



**BI 2023-210:**

**2022 Service Equity Evaluation Report and Title VI Review**

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# Preface

In 2020, to improve transparency of service-related decisions, Metro Transit committed to producing an annual report assessing service equity. This is the third annual report.

- **Retrospective** – The 2022 Service Equity Evaluation (SEE) and 2022 Title VI Service Equity Analysis (SEA) focus on service changes within the 12-month period.
- **Cumulative** – This review highlights outcomes at the end of 2022 resulting from net changes over the year.
- **Changes in 2023** – Strong operations hiring has led to an 8% increase in scheduled service compared to December 2022. The next annual report will provide an updated account of service changes and their impacts.

# Service Equity Evaluation

- How did we change our service between 2021 and 2022?
- How did ridership patterns change?
- Did our service changes meet Title VI thresholds?
- How did different racial and ethnic groups experience our service?
  - Service availability
  - Service quality
  - Service outcomes
- How do Metro Transit's practices promote equitable service planning?



# Changing Context in 2022

- Remote work and commuter trip changes
  - Workers and students continue return to in-person activities
  - Not a complete reversal: Some remote learning and work-from-home continues
- Workforce shortage worsens
  - Wage increases and recruitment are insufficient to address shortage
  - Service reliability continues to decline, requiring planned service reductions



## 2022 Service Baseline

- **Early 2022 service levels similar to late 2021**
- METRO LRT every 12 minutes
- METRO BRT every 10-15 minutes
  - Orange Line every 30 minutes on weekends
- Routes remain suspended
  - 12 Local routes
  - 52 Commuter and express routes
- 2 morning and afternoon Northstar trips

# 2022 Service Change Highlights

## March & June

- Suspended low ridership branches on some routes
- Frequency reduced one "step" on busiest routes
- High school and U of M service reduced

## August & October

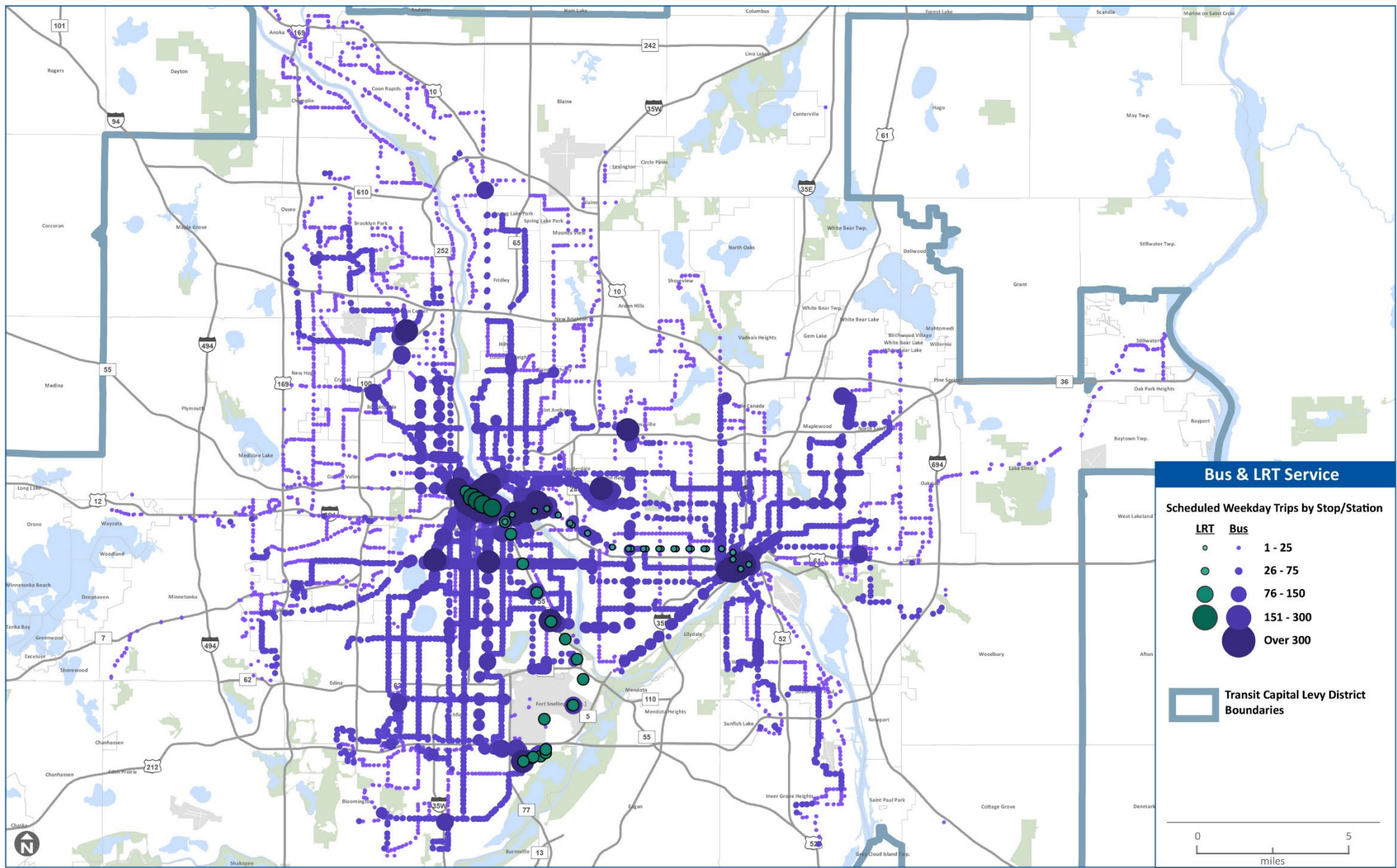
- LRT reduced from 12 to 15 minutes
- 2 more routes suspended
- 5 routes reduced to trips every 2 hours

## December

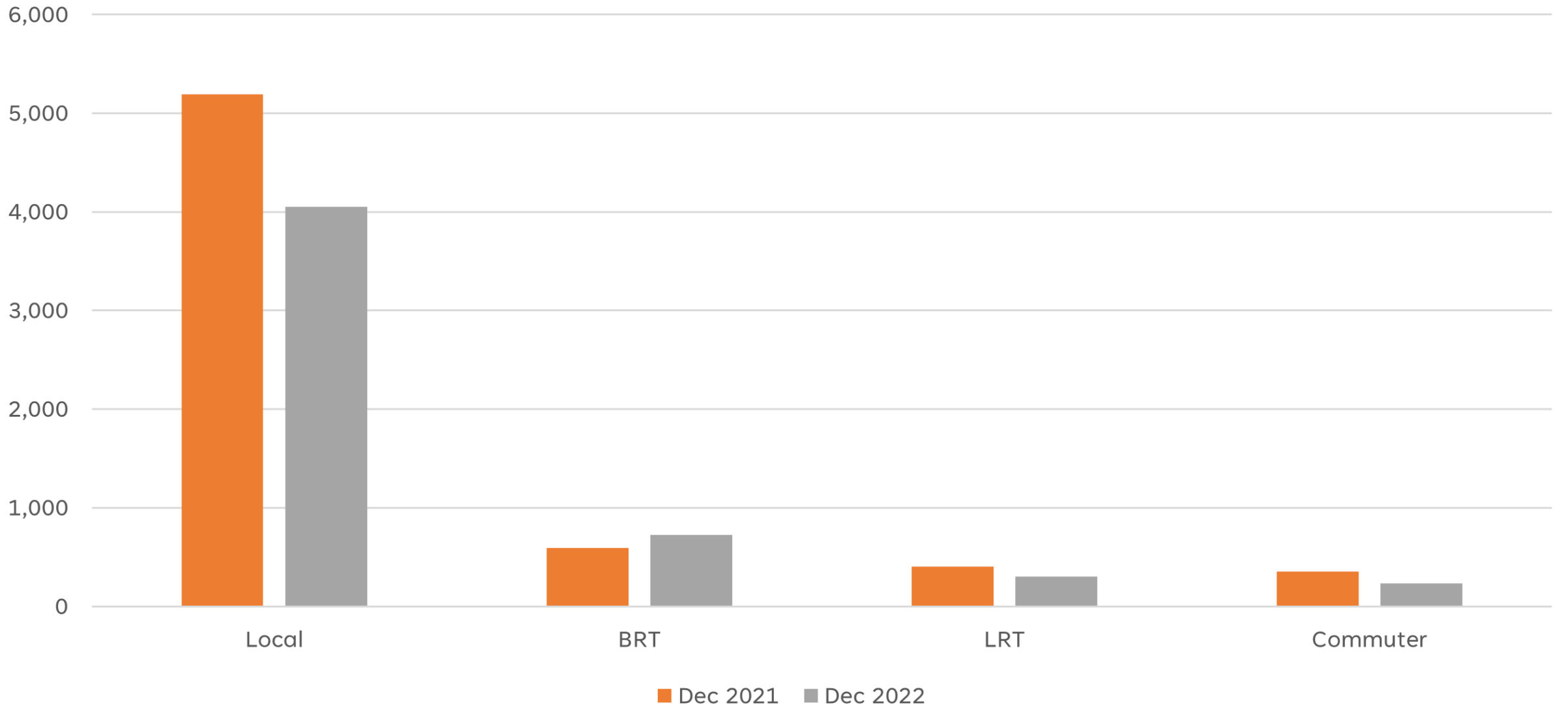
- METRO D Line opened, Rt. 5 reduced/shortened, and other corridor services replaced
- Weekday and/or weekend service suspensions on four routes
- Some routes restructured
- Frequency reductions on 37 routes, including Orange Line





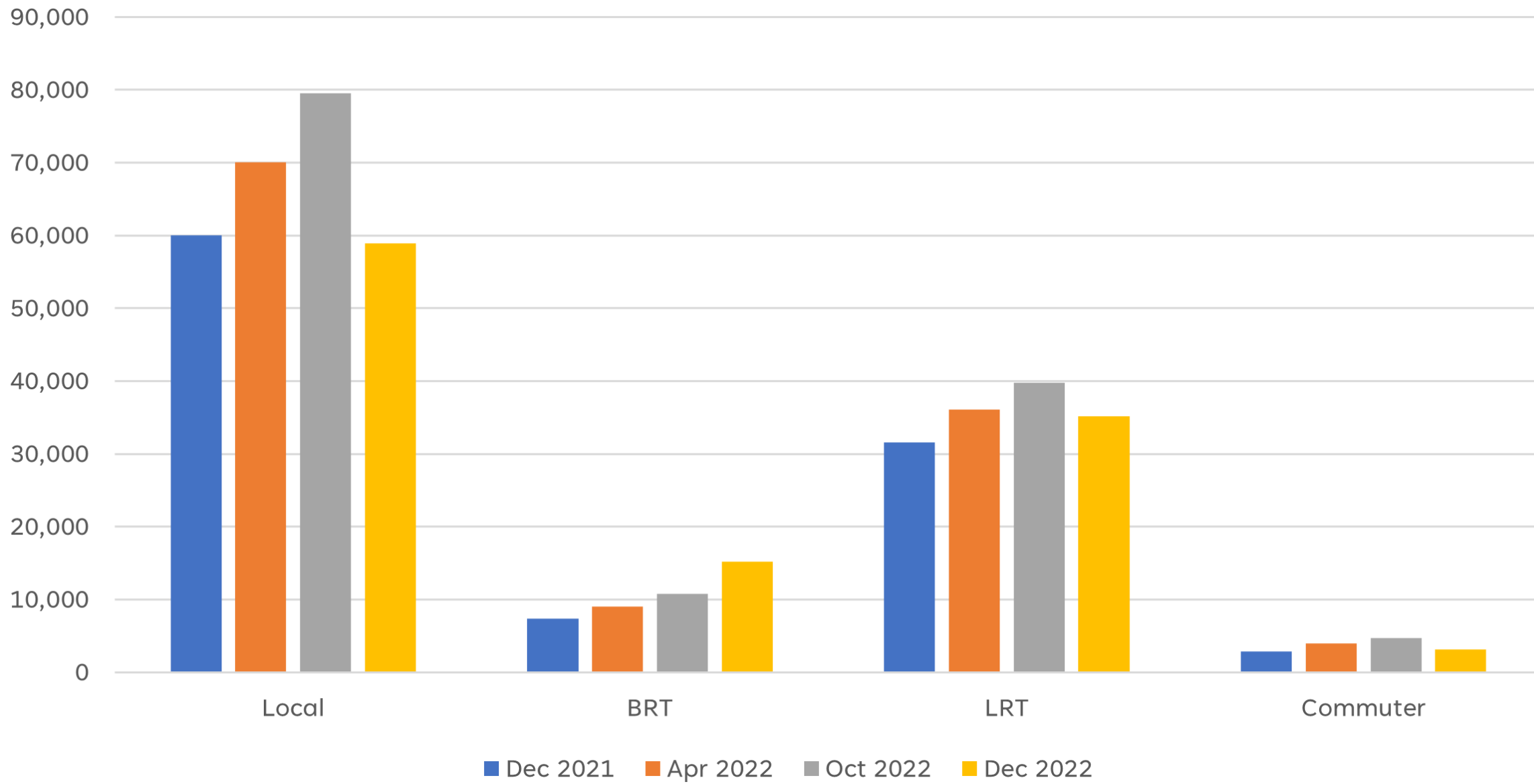


# Weekday Trips by Stop, Dec 2022

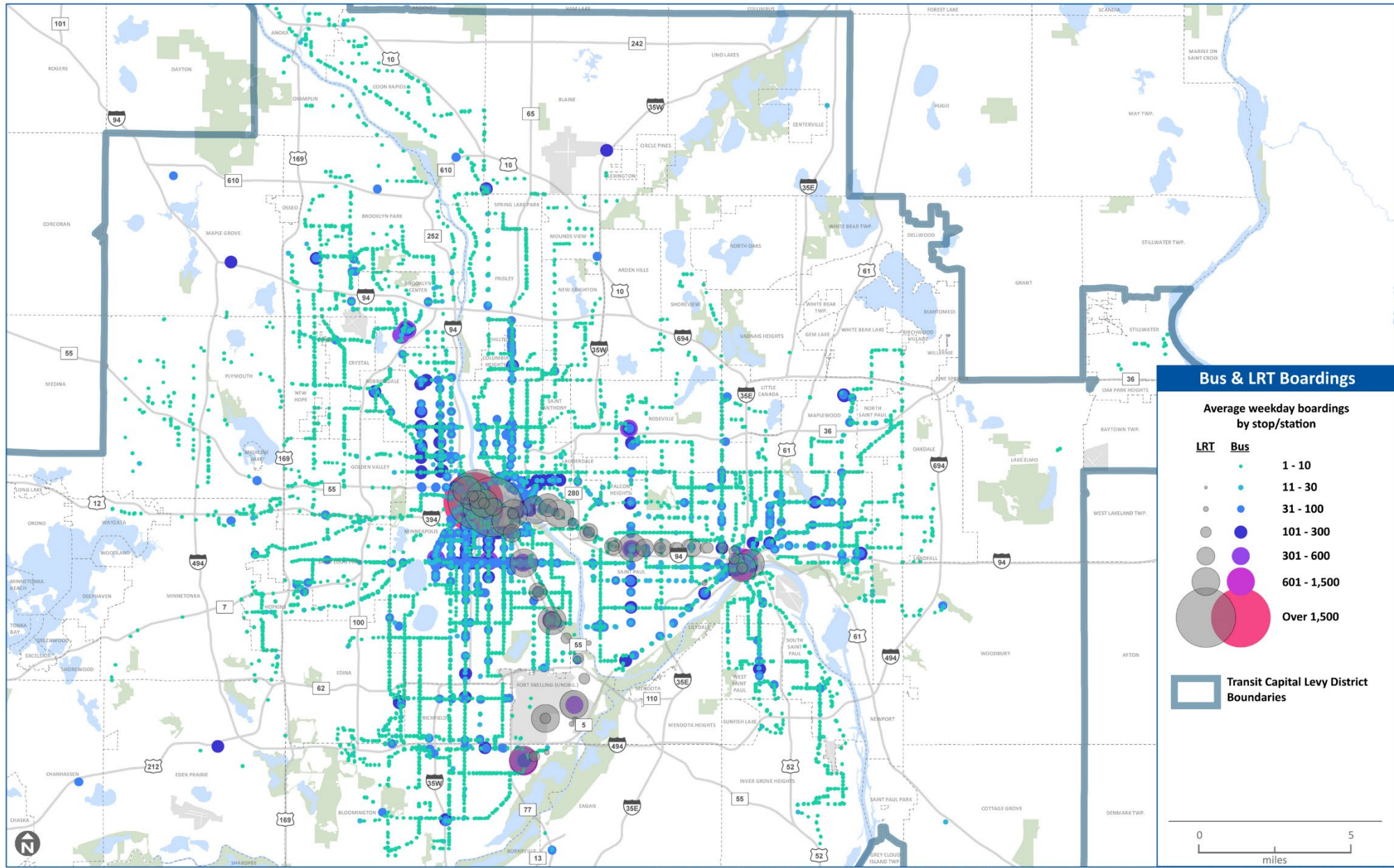


# Weekday Trip Counts, Dec 2021 & Dec 2022





# Weekday Ridership by Route Class, Dec 2021 – Dec 2022



# Weekday Ridership by Stop, Dec 2022

# Title VI Service Equity Analysis (SEA)

- Federal law requires transit agencies to show they are not discriminating when providing transit service
  - Black, Indigenous and People of Color (BIPOC) groups
  - Low-income communities
- SEA reviews how access to transit changed in 2022
  - Service availability is defined as the number of trips in a given area
  - Change in how much service is available for average resident in a given area
  - Review how the impacts of those changes differ based on race and income
  - Non-home trips are a challenge



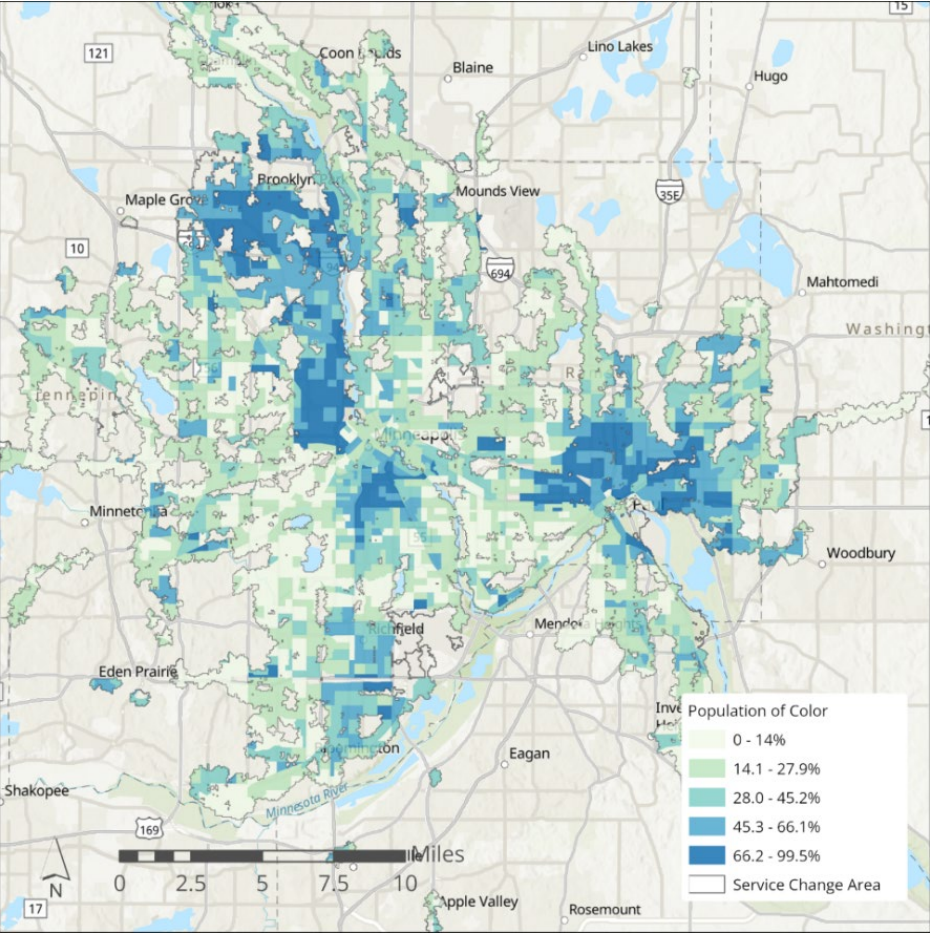
# Title VI Service Equity Analysis (cont.)

- Required for all major service changes
  - 25% change in hours on a route or in an area
  - New routes and eliminated service
- Disparate Impact and Disproportionate Burden (DI/DB) threshold
  - Determines when a difference is significant enough to result in a potential for discrimination
  - Updated Council DI/DB policy
    - If adverse or beneficial effects of service changes borne by BIPOC or low-income groups are not within 10% of the effects borne by White or non-low-income populations (respectively), then there is potential for discrimination
    - Not evidence of potential discrimination if beneficial effect beyond 10% to BIPOC or low-income populations

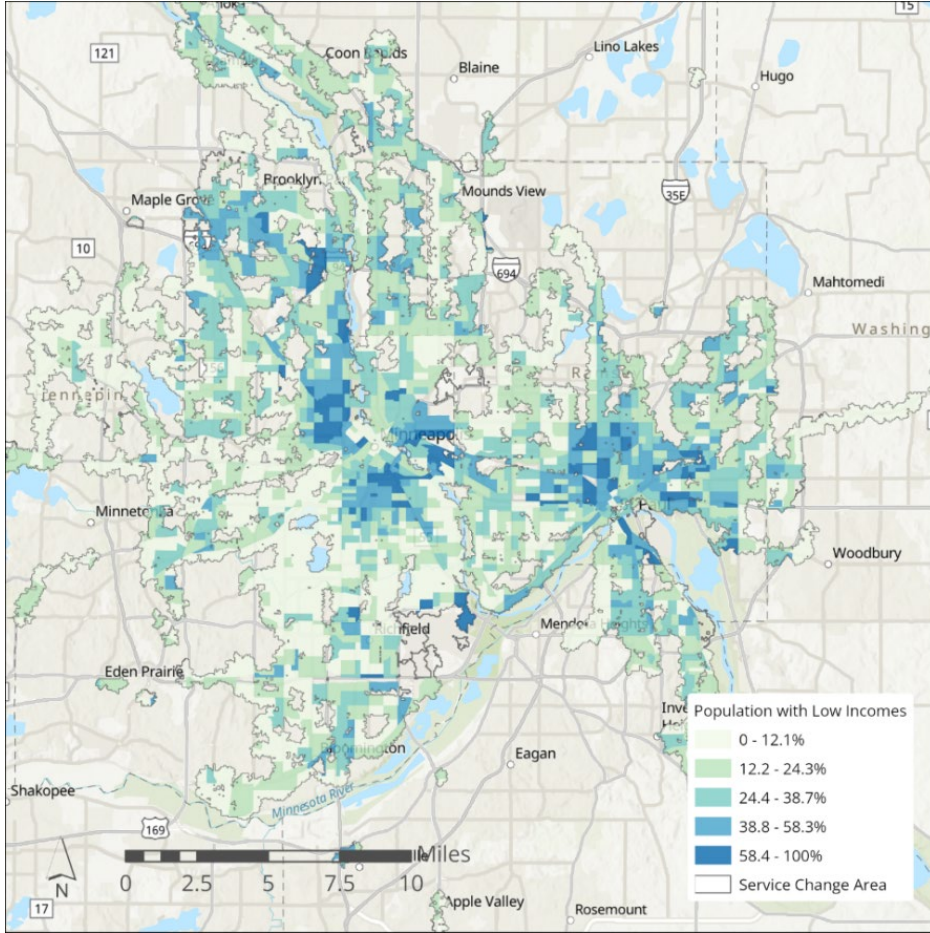




# Communities Living Near Transit



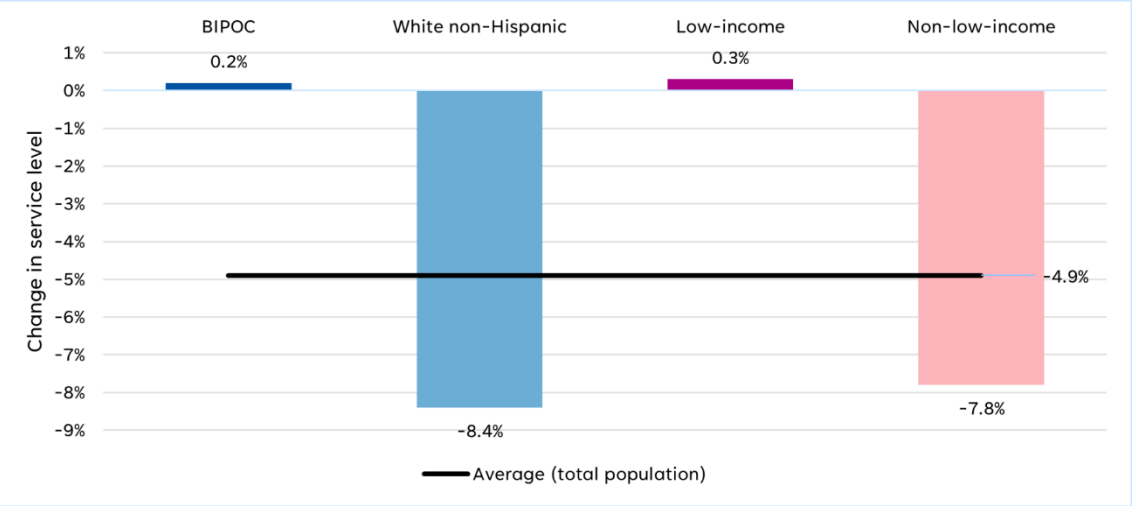
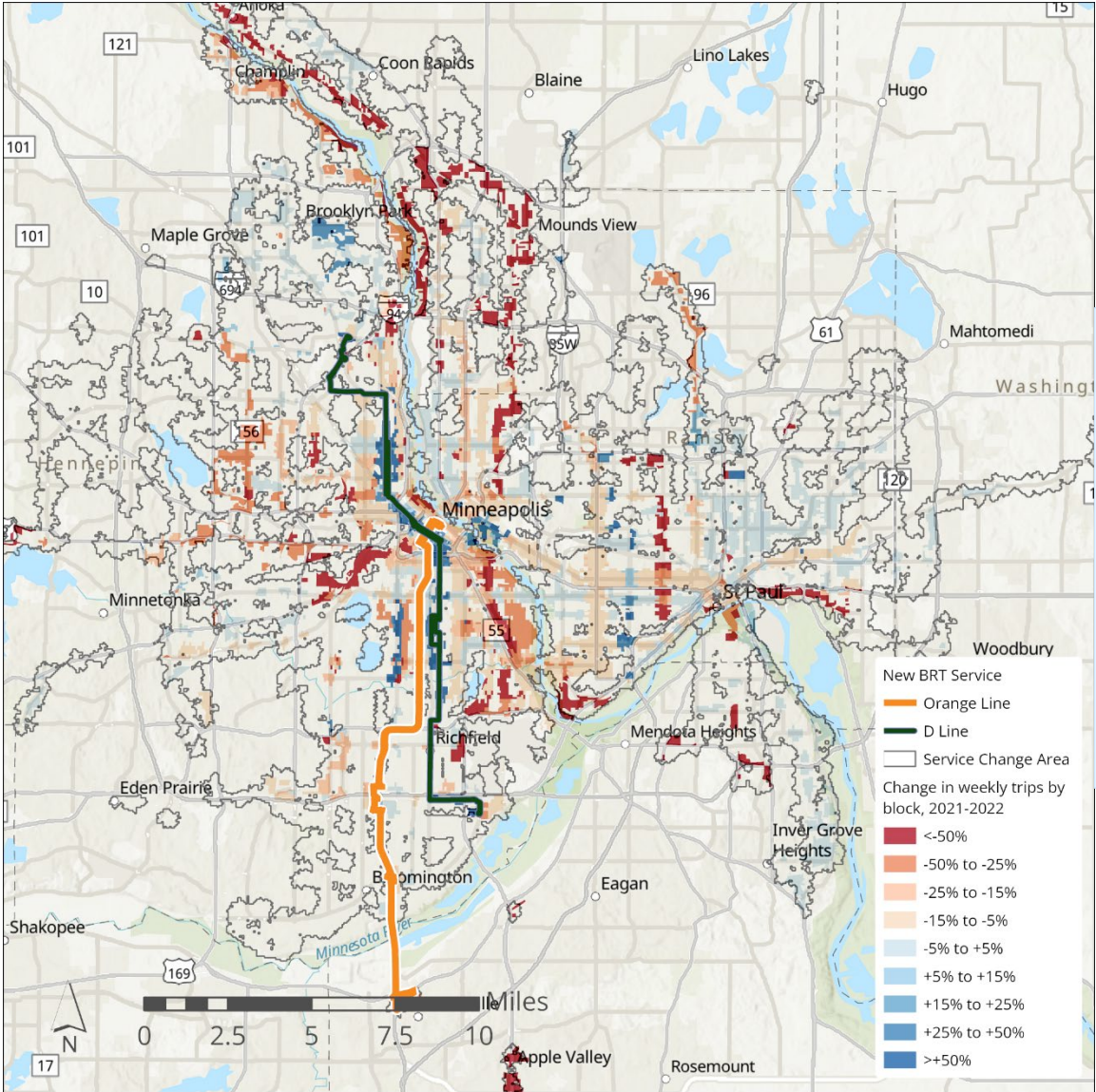
*Communities of Color*



*Low-income communities*



# Change in Service Availability: Dec 2021 vs Dec 2022



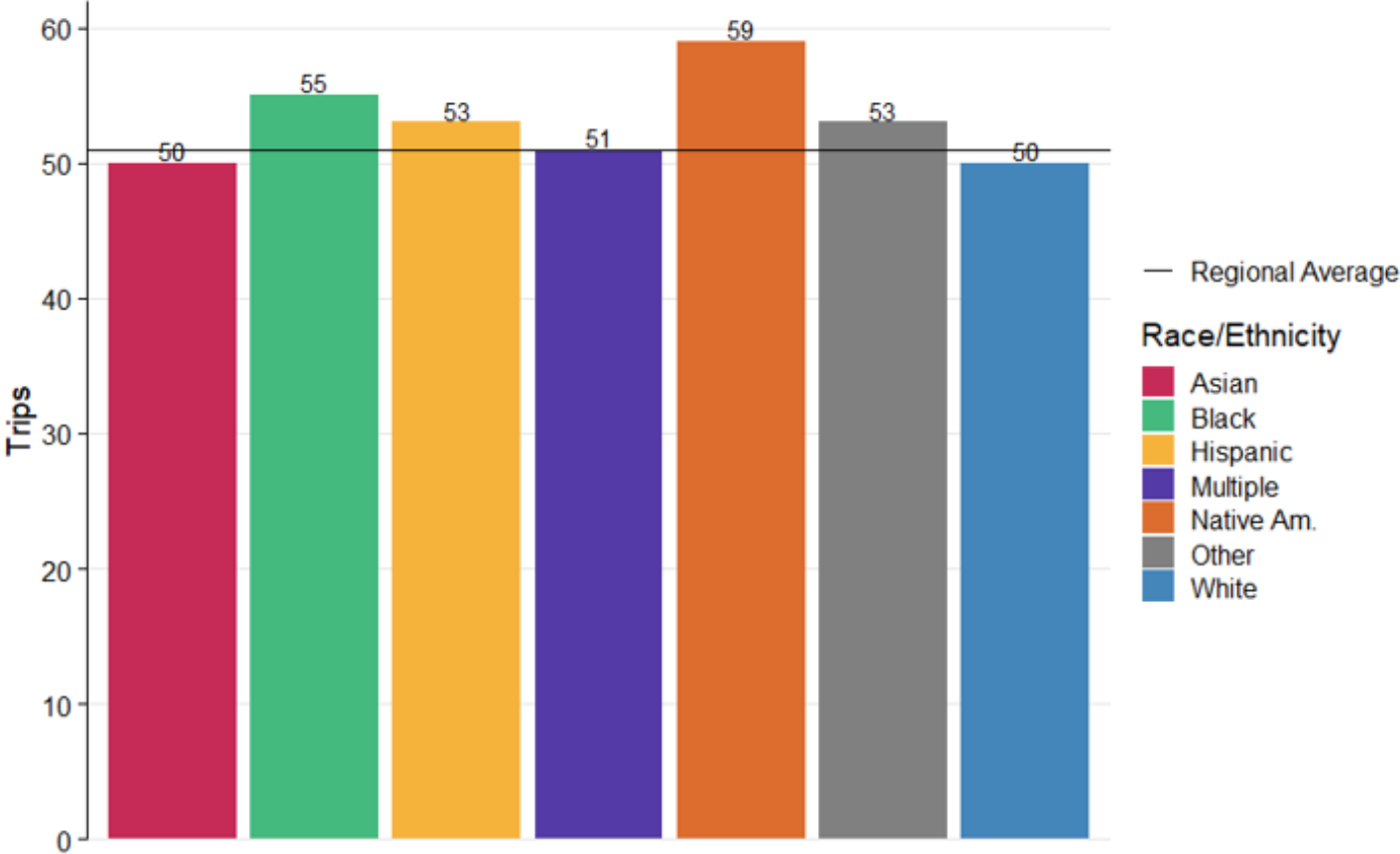


# Service Metrics by Race & Ethnicity

- Service Availability
  - Trip Count
  - Frequent Service
- Service Reliability
  - On-time Performance
  - Service Delivered (Trip Cuts)
- Service Outcomes
  - Access to Jobs

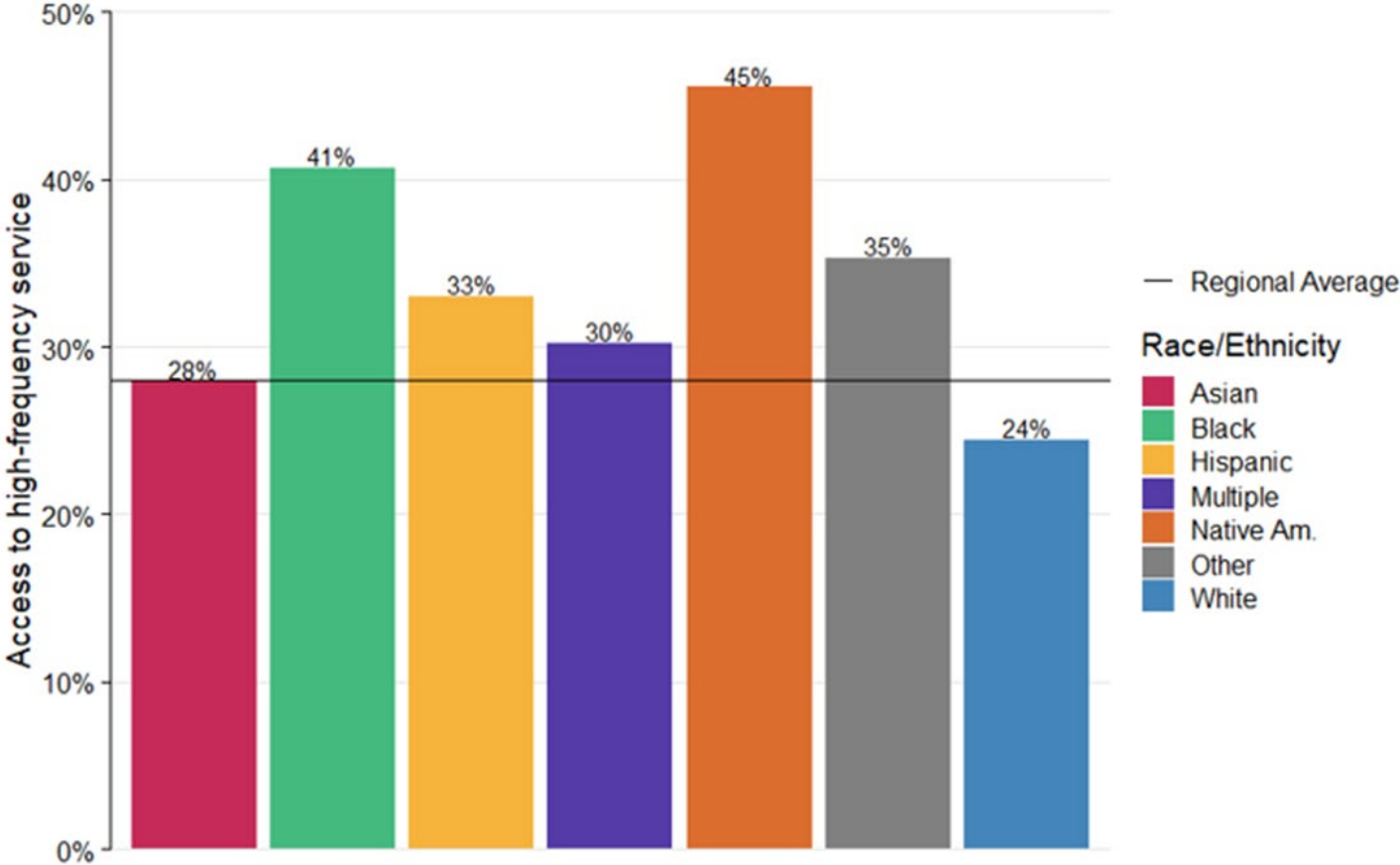
# Service Availability by Race & Ethnicity: Trip Count

Residents identifying as Black or Native American had access to **more trips** compared to other groups, on average.



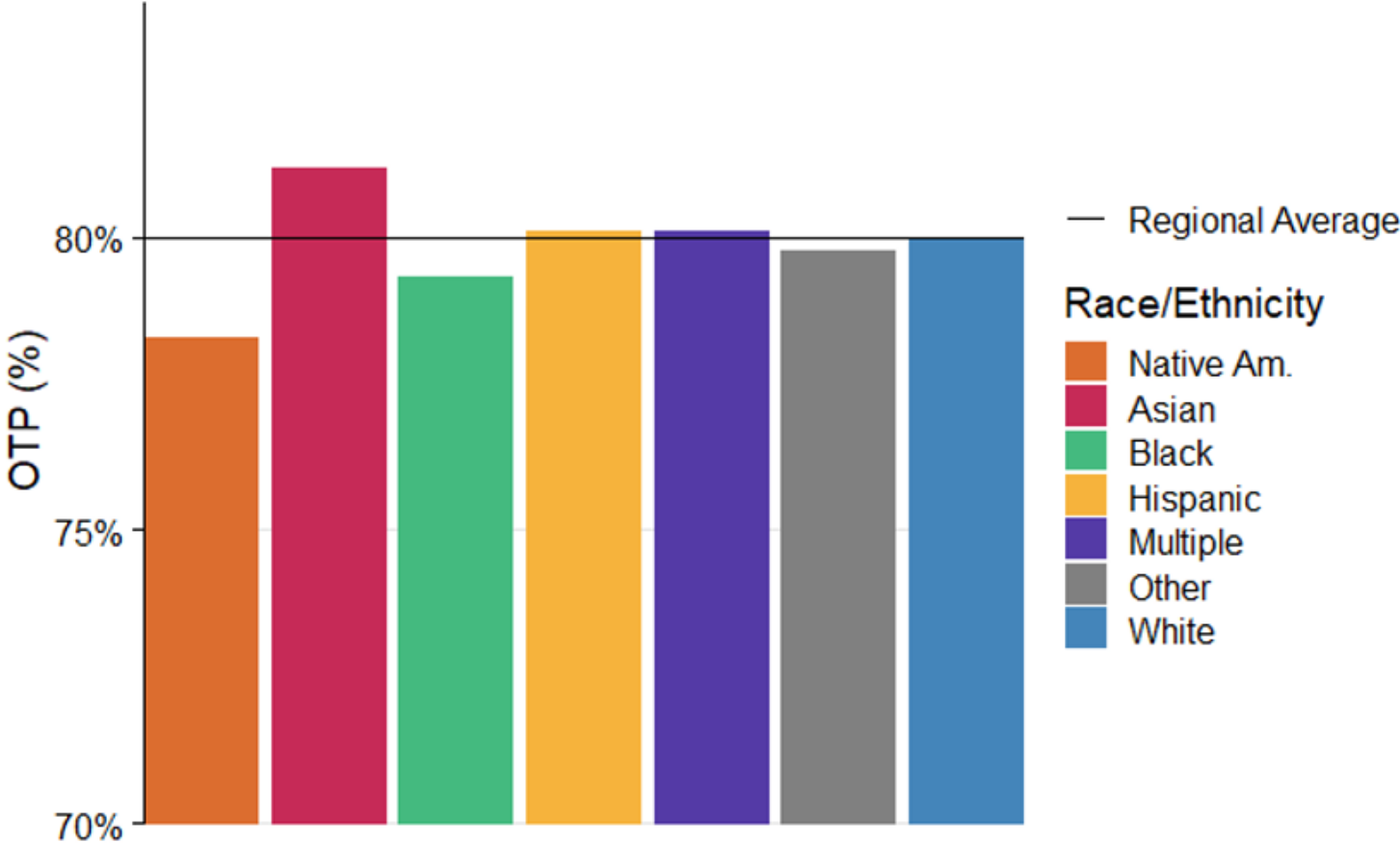
# Service Availability by Race & Ethnicity: High Frequency Service

A **larger percent** of residents identifying as Black or Native American had access to high-frequency service.



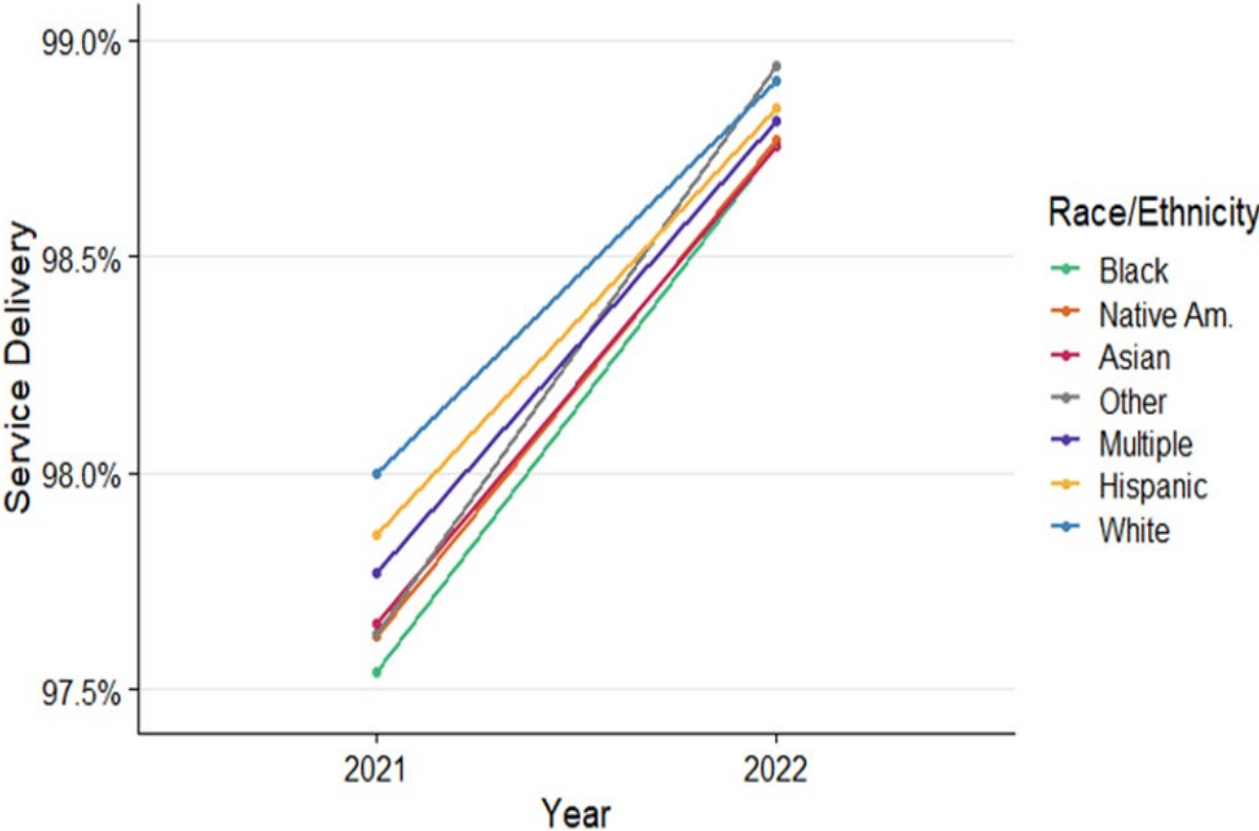
# Service Reliability by Race & Ethnicity: On-Time Performance

Residents identifying as Black or Native American had access to **less reliable (on-time)** service compared to all residents living near stops and stations, on average.



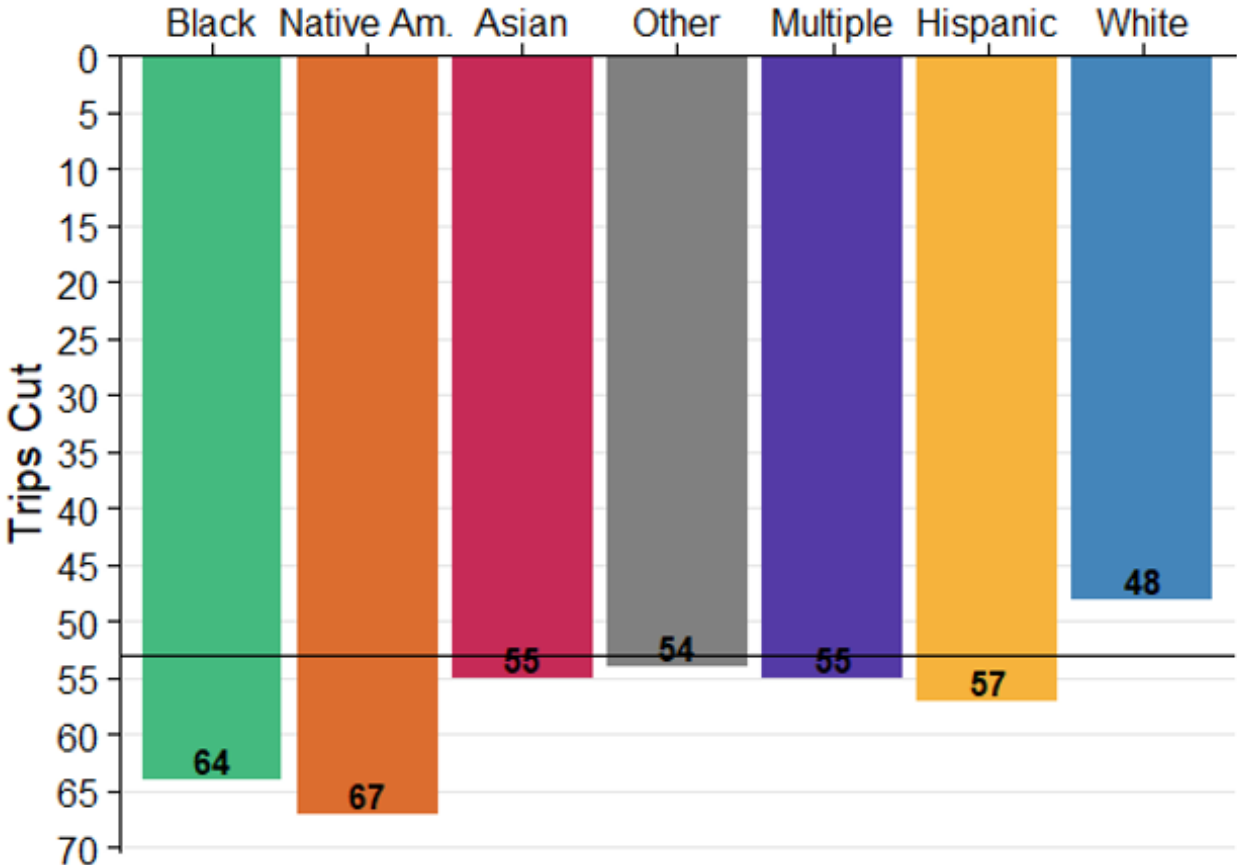
# Service Reliability by Race & Ethnicity: Scheduled Service Delivered

All residents had access to **more reliable** (% service delivered) service in Fall 2022. Residents identifying as White had access to 0.15% more reliable (% service delivered) service compared to residents identifying as Black, Native American, Asian, or Hispanic.



# Service Reliability by Race & Ethnicity: Fall 2022 Cut Trips

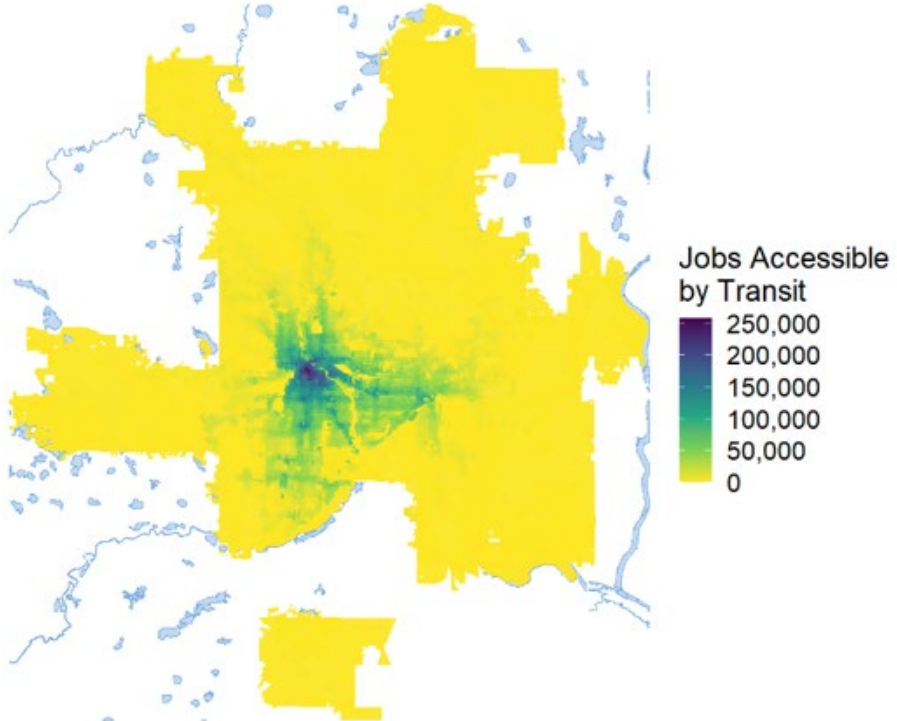
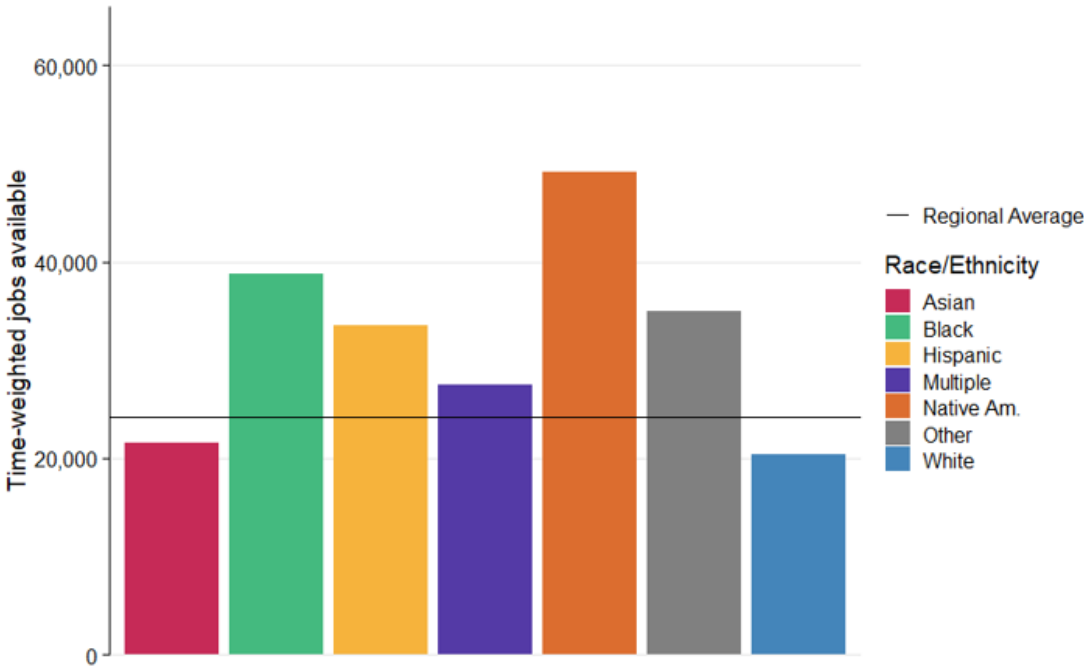
Residents identifying as Black and Native American had **more trips** cut at the stops and stations nearby compared to other groups.





# Service Outcomes by Race & Ethnicity: Access to Jobs

Residents identifying as Black, Native American, and Hispanic had **more jobs** accessible by transit compared to other groups.



Time-weighted access to jobs, Weekday Midday service, August 2022 Pick



# 2022 Equity Practices in Service Planning

- Title VI Practices
  - Adjusted disparate impact/disproportionate burden threshold as part of Title VI Plan update
  - Approved the results from the Service Monitoring Study
  - Conducted SEAs for new METRO D Line corridor changes and all December 2022 service changes
- Routine Practices
  - Transit Equity Statement
  - Network Now
  - Customer Surveys
  - Prioritizing Speed and Reliability Improvements



## Proposed Action 2023-210

That the Metropolitan Council approve the results of the 2022 Title VI Service Equity Analysis (SEA) for the 2022 Service Equity Evaluation (SEE) Report.

# Thank You!

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# Assigning Demographics

Block-group	Walkshed in block-group	BIPOC in Isochrone	White in Isochrone
1	50%	$0.50 \times 100 = 50$	$0.50 \times 1000 = 500$
2	50%	$0.50 \times 500 = 250$	$0.50 \times 500 = 250$
3	33%	$0.33 \times 1000 = 333$	$0.33 \times 100 = 33$
Walkshed:		$50 + 250 + 333 = 633$	$500 + 250 + 33 = 783$

