June 15, 2024 Service changes and Workforce Update

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Brian Funk | Chief Operating Officer
June 15 Service Improvements

• Workforce updates

• Service reliability, operator work improvement
  – Listening to operators

• MPS and SPPS school trip adjustments

• Managing reliability during construction
We are a great place to work and build a career

Highlight: hiring trends
Bus Operators (FT and PT Weekday as of May 6, 2024)

- MAR24 Service Target: 1,115
- Actual: 1,097
- In training: 55 full-time
- In hiring phases: 289
- Hired 2024: 177
- Attrition of 2024 Hires:
  - 26 of 177, 15 to "General Resignation"
- Currently Hiring for Full-time and Part-time Weekend/Holiday
Train Operators (as of May 6, 2024)

- MAR24 Service Target: 95
- Actual: 99
- In training: 11
- Next Class: May 13
  - 16 candidates in process
- Next posting: August 2024
- Goal to implement 12-minute frequency on both lines for August
- Service Changes
  - Targeted Operator count: 110
## Maintenance Staffing Snapshot (as of May 6, 2024)

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Budgeted EE count</th>
<th>Current EE count</th>
<th>Vacancy Rate</th>
<th>Change from November 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Mechanic Technician</td>
<td>280</td>
<td>212</td>
<td>25%</td>
<td>-4</td>
</tr>
<tr>
<td>Bus Helper</td>
<td>51</td>
<td>46</td>
<td>10%</td>
<td>+7</td>
</tr>
<tr>
<td>Bus Cleaner</td>
<td>37</td>
<td>34</td>
<td>9%</td>
<td>+5</td>
</tr>
<tr>
<td>Electronic Repair Tech - Bus</td>
<td>16</td>
<td>14</td>
<td>12%</td>
<td>-</td>
</tr>
<tr>
<td>Public Facilities Technician</td>
<td>33</td>
<td>23</td>
<td>20%</td>
<td>+1</td>
</tr>
<tr>
<td>Public Facilities Worker</td>
<td>71</td>
<td>61</td>
<td>14%</td>
<td>+12</td>
</tr>
<tr>
<td>Electro-Mechanical LRV Technician</td>
<td>85</td>
<td>51</td>
<td>40%</td>
<td>+4</td>
</tr>
<tr>
<td>Rail Helper</td>
<td>43</td>
<td>24</td>
<td>42%</td>
<td>-2</td>
</tr>
<tr>
<td>SCADA/Comms Technician</td>
<td>8</td>
<td>8</td>
<td>0%</td>
<td>+1</td>
</tr>
<tr>
<td>Signals Technician</td>
<td>16</td>
<td>12</td>
<td>25%</td>
<td>-</td>
</tr>
<tr>
<td>Track Maintainer</td>
<td>15</td>
<td>13</td>
<td>14%</td>
<td>+1</td>
</tr>
<tr>
<td>Traction Power Maintainer</td>
<td>16</td>
<td>14</td>
<td>12%</td>
<td>+1</td>
</tr>
<tr>
<td>Mechanic Commuter Rail</td>
<td>13</td>
<td>13</td>
<td>0%</td>
<td>+1</td>
</tr>
</tbody>
</table>
Metro Transit Workforce Taskforce Update

• Launched Workforce Taskforce on March 5

• Current focus is building a transit wide hiring plan to align priority hiring needs with current HR capacity

• Establish workgroups to focus on workforce planning, recruitment, retention, employee development

• Identify opportunities to modify existing policies, practices, and business processes that support workforce growth and allow us to more rapidly expand service
June pick overview

Service levels by route type

- LRT: 68%
- Commuter Express & Northstar: 25%
- BRT & Local Bus: 90%

Weekly In-Service Hours

August 2019
June 2024
June 2024 pick overview

• 21 routes with schedule changes

• **Adding service** - Routes 2, 25, 32, 805, 852 Sat
  - Route 804 extend to Co Rd H

• Improved operator work
  - travel time adjustments, recovery time at terminals

• Street construction impacts on 14 routes
Route 25

- Hourly service on weekdays between downtown Minneapolis and Silver Lake Village
- Adds service northbound AM, midday & southbound PM
Route 32

- Frequency improved to 20” from 11 a.m. to 6 p.m. all days
- Free fare pilot ongoing thru Dec. 31, 2024
Route 32 Lowry Ave Construction Impacts

- Phase 1 (2024) – Central Ave to Washington St, full closure

- Future phases:
  - Phase 1 (2025) – Central Ave to Johnson St, full closure
  - Phase 2 (TBD) – Marshall St to Washington St, in design
Construction Impacts/route detours

On-going
• Osseo Road; Penn and 44th closure; Routes 5, C & D Line
• Downtown St. Paul

NEW schedule adjustments
• Lowry; Routes 17 & 32
• Rice St closure; Routes 61 & 62
• Dinkytown; Routes 2 & 6
• 1st/Henn; Routes 4, 6,
• France Ave South; Route 6
• Uptown update; Routes 6, 114
• 1st Ave South; Route 18
• 85th Ave NE; Route 852
• 89th Ave NE; Route 804
June 15, 2024 schedule info

- On-line trip planner May 11
- Full Schedules on website and promotions May 17
- Metrotransit.org
Thank You!