



Workforce & Service changes March 2023

Donathan Brown | Assistant Director Garage Operations

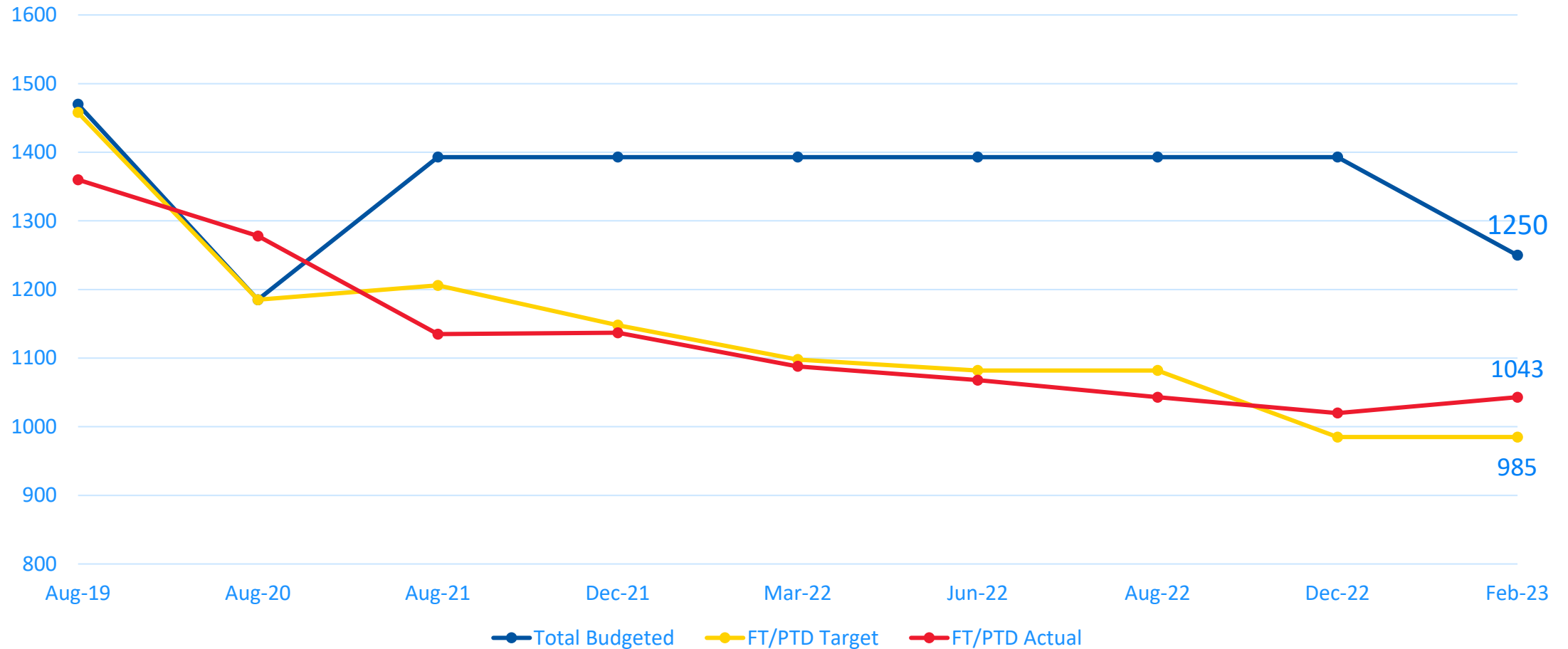
Marilyn Porter | Director of Engineering and Facilities

Adam Harrington | Director Service Development

March 18, 2023 service changes overview

- Workforce showing stability, no related service reductions
- Martin J Ruter (MJR) garage closure; North Loop Garage (NLPG) opening
- Routine service changes for run time, adjustments for loading, and schools
- Anticipated construction detours

Bus Operator Snapshot Data



Drive A Bus Hiring Event Recap



DRIVE A BUS
at our hiring event

FEB. 4
9 a.m. to noon



Media Promos & Coverage

-  Social Media
-  Sheletta
-  WCCO 830
-  KARE 11
-  KSTP 5
-  H Jiahong Pan



Sheletta Brundidge



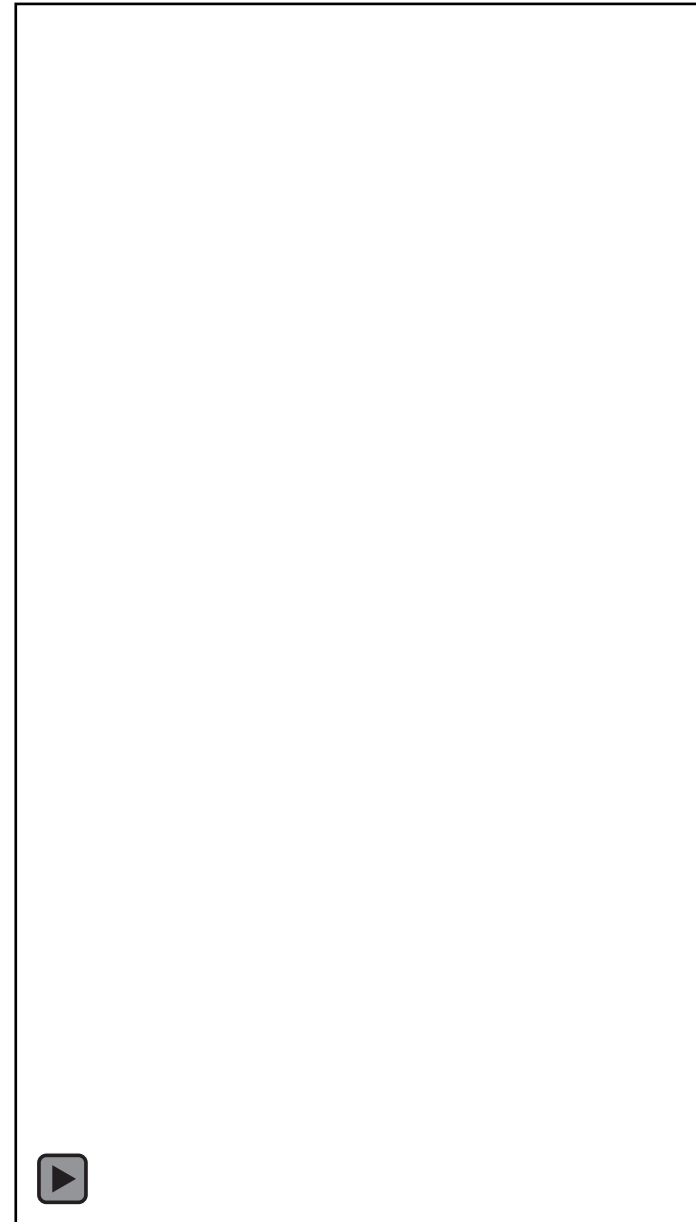
Welcome paperwork Check-in



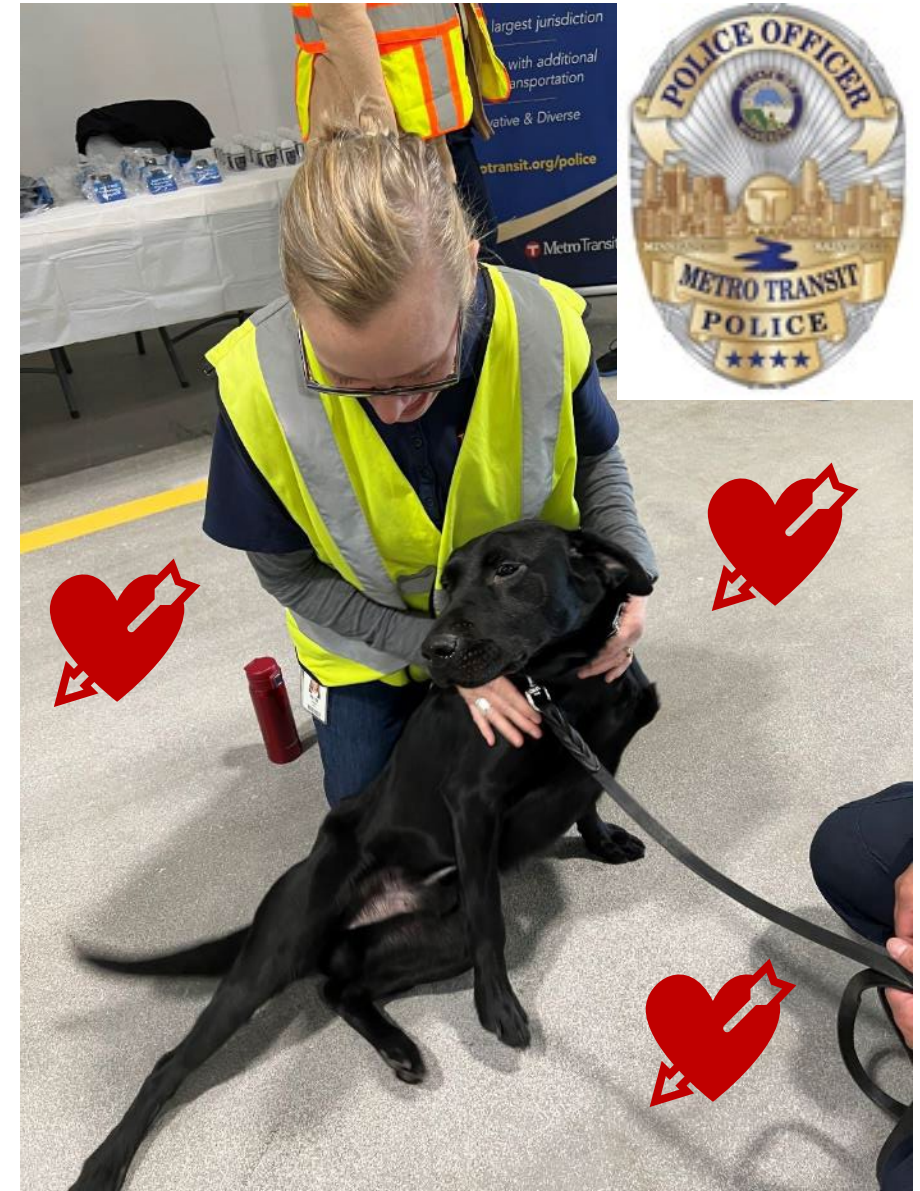
▶ Application Assistance ▶ Interview ▶



▶ The big draw



Bus Maintenance and MTPD



Teamwork

- HR & Workforce Development
- Bus Transportation
- Marketing & PR
- Engineering & Facilities
- Bus Maintenance
- MTPD
- Safety
- Event Ambassadors



By the numbers

- **7** planning meetings & **2** on-site walkthroughs
- **~60** staff on-site to help applicants
- **7:30am** staff set-up time
- **8:45am** first applicants welcomed
- **12:10pm** doors closed for new arrivals
- **3:05pm** final behind the wheel completed
- **156** attended
- **140** completed an interview
- **~120** drove the bus!



By the numbers cont.

- **117** passed the interview
- **25** moved to background check – with a Class A or B with passenger endorsement
- **92** need Commercial Learner's Permit
 - **63** interested in week Zero
 - **29** will test for CLP on their own

Hiring Practice Changes

- **CLP Week Zero:**
 - 1/23: 2 started, 1 completed
 - 1/30: 1 started, 1 completed
 - 2/6: 0 started
 - 2/13: 1 started
- **Train Operator Staffing:** Current **86** vs. Target **95**
- **Train Operator System Pick:** Zero (0) train operators picked back to Bus
- **External Train Operator Applicants:**
 - 2/20: 2 Week Zero Rail Ops
 - 2/27: 6 Rail Ops starting (4 regular and 2 week Zero from 2/20)
- Future postings for Bus and Rail operators will be consolidated to include interviews and the first 2 weeks of training

Retention Strategies

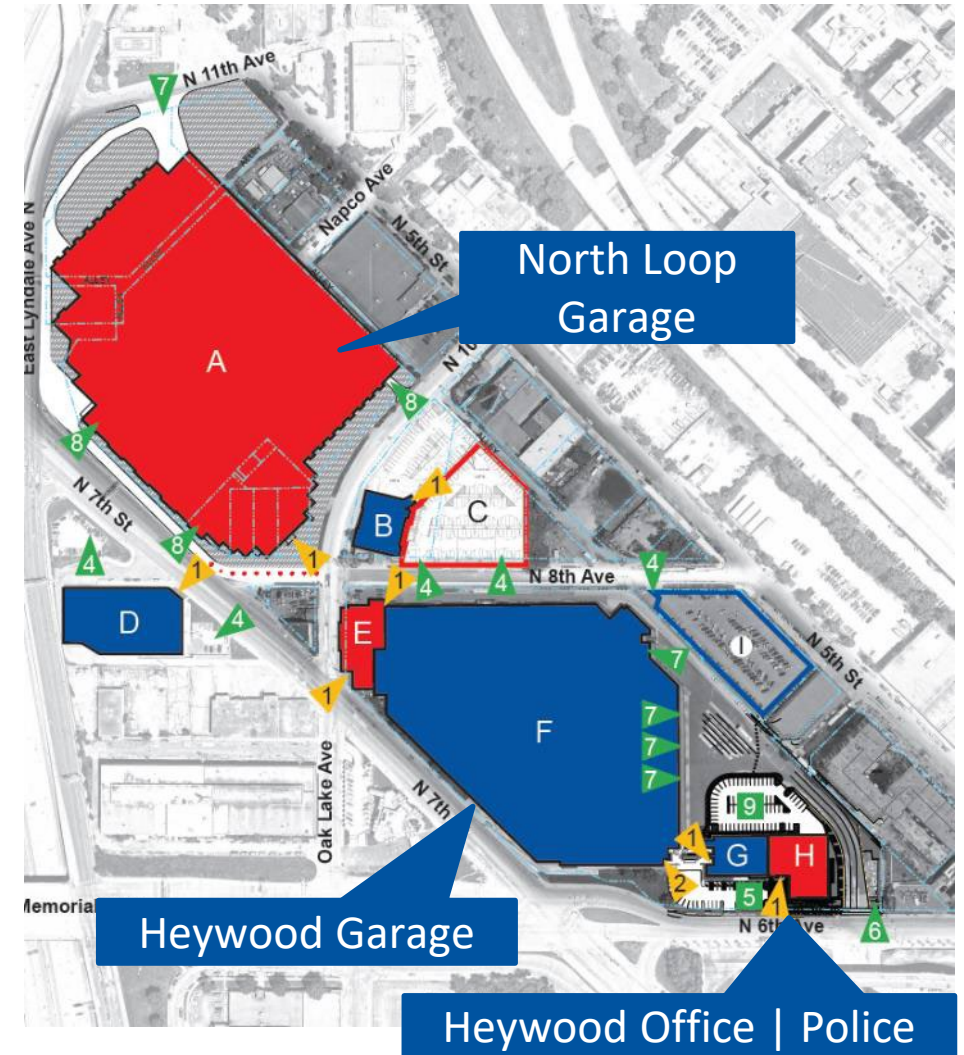
- Enhanced Probation
 - More than doubled touchpoints by instructors and managers with probationary operators
- Red Kite
 - Resilience training initially developed for first responders then adapted for front line workers. Bus and Rail operators attend 3 – 8 hour days
 - 818 participants since inception in November 2016
 - RFP is currently in proposal stage
- Bus Operator Apprenticeship
 - 2-year program that pairs new bus operators with a mentor
 - Currently have 185 apprentices and 60 mentors



North Loop Garage Opening

Project Description

- 11 Acre Site Edge of North Loop / West of downtown Minneapolis
- Bus maintenance and storage facility
- Basic maintenance for minor repairs
 - Change oil, tires
 - Fueling
 - Washing
- Home base for buses and drivers
 - Dispatch
 - Fare processing



Map showing location of North Loop Garage

Timeline to Opening

- January- March 2023
 - Final Commissioning and punch list work
 - Equipment delivery and set up, fluid and parts delivery, final set up-testing technology systems
 - Internal coordination and assignments on going
- March 18, 2023
 - Begin daily operations from new garage.

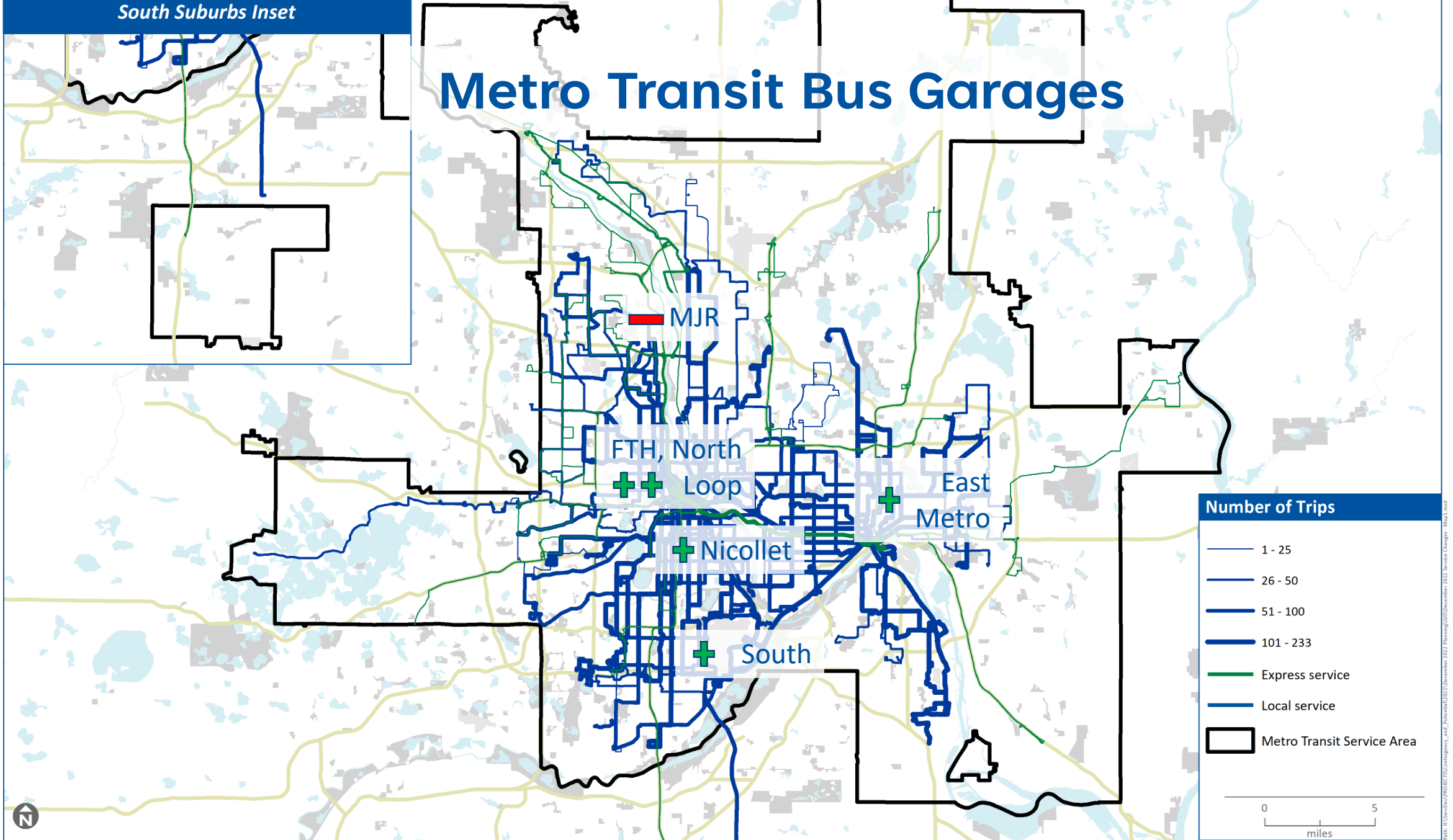


View of North Loop Garage exterior



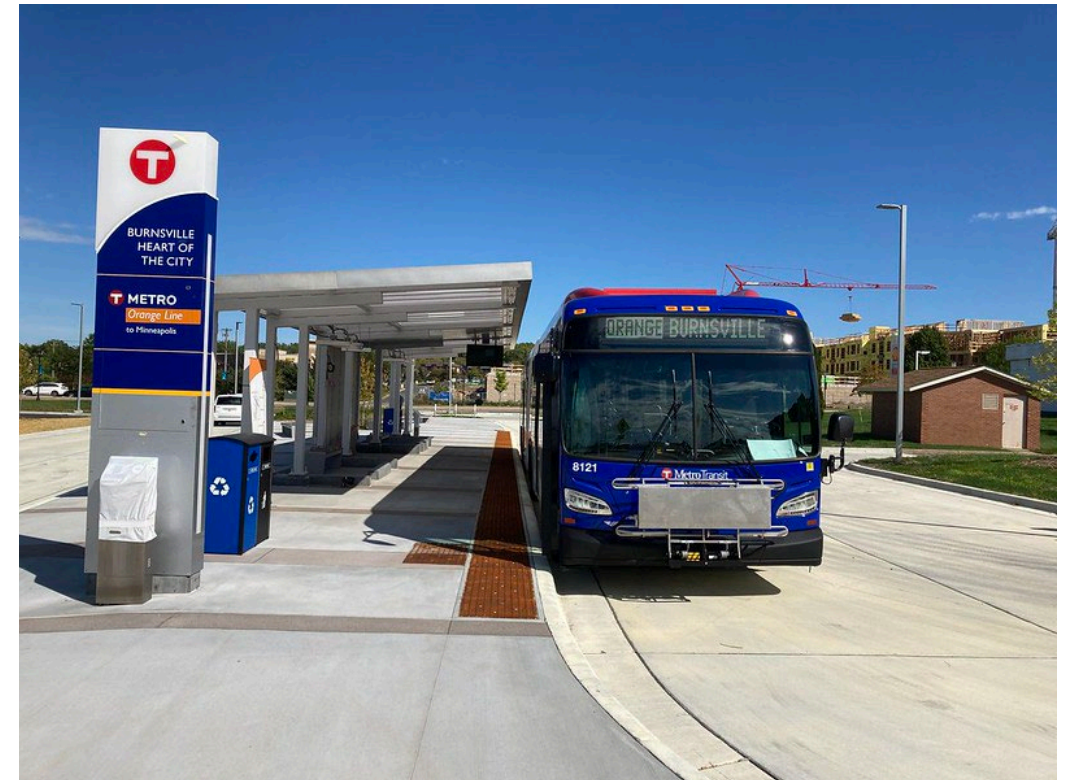
North Loop Service Distribution Plan

Metro Transit Bus Garages



Project Considerations

- Efficiently redistribute service throughout the system
 - Closure of Martin J Ruter Garage (MJR)
 - Opening of North Loop Garage (NLPG)
 - Scheduled service cost neutral
- Anticipate future Battery Electric Bus & BRT plans
- Consolidation of fleet types
- Balance express vs local work



Assumptions - keep sub-fleets together

BRT

- A Line & Orange Line at South
- C & D Lines remain at FTH
- *Assign B line to FTH/EMET (2024)*
- *Assign E line to FTH (2025)*
- *Assign F Line to FTH (2026)*
- *Assign Gold (2025) & Purple (2026) lines to EMET*

Battery Electric Bus

- North Loop and East Metro next for electric buses
- Leave capacity for other garages to shift to FTH or NLPG during electrification

Estimated Garage Utilization

Garage	Storage Capacity (incl. spares)	Max Vehicles In Service (approx.)	Current Utilization (December 2022)	Planning Est (Dec service @ new garages)	Estimated Ranges
Heywood	194	160	103	78	75-85
North Loop	192	160		87	85-92
Nicollet	146	121	86	90	83-93
Ruter			59		
South	107	90	70	69	66-73
East Metro	174	145	110	105	102-112
Total	813	676	428	429	~432

Planning estimate is the Dec '22 service redistributed between the garages and does not include planned changes for March '23

Route Migration Results – Dec '22 vs Mar '23

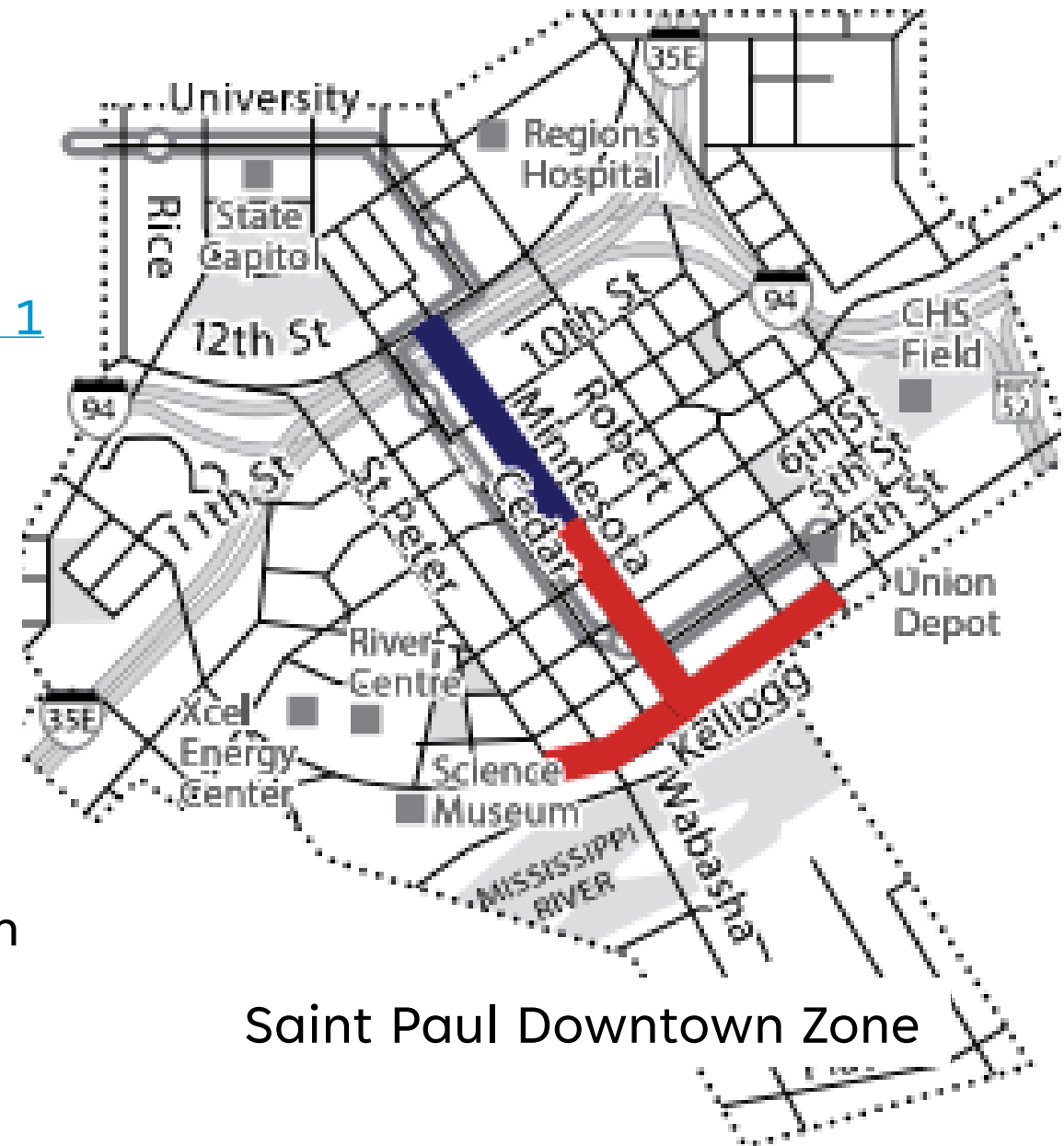
	In-Migration (Routes Added)	Out-Migration (Routes Removed)
Heywood	Maple Grove service, 761, 763	3, 10, 18, 94, 250, 252, 264, 270, 353, 645, 667, 673, 766, 768, 850
North Loop	3, 5, 10, 18, 22, 94, 250, 252, 264, 270, 353, 363, 645, 667, 673, 721, 722, 723, 724, 760, 764, 766, 768, 850	
Nicollet	na	na
South	na	na
East Metro	na	na



Future construction project detours & other adjustments

Minnesota/Kellogg Detours

- Summer 2023 to Fall 2024 construction [Minnesota Street Reconstruction Phase 1](#) | [Saint Paul Minnesota \(stpaul.gov\)](#)

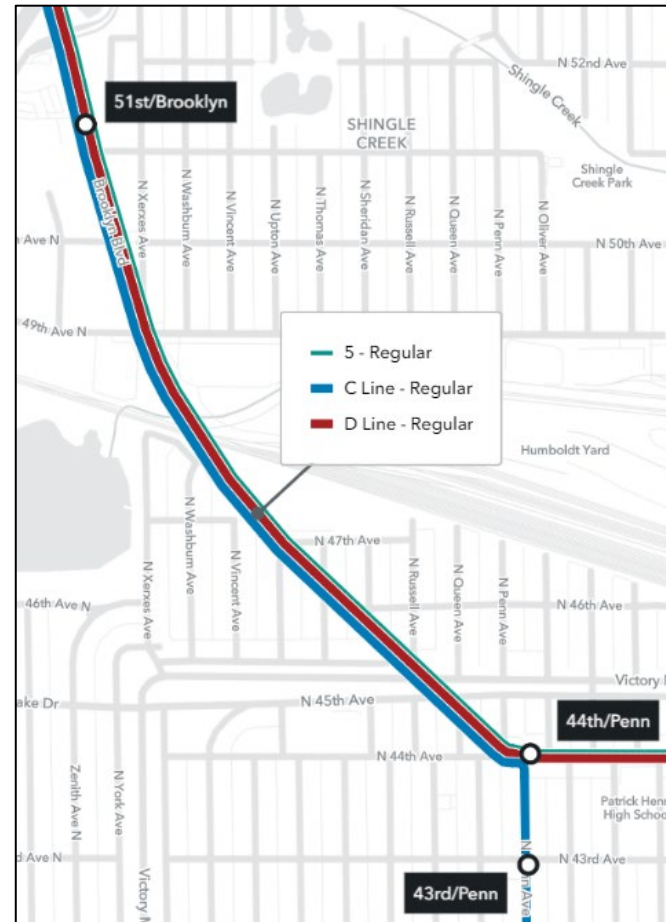


- Routes 3, 62, 67, 71, and 75 detour from Cedar, Kellogg, and Minnesota to Robert and other streets

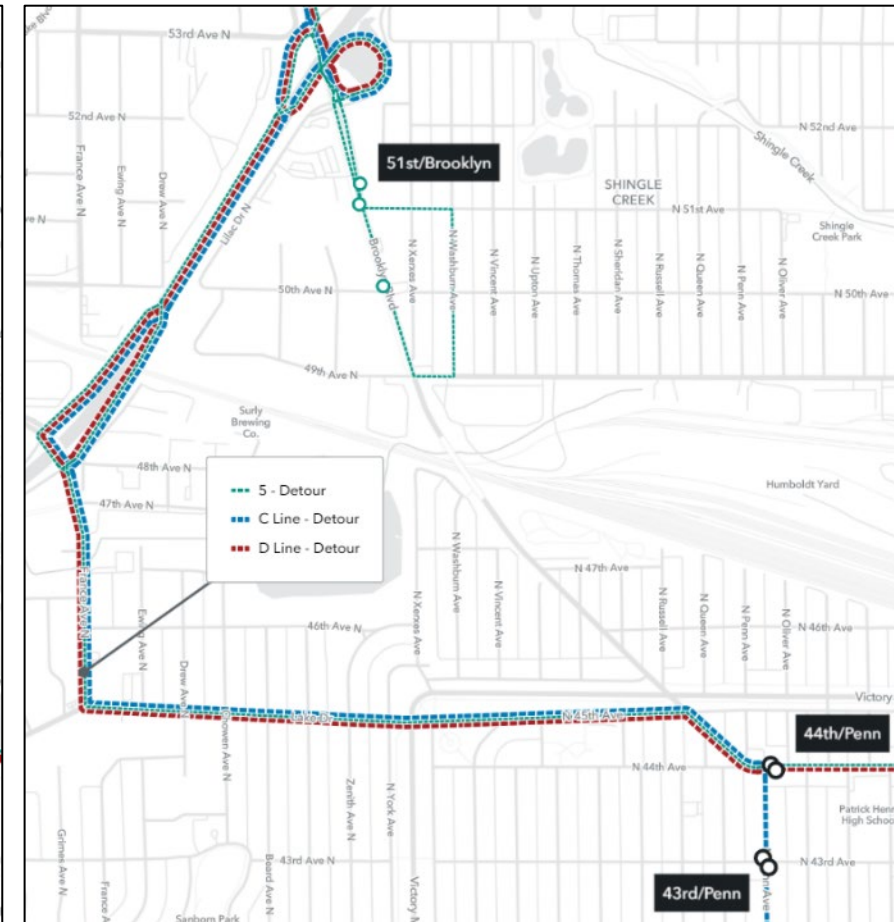
Osseo Road Detours

- Summer 2023-2024 construction [Osseo Road reconstruction | Hennepin County](#)
 - Redecking the bridge
 - Safety and accessibility upgrades
 - Complete & Green Streets elements
- C and D Line detour via 45Ave, Lake, France, Hwy 100
 - Skip 51Av/Brooklyn Station
- Rt. 5 detour adds one-way loop via 49Ave, Washburn, 51Ave, Brooklyn
 - Serve 51Av/Brooklyn and additional stop for coverage

Regular Alignments

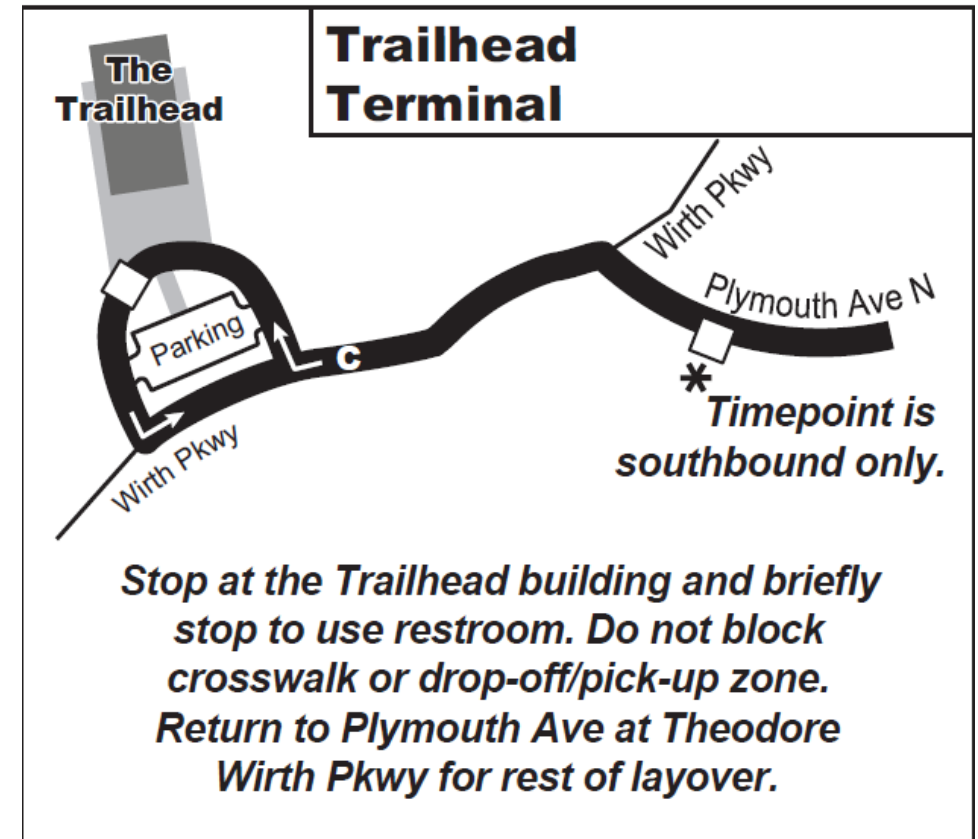


Detours

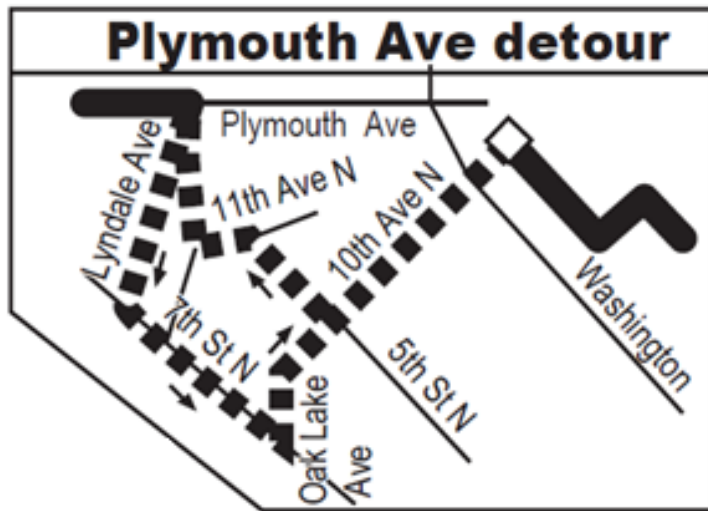


Route 7 operation at the Trailhead

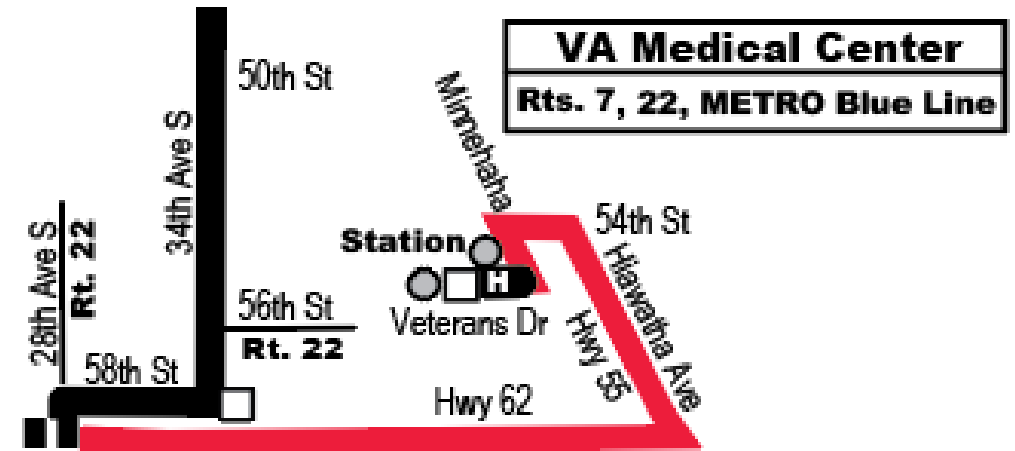
- Request of Loppet and Park Board
- Operators turn around and use restroom at the Trailhead
- Bus layover location on Plymouth Ave and Theodore Wirth Parkway



Route 7 detour and VAMC deviation elimination



- Construction on Plymouth Ave bridge over I-94; detour for one construction season



- Branch (rush hour) to VA Medical Center eliminated due to low ridership
- Alternate service is available via Route 515 and the Blue Line



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