

Minutes of the

REGULAR MEETING OF THE COMMITTEE OF THE WHOLE

Wednesday, July 17, 2019

Committee Members Present:

Chamblis, Barber, Cummings, Lilligren, Muse, Zeran, Lindstrom, Vento, Fredson, Sterner, Wulff

Committee Members Absent:

Atlas-Ingebretson, Johnson, Lee, Gonzalez, Ferguson

CALL TO ORDER

A quorum being present, Committee Chair Slawik called the regular meeting of the Council's Committee of the Whole to order at 4:03 p.m. on Wednesday, July 17, 2019.

APPROVAL OF AGENDA AND MINUTES

The agenda was moved by Vento, seconded by Lindstrom to approve the agenda. **Motion carried.**

The minutes was moved by Cummings, seconded by Lilligren to approve the minutes of the June 19, 2019 regular meeting of the Committee of the Whole. **Motion carried.**

Chair Slawik noted two events that Council Members attended, the Orange Line Grand Opening and the Blue Line Coalition.

INFORMATION

1. Information Item: Metro Transit Bus Operator Staffing, August Service Changes, and MN State Fair Overview

Brian Funk and Aaron Koski gave an update on bus operator staffing and workforce challenges, as well as recruiting efforts. They noted record low unemployment affecting the ability to hire and retain bus operators as well as increased retirements. This is an industry-wide challenge; there is a regional and national bus operator and CDL driver shortage. With regard to bus operator safety, they noted that 100 bus barriers have been installed so far. Feedback has been mixed; the operators generally fall into three categories of responses: those who always want the barrier closed, those who would like the option to close the barrier, and those who do not want the barrier. Council Members had questions and comments about retirements as well as feedback from retirees. There was also discussion about conditions on transit including behavior and cleanliness affecting both employees and constituents, and feedback on conditions from exit interviews. Council Members also had questions and comments about customer service and how to handle customer complaints that are sent to Council Members.

Adam Mehl and Greg Tuveson gave an update on the 2019 State Fair Park and Ride service. Metro Transit has 14.5% of the State Fair transit market share; this does not include the State Fair operated free park and rides. The 2019 goal is to minimize ridership loss and increase efficiency. They noted that this year there will be a fare increase for the first time in 20 years. There are 17 express site locations; three park and ride sites have been closed for 2019: Fridley, Oakdale and Knox Avenue. There was discussion about State Fair marketing and outreach, as well as State Fair Transit Center Changes. Council Members had questions and comments about the site changes and how they would be communicated to riders, as well as questions about the impact of the bus operator shortage on State Fair routes.

Adam Harrington gave an update on Quarterly Service Changes. Changes include running time, frequency and trip timing changes to match ridership,



new or eliminated routes, and changes to layover locations. In 2018 daily route cuts were needed due to driver shortage leading to unpredictable missed trips. This year there are plans to cut routes to manage the operator shortage; this proactive plan adjusts service and improves predictability for customers. Council Members had comments and questions about how the trip changes are communicated to customers, as well as current challenges with signs and apps. Council Member Barber noted that the Metro Transit Marketing department periodically gives an update to the Transportation Committee.

2. Information Item: Inflow and Infiltration

Jeannine Clancy, Kyle Colvin and Marcus Bush gave an update on the Inflow and Infiltration Program history, results and continued efforts. They talked about the need for and history of the I&I program, to prevent backups to homes and overflows to waterways, to reduce costs to convey and treat wastewater, as well as the problems of reduced capacity for growth and wasted resources. Wastewater treatment began at the Metro Plant in 1938; the last recorded overflow to river was in 2019 due to stormwater pipe failure. They also talked about partnerships and grants invested across the region, with examples in Minneapolis, Golden Valley and West St. Paul. Council Members had questions about other communities with I&I work as well as about sump pump routing and relocation.

ADJOURNMENT

Business completed, the meeting adjourned at 6:02 p.m.

Bridget Toskey
Recording Secretary