Metro Transit Update & Metro Transit Forward Overview

May 1, 2024
Topics

• Metro Transit Update

• Metro Transit Forward strategic framework
About Metro Transit

• In 2023, we provided nearly 137,000 rides each weekday that connect people to places that matter – work, school, essential services, recreation, and more

• Operate bus, light rail, and commuter rail

• Serve over 70 communities
Metro Transit recent highlights (1)

• Ridership up
  – +16% 2023 vs 2022

• Bus rapid transit (BRT) construction on track for 2025 openings
  – March: Gold Line
  – June: B Line
  – December: E Line
Metro Transit recent highlights (2)

• Safety & Security Action Plan implementation advances – examples:
  – Increasing official presence
  – Establishing cleaning and repair standards for public facilities and vehicles
  – Launching *Take Pride in Your Ride* campaign

• Metro Transit Workforce Taskforce launched
  – Unified strategy to recruit, retain, and grow/develop employees
  – Great Workplace Project

• Network Now public engagement anticipated this summer
Metro Transit recent highlights (3)

Staff focused on increasing presence on our system

• “Great Day In Transit”

• Light rail listening tours

• Senior leadership ridership requirement

• Personally riding every route in year one as general manager
Metro Transit Forward Overview

• Metro Transit Forward is our effort to develop a vision, mission, and strategic framework for staff to use to guide our work.

• As we develop this framework, we are seeking internal and external feedback to see if we are hitting the mark.

• The work we do to carry out the vision, mission, and strategic priorities will provide many more opportunities for input and engagement.
Initial internal and external feedback

Employee engagement | Sept – Dec 2023

- What is your ideal transit experience?
- What is one feature of your ideal workplace?
- What steps can we take to reach these ideals?

Themes:

- **Ideal transit experience**: Safety, cleanliness, speed, reliability
- **Ideal workplace**: Support, better communication, respect, professional development, flexibility

Public events | Nov 2023

- What would be your ideal transit experience?
- What do you think metro transit is doing well?
- If you could pick one thing for Metro Transit to do, what would it be?
- What would you most like to see change?

Themes:

- **Ideal/priority for change**: Safety, cleanliness, reliability, increase span, increase frequency, add new service, speed, better snow removal, update fare products
- **Doing well**: engagement, bus rapid transit, security investments, hiring/returning service
Metro Transit vision and mission statements

**Vision**

Connecting people, strengthening communities, improving lives

**Mission**

Metro Transit delivers high-quality transportation for the communities we serve.
Emerging Strategic Priorities

**Employees**
Investing in attracting, retaining, and growing our workforce

**Experience**
Ensuring every trip is safe, clean and welcoming

**Service**
Improving options by increasing frequency and span, speed and reliability, and routes
Continuing foundations of previous strategic plan

• Equity
• Sustainability
• Communications and engagement
• Performance measurement and continuous improvement
• Financial stewardship
Conversation

1. Questions?

2. Request for initial reactions on the emerging strategic framework:
   - Vision: Connecting people, strengthening communities, improving lives
   - Mission: Metro Transit delivers high-quality transportation for the communities we serve.
   - Strategic priorities: employees, experience, service
   - Foundations/core elements: equity, sustainability, communications/engagement, performance measurement/continuous improvement, and financial stewardship

3. What are we missing?

4. Other thoughts?
Thank You!