



Our growing workforce

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A decorative graphic in the bottom right corner consisting of several overlapping chevrons pointing to the right. The chevrons are in shades of yellow and white, creating a sense of movement and growth.

Agenda

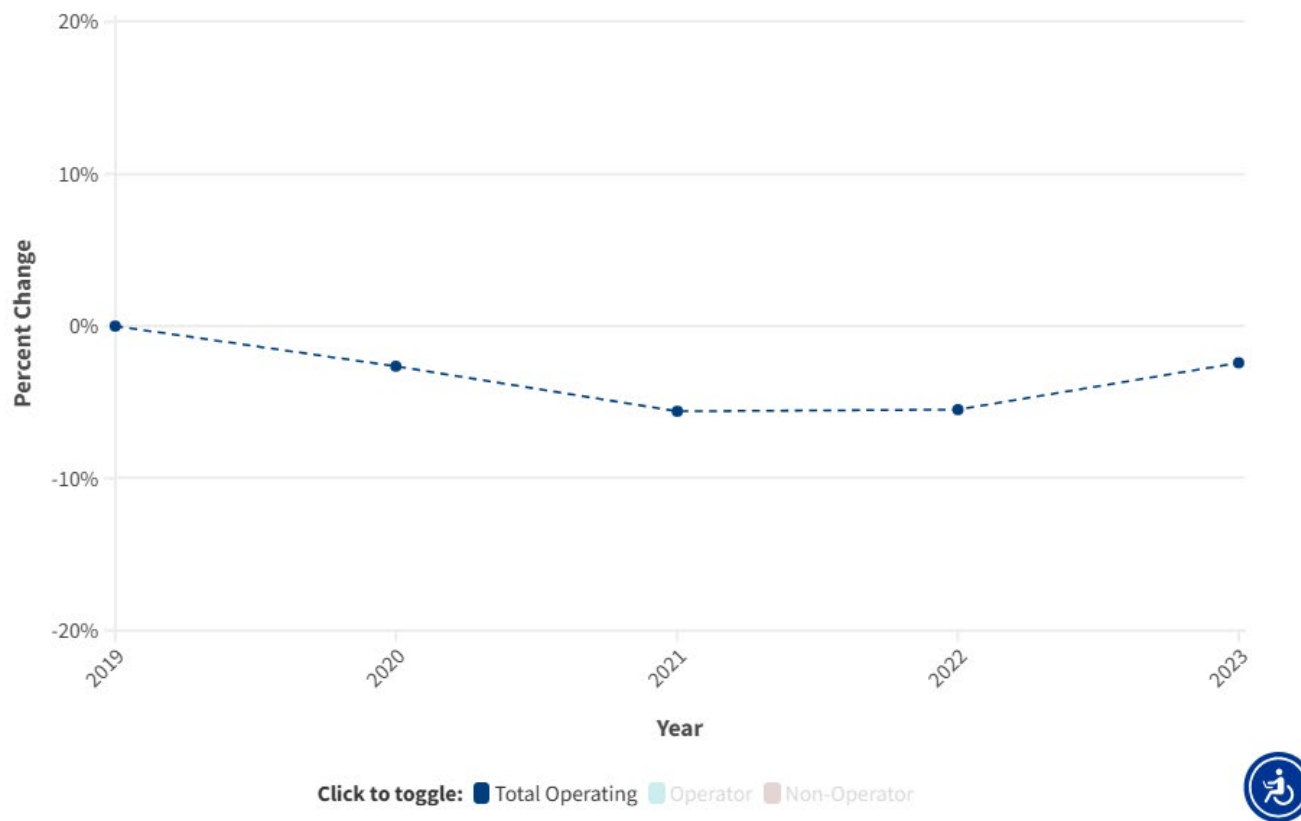
- Where our workforce needs to be by end of 2030
- Where we are today & strategies for success
- Case study: the power of making relevant workforce data available to business units





U.S. Transit Workforces have struggled since 2020

Bus Operations Workforce Size: Percent Change Baselined to 2019
(Pre-Pandemic)

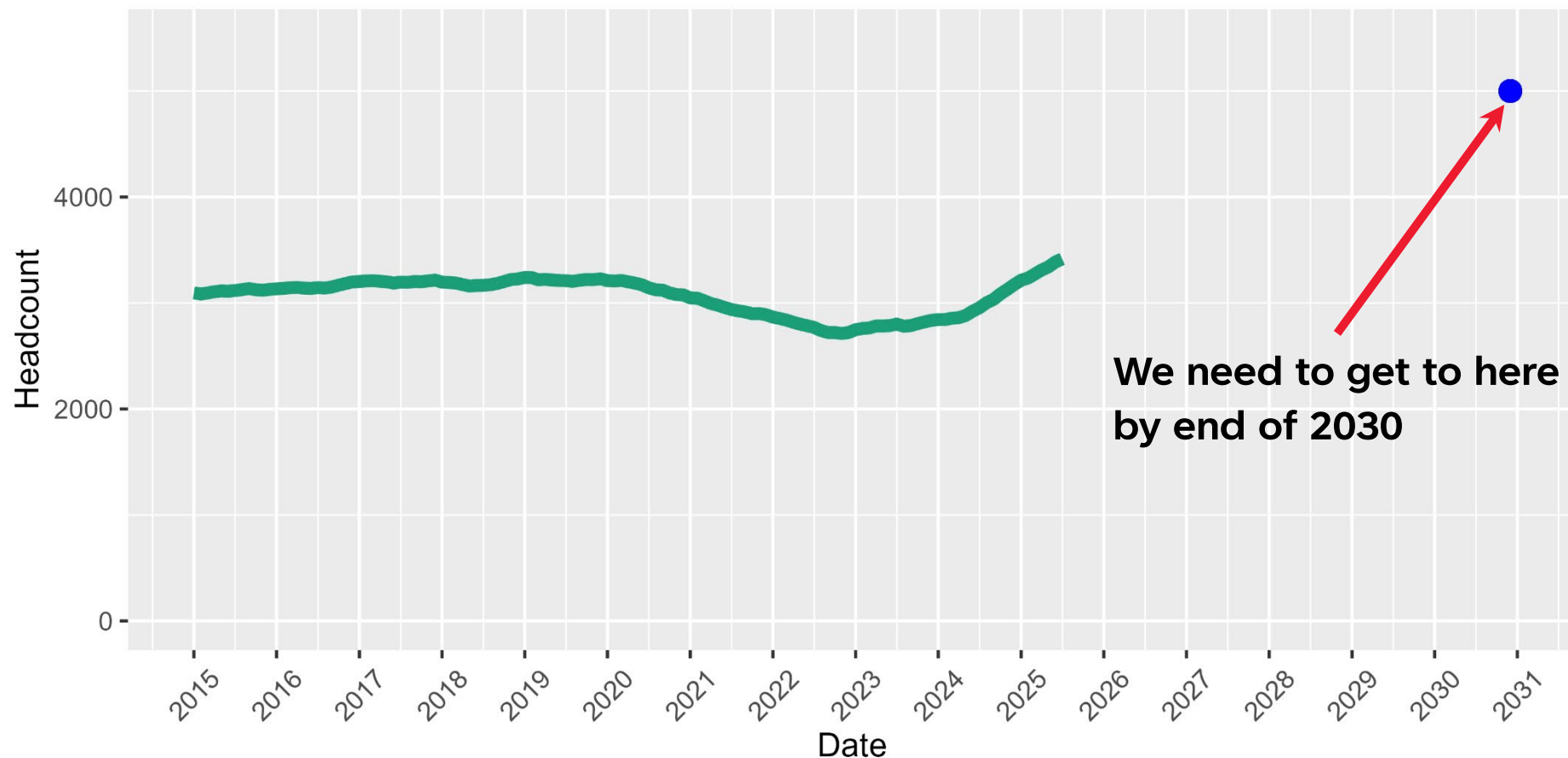


Source: [Transit Workforce Data Dashboard - Transit Workforce Center](#)

Metro Transit Headcount since 2015

(monthly average)

Last updated 2025-08-04, data through 2025-07-31



Projected budget headcount growth is ~18-25% by 2030*

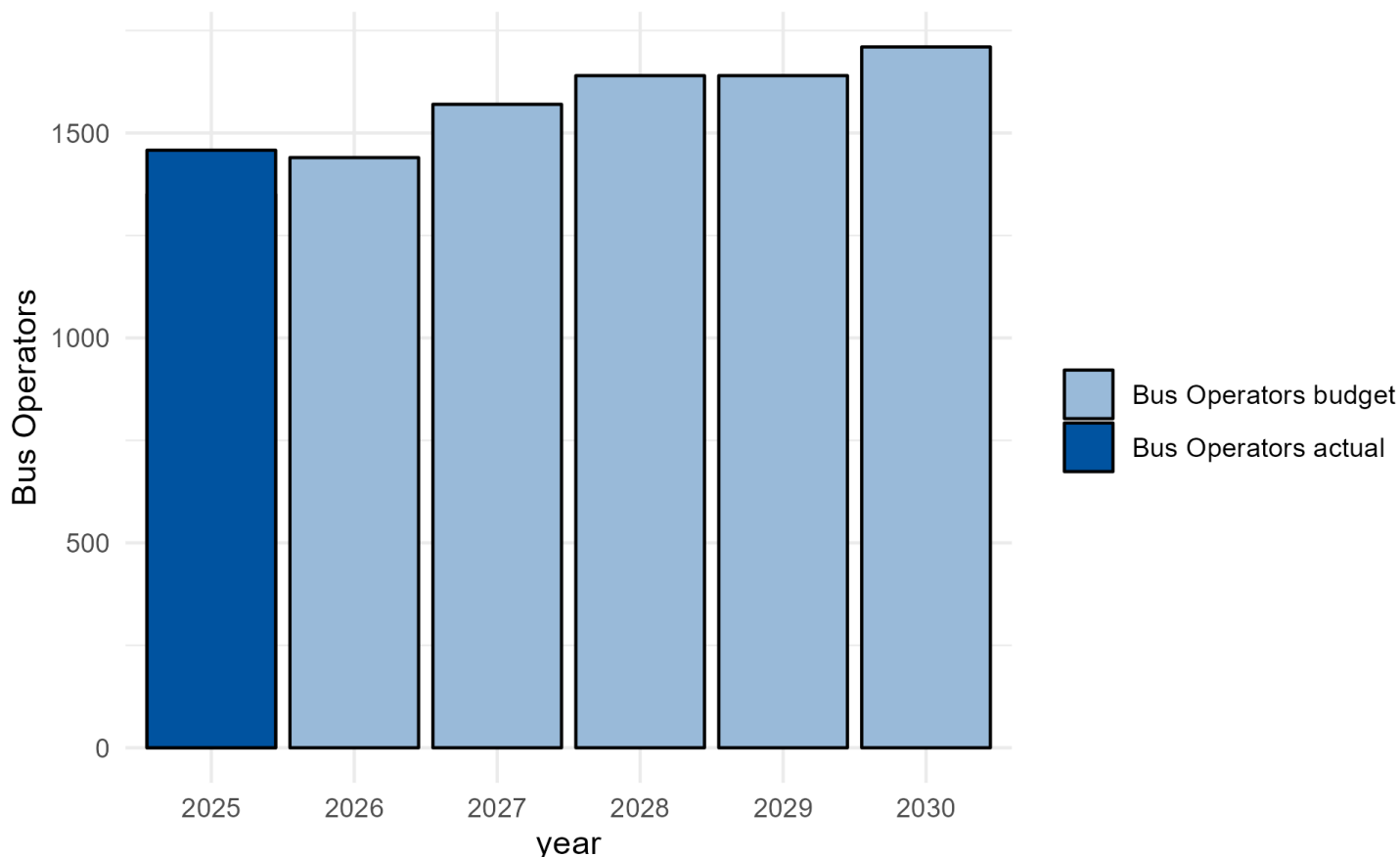
Year	Estimated Total Headcount
Current 2025	3,409
Budget 2025	~3,995
Budget 2026	~4,405
Est. Budget 2027	4,405-4,600
Est. Budget 2028	4,500-4,700
Est. Budget 2029	4,600-4,800
Est. Budget 2030	4,700-5,000

Job Category	2025 Current Headcount
Bus Operators	1,458
Rail Operators	119
Frontline Maintenance	719
Police Officers & CSOs	155
Everyone Else	958
Grand Total	3,409

Headcounts as of 2025-07-12

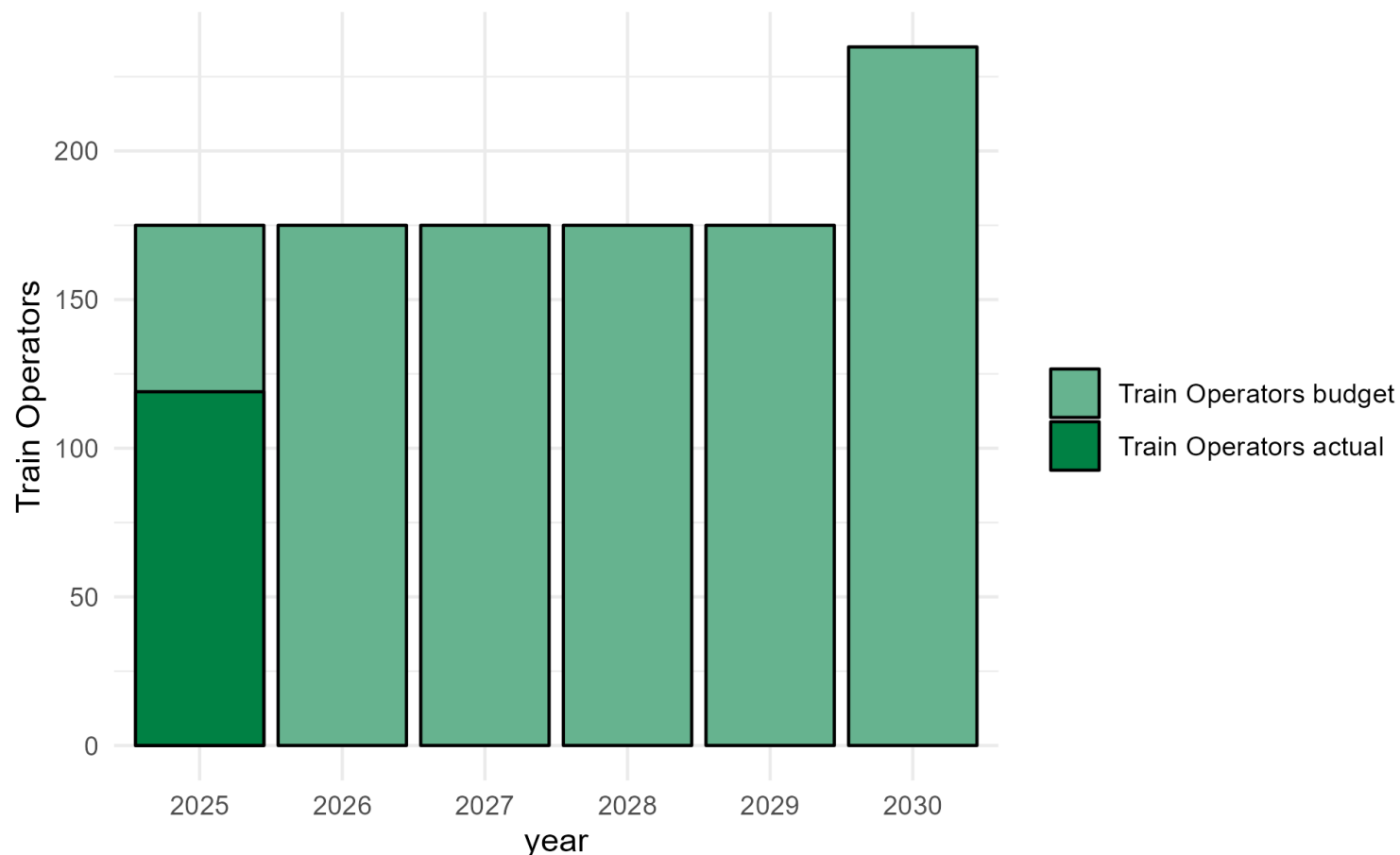
*These numbers are approximations and subject to change

Bus Operators: Success in growing Operator workforce has spurred service improvements.



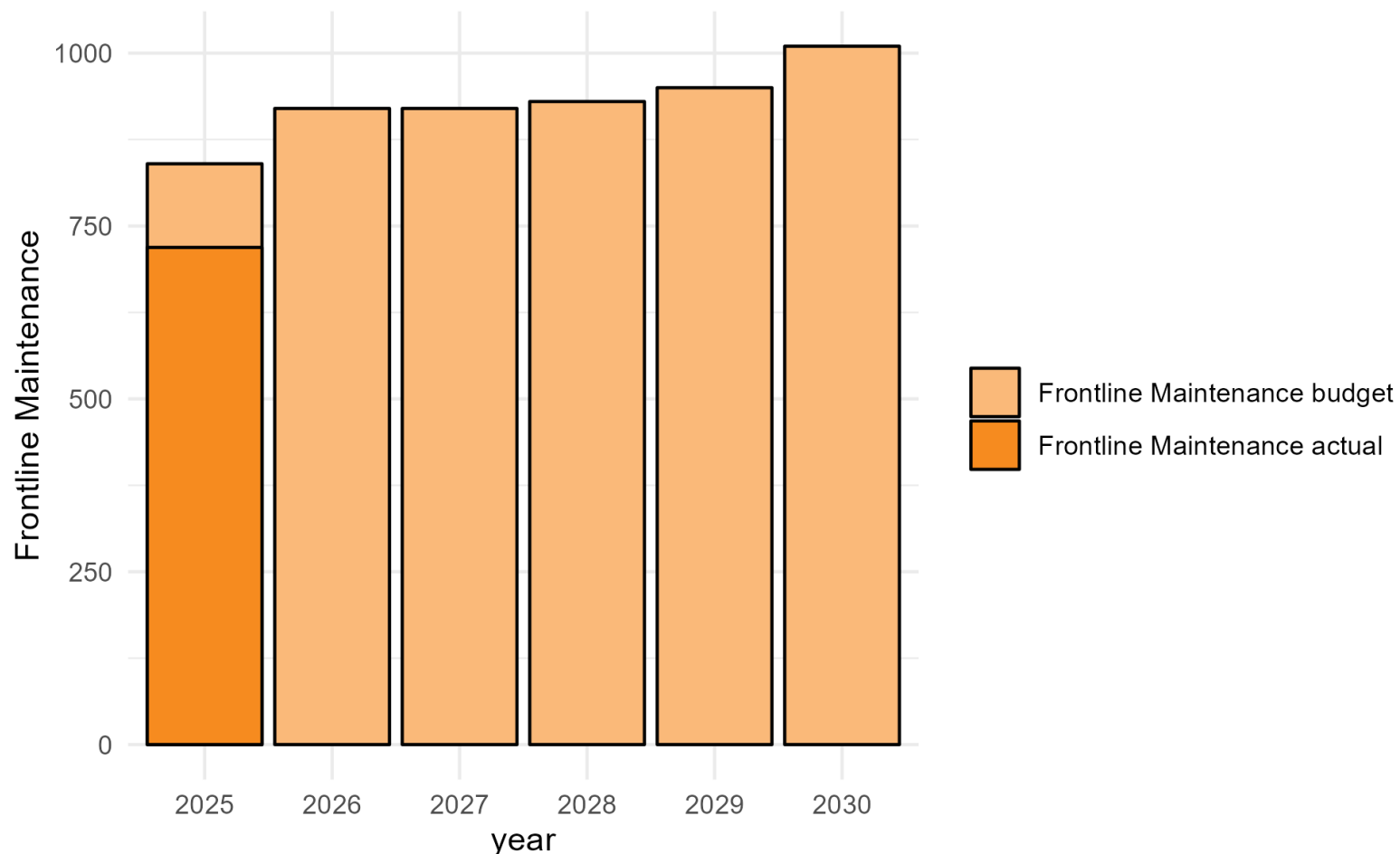
- Improvements in span and frequency of service each pick
- 30% of Network Now framework implemented in August pick
- On average, residents can reach more jobs on transit than anytime in the last 4 years (source: Metro Transit Forward metrics)
- Need to net + 350-360 by 2030

Light Rail Operators: A critical step to launch Green Line extension and increase frequency



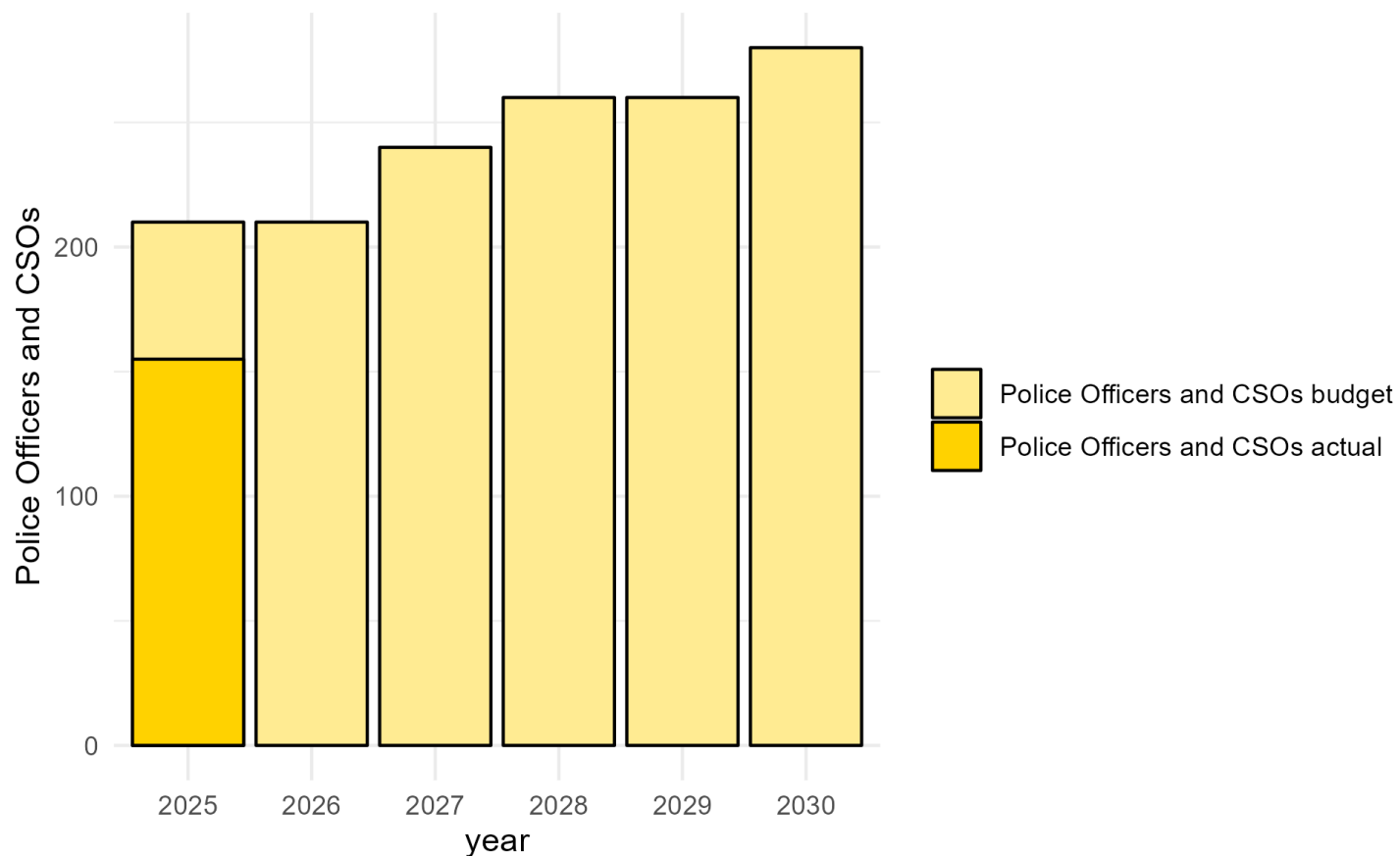
- 175 LRT Operators required by end 2026 for 10-minute light rail service frequency & Green Line extension
- Need to net + 115-120 by 2030 (prep for Blue Line extension)

Frontline Maintenance: Riders feel safer with clean, modern vehicles and stations



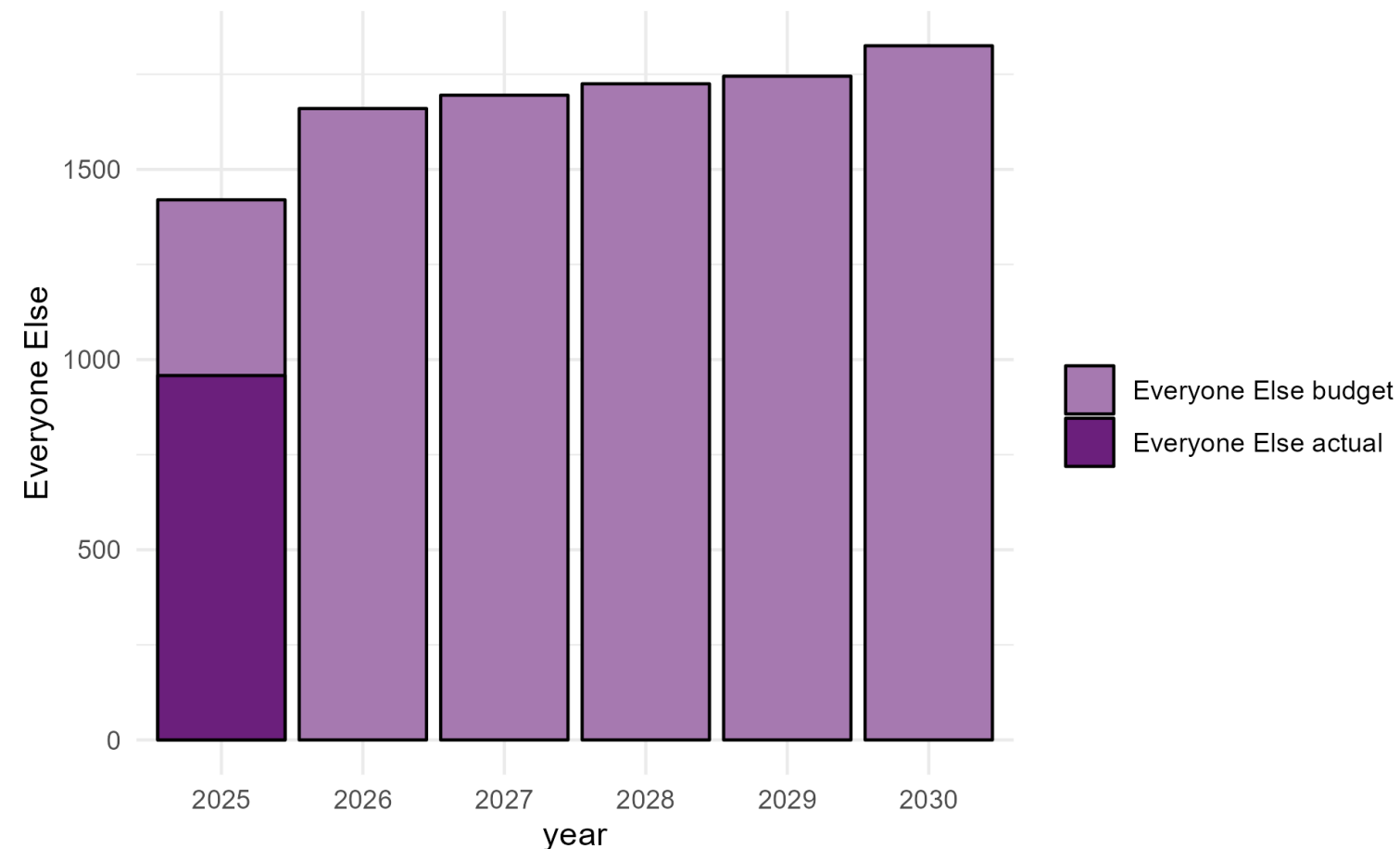
- Workforce growth is critical for Green Line Extension readiness
- Vehicle/facilities maintenance impact feelings of safety and comfort
- Need to net + 200-300 Frontline Maintenance by 2030

Police Officers and CSOs: Riders feel safer with visible presence



- Workforce growth is critical for Green Line Extension readiness
- Visible presence improves customer feelings of safety (source: 2024 Customer Survey)
- Need to net + 120-130 Police/CSOs by 2030

Everyone Else: Critical staff that keep the system running and support front line employees.

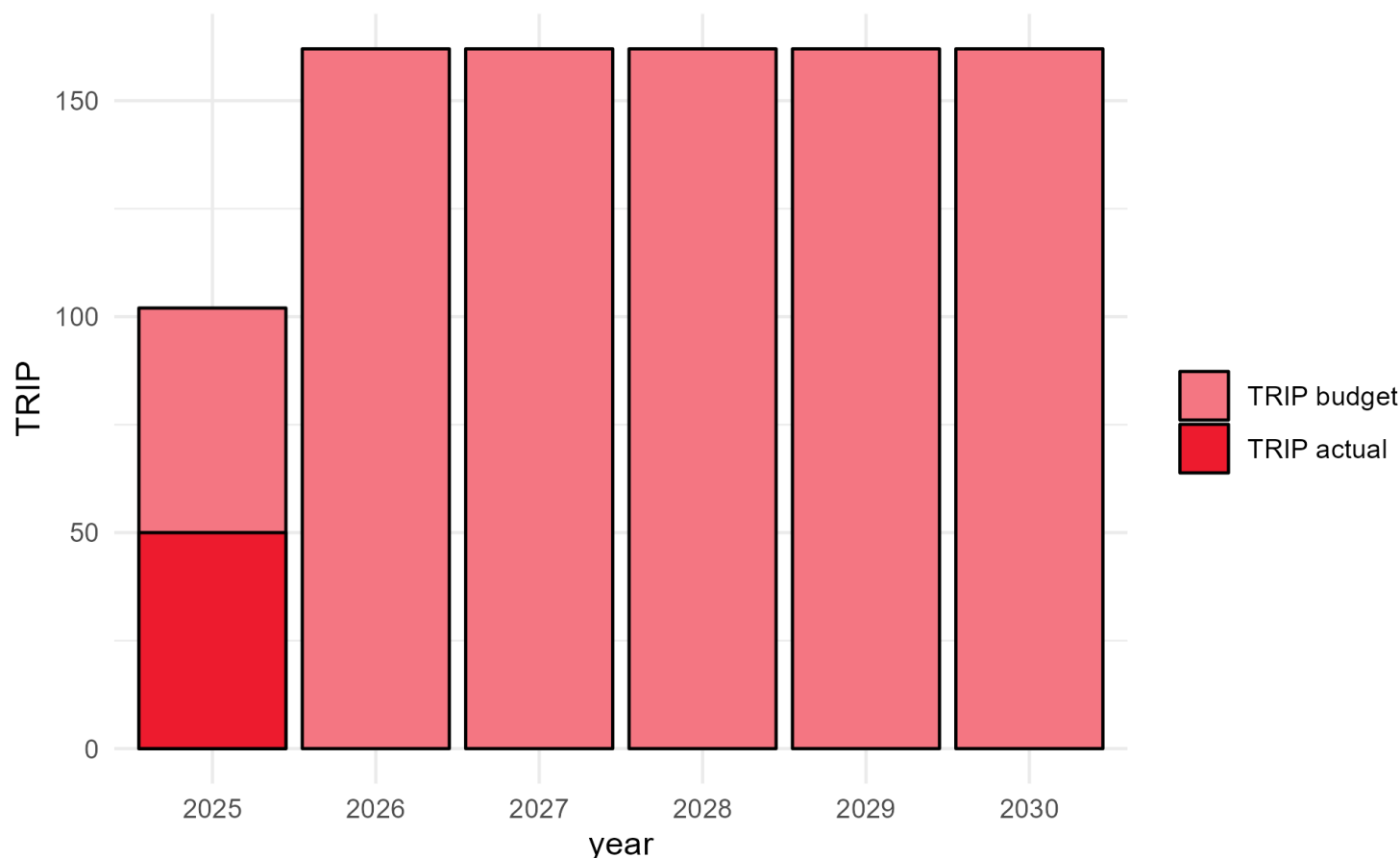


- Who are they?
 - TRIP Agents
 - Street supervisors / Front-line managers
 - Safety staff
 - Transit Information & Control Centers
 - Planners, Analysts & Data Scientists
 - Marketing, Finance, Administration
 - And more...
- Need to net + 600-800 by 2030

TRIP Agents (Subset of “Everyone Else”)

Customers feel safer with TRIP agents on board

(Source: 2024 Customer Survey)

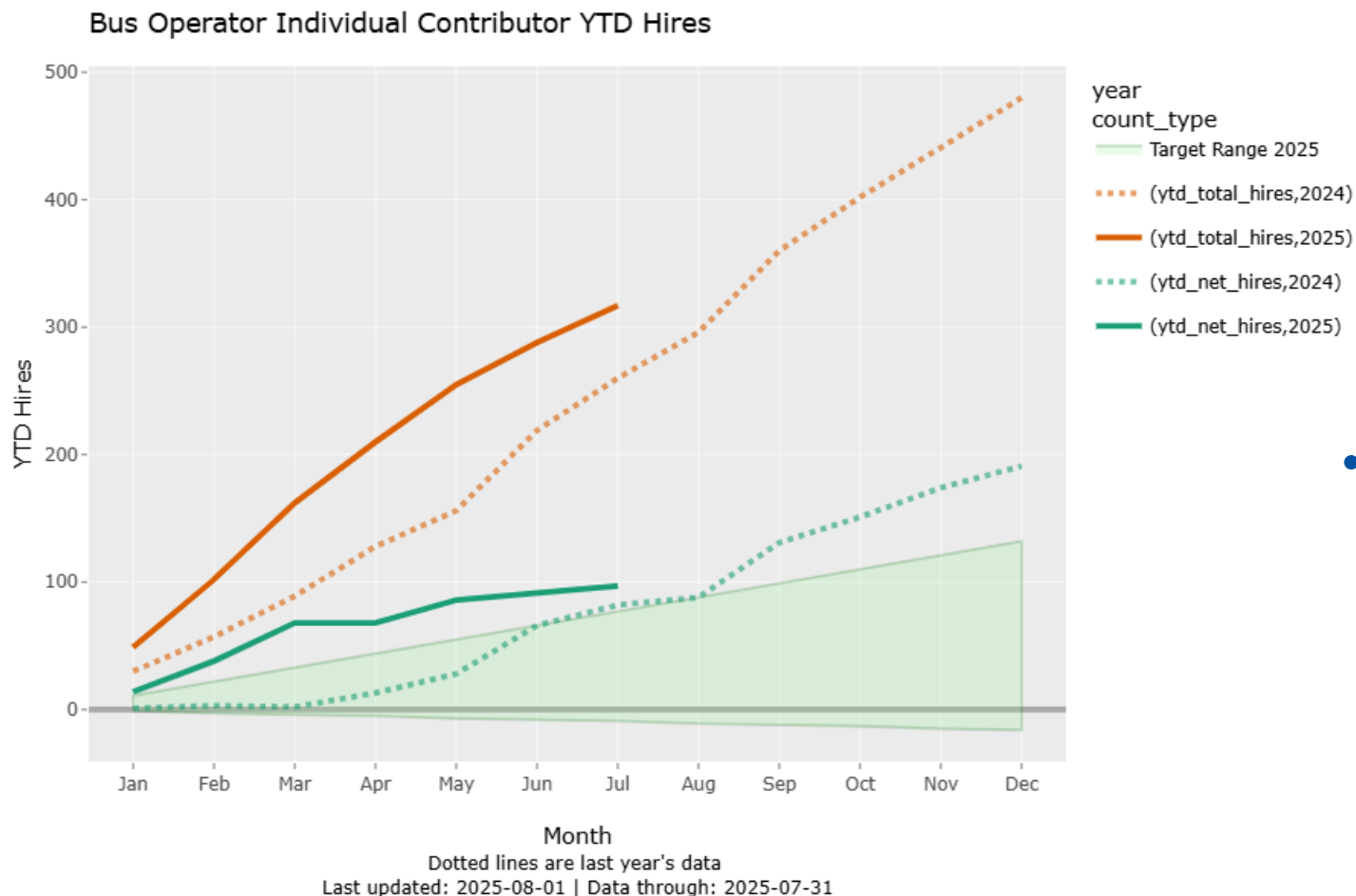


- Visible presence impacts feelings of safety
- Workforce growth is critical for Green Line Extension readiness and upcoming BRT launches
- Future staffing levels TBD
- Need to net + 100-150 by end 2026



Where we are today

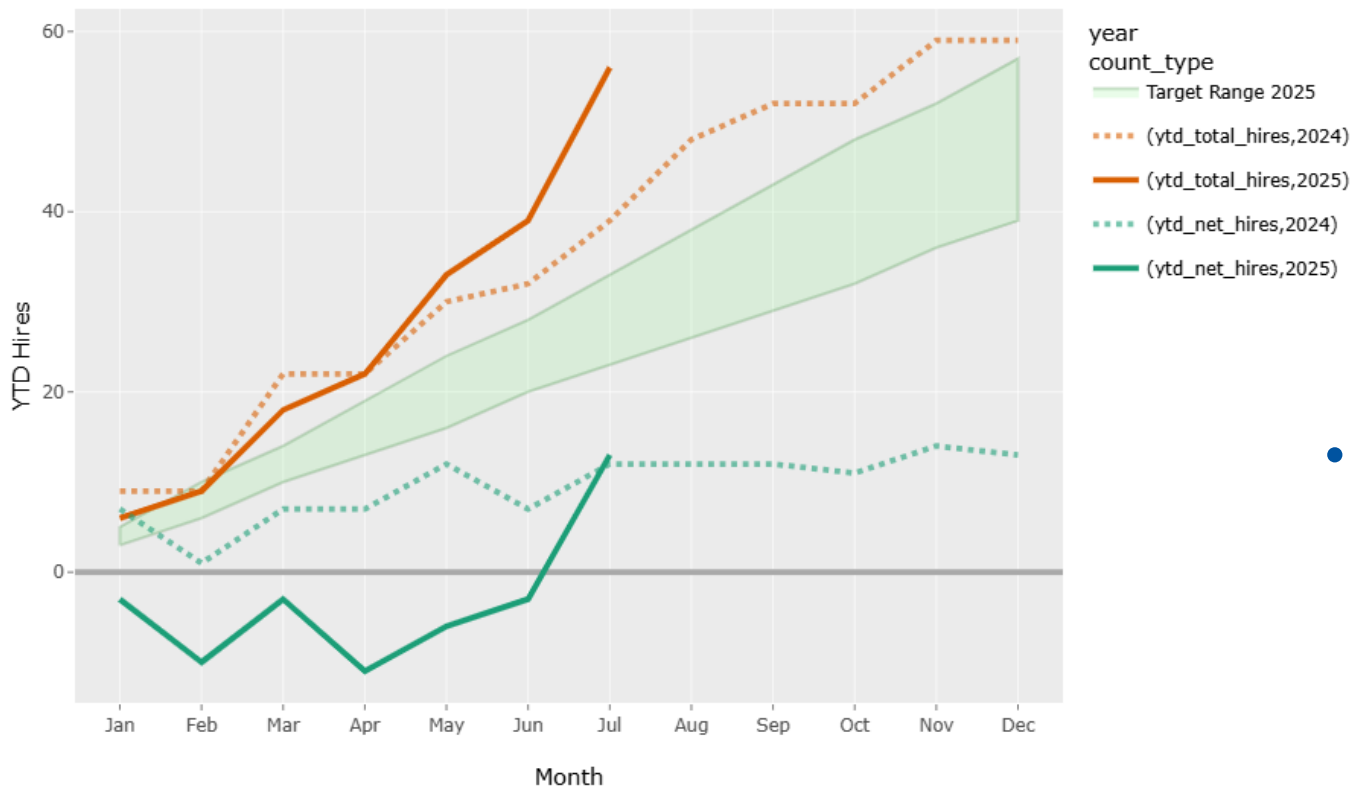
Bus Operators – where we are today



- Our proven strategies for success:
 - Marketing and referral campaigns
 - Expanded training period
 - Increased pay with 2023 ATU contract
 - Apprenticeship including peer-to-peer mentoring
 - Expanded Peer Support program

Light Rail Operators – Where We Are Today

Train Operator Individual Contributor YTD Hires



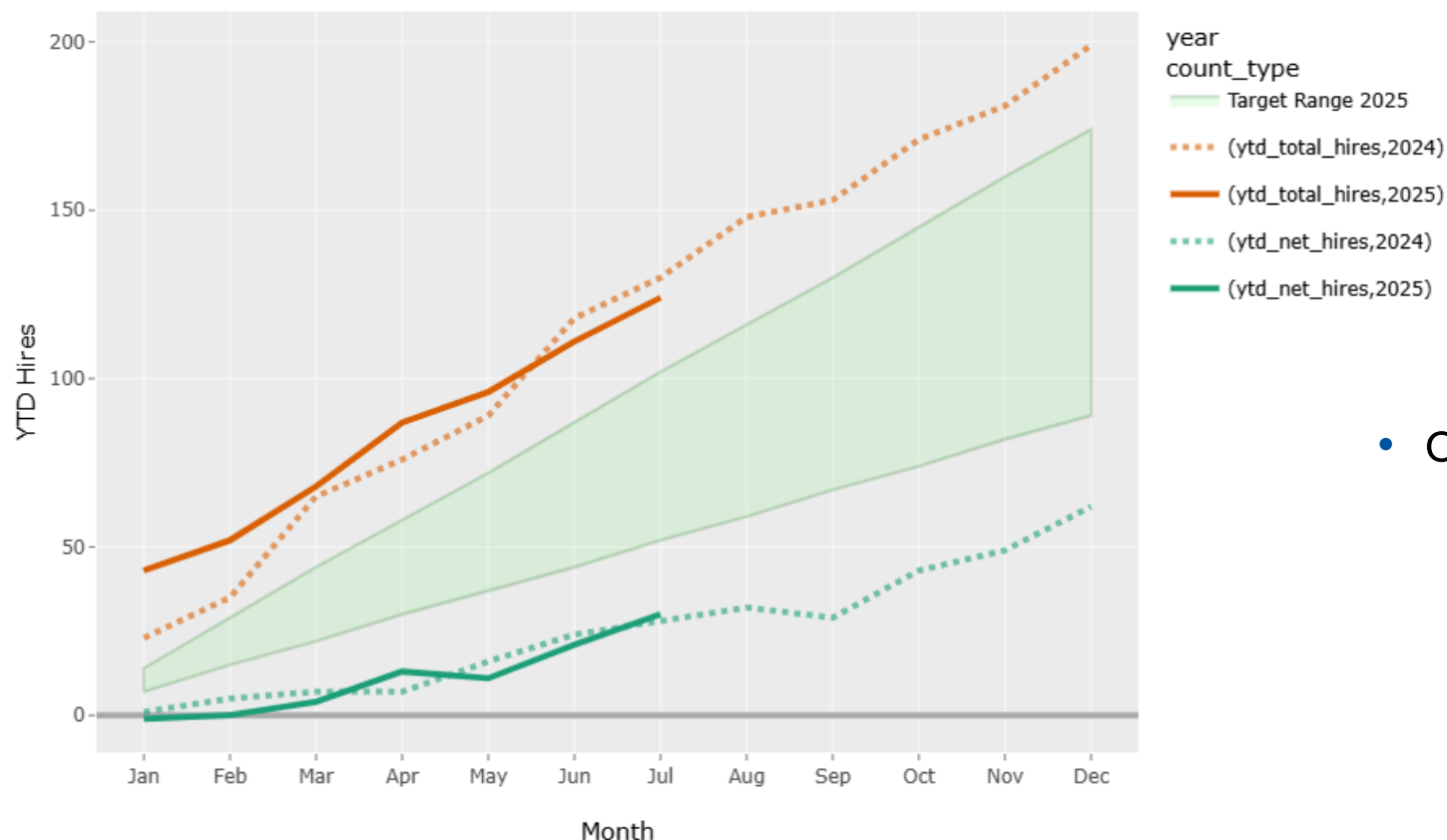
Dotted lines are last year's data
Last updated: 2025-08-01 | Data through: 2025-07-31



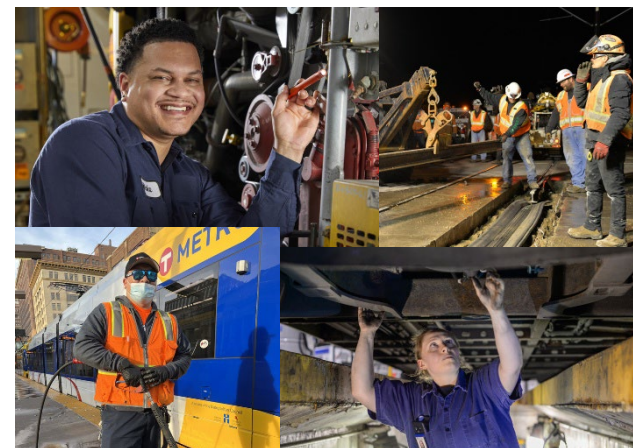
- Our strategies for success:
 - External + internal hiring
 - Upcoming marketing and referral campaign
 - Increased pay with 2023 ATU contract
 - Expanded Peer Support Program

Front Line Maintenance Workers– Where we are today

Frontline Maintenance Positions YTD Hires



Last updated: 2025-08-01 | Data through: 2025-07-31

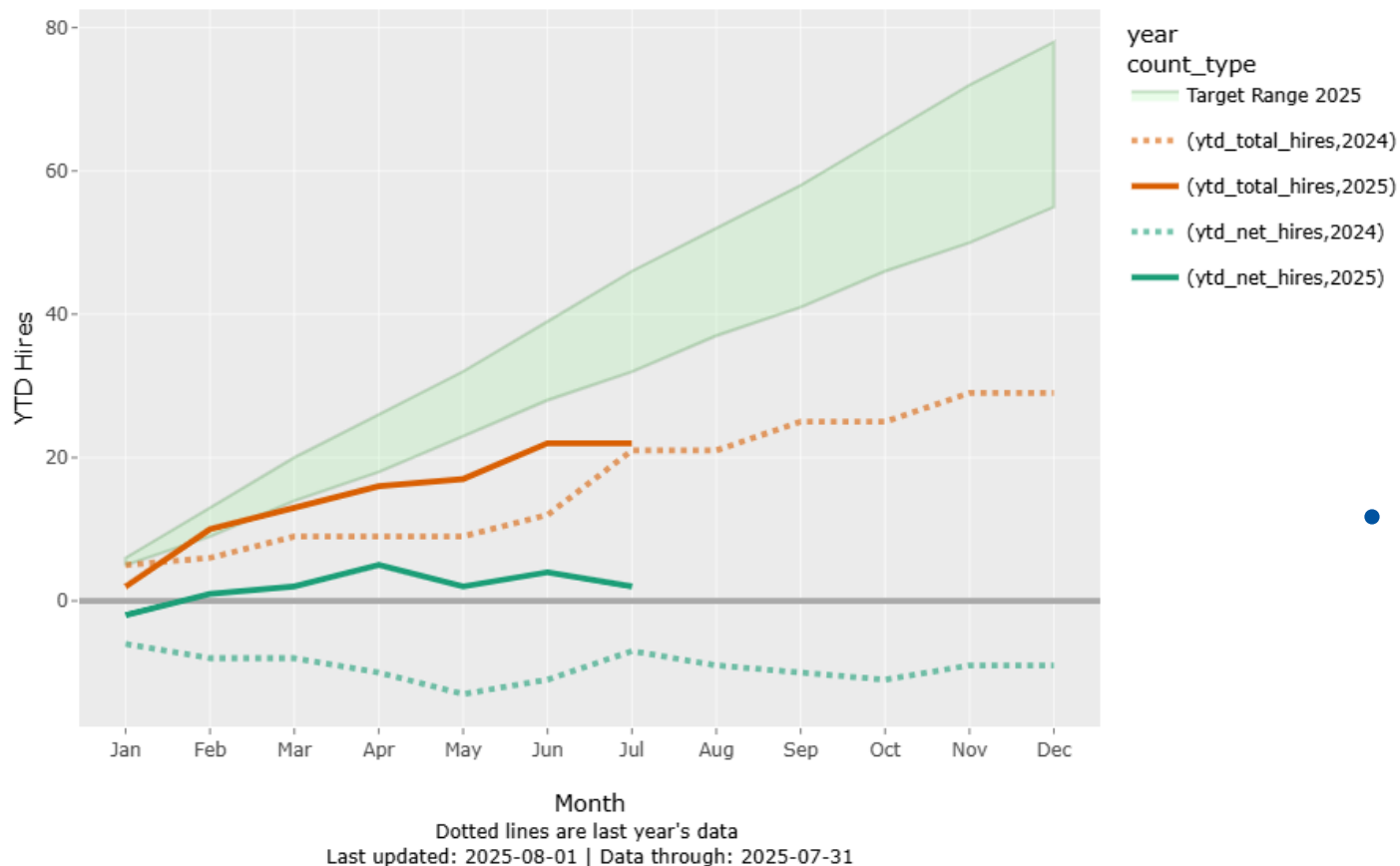


- Our strategies for success:
 - Multi-pronged approach to source Mechanic Technicians
 - Multiple Career Pathway Programs (Apprenticeship and Training) for entry-level technicians
 - Increased pay with 2023 ATU contract
 - Marketing & referral campaigns
 - Plans to expand Peer Support Program 2027

Connecting People • Strengthening Communities • Improving Lives

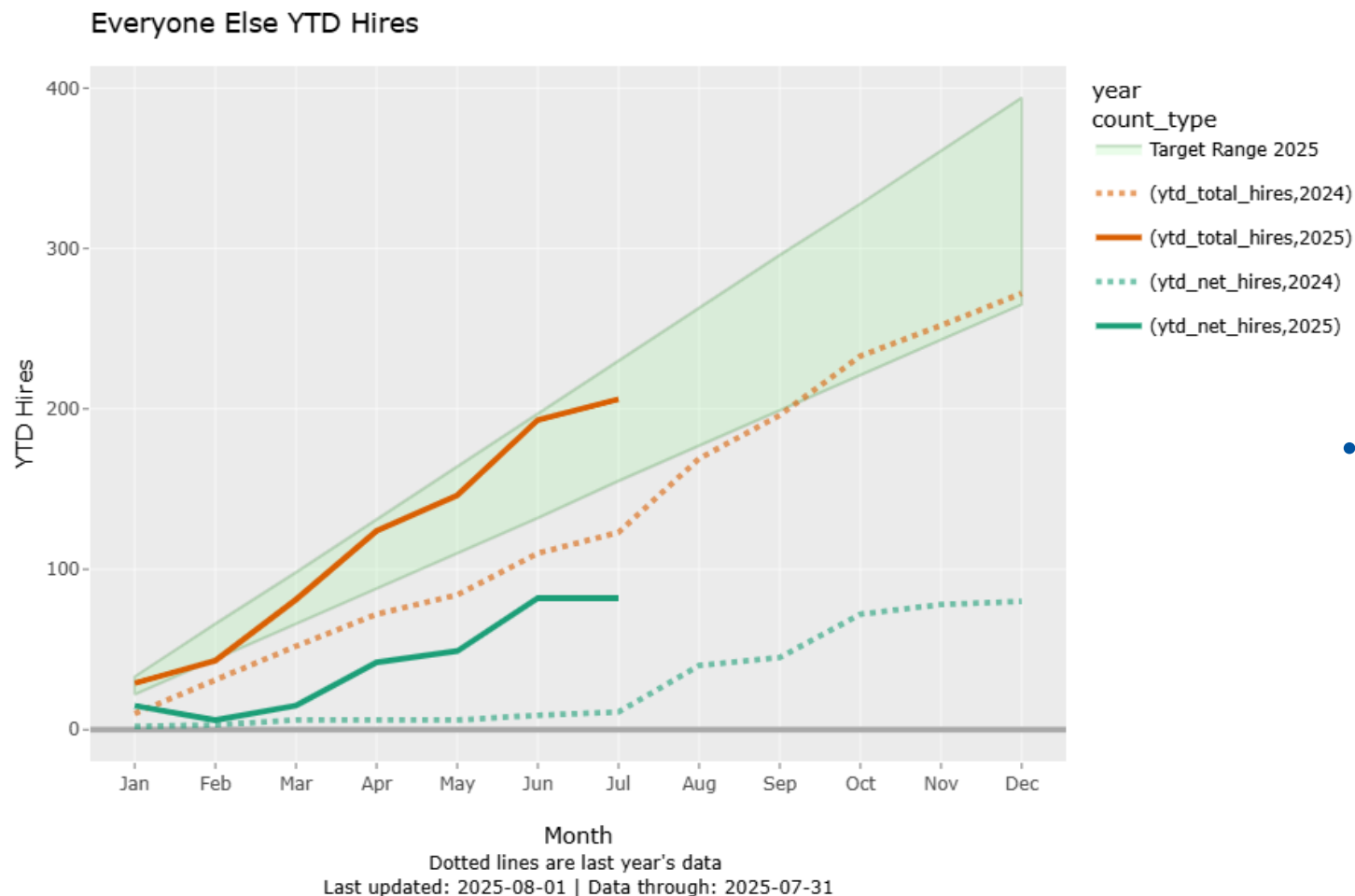
Police and CSOs – Where we are today

Police Officers and CSOs YTD Hires



- Our strategies for success:
 - [CSO Pathway Program](#) (open to all)
 - 2 Police Academies this year
 - External recruiting
 - Upcoming marketing campaign

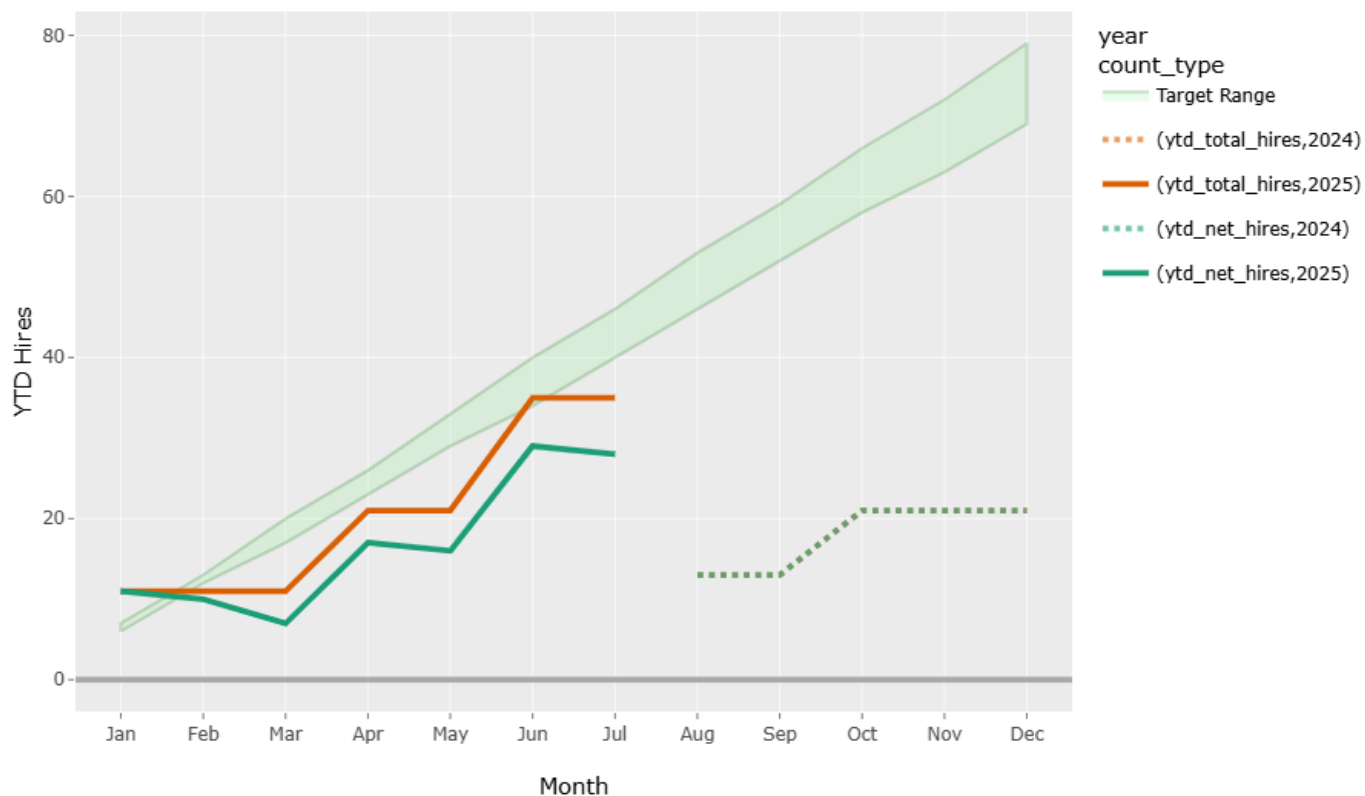
Everyone Else – Where we are today



- Our strategies for success
 - Redesigned Internship program coming 2026
 - Plans to expand Peer Support Program 2026
 - [Great Workplace](#) and [MetCulture](#) Programs (tied to Metro Transit Forward goals)
 - Met Council LOD “[Year of the manager](#)” training initiative
 - General recruitment marketing campaign coming Nov 2025

TRIP Agents – Where we are today (subset of Everyone Else)

TRIP Agent YTD Hires 2025



Last updated: 2025-08-01 | Data through: 2025-07-31



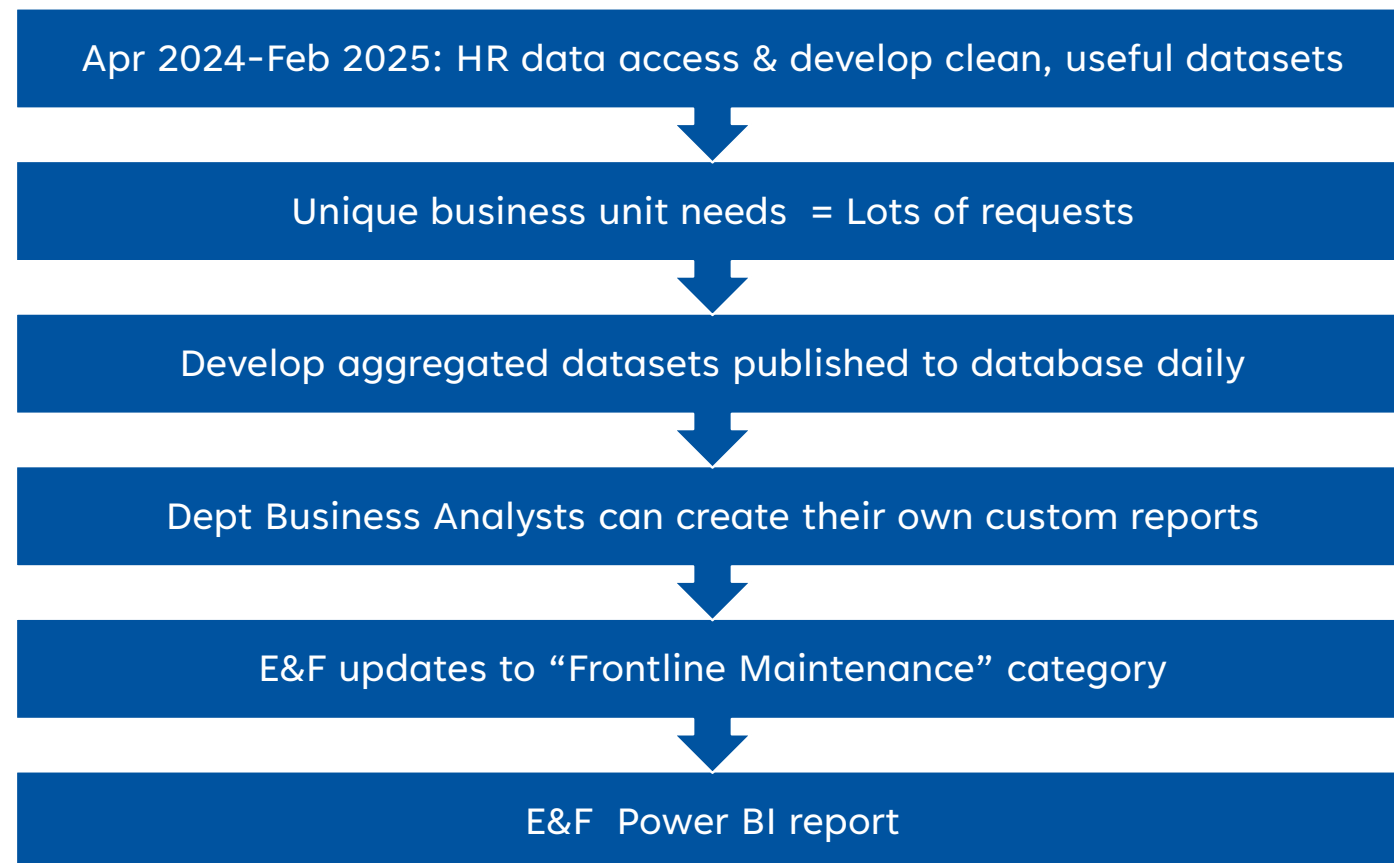
- Our strategies for success
 - Investment in TRIP program
 - Plans to expand Peer Support Program 2026
 - Very popular program, easy to find candidates



Case Study: Engineering and Facilities Frontline Maintenance dashboard

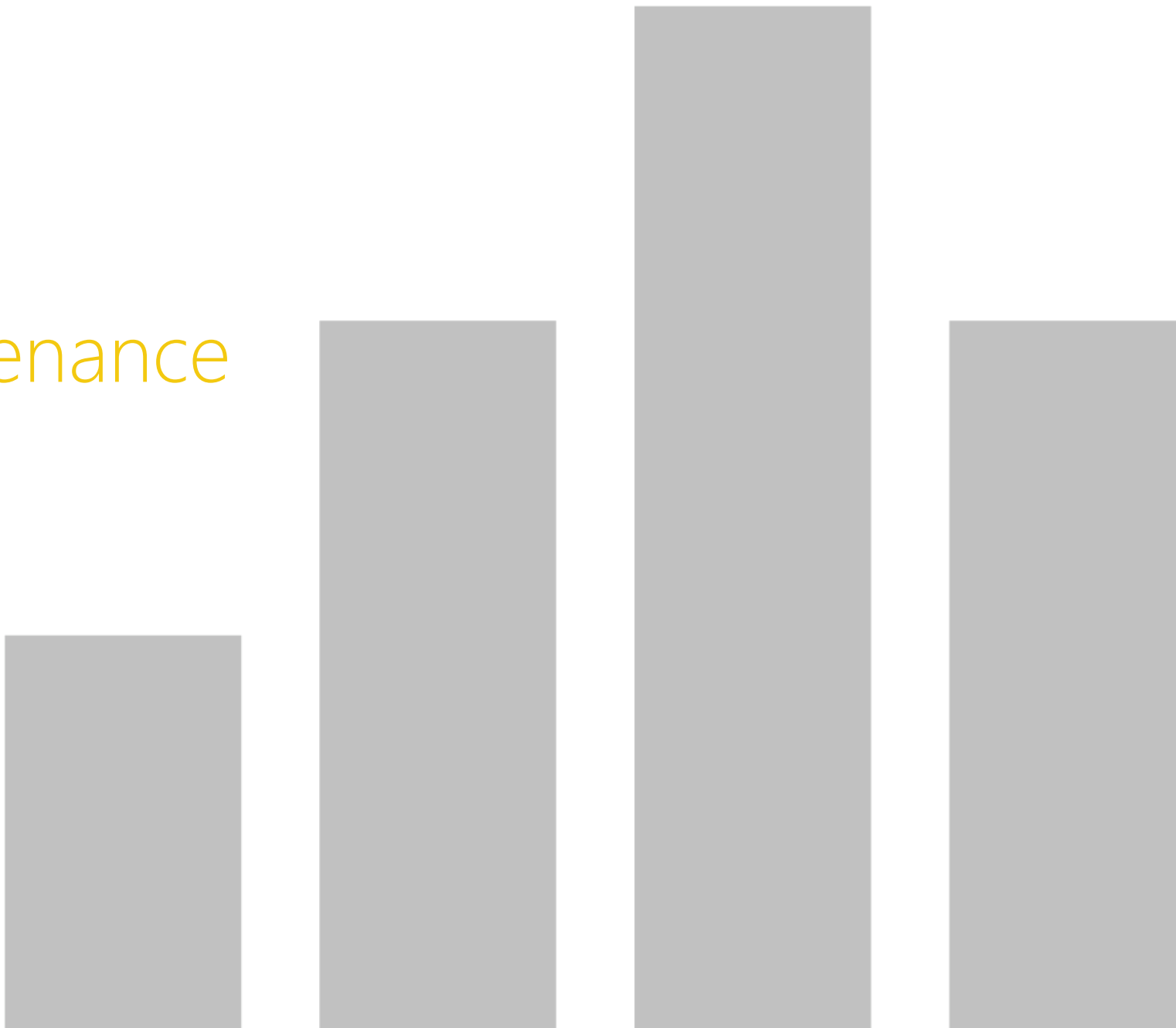
Equipping our Hiring Managers with More Information

Case Study: Engineering and Facilities Frontline Maintenance report



Frontline Maintenance Positions

[View in Power BI](#) ↗



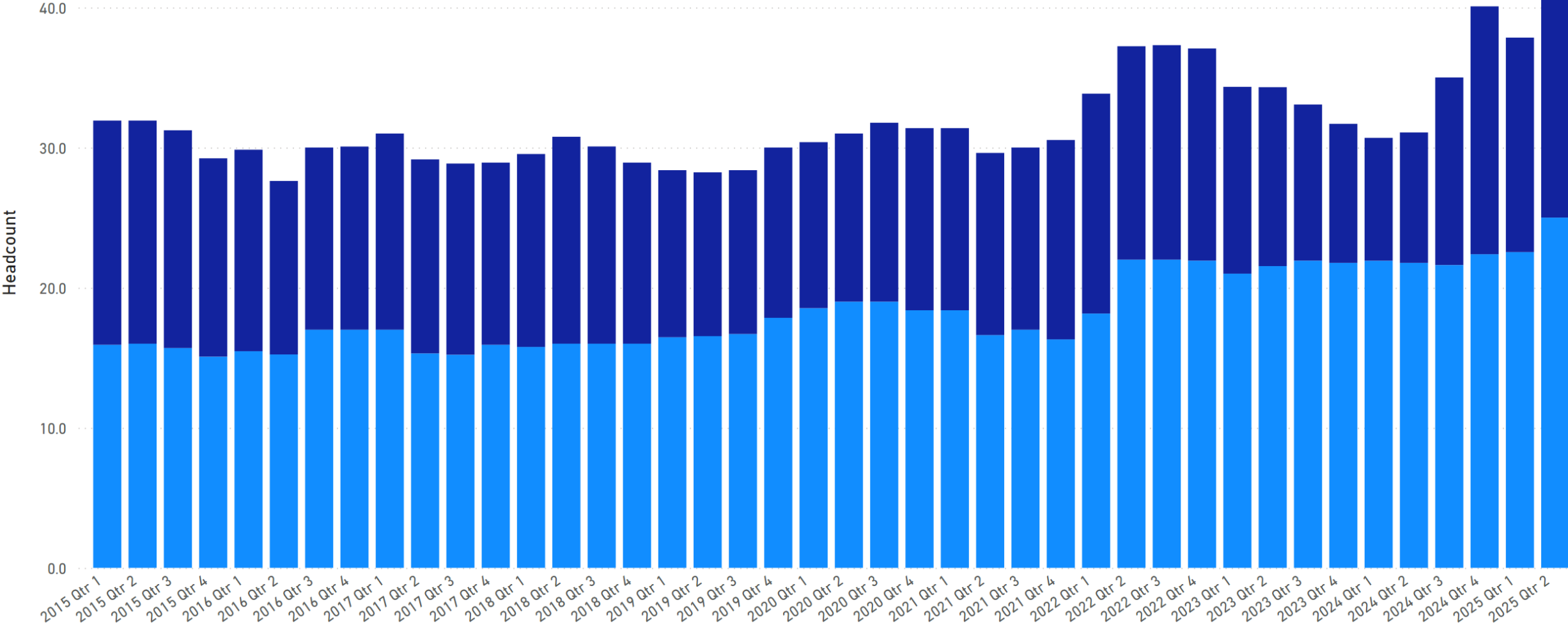
Filter by Job Description

Facilities Technician



Frontline Maintenance Position Headcount by Department

Department: ● Maint of Public Facilities ● Maint of Support Facilities



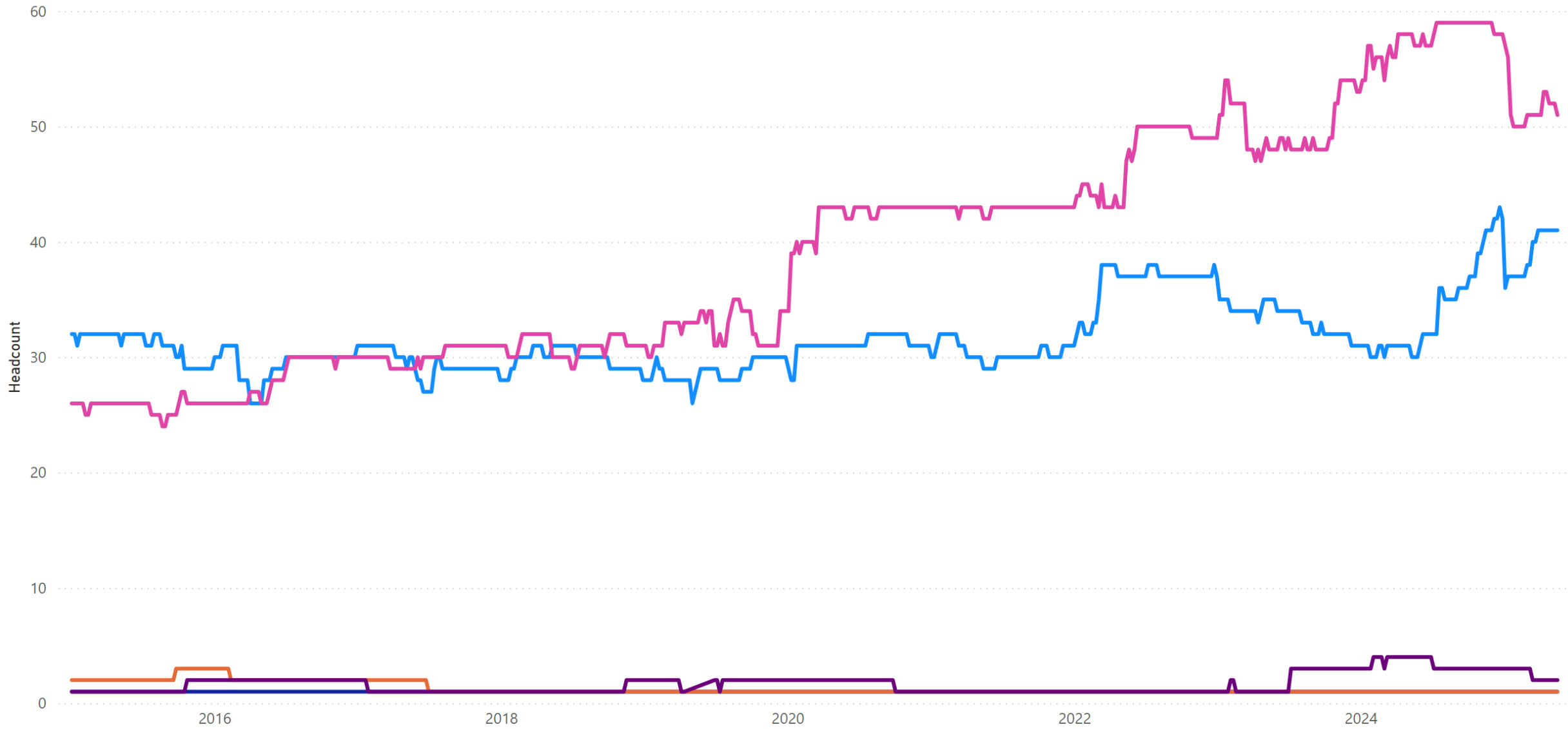
Filter by Position, Department

Public Facilities



Frontline Maintenance Positions - Weekly Headcount by Job Description

Job Description: ● Facilities Technician ● Foreperson, Fac Systems Maint ● Foreperson, Facilities Mainten ● Lead Public Facility Worker ● Public Facilities Worker





Thank You!

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