



March 16, 2024 Service changes

Brian Funk | Chief Operating Officer

Adam Harrington | Director of Service Development

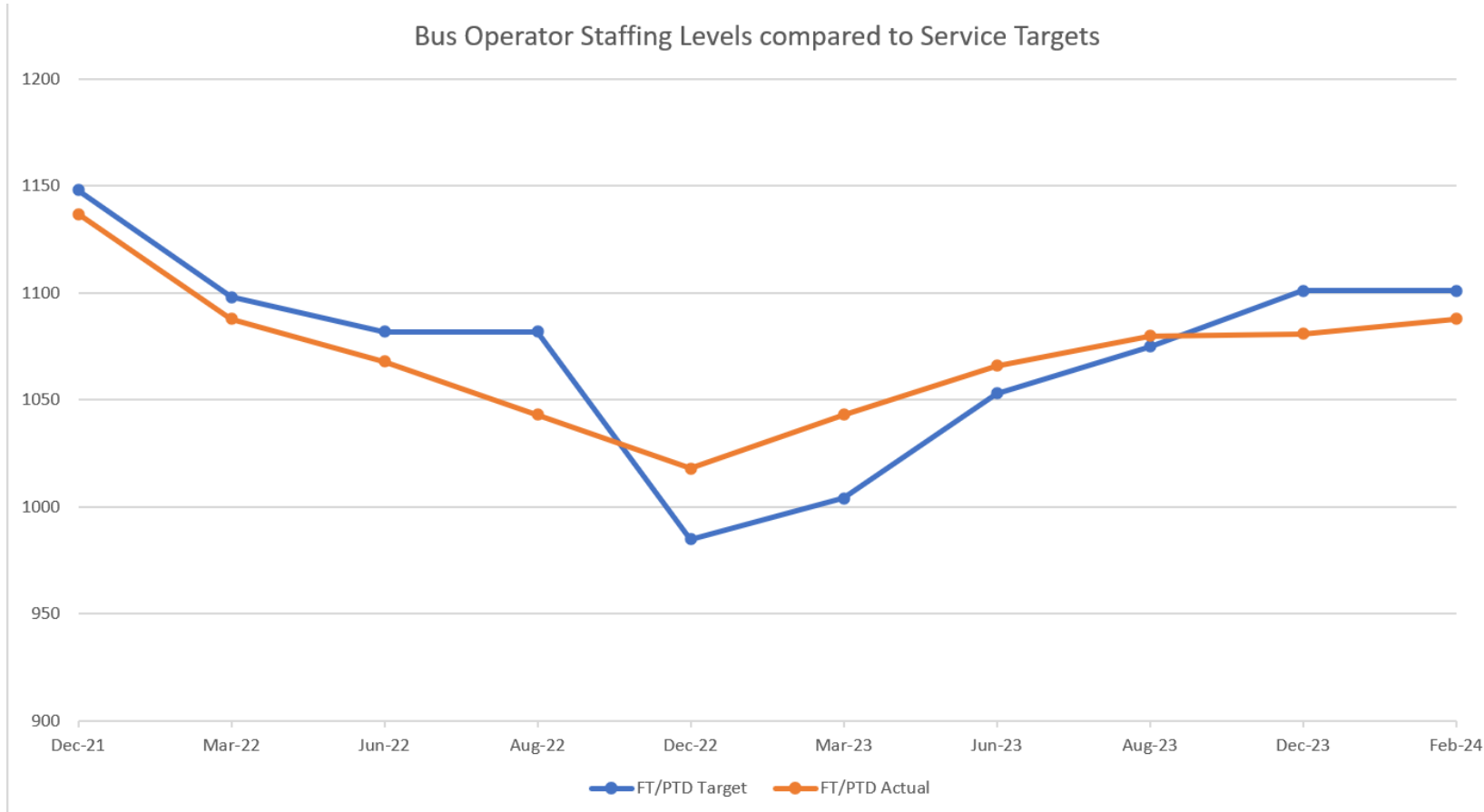
March 16 Service Improvements

- 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)



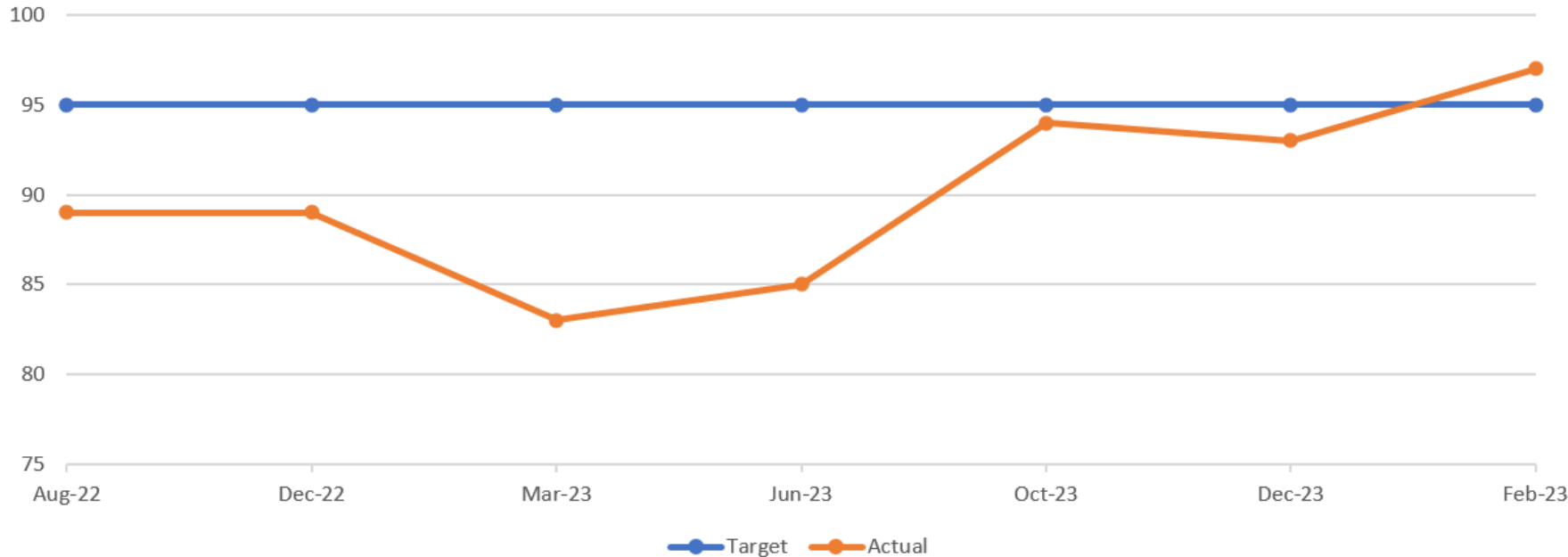
- DEC23 Service Target: 1,101
- Actual: 1,088
- In training: 39 full-time
- In hiring phases: 211
- Hired 2023: 404
- Hired 2024: 49
- Success rate for Paid CDL Permit Training: 89%
 - (87 in 2023, 12 YTD in 2024)

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)

Train Operator Staffing Levels compared to Service Targets



- 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)

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

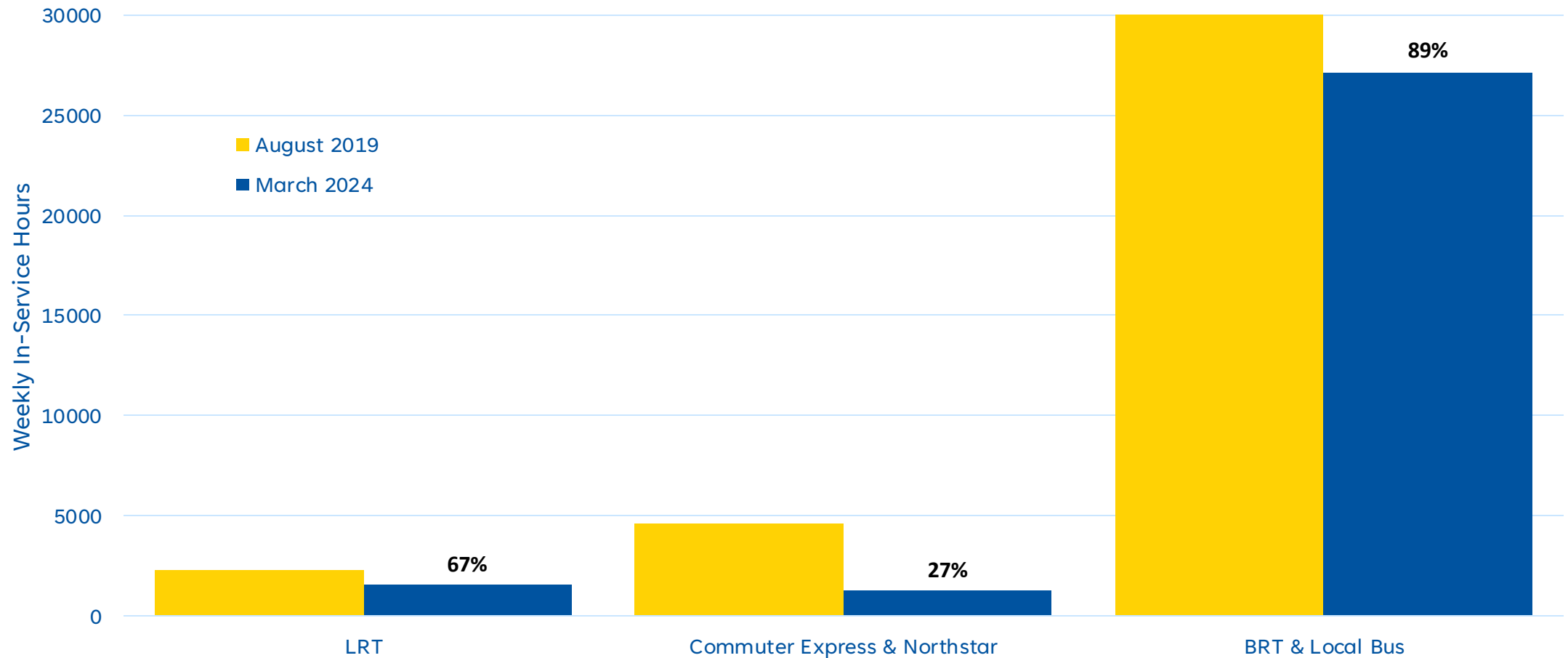


METRO TRANSIT IS HIRING MECHANICS
www.MetroTransit.org/mechanic-hiring

Maintenance Recruitment Video

March 2024 pick overview

Service levels by route type

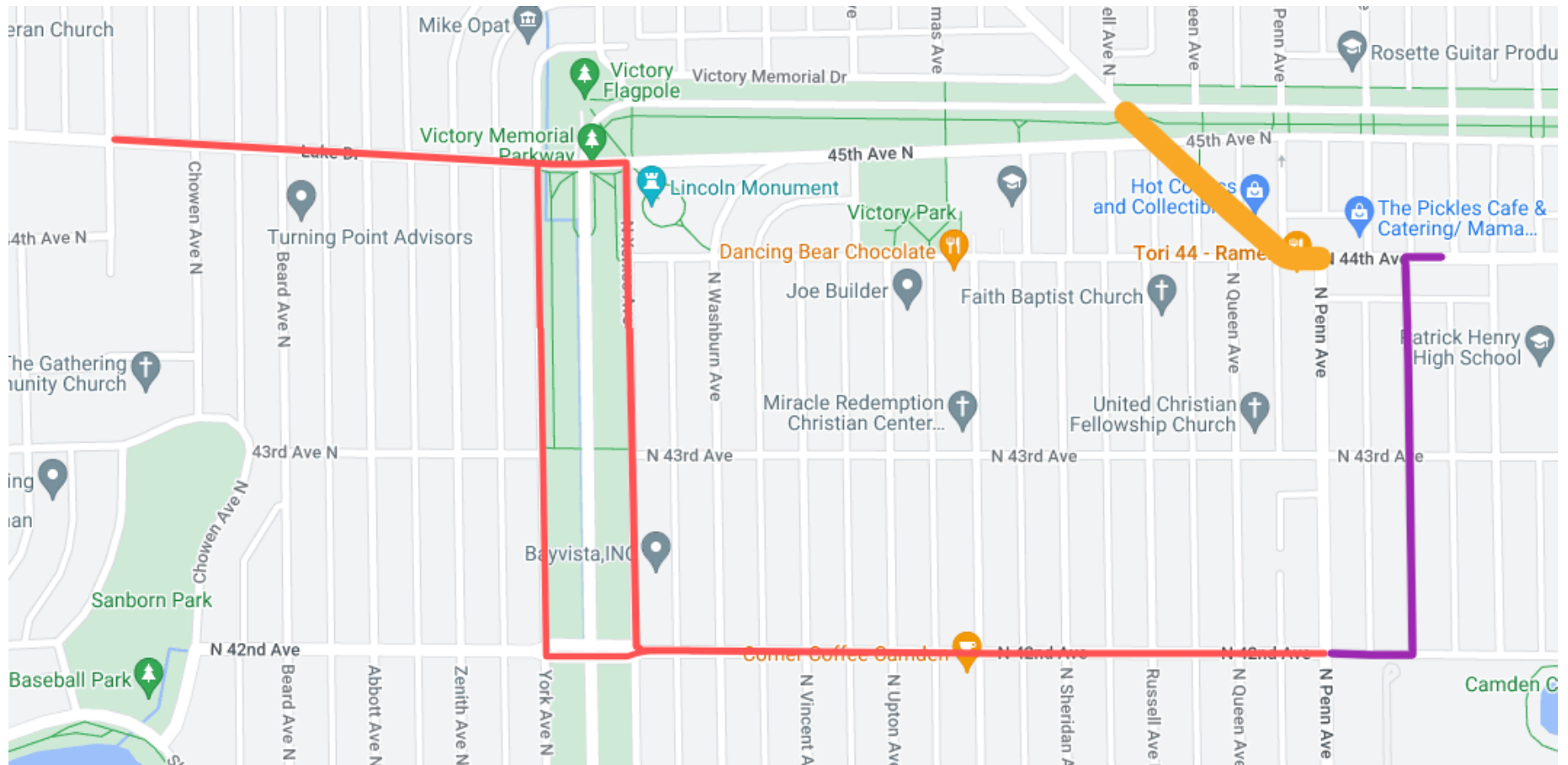


March 2024 pick overview: Schedule changes

- 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

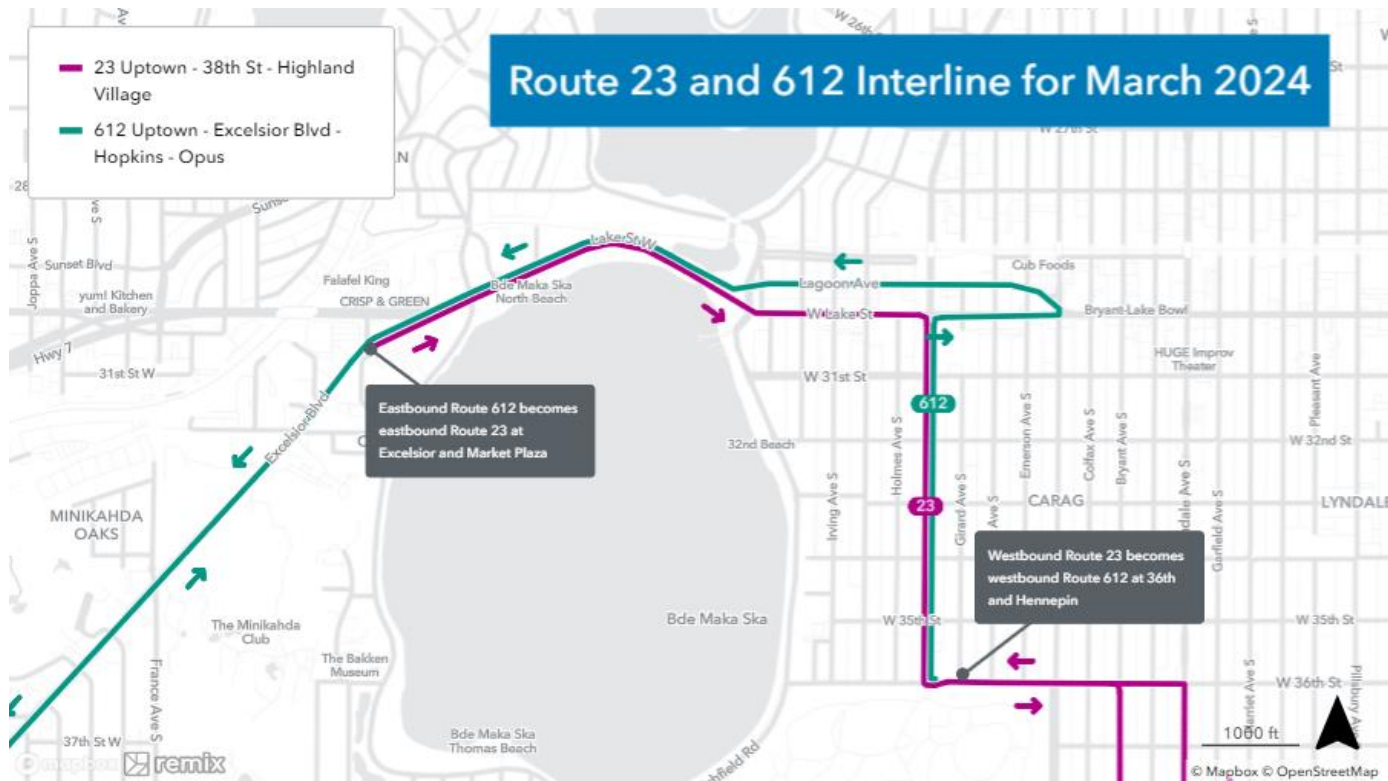
- Closure of 44th/Penn **spring-fall 2024** (exact timing TBD)
 - Significant detour for C Line, D Line and Route 5



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

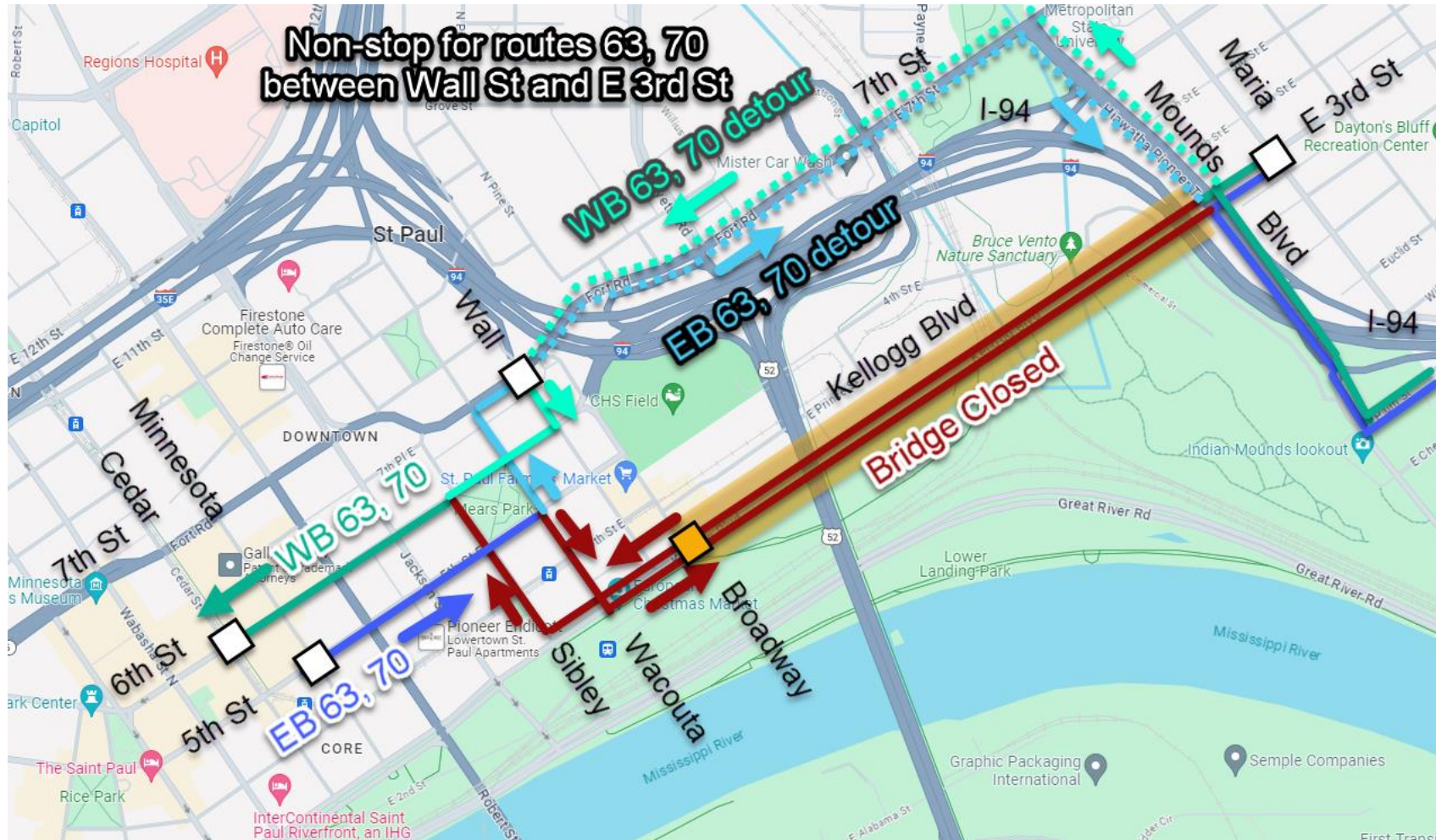


Route 23 return to 38th St @ Chicago Ave



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!