



Overview of Metro Transit Strategic Operations Plan

Transportation Committee

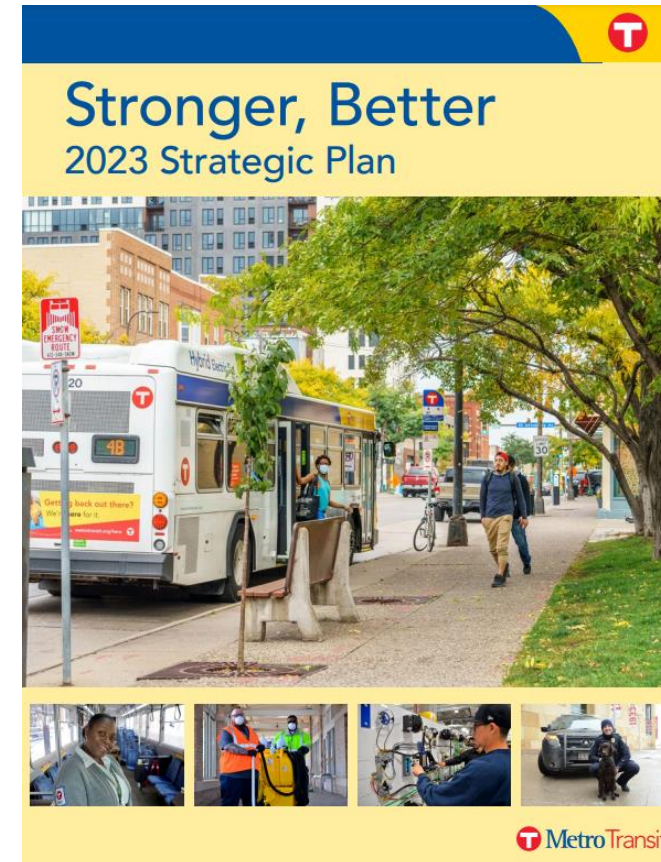
March 27, 2023

Today's Agenda

- Overview of the *Stronger, Better* Strategic Plan
- Quarterly update on:
 - Goal 2: We provide service that is safe, welcoming, and comfortable.
 - Core Element 1: We meaningfully advance equity inside our organization and in the region

Stronger, Better 2023 Strategic Plan

- Focused on efforts that will help us emerge from the challenges of recent years as a stronger transit system
- Aligned with *Thrive MSP 2040* and Metropolitan Council's Strategic Plan





GOAL 1

We provide service that is resilient, reliable, and easy to use.

GOAL 2

We provide service that is safe, welcoming, and comfortable.

GOAL 3

We are a great place to work and build a career.

GOAL 4

We make our region more environmentally sustainable.



CORE ELEMENT 1

We meaningfully advance equity inside our organization and in the region.

CORE ELEMENT 2

We effectively communicate and engage with customers, stakeholders, and employees.

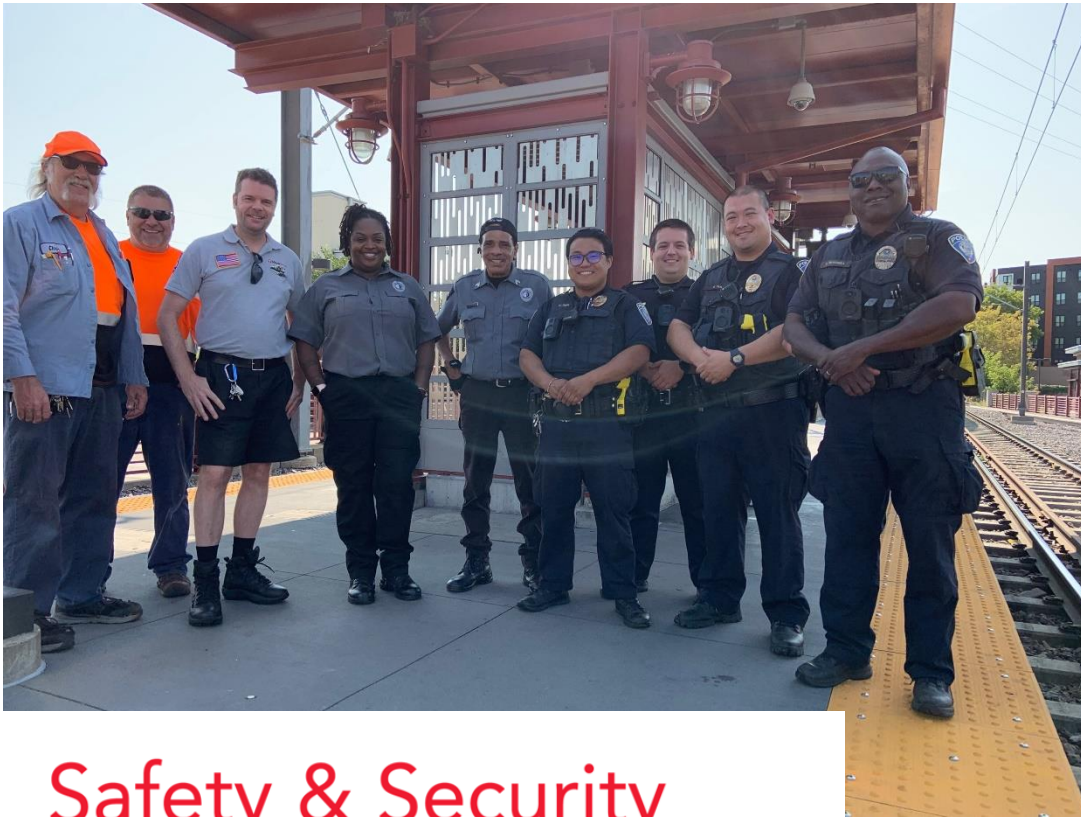
CORE ELEMENT 3

We evaluate our performance and foster innovation for continuous improvement.

CORE ELEMENT 4

We are responsible stewards of a transformative and financially sustainable transit system.

Goal 2: We provide service that is safe, welcoming, and comfortable.



Safety & Security ACTION PLAN

- Goal 2 = Safety & Security Action Plan
- Developed through extensive customer, community, and employee engagement
- 40 action items, three areas of work
 - Improving conditions on the system
 - Training and supporting employees
 - Engaging customers and partners
- Met Council endorsed June 2022 and established updates each quarter to full Council
- Plan and past updates available here: www.metrotransit.org/public-safety

STRATEGIES

- Contribute to regional equity through transit services
- Design programs to improve transit access, utilization, and quality
- Build and invest in organizational practices critical to equitable processes and outcomes

Core Element 1:

We meaningfully advance equity inside our organization and throughout the region

Transit equity requires identifying and addressing injustices and building actionable pathways to create a fair and more just future, especially for underserved communities. We do that by reviewing and revising policies that affect our coworkers and community, seeking partnerships with other responsible institutions, and improving planning and operational practices.

We are building our practice of making more **equitable budgets, service decisions, and policies** by using data to make decisions and determine if we are contributing to disparate impacts and hold ourselves publicly accountable.

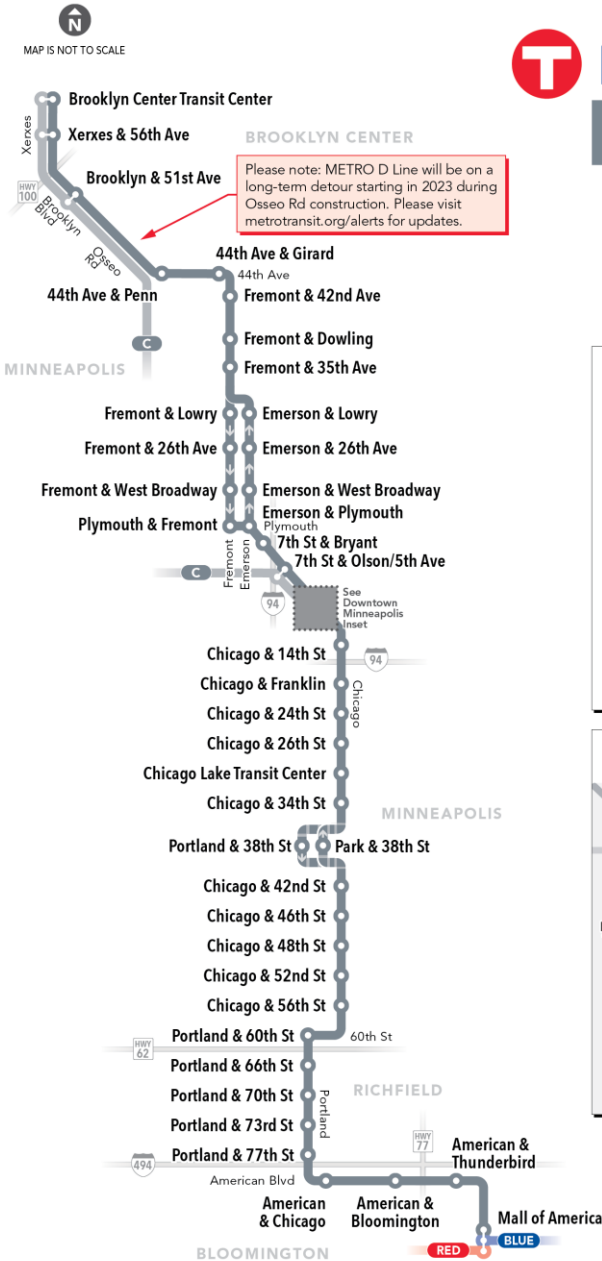
Ongoing training on racial equity and creating a respectful workplace are also being provided to ensure all employees have an appreciation for and commitment to our equity statement.



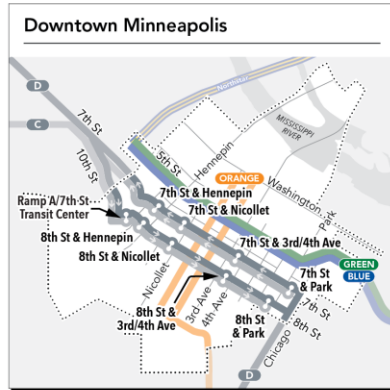
Equity Through Transit Services



D Line



Connecting METRO Line	Destination
Blue Line (Light Rail)	Airport/ Mall of America
Green Line (Light Rail)	University of MN/ Downtown St. Paul
Orange Line (Bus Rapid Transit)	Burnsville
Red Line (Bus Rapid Transit)	Apple Valley
C Line (Bus Rapid Transit)	Brooklyn Center



- Annual Service Equity Evaluation
- Examine new rapid service and analyze the impact on accessibility to this service

Improve Transit Access, Utilization and Service

- Support SSAP by re-activating and launch anti-harassment campaign
- Ensure equity is considered in recruitment and hiring of new employees
- Develop equitable process for public engagement and to draw customer feedback to share and inform decision-making

Build and Invest in Organizational Practices for Equitable Outcomes

- DEI- Equity Consideration Tool
- Offer ongoing educational opportunities on racial equity
- Equity Metrics Program
- Second year participation on the APTA Racial Equity Commitment Program



DEI- Equity Consideration Tool

- **DATA** – Equity Metrics
- **ENGAGEMENT**- IAP2 Continuum
- **IMPACT**- Explore alternatives



DEI – Metro Transit Equity Consideration Tool

Date: _____ Department: _____

Employee completing this form: _____

Is this a budget request?: Yes No

Is this decision aligned with Metro Transit's Strategic Plan?: Yes No

If yes, please indicate the corresponding strategic Goal(s) or Core Element(s):

Goal 1: Network Now

Goal 2: Safety and Security Action Plan

Goal 3: Great Workplace and Workforce Development

Goal 4: Environmental Sustainability

Core Element 1: Equity

Core Element 2: Communications

Core Element 3: Continuous Improvement

Core Element 4: Finance

Thank You!