August 19 Pick: Significant Impacts & Themes

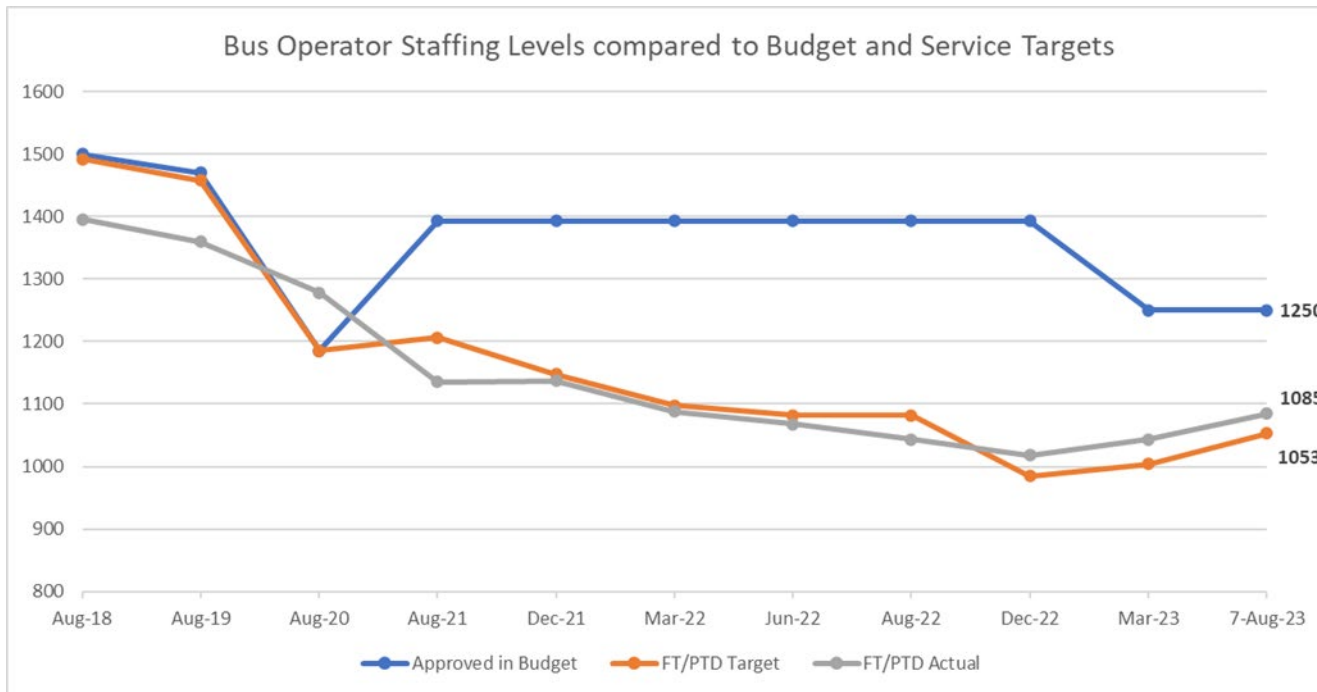
- Operator Hiring update
- Improving bus service frequency and span across the day
- Route 17 Better Bus Route improvements
- State Fair! 🎡



Bus Operator Snapshot Data

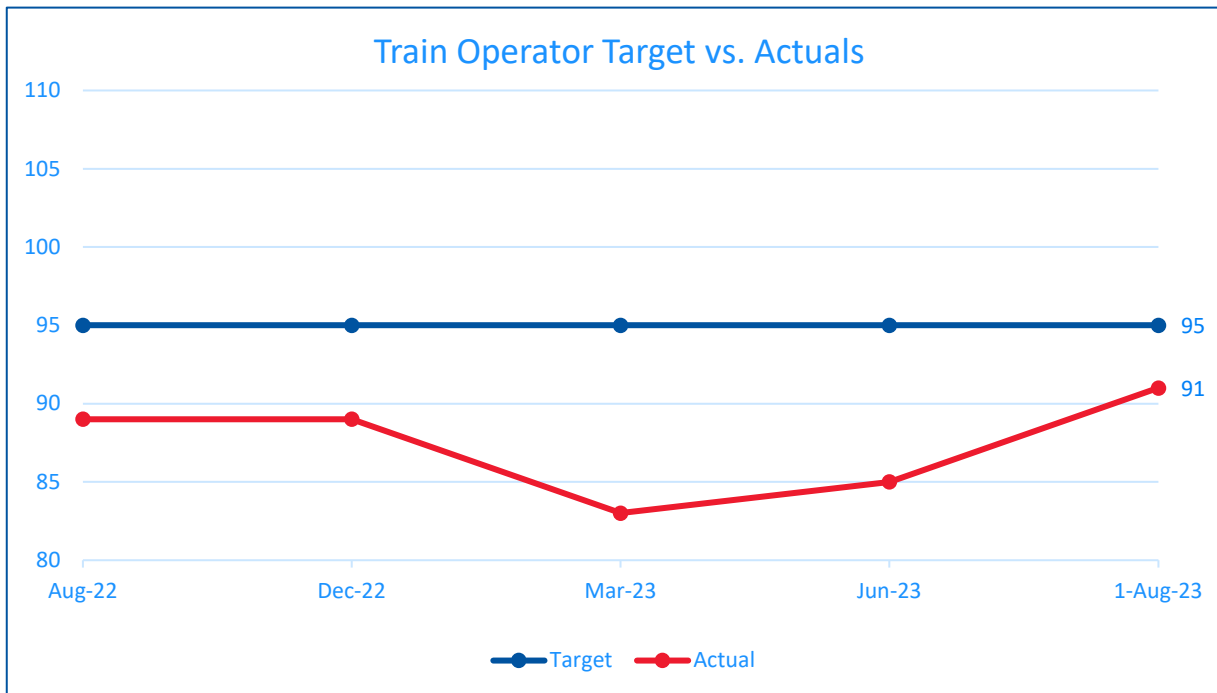
- AUG 2023 FT/PTD Target: **1075**
- Current FT/PTD Actual: **1086**

- Student Bus Operators:
 - 28 FT
 - 4 PT weekday
 - 5 PT weekend
- Student Bus Operators hired thru Aug 8: **276**
- Candidates in hiring phases: **503**
- **88%** success rate for Paid CDL Permit Training
- Ongoing outreach and marketing



Train Operator Snapshot Data

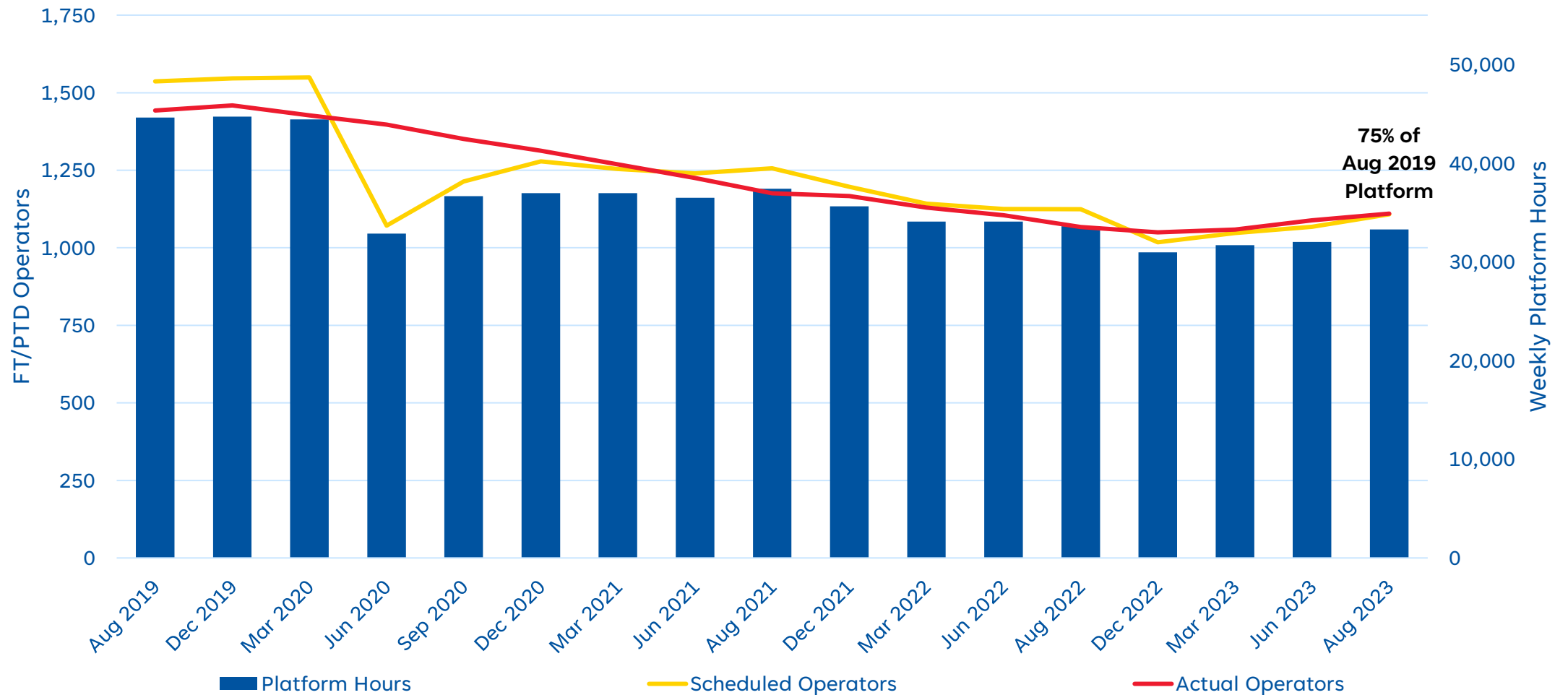
- Current Target: **95**
- Current Available: **91**



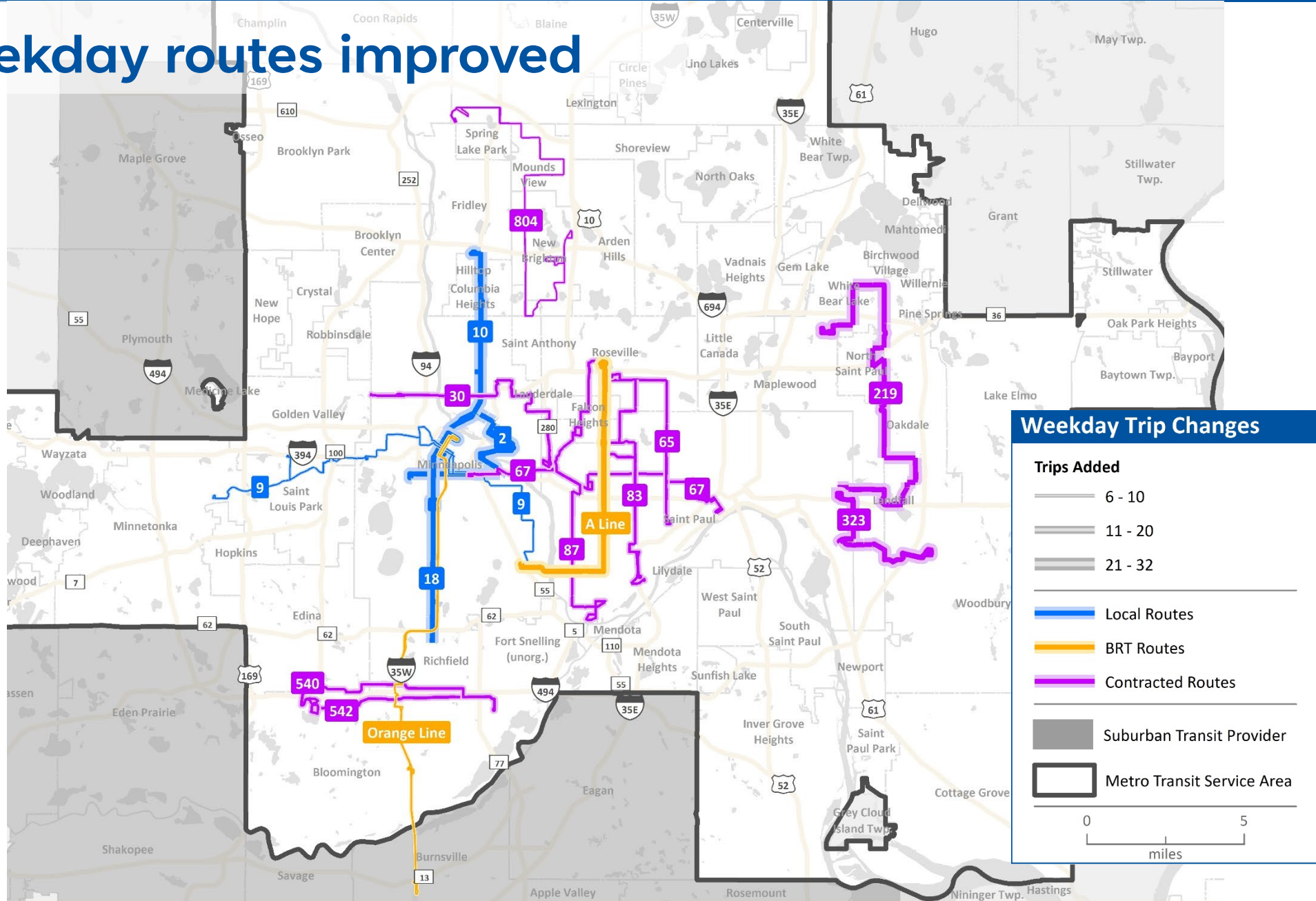
- Focused on daily & event service reliability
- External Candidate Update
- Active Student Train Operators: **6**
 - Training complete late September
 - Another class due at LRT Aug 26
 - 3 likely to start
- Internal/External Posting thru Aug 14
 - Goal to add stability & focus on internal development opportunities
 - 92 applications received thru 8/6

August pick overview

Metro Transit bus operator workforce, service levels



Weekday routes improved



Weekday span & frequency 19 bus routes

- 10 min frequency noon-6p on Routes 2, 10 (S of 53rd), 18 (N of 66th), A Line
- 15 min frequency noon-2pm Route 17
- 30 min frequency/span improvement
Routes 9, 30, 65, 67, 83, 87, 219, 323, 540, 542
- Extend midday service Route 801 between BCTC and Columbia Heights

Weekend frequency improvements

Saturday routes

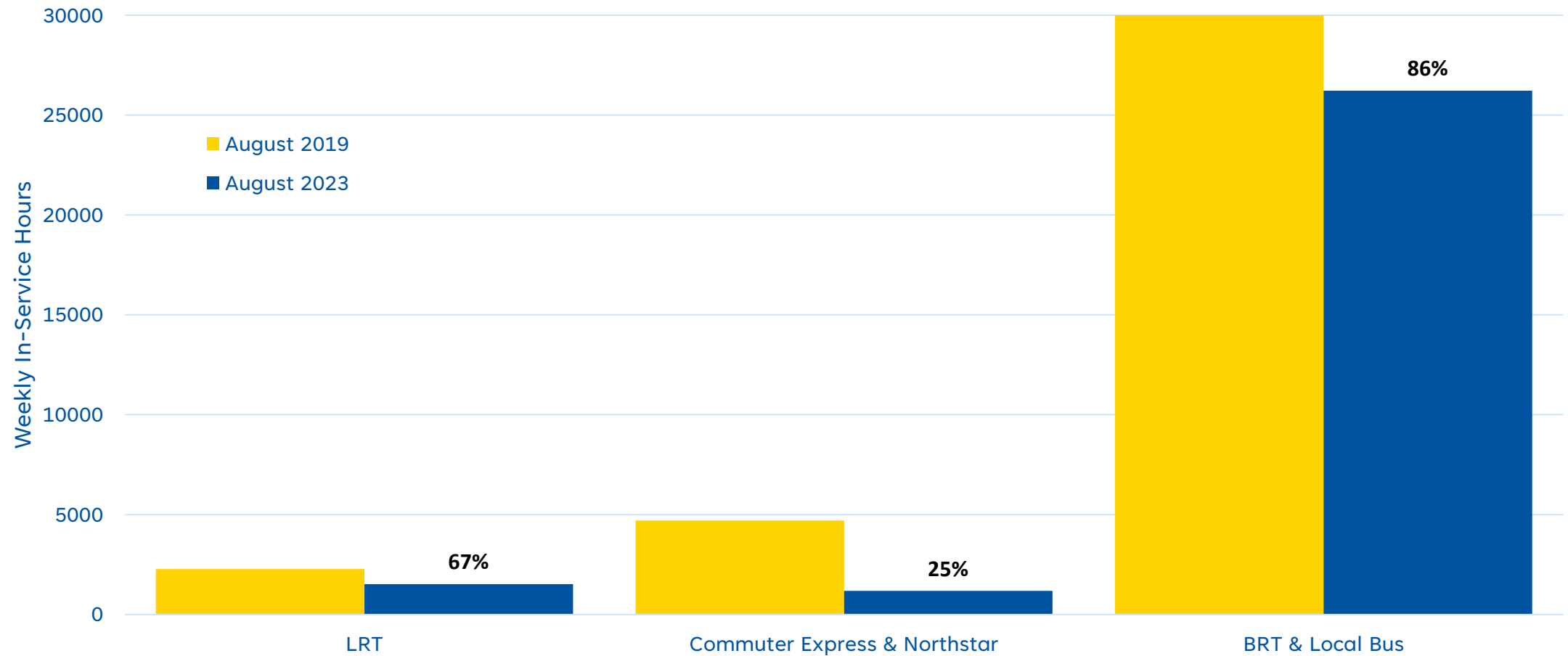
- 15 min frequency Routes 17, Orange Line
- 30 min frequency Routes 9, 30, 65, 67, 83, 87, 323
- 60 min frequency Route 219

Sunday routes

- 30 min frequency Routes 30, 67, 83, 323

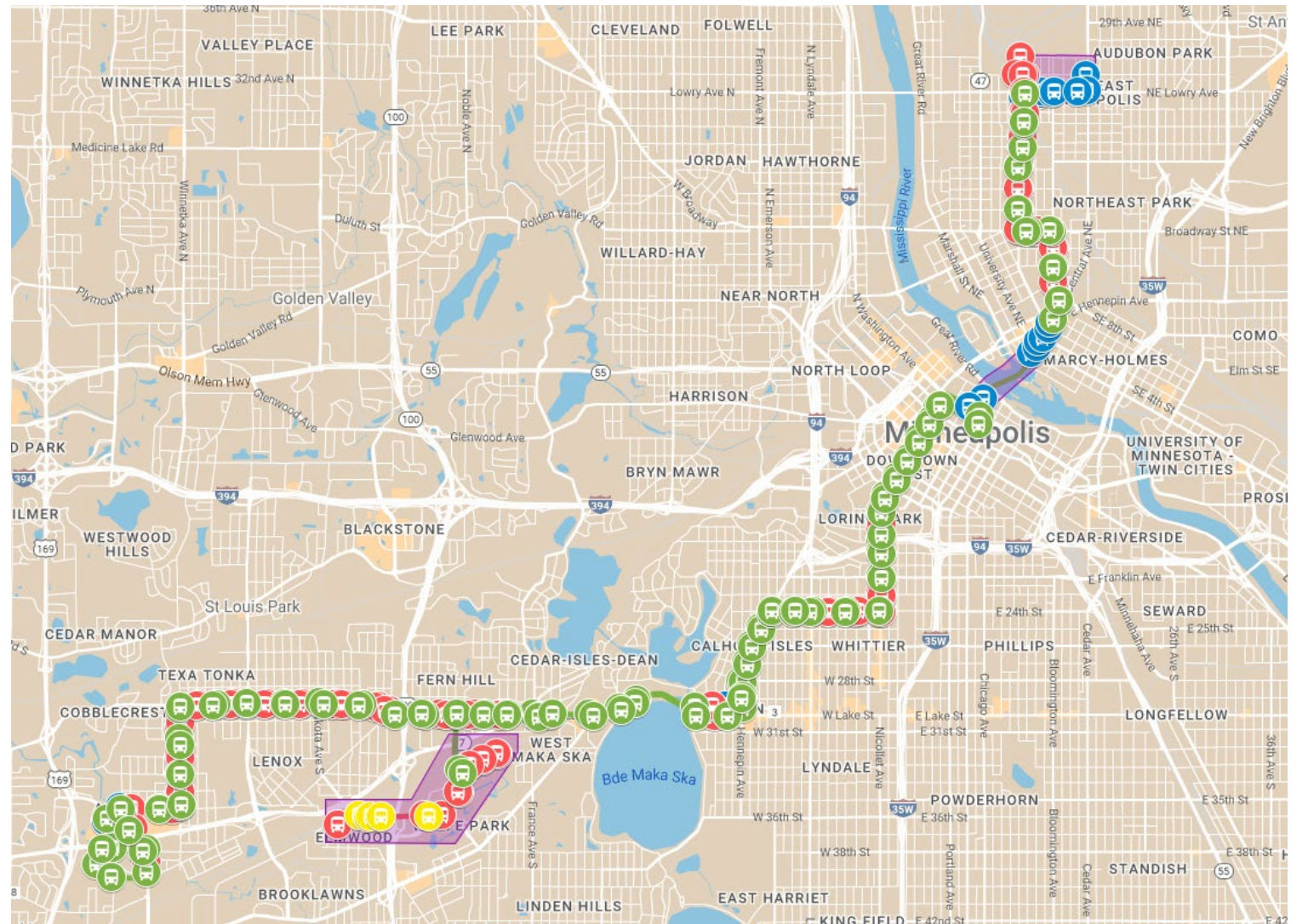
August pick overview

Service levels by route type



Route 17 Better Bus Route

- Fifth Better Bus Route project
- Goal to improve the speed and reliability of service
 - accessibility and customer experience
 - Route and schedule simplification



Route 17 BBR – Customer / Operator Outreach

- Customer outreach / engagement
 - Posted all bus stops proposed for removal, email, text message
 - Nearly 400 responses to on-line survey
- Customer notification
 - Posting removed stops two weeks prior to change
 - Text message / social media / post cards to all residents within ¼ mile of route
 - Website
- Operator outreach
 - Q & A about project with map will be sent to garage
 - Before survey for current Route 17 operators
 - Operators encouraged to be accommodating with riders during transition

Route 17 BBR – Notable Changes

- Bus stop consolidation
 - Eliminating 73 total bus stops; adding/adjusting 22 bus stops
 - 91.5% will continue to board within 1/16 mile of current stop; 99.5% within 1/8 mile of stop
- Routing changes
 - W branch: routing via Lowry to Central
 - F branch: reverse-commute trips only
- ADA pads
 - 17 new ADA pads
- Comprehensive schedule update
 - Note evening/weekend changes to trip/travel times





2023 State Fair

Jessica Cross | Market Development Specialist

metrotransit.org/statefair



2023 State Fair Service

Start times

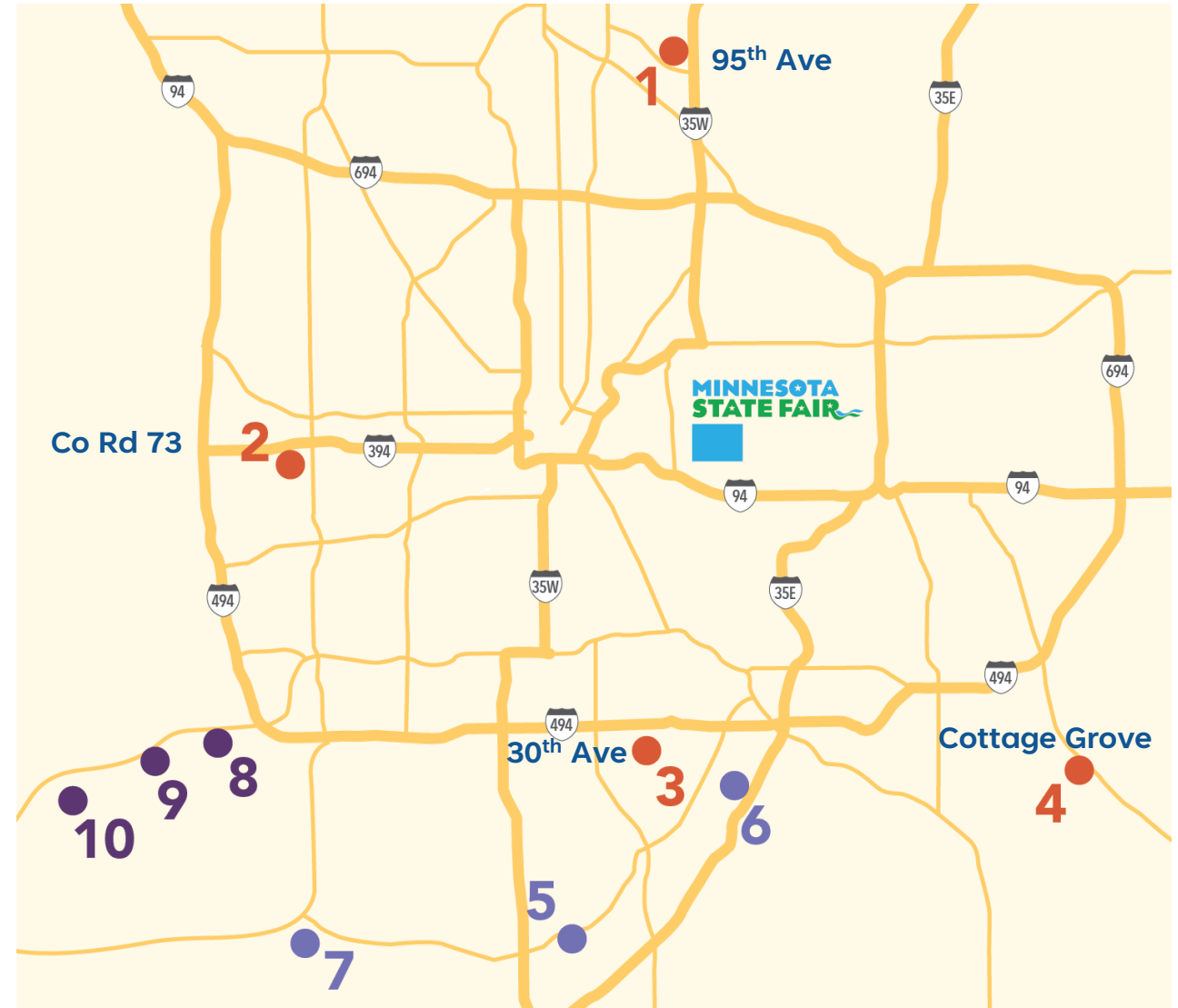
- 9 am Weekdays
- 8 am Weekends/Labor Day

Last bus

- 12 am midnight
- Labor Day last bus at 11 pm

Regular Route Service

- A Line on Snelling Ave improved weekdays every 10 min noon to 6 pm
- Route 3 on Como Ave



See you at the Fair!

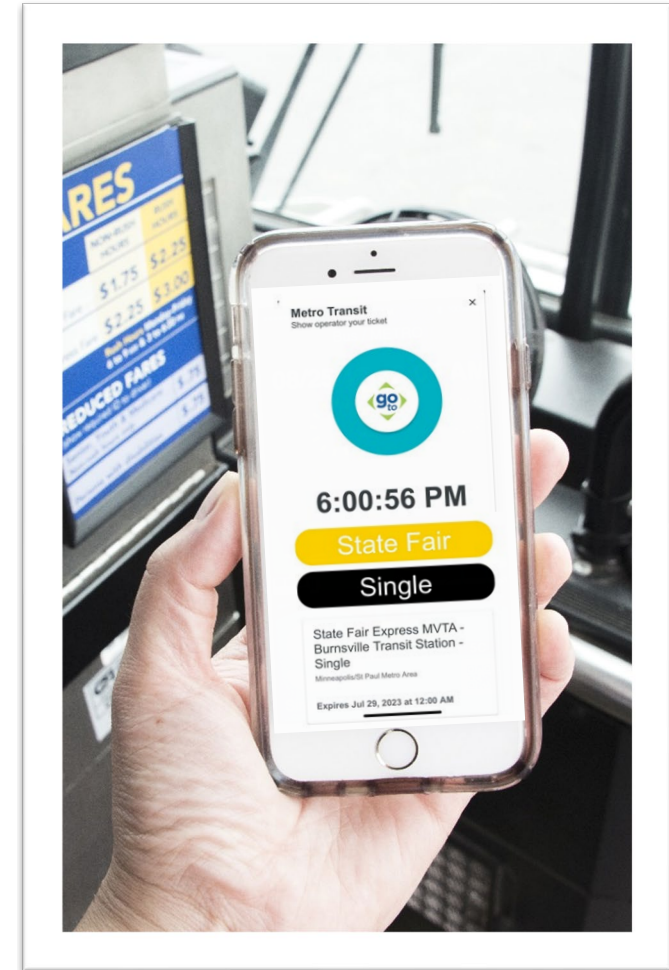


The State Fair is so close, you can almost hear the sounds of the Midway! Save yourself time and money when you buy your State Fair Express ticket online or on the Metro Transit app.

App and online State Fair Express ticket prices (Aug. 24 - Sept. 4)

- › Single Ticket: \$5 (\$6 – cash price)
- › Group Ticket (for 2): \$10 (\$12 – cash price)
- › Group Ticket (for 4): \$20 (\$24 – cash price)

Learn more about the Metro Transit app for iOS or Android at metrotransit.com/app and save!



2023 Marketing

- Transit fleet advertising
- Stop and station posters and digital ads
- Digital ads at Xcel Energy Center and U.S. Bank Stadium
- Emails to previous ticket buyers
- Social media
- Digital billboards and geofencing near Express sites
- MPR underwriting
- Metro Transit Public Relations



Reaching out at the Fair

Grandstand booth

- TIC Tools display



Eco Experience

- “From A to Green” exhibit with MnDOT



Thank You!