March 16, 2024 Service changes

Brian Funk | Chief Operating Officer
Adam Harrington | Director of Service Development
March 16 Service Improvements

• Workforce update

• 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 Feb 5, 2024)

- DEC23 Service Target: 1,101
- Actual: 1,088
- In training: 39 full-time
- In hiring phases: 211
- Hired 2023: 404
- Hired 2024: 49
- Success rate for Paid CDL Permit Training: 89%
  - (87 in 2023, 12 YTD in 2024)
Bus Operator Recruiting & Retention Highlights

- Q1 Operating Budget Amendment
- Additional CDL Training
  - 1 additional week
  - 100% success rate through first two classes
- Additional Garage-level Training
  - More coordinated effort across all garage locations
- Apprenticeship Program
  - 303 current apprentices
  - Focused on keeping up with planned workshops
  - Recruiting for 25 additional Mentors
- Upcoming Professional Development and De-escalation Training opportunities
Train Operators (as of Feb 5, 2024)

- Target: 95
- Actual: 97
  - Additional service deployed daily to provide service frequency due to speed restrictions
- In training: 13
- Next Class: March 11
- January Posting:
  - 117 Applications
  - 89 Invited for Interviews
  - 57 responded
- Goal to implement 12-minute frequency on both lines for August Service Changes
  - Targeted Operator count: 110
# Maintenance Staffing Snapshot (as of Feb 5, 2024)

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Budgeted Headcount</th>
<th>Current Headcount</th>
<th>Vacancy Rate</th>
<th>Change from November 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Mechanic Technician</td>
<td>280</td>
<td>214</td>
<td>24%</td>
<td>-2</td>
</tr>
<tr>
<td>Bus Helper</td>
<td>45</td>
<td>37</td>
<td>16%</td>
<td>-2</td>
</tr>
<tr>
<td>Bus Cleaner</td>
<td>37</td>
<td>31</td>
<td>18%</td>
<td>+2</td>
</tr>
<tr>
<td>Public Facilities Technician</td>
<td>31</td>
<td>21</td>
<td>32%</td>
<td>-1</td>
</tr>
<tr>
<td>Public Facilities Worker</td>
<td>69</td>
<td>55</td>
<td>20%</td>
<td>+6</td>
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<tr>
<td>Electro-Mechanical Technician</td>
<td>82</td>
<td>52</td>
<td>37%</td>
<td>+3</td>
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<tr>
<td>Rail Helper</td>
<td>43</td>
<td>28</td>
<td>35%</td>
<td>+2</td>
</tr>
<tr>
<td>SCADA/Comms Technician</td>
<td>8</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Signals Technician</td>
<td>16</td>
<td>12</td>
<td>25%</td>
<td>+2</td>
</tr>
<tr>
<td>Track Maintainer</td>
<td>15</td>
<td>13</td>
<td>13%</td>
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</tr>
<tr>
<td>Traction Power Maintainer</td>
<td>16</td>
<td>13</td>
<td>19%</td>
<td>0</td>
</tr>
<tr>
<td>Mechanic Commuter Rail</td>
<td>13</td>
<td>9</td>
<td>31%</td>
<td>-3</td>
</tr>
</tbody>
</table>
Maintenance Recruitment Video

Metro Transit is hiring mechanics.

www.MetroTransit.org/mechanic-hiring
March 2024 pick overview

Service levels by route type

- LRT: 67%
- Commuter Express & Northstar: 27%
- BRT & Local Bus: 89%

Comparison between August 2019 and March 2024.
March 2024 pick overview: Schedule changes

• 26 routes with schedule changes
  – Managing schedule reliability during construction
  – Improved operator work

• Changes due to construction impacts
  – Routes: 5, 6, 17, 21, 23, 63, 70, 114, 294, 351, 363, 612, 923, 924
  – Kellogg bridge deadheads

• Schedule improvements for reliability and schools service
  – Routes: 22, 61, 74, Orange Line
Osseo Rd and 44th/Penn construction restarts

- Closure of 44th/Penn spring-fall 2024 (exact timing TBD)
  - Significant detour for C Line, D Line and Route 5
Hennepin Ave construction 2024

Uptown Transit Center temporarily closed

- Route 6 longer travel time
- Route 17 temporarily layover on 31st @ Irving Ave S
- Route 21 @ Lake/France
- Routes 23 & 612 will be interlined on street
Route 23 return to 38th St @ Chicago Ave
Kellogg bridge reconstruction

- March 2024–summer 2027
  - Routes 63, 70, 294, 351 & 363 will have longer travel times with detour
March 16, 2024 schedule info

• Service Review Meeting 9am February 7 @MTPD Chambers/Teams
• On-line trip planner February 10
• Promoted on home page February 17
Thank You!