



June 15, 2024 Service changes and Workforce Update

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June 15 Service Improvements

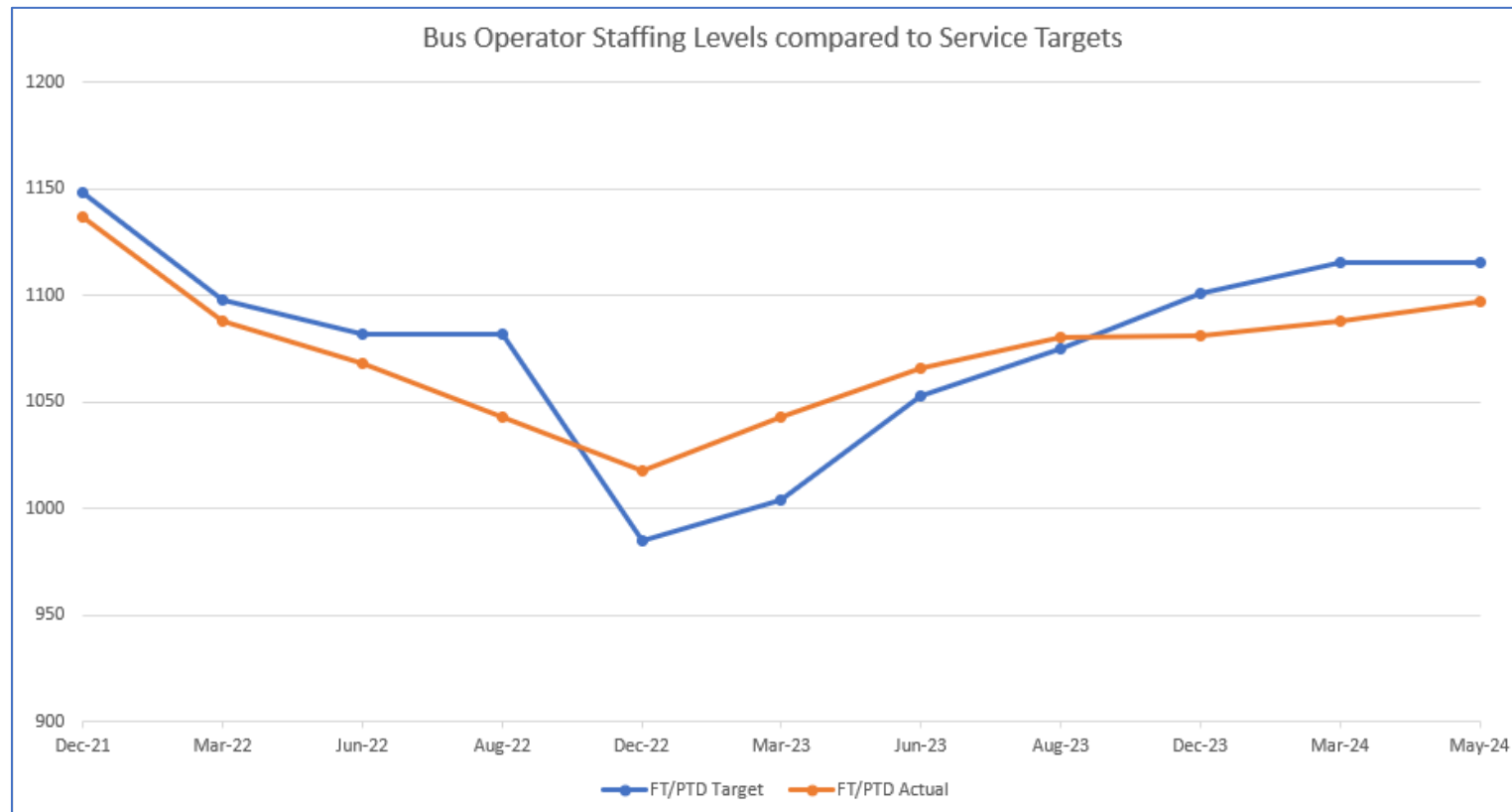
- Workforce updates
- Service reliability, operator work improvement
 - Listening to operators
- MPS and SPPS school trip adjustments
- Managing reliability during construction





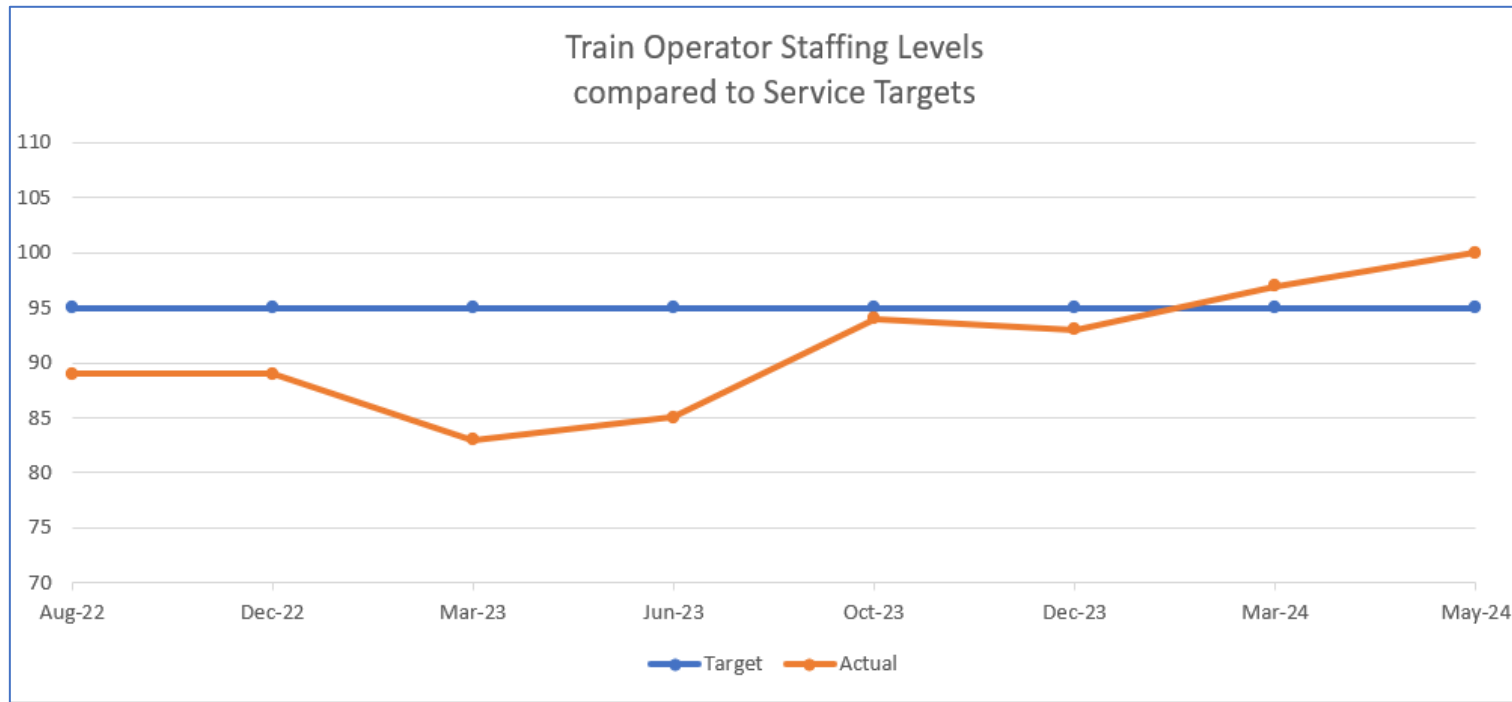
We are a great place to work and build a career
Highlight: hiring trends

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)

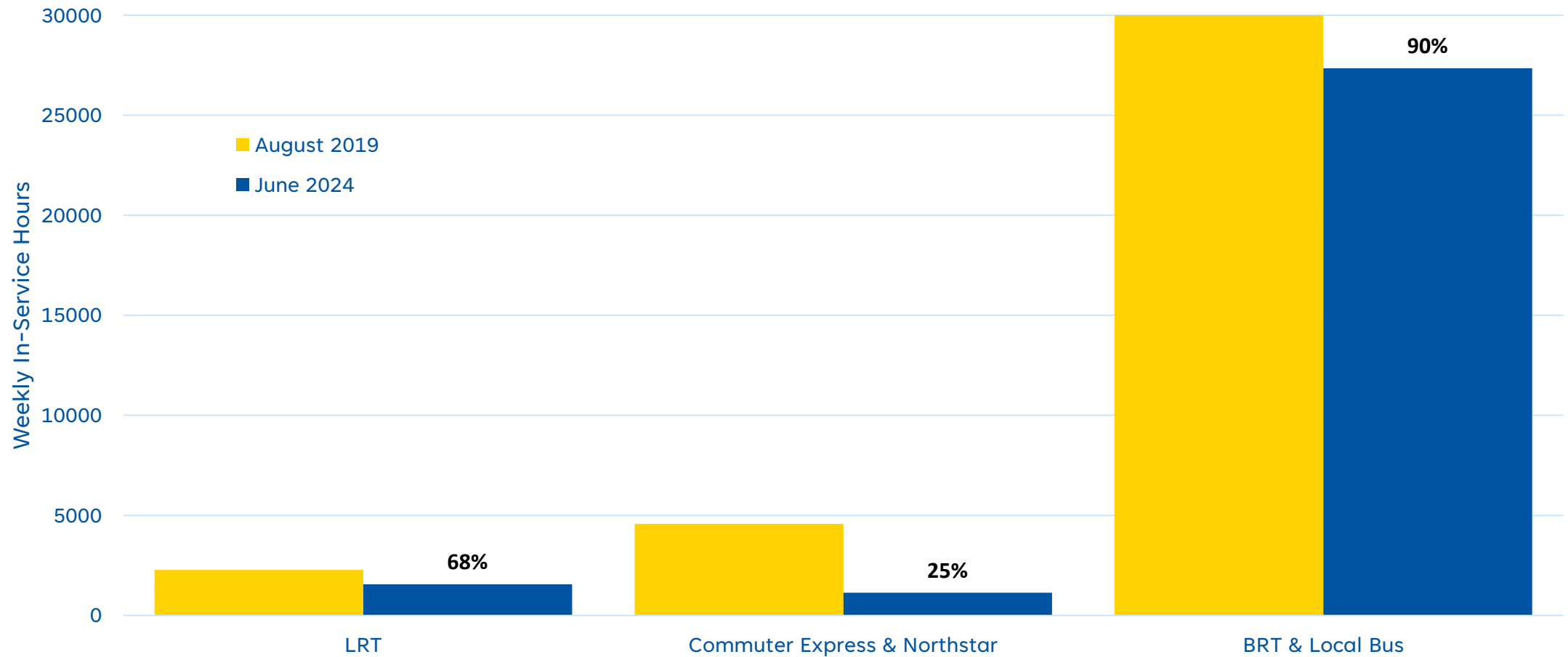
Job Title	Budgeted EE count	Current EE count	Vacancy Rate	Change from November 2023
Bus Mechanic Technician	280	212	25%	-4
Bus Helper	51	46	10%	+7
Bus Cleaner	37	34	9%	+5
Electronic Repair Tech - Bus	16	14	12%	-
Public Facilities Technician	33	23	20%	+1
Public Facilities Worker	71	61	14%	+12
Electro-Mechanical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

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

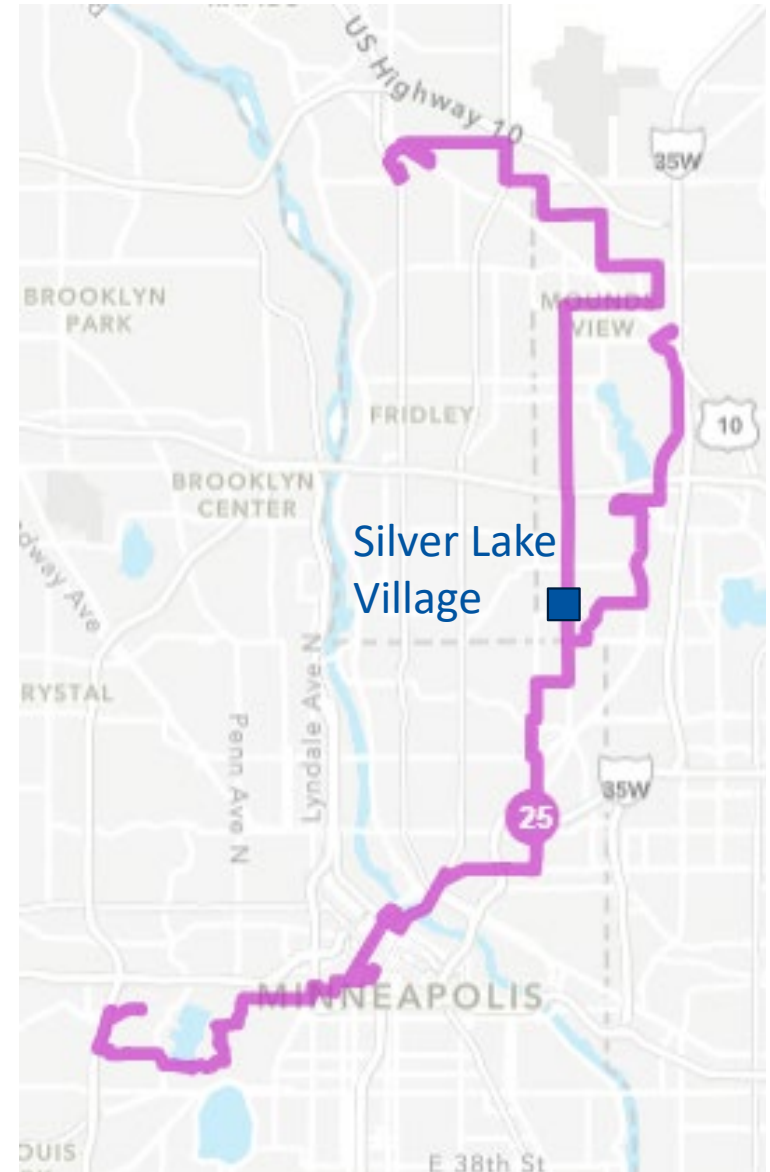


June 2024 pick overview

- 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

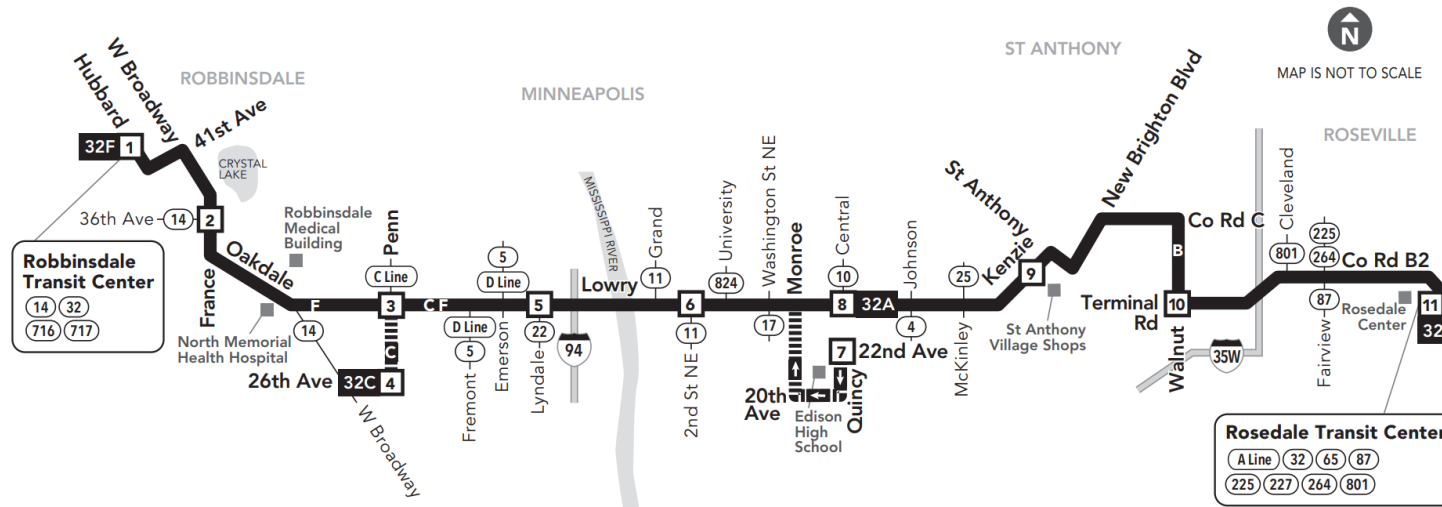
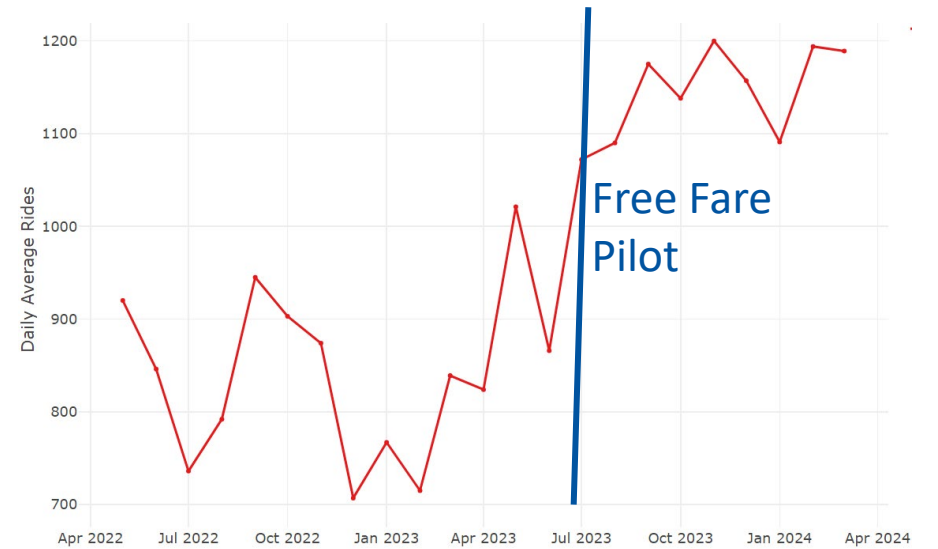
Route 25

- 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](https://metrotransit.org)

Thank You!