



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

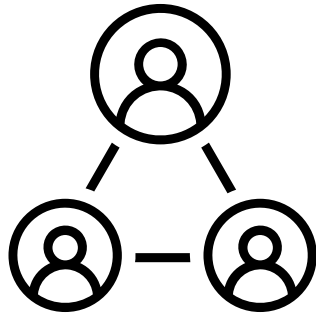
Vision

Connecting people,
strengthening communities,
improving lives

Mission

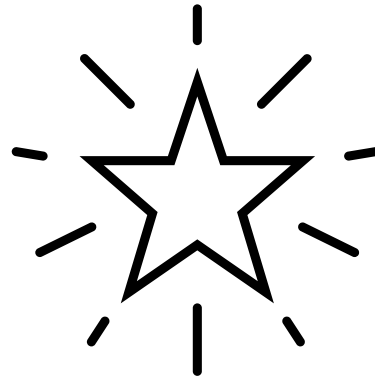
Metro Transit delivers
high-quality transportation for
the communities we serve.

Emerging Strategic Priorities



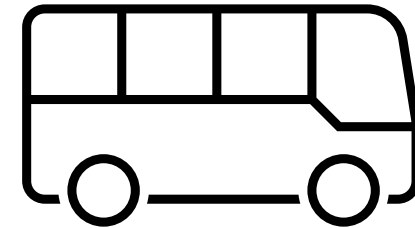
Employees

Investing in attracting, retaining, and growing our workforce



Experience

Ensuring every trip is safe, clean and welcoming

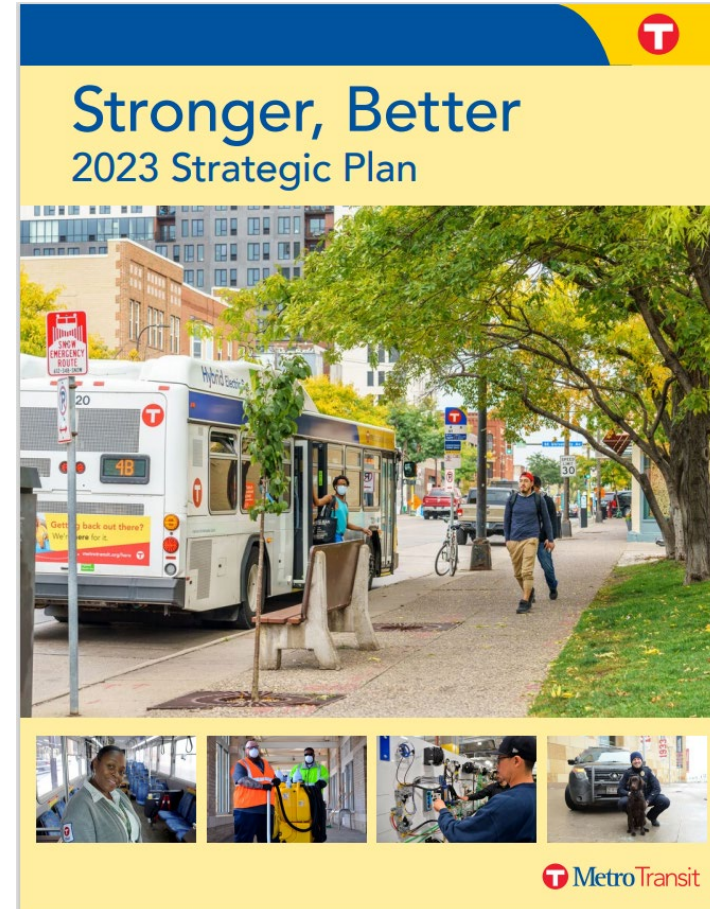


Service

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!