



December 2025 Workforce & Service Updates

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Metro Transit Forward is the shared strategic framework that states our priorities, shapes our decisions, and guides our actions.

VISION AND MISSION

We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

REGIONAL CORE VALUES

The Metropolitan Council's regional core values shaping *Imagine 2050* guide our work: equity, leadership, accountability, and stewardship.

MEASURING PROGRESS

We know we are successfully advancing our mission when:

- ↑ Ridership increases
- ↑ Satisfaction with Metro Transit increases

STRATEGIC PRIORITIES

Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

Experience

We provide a consistently safe, clean, and welcoming experience on our system.

Service

We offer service that is convenient, reliable, and environmentally sustainable.

SIGNS OF SUCCESS

- ↑ Overall employee satisfaction
- ↑ Employees who report feeling safe while working
- ↑ Employee retention rate
- ✓ Achieve hiring targets
- ✓ Achieve Affirmative Action Plan goals

SIGNS OF SUCCESS

- ↑ Riders who report feeling safe while riding and waiting
- ↑ Riders who report experiencing clean vehicles and stations
- ↑ Rides taken through pass programs
- ↑ Use and availability of transit information data & tools
- ↓ Crime rate
- ↓ Rates of safety events and passenger injuries

SIGNS OF SUCCESS

- ↑ Share of population with access to frequent service
- ↑ Jobs accessible via transit
- ↑ Trips that are on time
- ↑ Percent of service delivered
- ✓ Report greenhouse gas emissions and vehicle miles traveled reductions attributable to transit ridership

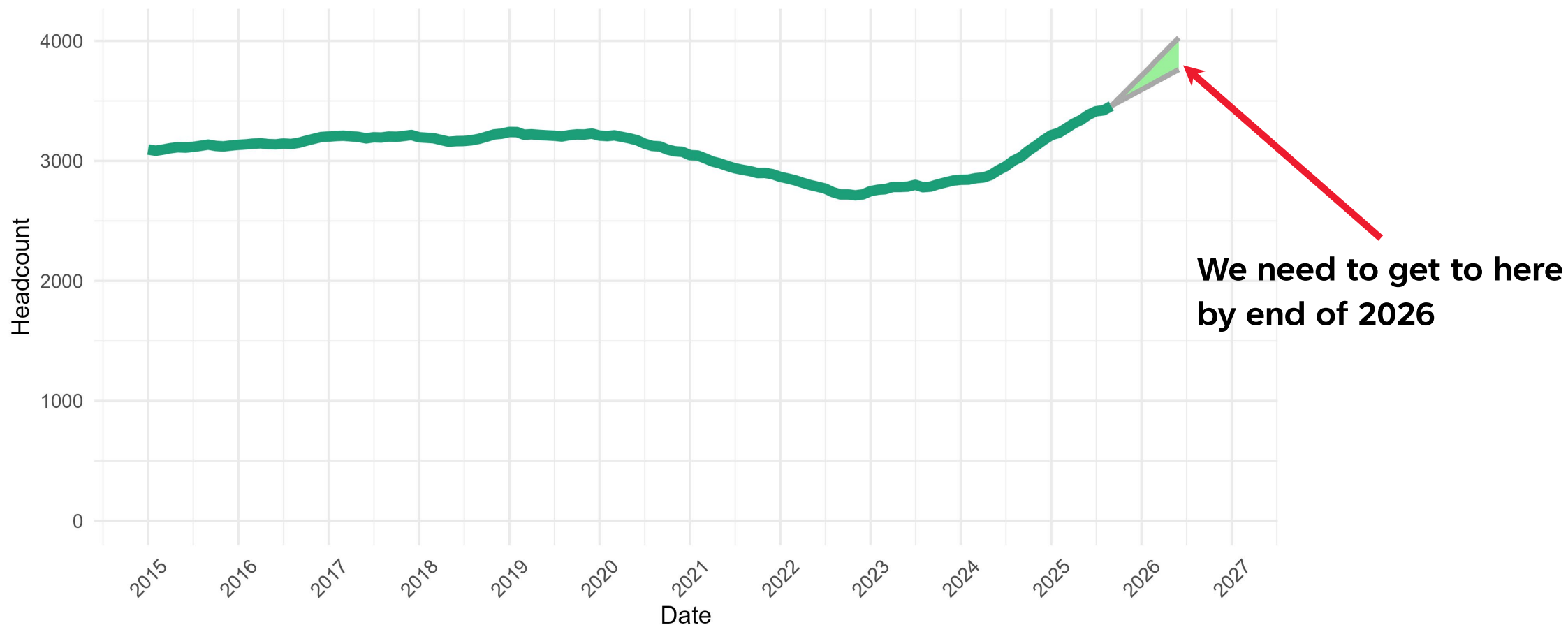


November 2025 Workforce Update

Metro Transit Headcount since 2015

(monthly average headcount)

Last updated NA, data through 2026-12-31



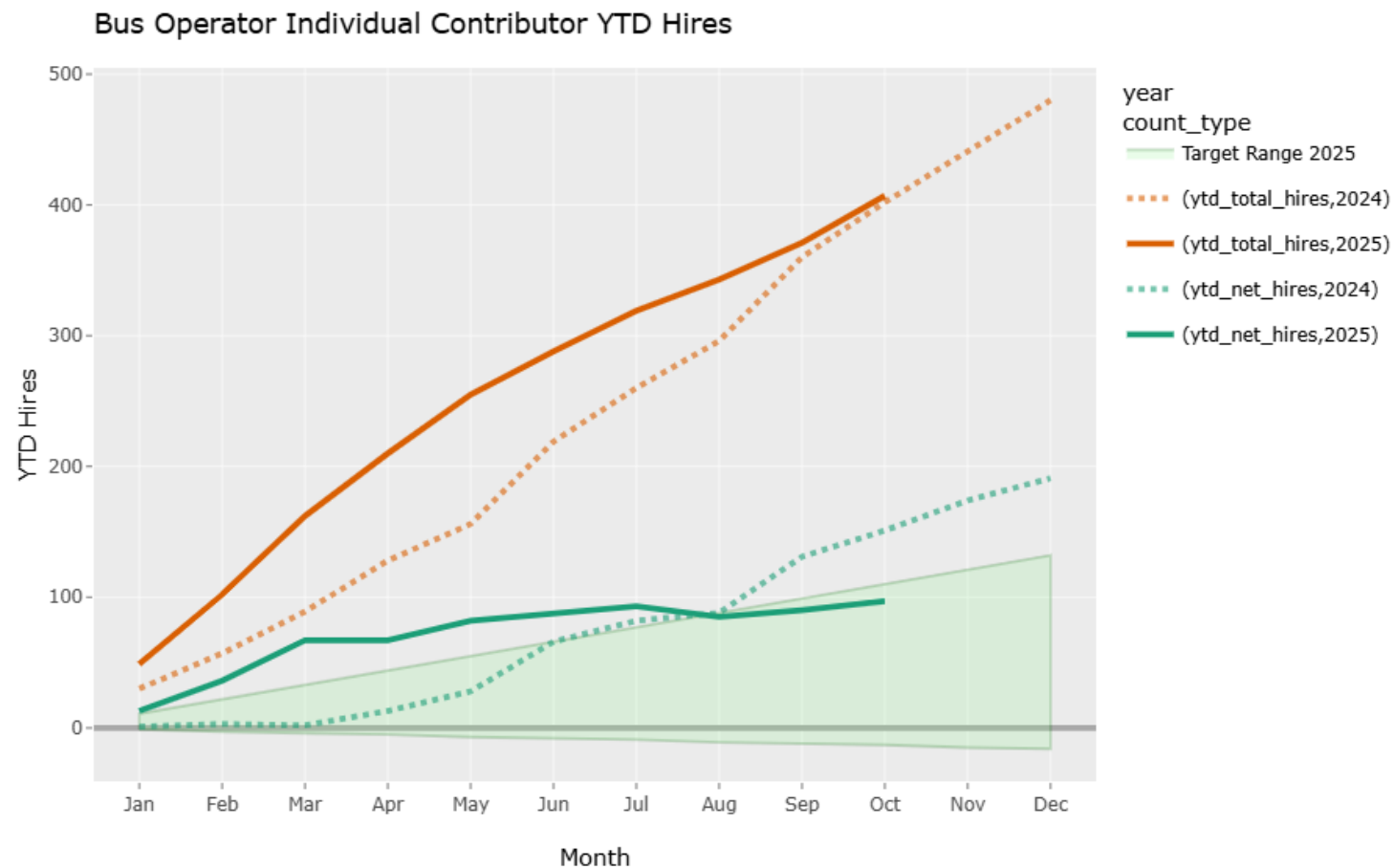
*Targets are approximations and subject to change

Metro Transit Job Categories

- Bus Operators
- Train Operators
- Frontline Maintenance Positions
- Police Officers & CSOs
- Everyone Else
 - TRIP staff



Bus Operators: A template for success



Dotted lines are last year's data
Last updated: 2025-11-02 | Data through: 2025-10-31

*Budget targets are approximations and subject to change

Bus Operators: a template for success

What's working well:

- **Responsively updating job requirements**
- Additional dedicated recruiting staff
- **More interview dates reduce wait times**
- Marketing/referral campaigns
- Improved pay
- Improved training
- Week Zero
- Apprenticeship/mentoring program
- Scheduling practices to reduce split shifts
- Improved layover & restroom access
- Dedicated staff for Peer Support

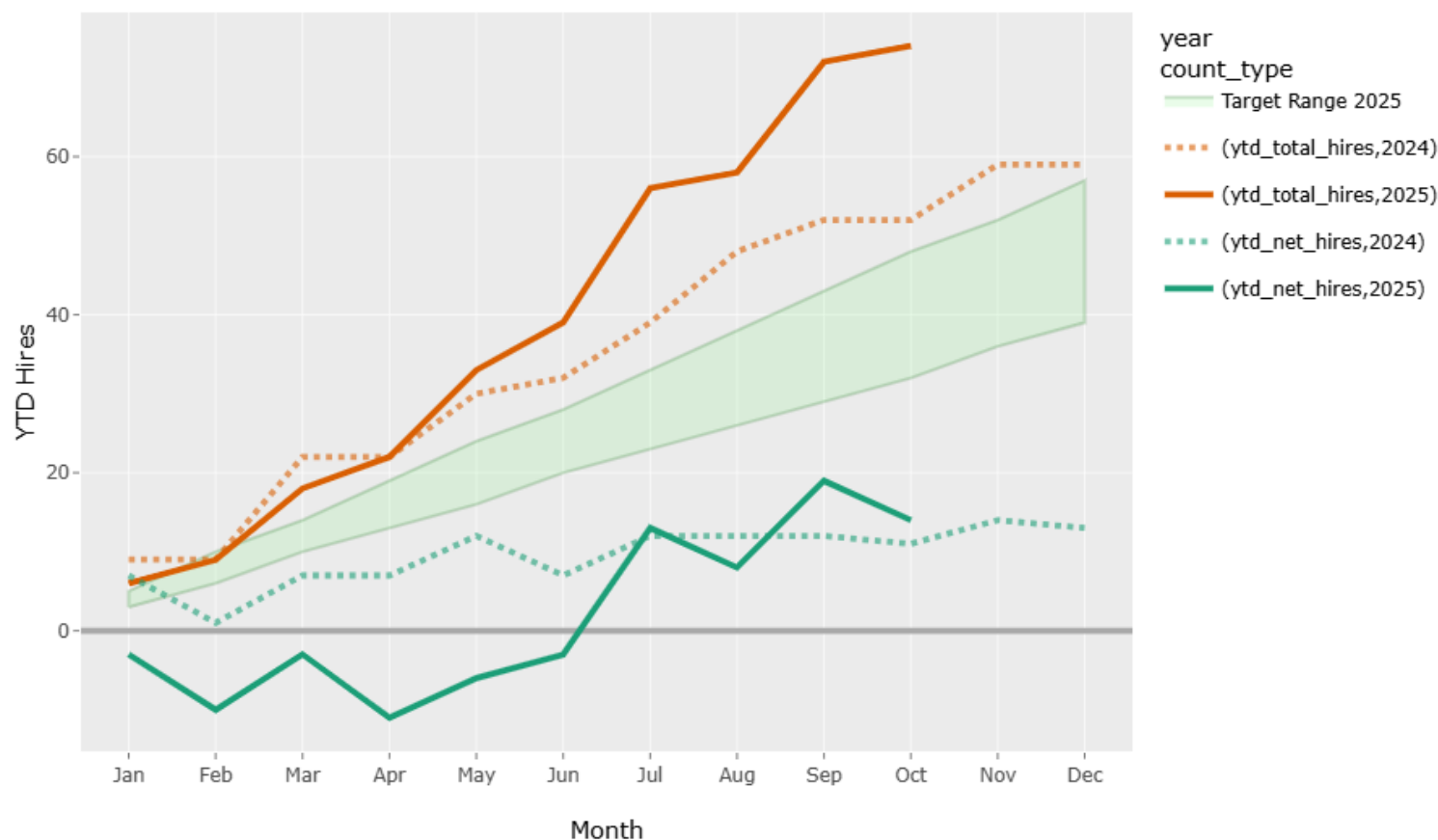


MOU to pay Critical Incident Support Team!



Light Rail Operators: on track for end 2026 headcounts

Train Operator Individual Contributor YTD Hires



Dotted lines are last year's data
Last updated: 2025-11-02 | Data through: 2025-10-31

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Light Rail Operators: on track for end 2026 headcounts

What's working:

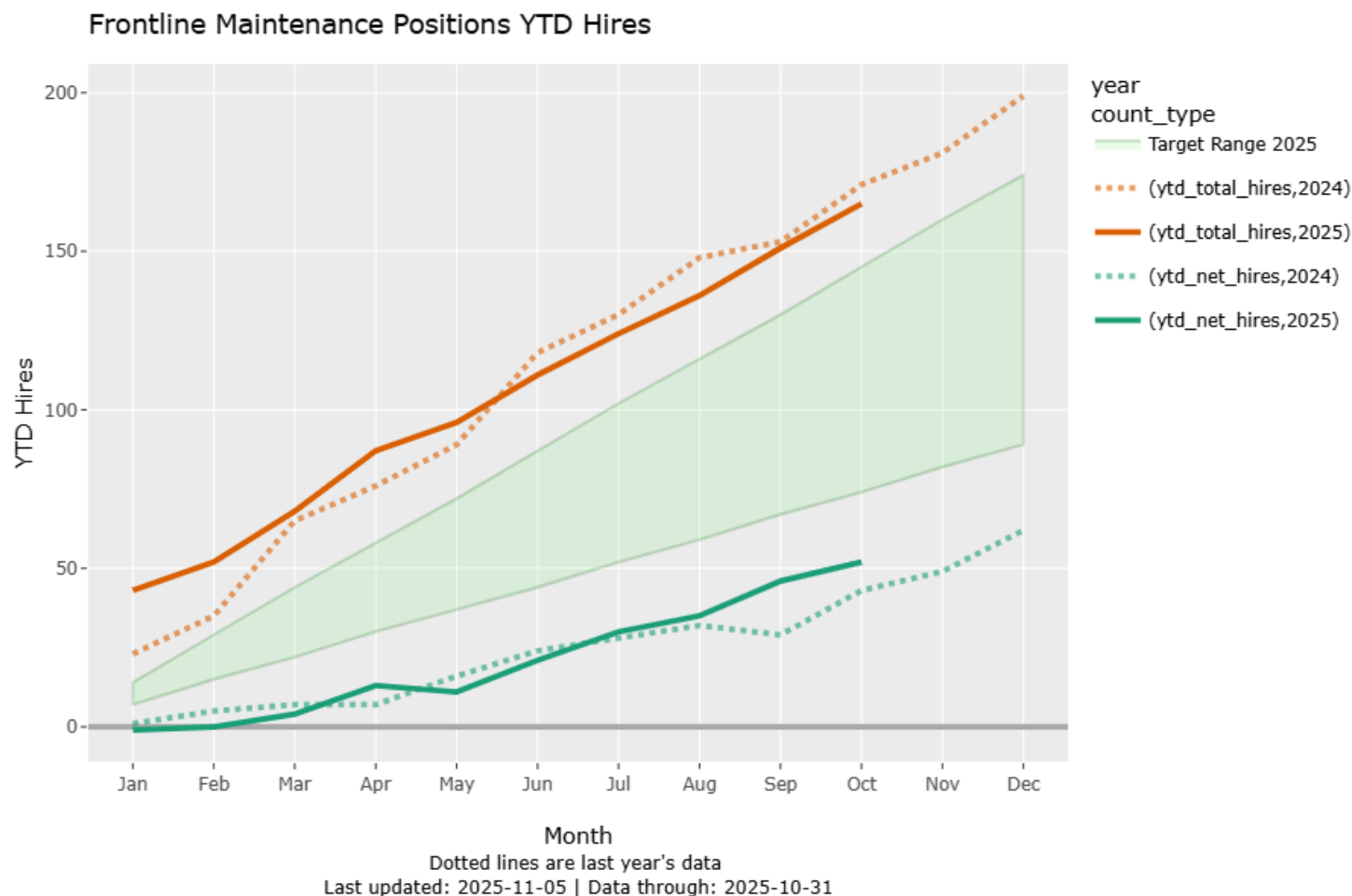
- internal + external hiring
- Week Zero
- Marketing/referral campaigns
- Improved pay

 **Peer Support: dedicated staff and new MOU**

- Expanded training capacity in 2025



Front Line Maintenance: on track for end 2026 headcounts



*Budget targets are approximations and subject to change

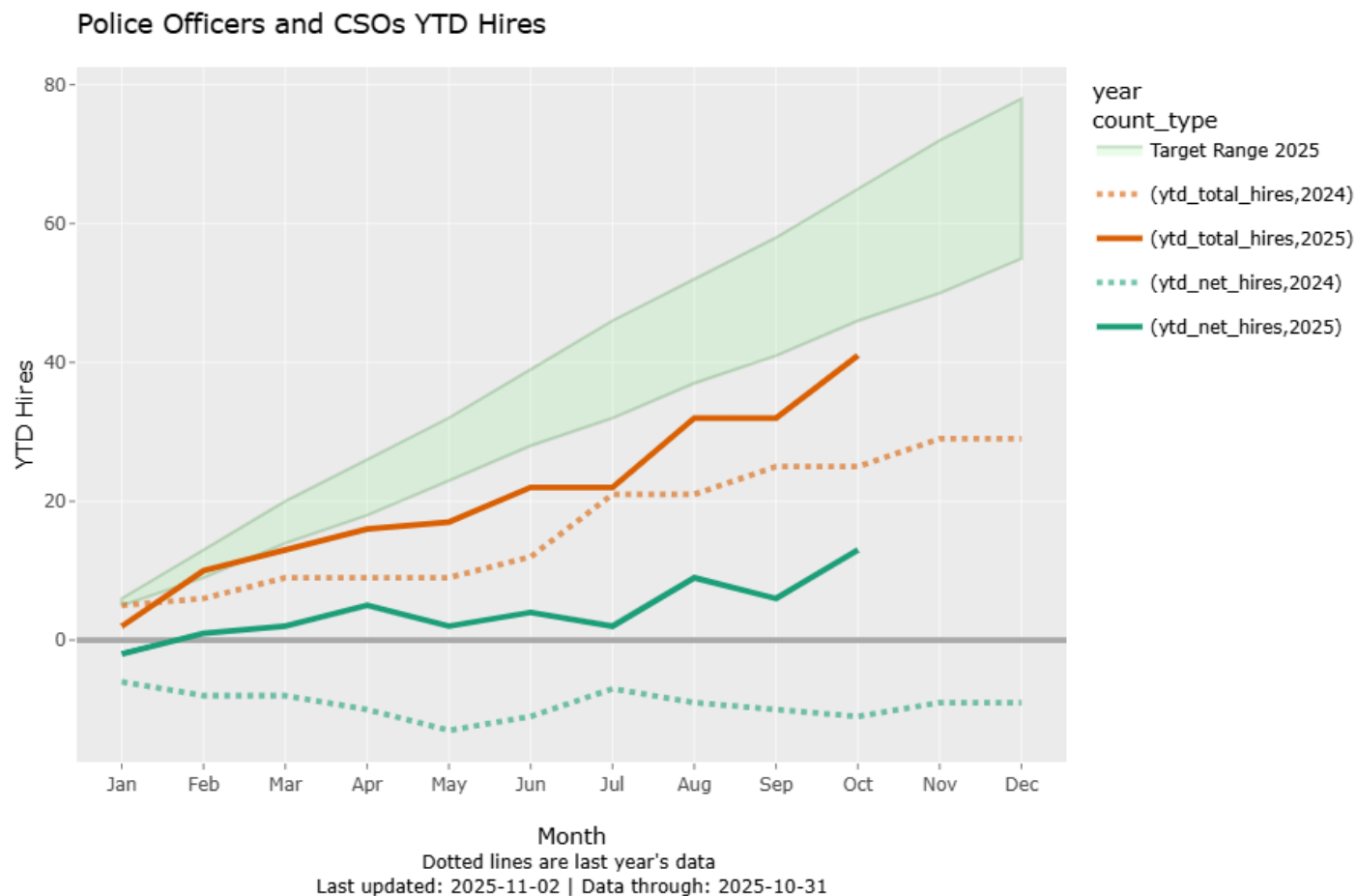
Front Line Maintenance: On track for end 2026 headcounts

What's working:

- **Recruit mechanics of varying experience**
- Pathway/ apprenticeship programs
- Marketing/referral campaigns
- Improved pay
- **High 1st year retention.**



Police and CSOs: Significant improvements over 2024



*Budget targets are approximations and subject to change

Police and CSOs: Significant improvements over 2024

What's working:

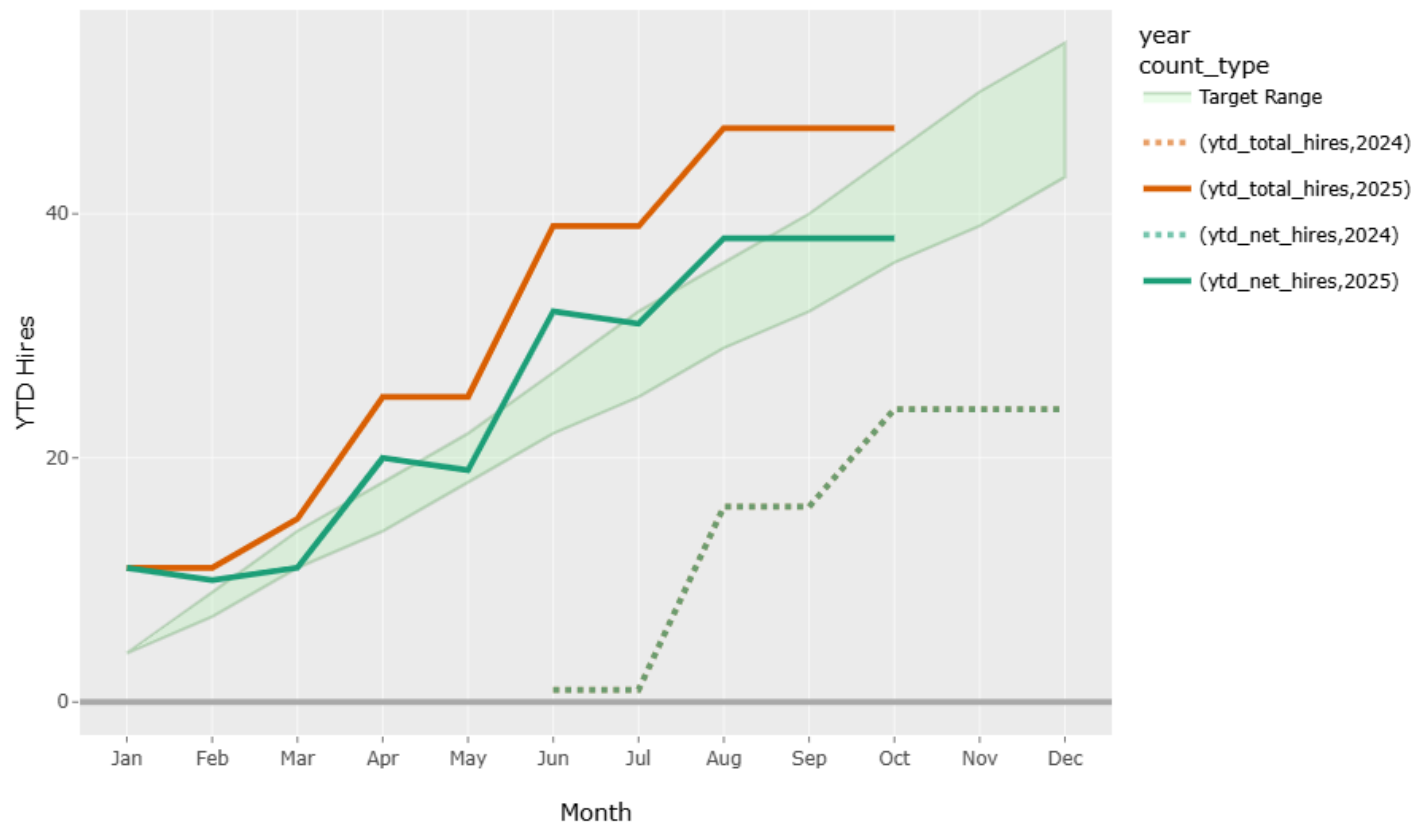
- >30 in Officer recruitment pipeline
- >25 current CSOs
- **Dedicated recruiting staff**
 - Weekly CSO interviews reduce wait times
 - Values-based recruiting: Honesty, Service, Respect
 - CSO applications have nearly doubled
- Retention increasing
- 6 CSOs hired via Pathways Program to date



TRIP: A very popular program!

(subset of Everyone Else)

TRIP YTD Hires



Last updated: 2025-11-02 | Data through: 2025-10-31

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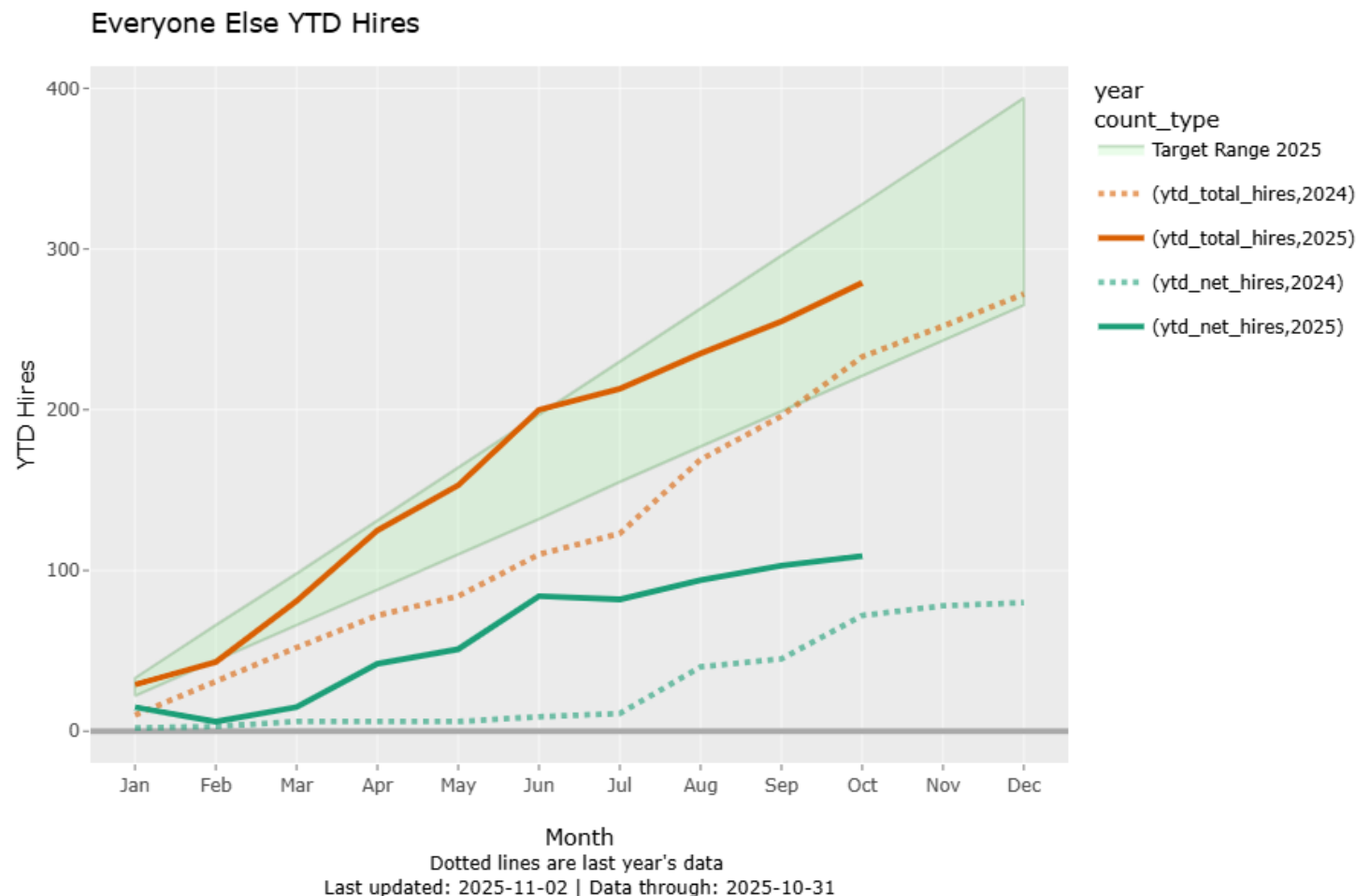
TRIP: A very popular program! (subset of Everyone Else)

What's working:

- Easy to find candidates
- High retention
- Good career opportunity (internal and external)
- Expansion to BRT



Everyone Else: Significant improvements over 2024



*Budget targets are approximations and subject to change

Everyone else: Significant improvements over 2024

What's working:

- **Employee satisfaction increasing**
- **Internal transfers increasing**
- TRIP program
- Great Workplace milestones
- “Year of Manager” training
- Revamped New Employee Orientation
- **Overall retention is high.**



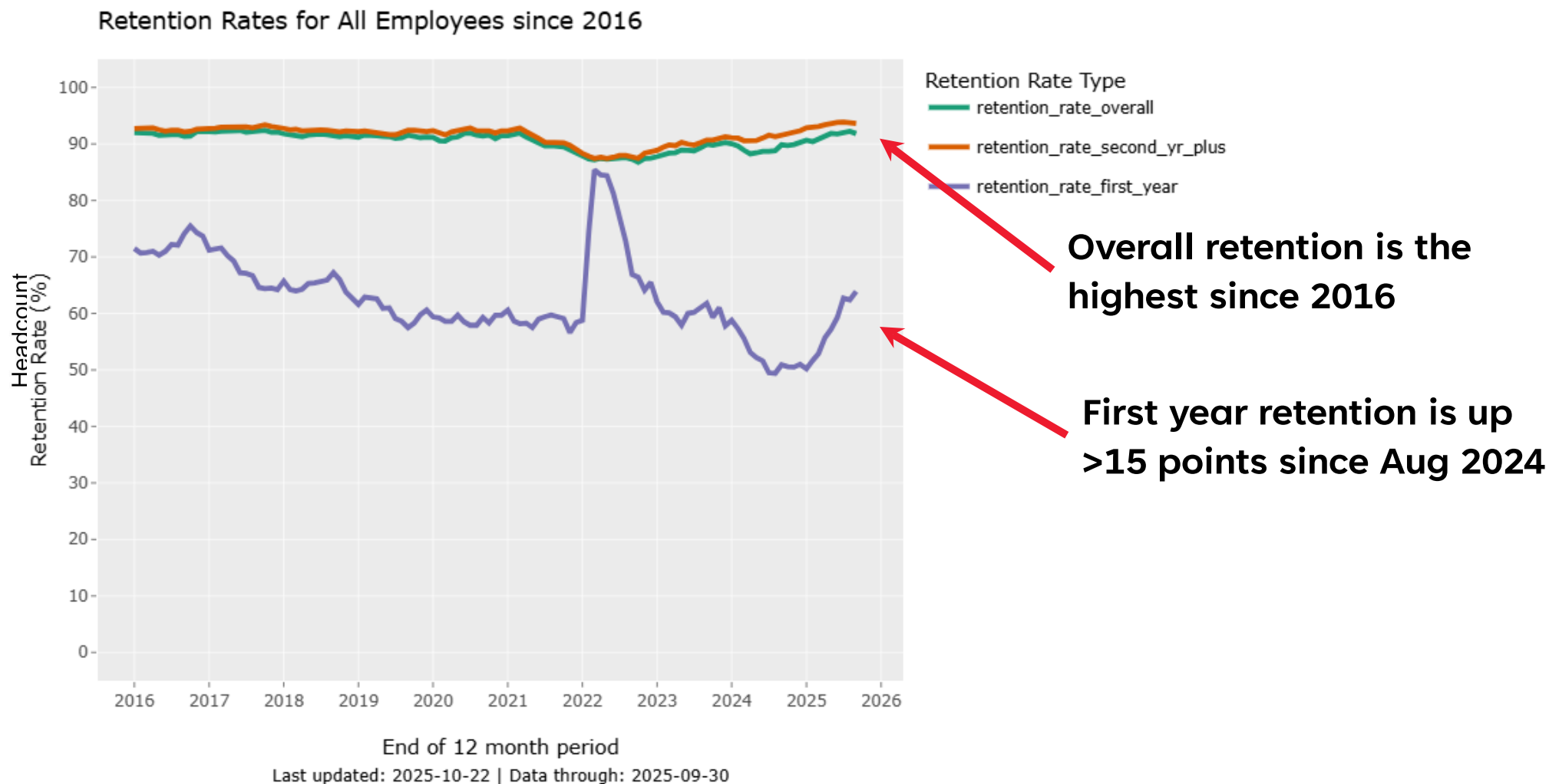
National Transit Career Day was Nov 13!

- [Link to APTA Toolkit](#) - 6 MT Employees featured!
- Built resources for upcoming General Recruitment Marketing Campaign

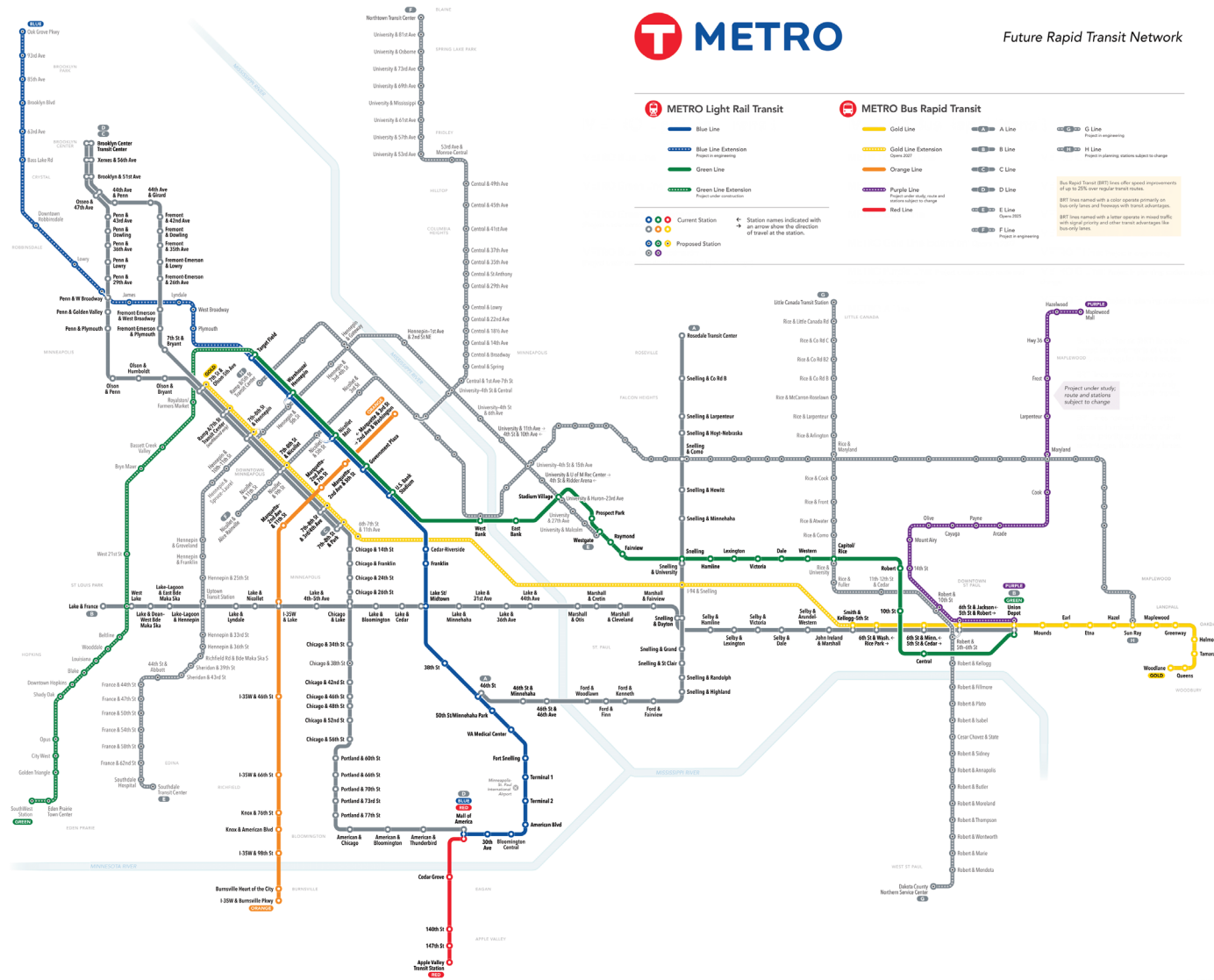
#TransitCareers



What does long-term Return On Investment look like?



Our workforce makes the vision into reality



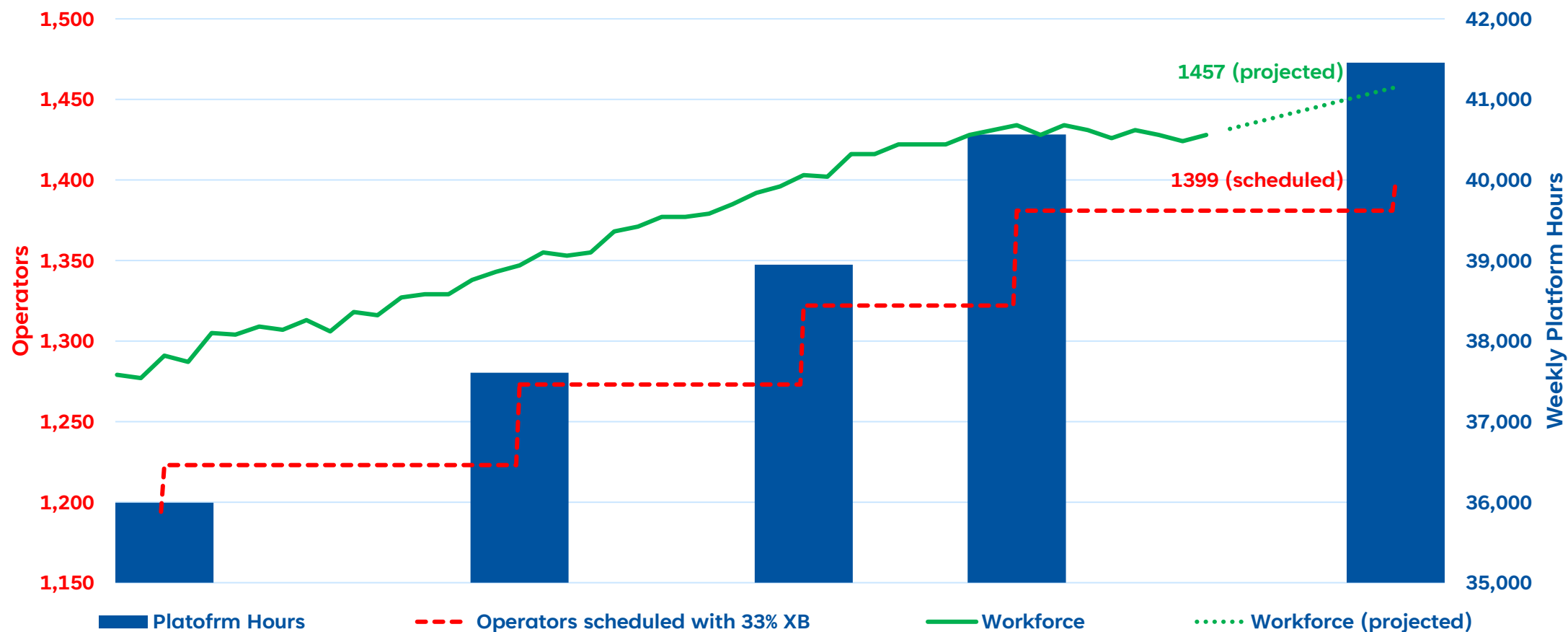


December 6, 2025 Service adjustments

Adam Harrington | Director, Service Development

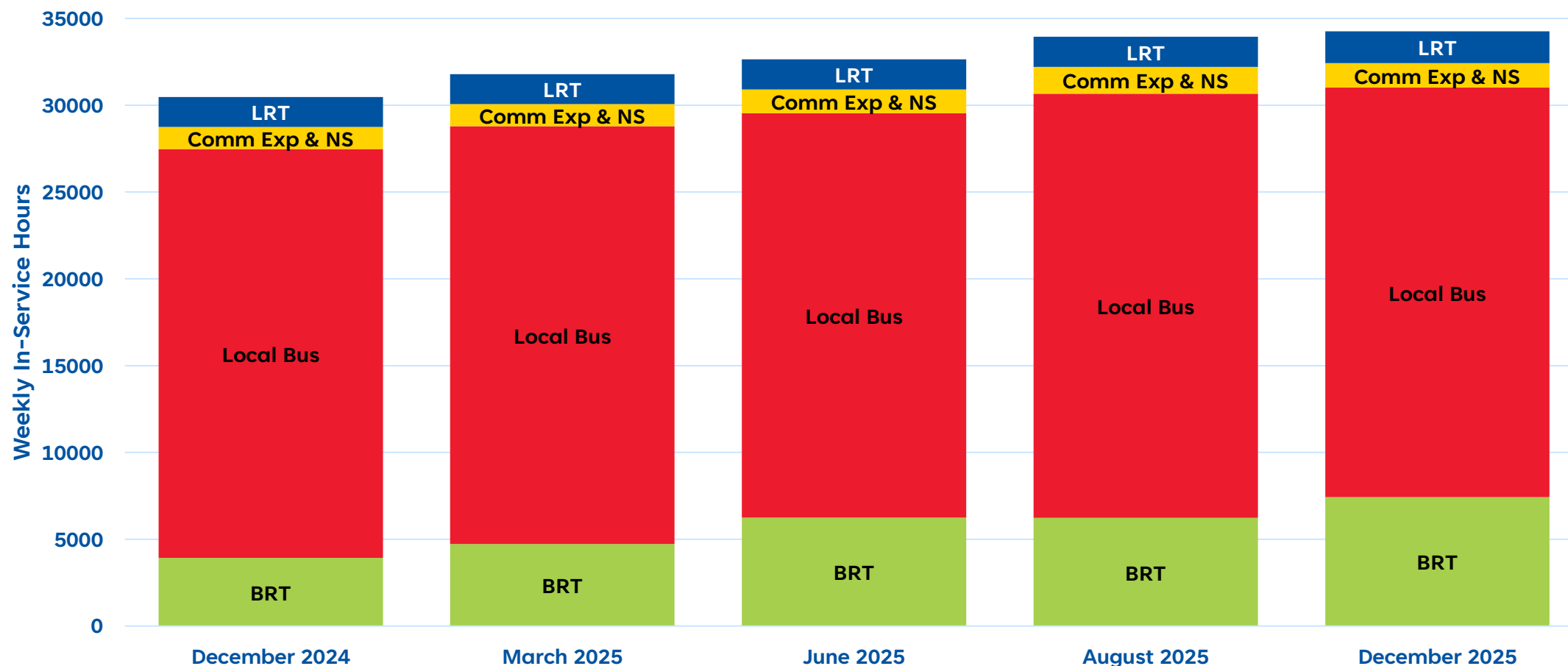


Metro Transit Bus Operator Workforce & Service Levels



Network Now Implementation – December 2025

12% growth in service hours compared to December 2024



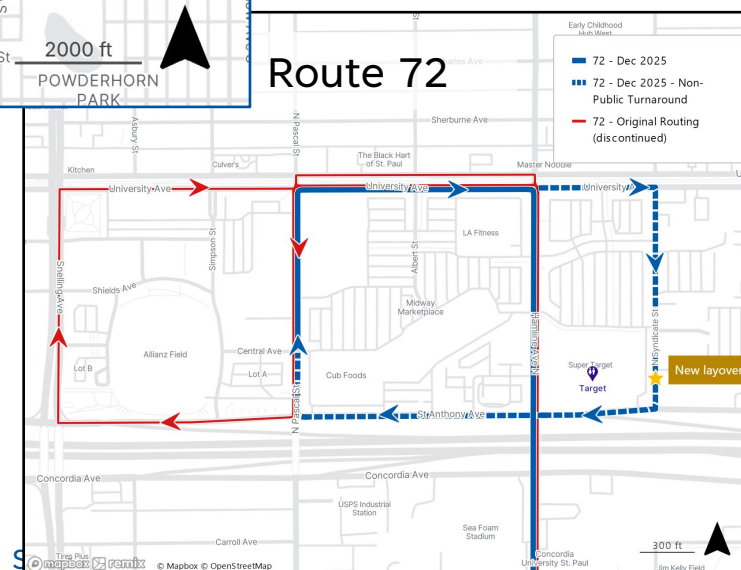
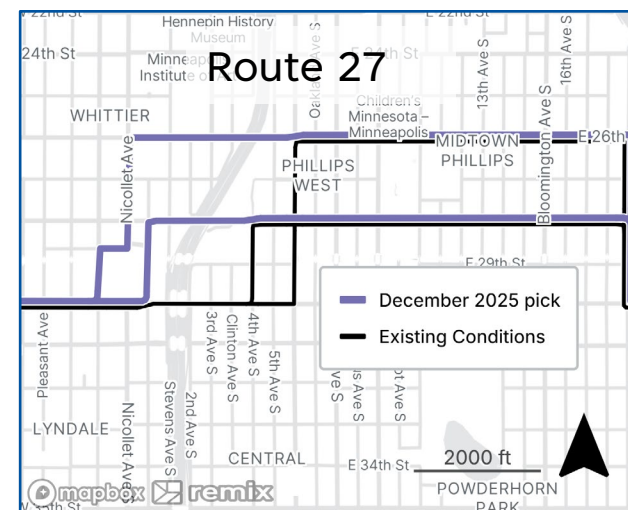
Operator change - December 2025

- **To Metro Transit**
 - Red Line
 - Route 467 Lakeville-Minneapolis express
 - Route 827 Anoka-Coon Rapids-Blaine, Fridley, Minneapolis
- **To contract**
 - Route 25 Minneapolis-Northtown
 - Route 345 New
 - Route 725 New

Schedule and bus stop adjustments

- End of road construction season!
Schedules and travel times adjusted on 26 bus routes
- Bus stop adjustments on 5th and 6th St in downtown St. Paul.
- Developing improved bus operator restroom access and schedule recovery.

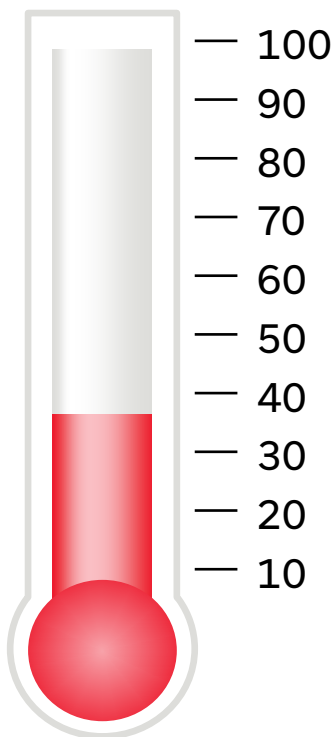
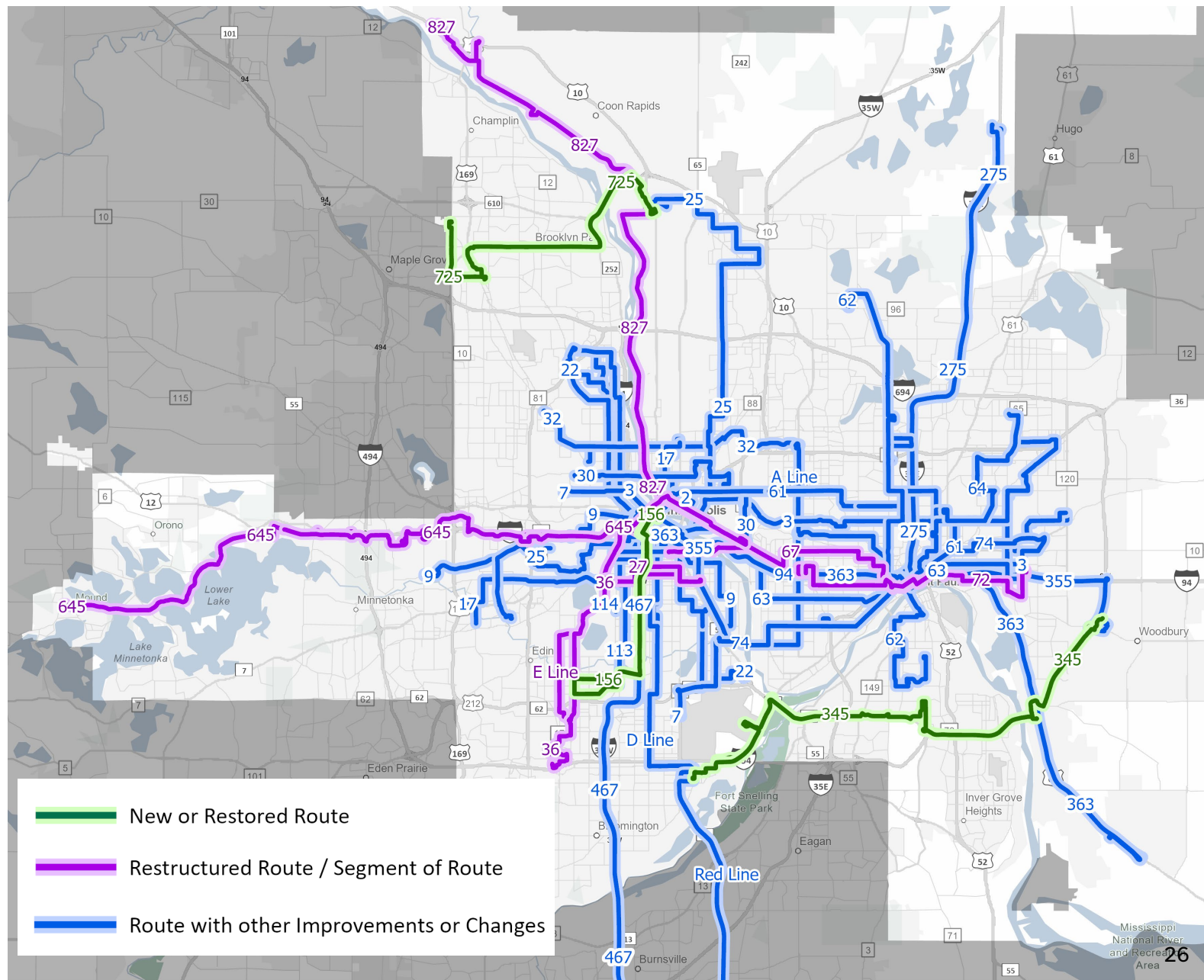
• Routing adjustments



Network Now

December 2025

35% implemented

**FORWARD**

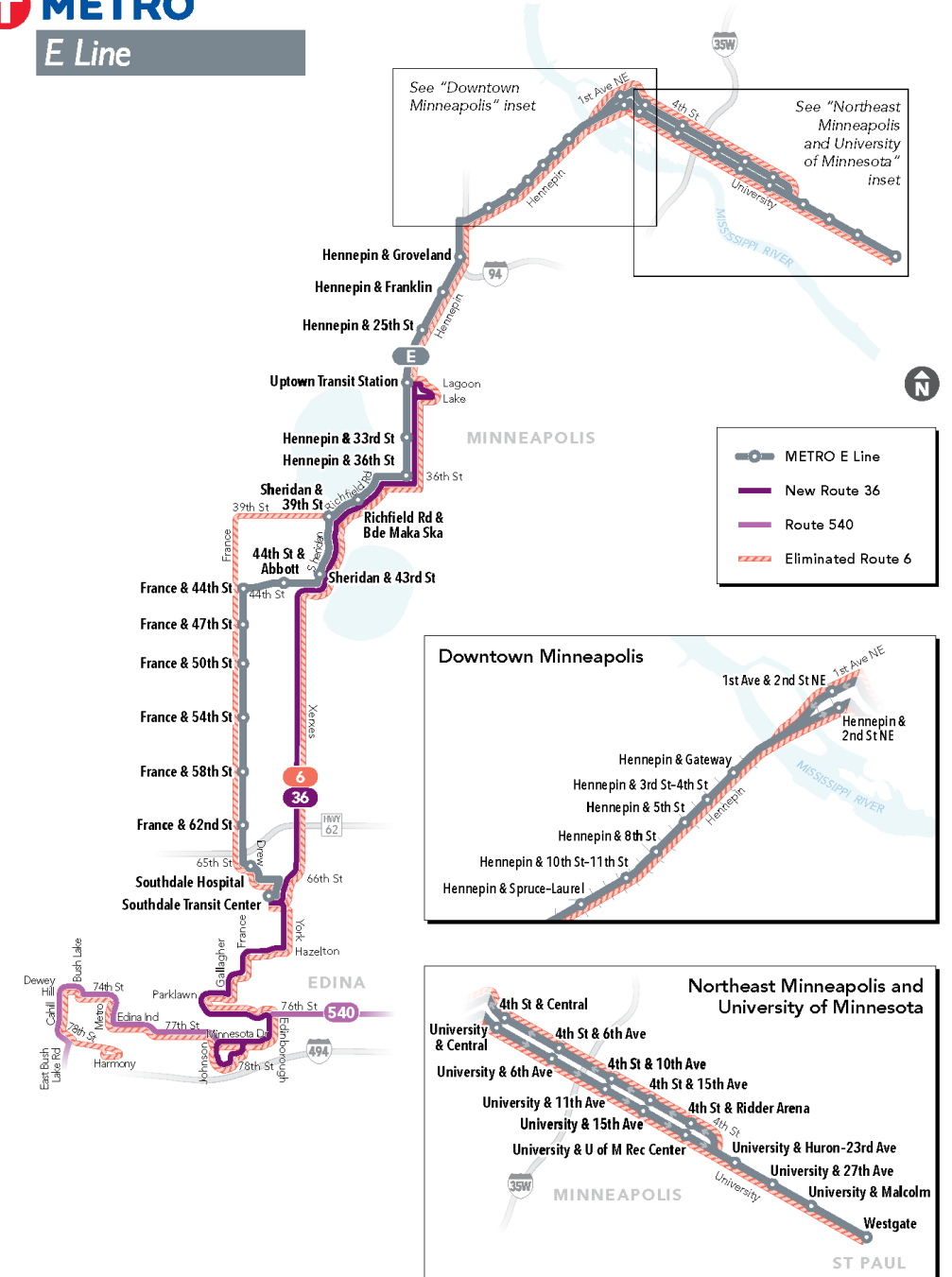
Network Now Highlights – December 2025

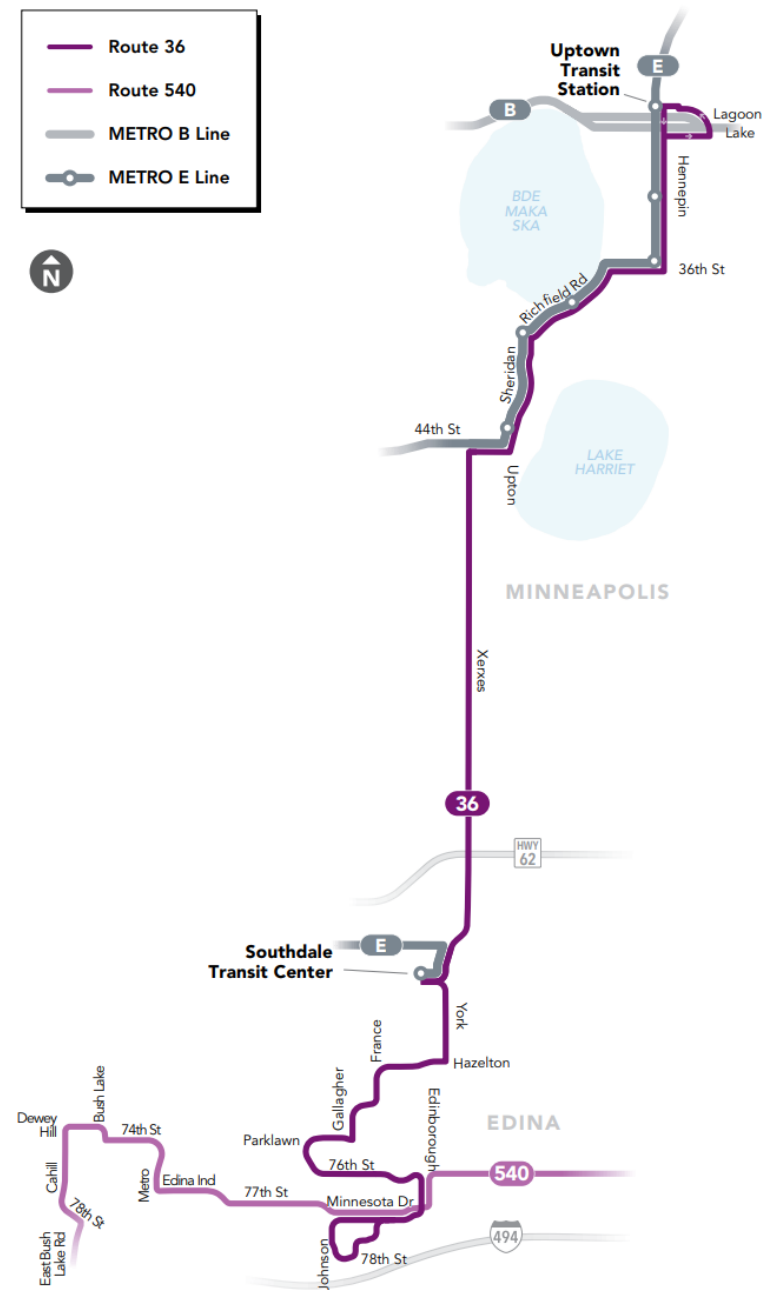
- **E Line opens** replacing Route 6
- **New** Route 36 Uptown, Xerxes Ave, Southdale and points south
- **New** Route 345 Woodbury-Newport-MSP-MOA
- **New** Route 725 Northtown Transit Center- 85th Ave Brooklyn Park – downtown Osseo,
- **Restored** Route 156 in southwest Minneapolis to downtown Minneapolis
- Route 9 Sunday frequency is increased to every 30 minutes, from hourly.
- **Trips added:**
 - Route 275 St. Paul, I-35E Vadnais Heights, Lino Lakes
 - Routes 781 & 789 downtown Minneapolis to Maple Grove
- **Northstar transition to bus**
 - Route 827 (replace Route 852) operating via East River Road/Marshall St to downtown Minneapolis.
 - **January 5, 2026:**
Route 888 serving Ramsey, Anoka and Coon Rapids to downtown Minneapolis

Route 882 serving Big Lake and Elk River to downtown Minneapolis

E Line

- 4:30 a.m. to 1:00 a.m. all days
- Service every 10-15 minutes most of the day
- 52 stops eliminated; 90% of Route 6 riders within one block of an E Line station
- Uptown to downtown in as fast as 10 minutes
- Uptown to the U in as fast as 20 minutes



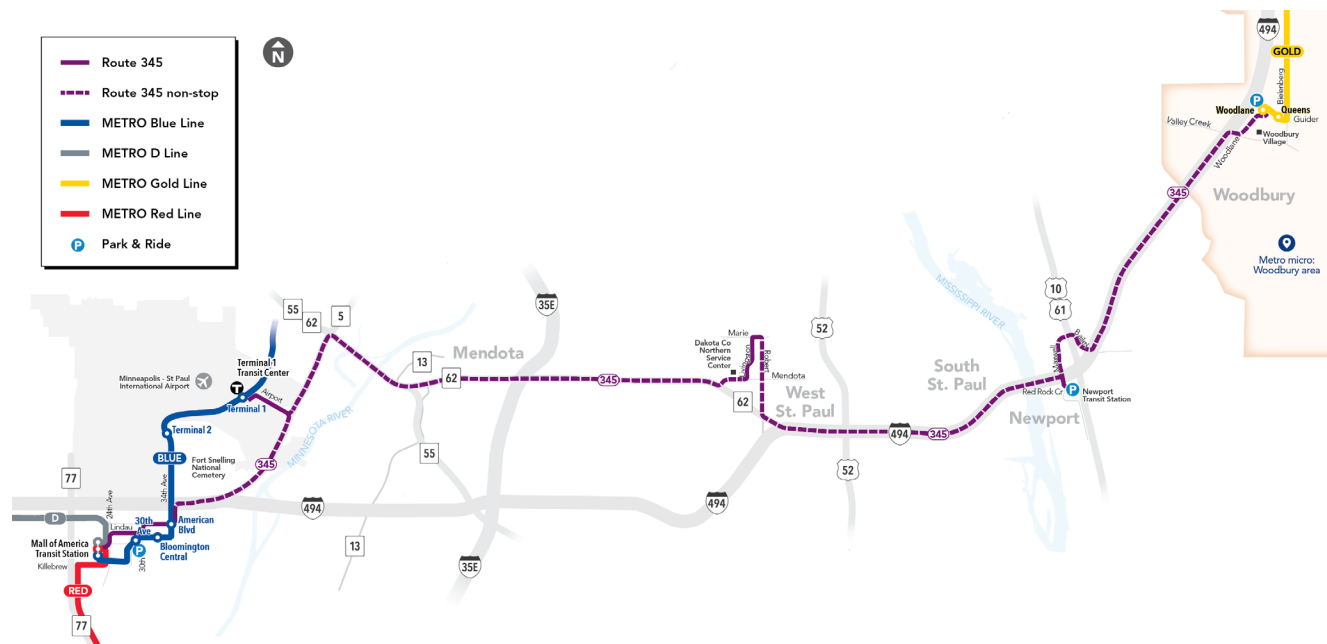


Route 36

- Supporting Local route
 - Encompassing primarily Xerxes Ave branch of Route 6
 - Service every 30 minutes all days of week, 4 vehicles
 - Span at least from ~6am – ~1am all days of week
- Terminals
 - Southern terminal on Johnson Ave & 78th St
 - Northern terminal at Uptown Transit Station at Gate C
- Connections to E Line
 - Transfer opportunities at Southdale (Gate C), Sheridan Ave & 43rd St – Uptown Transit Station
- Stop consolidation on Xerxes Ave

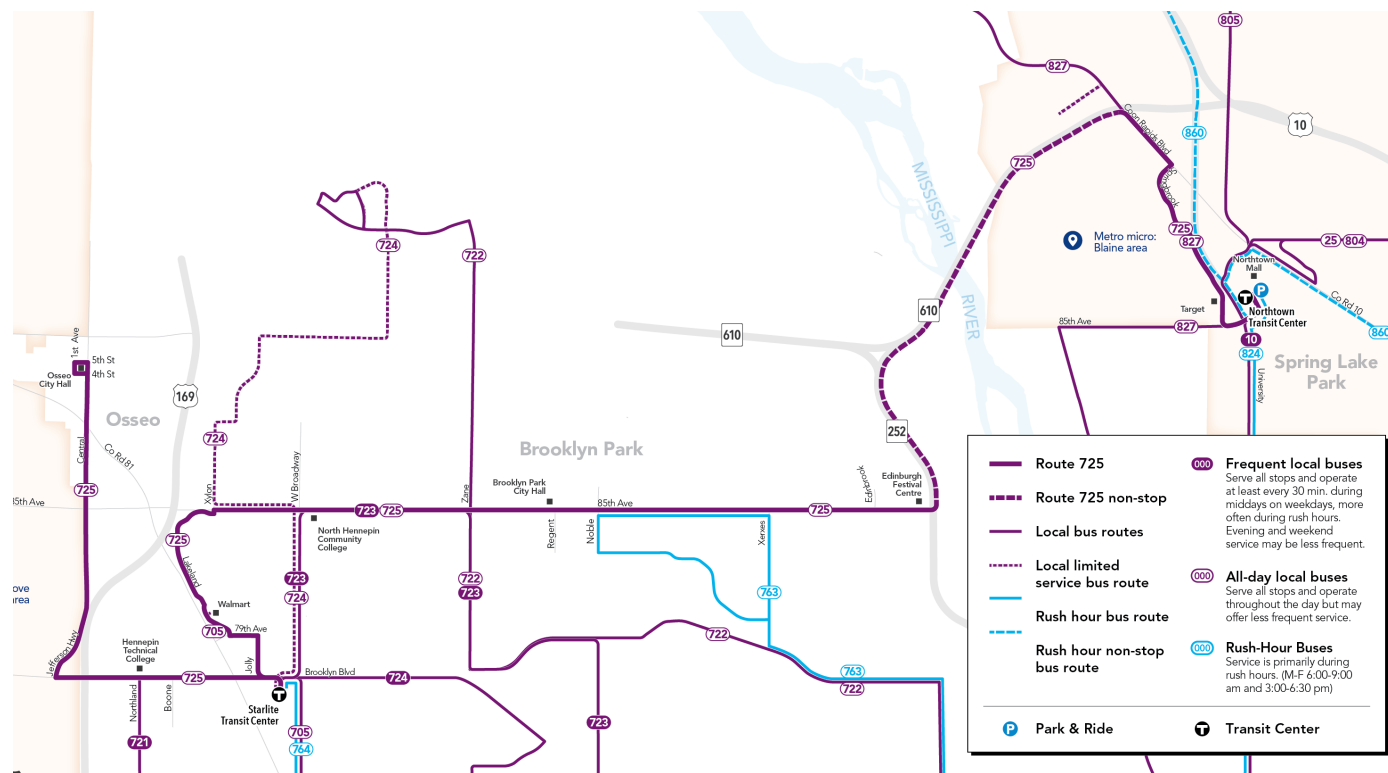
Route 345

- **New!** Suburban Local per Network Now framework
- Serving Mall of America, MSP Airport, West. St. Paul, Newport, Woodbury
- Every 60 minutes, 6a-8p, all days



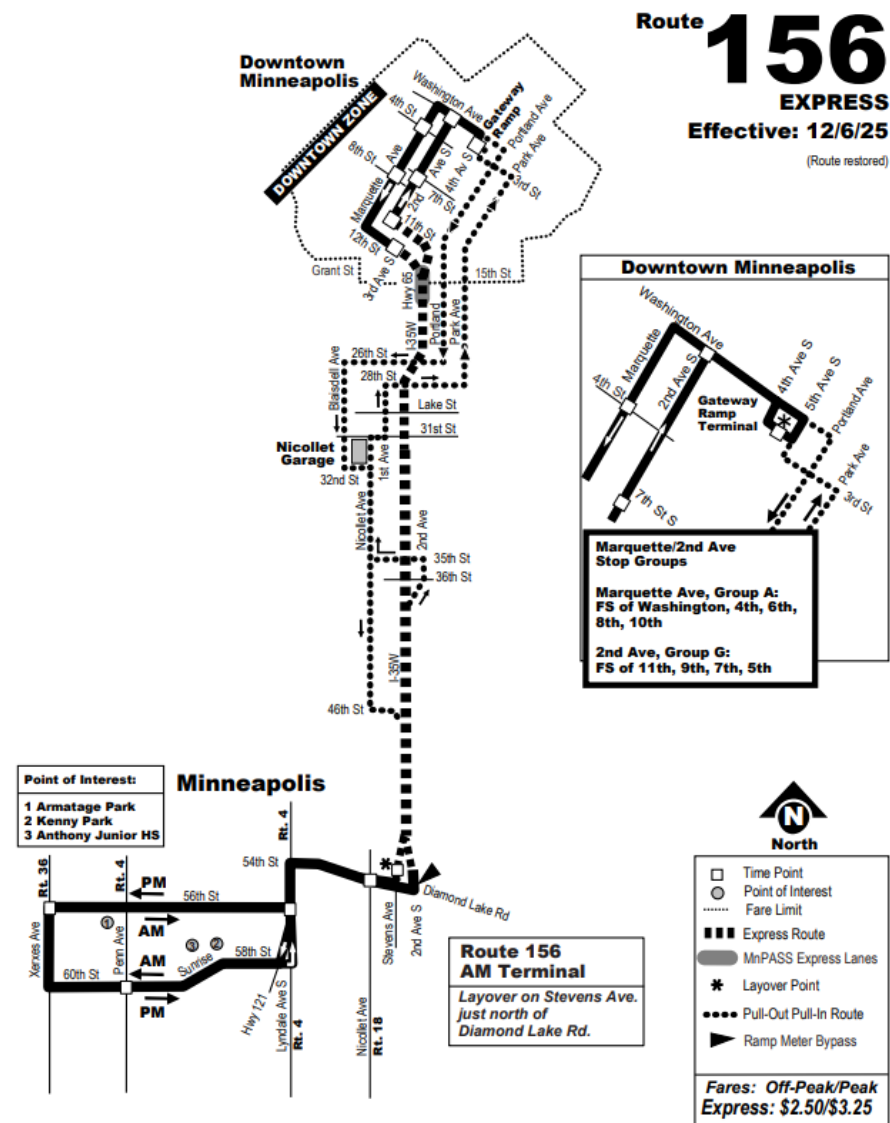
Route 725

- **New!** Suburban Local Route
- Crosstown to Osseo, Brooklyn Park, Coon Rapids, and Blaine
- Hourly trips, all days
- Destinations include:
 - Transit Centers (Starlite Gate C, Northtown Gate D)
 - Education (Hennepin Tech, NHCC)
 - City halls, libraries (Osseo, BP)



Route 156

- **Restored!** per Network Now Framework
- Weekday rush hour service
- Student Travel Patterns
 - MPS SWHS: 156 & 36 timed transfer
 - Year-round service; not extras



December 6, 2025 Pick **Schedule Information**

- Transit Online Trip Planner – **November 1**
- Connect customer info – **November 6**
- Promoted on Website – **November 7**
- Maps and online schedules – **November 28**
- **Service changes implemented December 6, 2025**

Thank You!

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