



State Fair, Workforce and Quarterly Service Changes Update

Transportation Committee

July 22, 2024





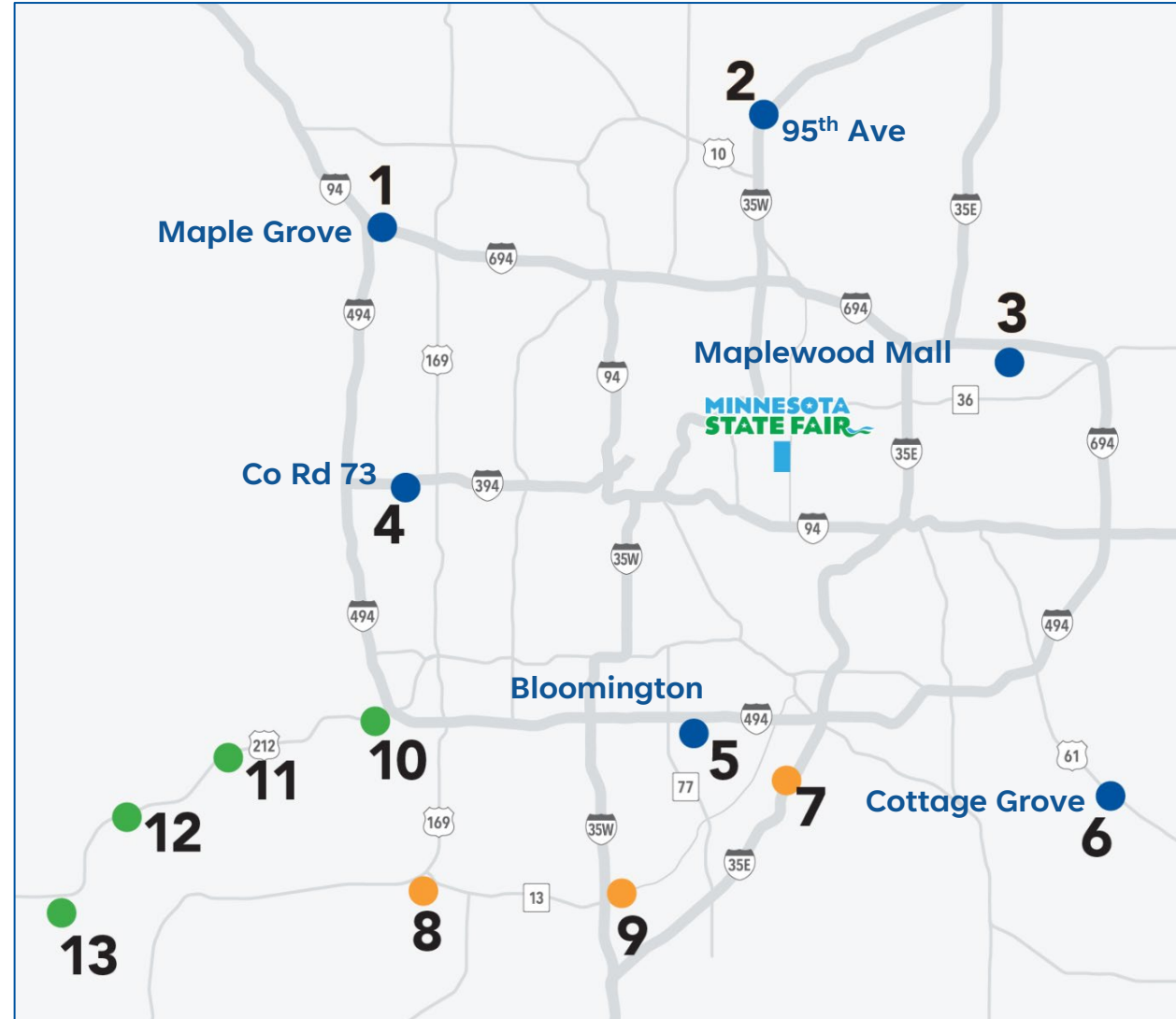
2024 State Fair Express Service

Jessica Cross | Market Development Specialist

Antoinette Brasson | Manager – Street Operations

2024 Express Service

- **Express Sites**
 - 6 Metro Transit Sites + Suburban providers
 - Maple Grove weekends and Labor Day only
- **Start times**
 - 8 am every day
- **End times**
 - Midnight on weekdays and weekends
 - 11 pm on Labor Day
- **Regular Route Service**
 - METRO A Line
 - Route 3
 - Route 61



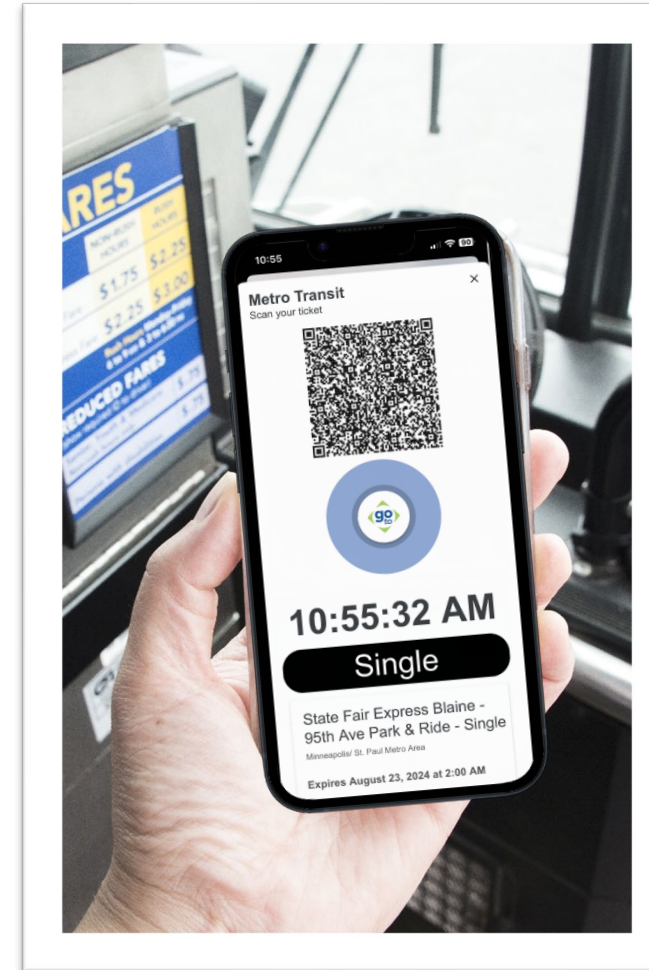
Marketing

- Website update live July 22
- Transit fleet advertising
- Emails to previous customers
- Social media
- Digital billboards near the express sites
- Geofencing digital ads around the express sites
- Star Tribune State Fair Guide
- BIPOC media



Express Fares

- \$6 round trip cash fare, no change given, TVMs will be at each site
- \$5 app tickets – QR code to differentiate State Fair express tickets new this year
- \$5 online (etix) tickets
- MVTA and SW use their own app



Signage +

- Express Sites
 - New: banners on parking ramps at Co Rd 73, 95th Ave, Maplewood Mall and 30th Ave
- State Fair Transit Hub
- Regular Route Service
 - A Line
 - Route 3



Metro Transit at the Fair

- Grandstand
 - Exhibit will showcase the four transit lines opening in the next few years featuring art by Kevin Cannon
 - Giveaway: TIC Tools fans
 - Staffing opportunities (Julie O) will be available by the end of the month
- Eco Experience
 - “Rolling in Green” highlighting sustainable transportation options
 - Staffing opportunities (via MnDOT) are available now



Thank You!

Jessica Cross

jessica.cross@metrotransit.org

612-386-7613

Antoinette Brasson

antoinette.brasson@metrotransit.org

612-349-7309

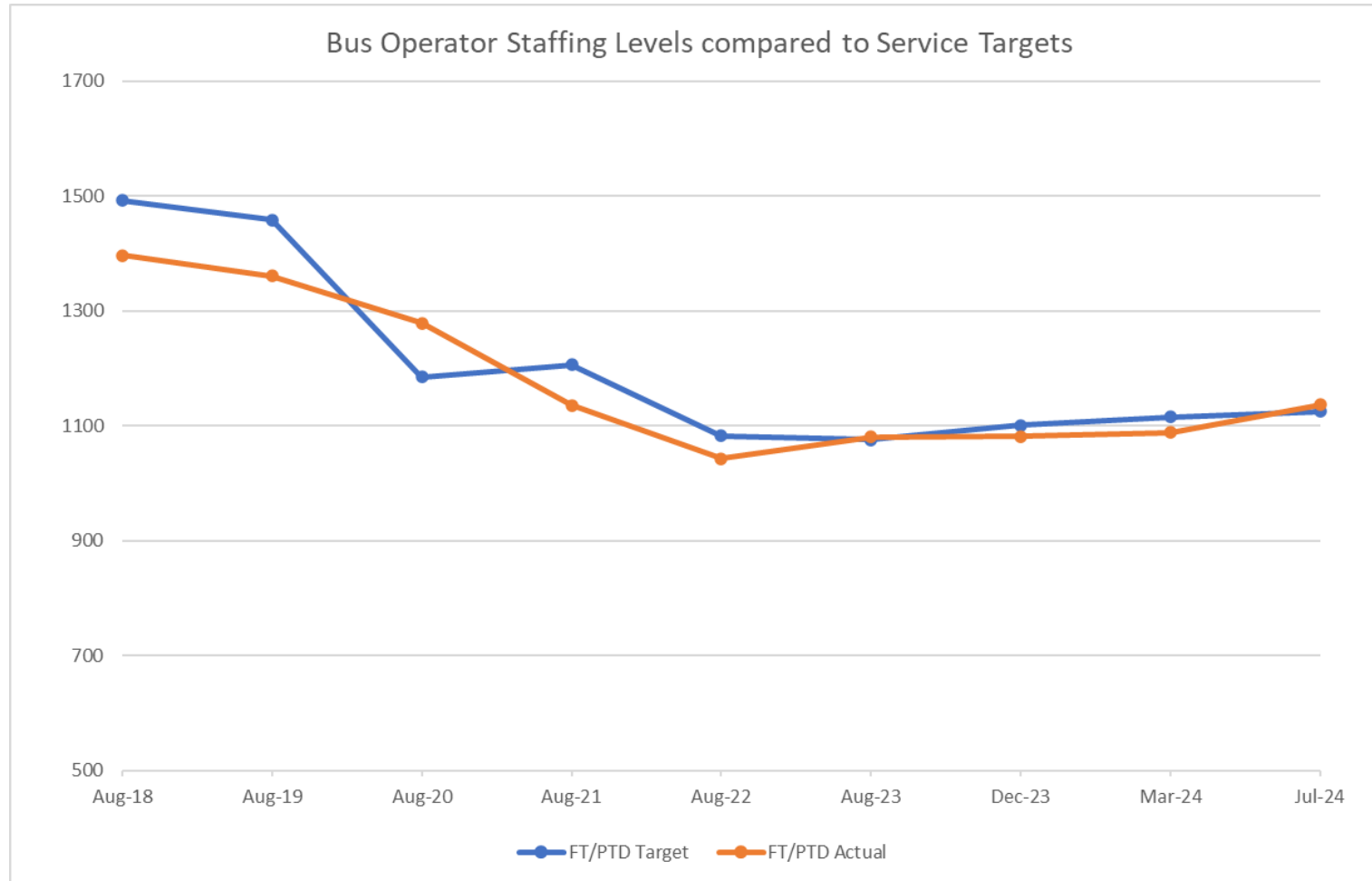


August 17, 2024 Workforce update & Service changes

Brian Funk | Chief Operating Officer

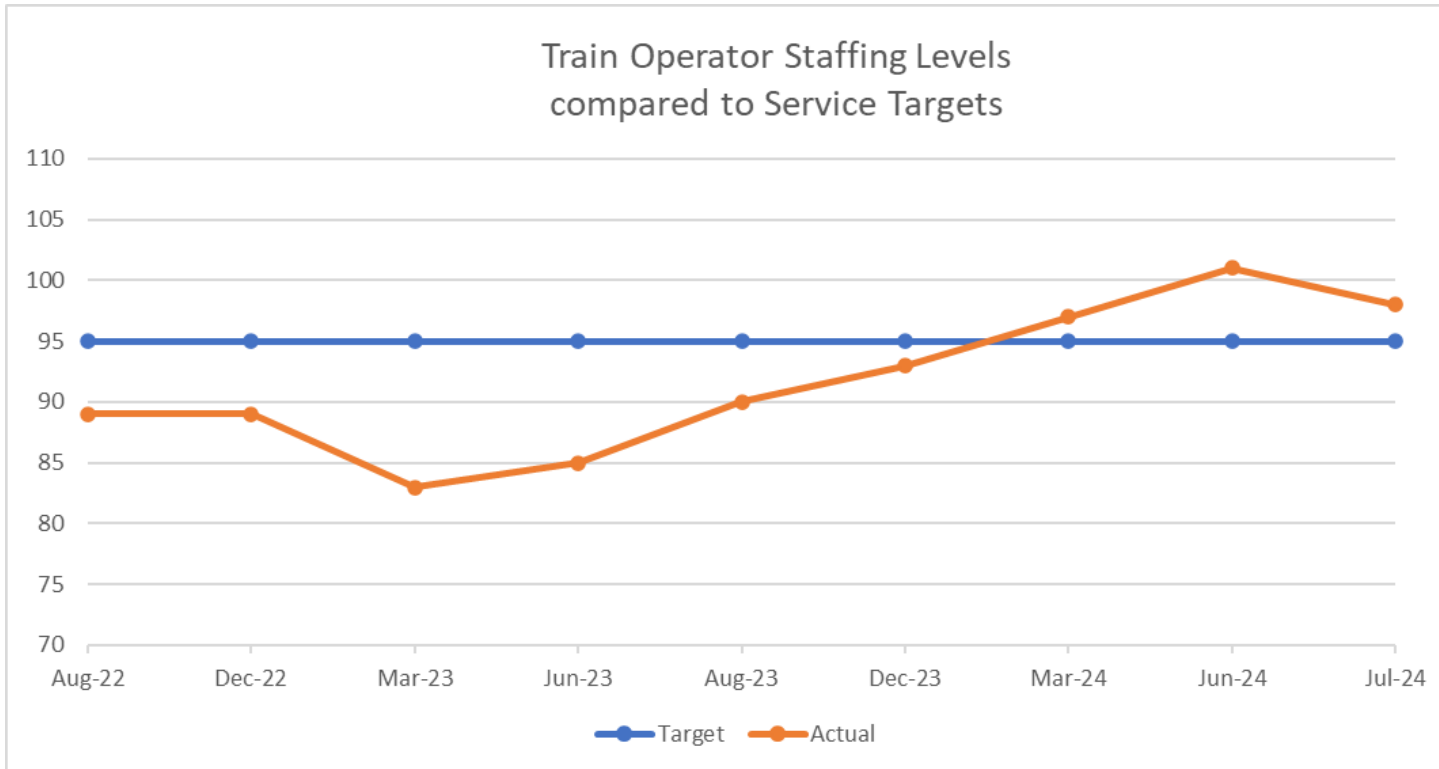
Erin Mitchell | Assistant Director of Service Development

Bus Operators (FT and PT Weekday as of July 15, 2024)



- JUN24 Service Target: **1,125**
- AUG24 Service Target: **1,141**
- **ACTUAL: 1,139**
- In training: **53 FT, 7 PT Weekend**
- Large Interview Event on **7/20**
- Hired YTD 2024: **226**
- Attrition of 2024 Hires:
 - 23% (General Resignation #1 reason)

Train Operators (as of July 15, 2024)



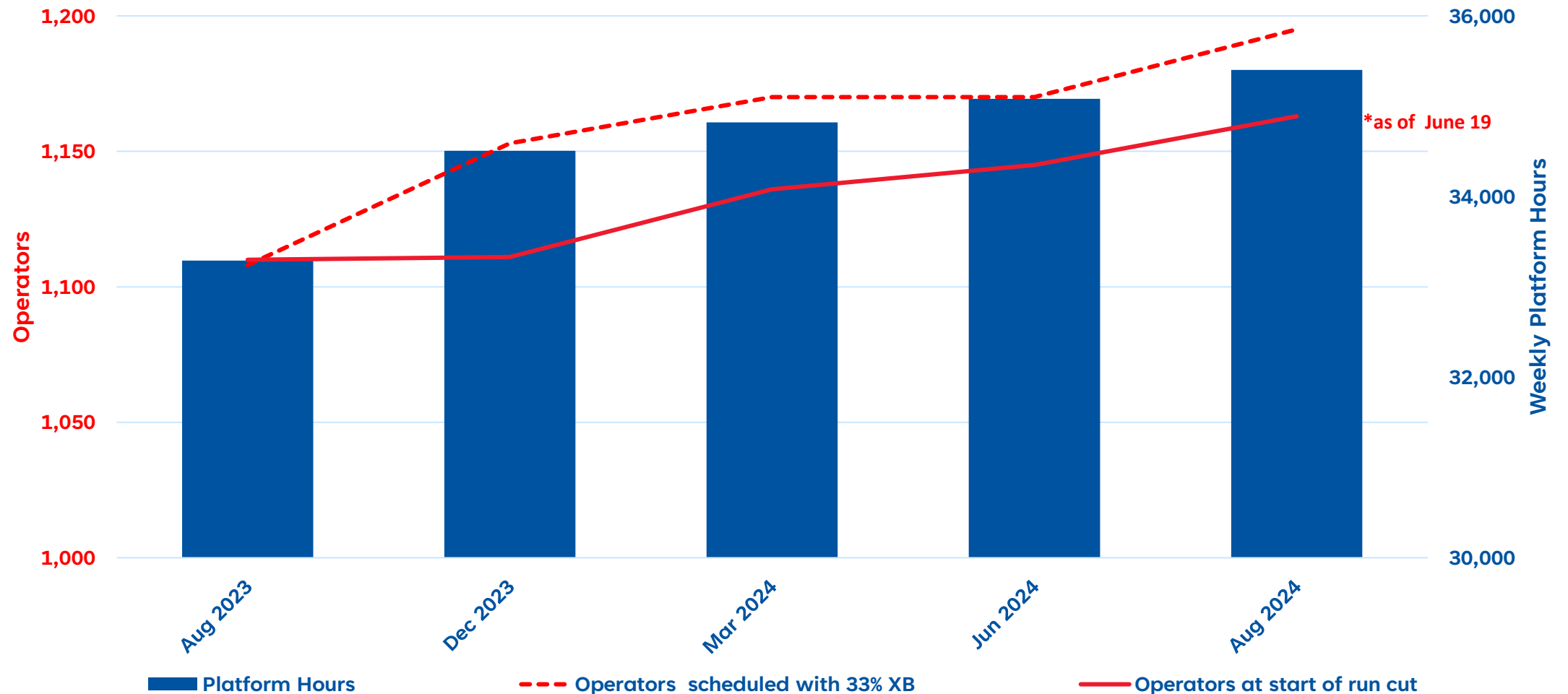
- JUN24 Service Target: **95**
- AUG24 Service Target: **105**
- **ACTUAL: 98**
- In Training for AUG24: **10**
- Next Train Operator Class: **August 5**
- Next Job Posting: **August 9-26**

Maintenance Staffing Snapshot (as of July 15, 2024)

Job Title	Budgeted EE count	Current EE count	Vacancy Rate	Change from November 2023
Bus Mechanic Technician	280	216	23%	-
Bus Helper	51	45	12%	+6
Bus Cleaner	37	34	8%	+5
Electronic Repair Tech - Bus	14	14	-	-
Public Facilities Technician	33	23	30%	+1
Public Facilities Worker	71	62	13%	+13
Electro-Mechanical LRV Technician	85	54	36%	+7
Rail Helper	42	25	40%	+1
Rail Cleaner	12	3	*	new
SCADA/Comms Technician	8	8	-	+1
Signals Technician	18	16	11%	+4
Track Maintainer	15	15	-	+3
Track Laborer	2	0	*	new
Traction Power Maintainer	16	16	-	+3
Mechanic Commuter Rail	18	17	6%	+4
Skilled Helper	1	1	-	-

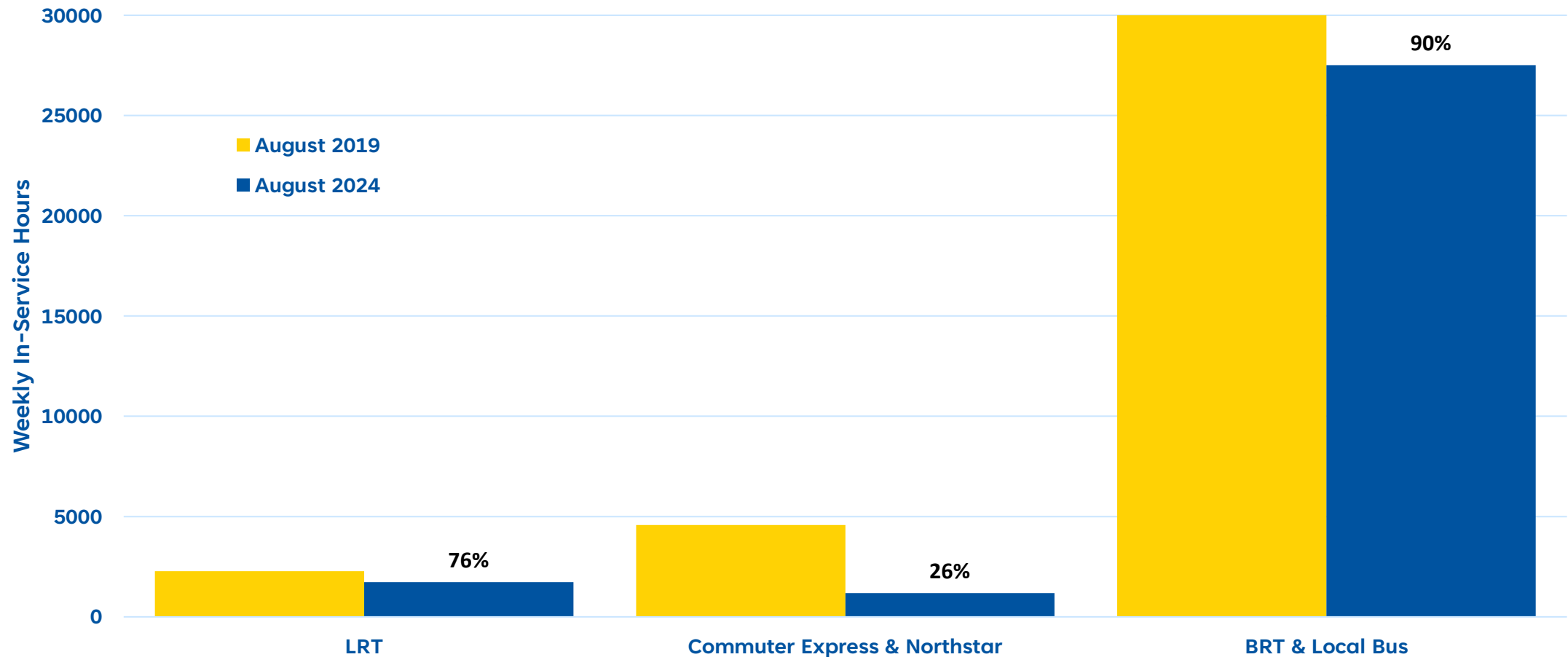
August pick overview

Metro Transit bus operator workforce, service levels



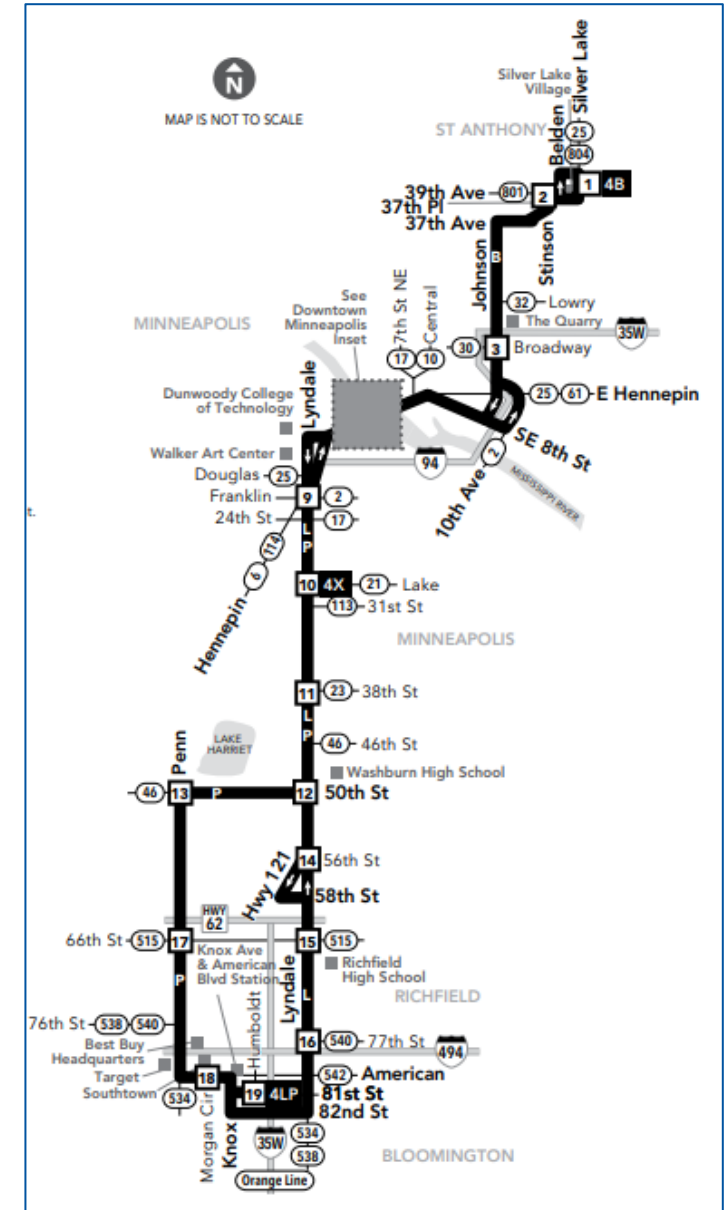
August pick overview

Service levels by route type



August 17 Service Improvements

- Orange Line frequency of service improved
 - 10-minute rush hour (from 15)
 - 15-minute Sunday (from 30)
- Blue & Green Line frequency of service improved
 - 12-minute frequency ~11am-6pm (from 15)
 - Seven days/week
- Route 80 improve to 30 minute from 60 weekday
- MPS and SPPS school trip adjustments
- Better Bus Route 4 implementation



Route 4 BBR – Overview

What's Changing	What's Not Changing
Removal of 62 bus stops, primarily along Penn and Lyndale south of 50th Street	No additional service weekday, Saturday, or Sunday
Addition of 3 bus stops	No changes to branches
Timepoint shifts for better spacing	No changes to terminals
Headway adjustments for more schedule consistency	No new routing or changes to alignment
Extend no parking around bus stops	100% customers within 1/8 mile of current or alternate stop
12 ADA pads, 5 shelters	

Route 4 BBR – Related Projects

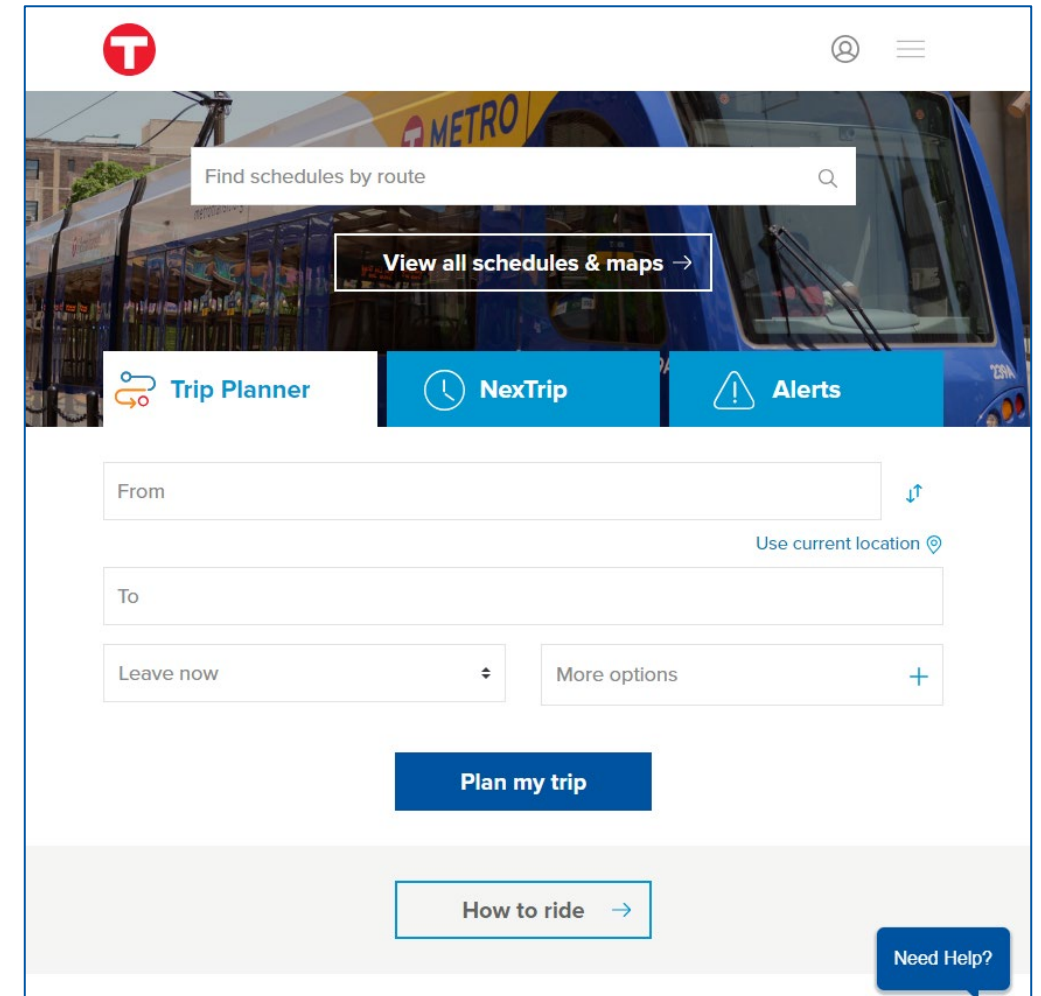
Project	Expected Time
Hennepin detour along Lyndale Ave S	Current through 2025
Lyndale Ave S TSP	Summer 2024
Hennepin-Lyndale bus lanes	Late-summer 2024
Hennepin-1st Ave NE bus lanes	Late-Summer 2024
50th St / Penn Ave intersection	Possible late-2024

Route 4 BBR – Outreach

- Engagement summary
 - 500 survey responses, 350 written comments
 - Plan modification: retained Lyndale/22nd St, 50th/Bryant and others
- Customer outreach
 - Posting removed stops two weeks prior to change
 - Text message / social media, website
- Operator outreach
 - Q & A about project with map will be sent to garage
 - After survey for Route 4 operators
 - Operators encouraged to be accommodating with riders during transition

August 17, 2024 schedule info

- On-line trip planner July 13
- Promoted on home page July 22



The screenshot displays the T (TriMet) website home page. At the top left is the T logo. To the right are icons for a user profile and a menu. Below the header is a search bar with the text "Find schedules by route" and a magnifying glass icon. A prominent blue button with white text says "View all schedules & maps →". Below this is a navigation bar with three buttons: "Trip Planner" (with a route icon), "NexTrip" (with a clock icon), and "Alerts" (with a warning triangle icon). The main content area features a "From" input field with a swap icon (↕) and a "Use current location" link with a location pin icon. Below it is a "To" input field. Further down are two buttons: "Leave now" with a dropdown arrow and "More options" with a plus sign (+). A large blue button labeled "Plan my trip" is centered below these fields. At the bottom, there is a "How to ride →" button and a "Need Help?" button in a speech bubble.

Thank You!

Erin Mitchell

erin.mitchell@metrotransit.org

612-349-7787

Brian Funk

brian.funk@metrotransit.org

612-349-7514