

Metro Transit 2021

Moving Forward to a Stronger & Better System



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Deputy General Manager-Capital Programs, Metro Transit
2021 MN/WI Public Transit Conference

Defining Stronger and Better

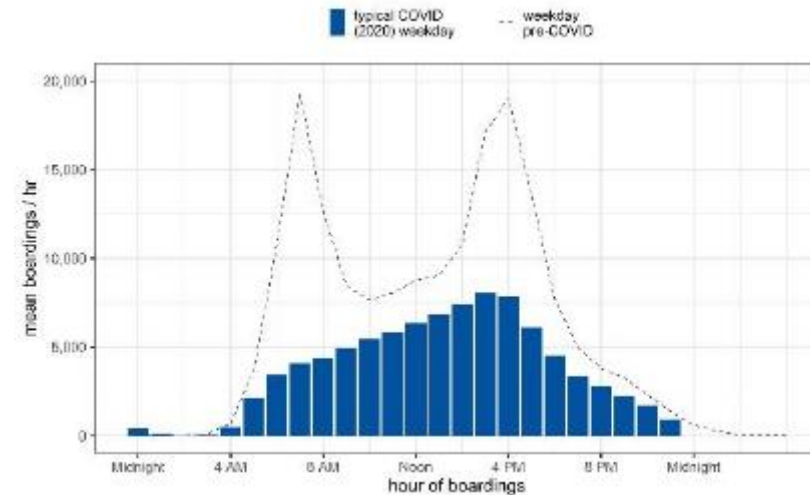
- Services our customers expect
 - Fast and reliable
 - Clean, safe, and welcoming
 - Easy to use
- Advancing equity
- Growing ridership



More Reliable & Faster Service

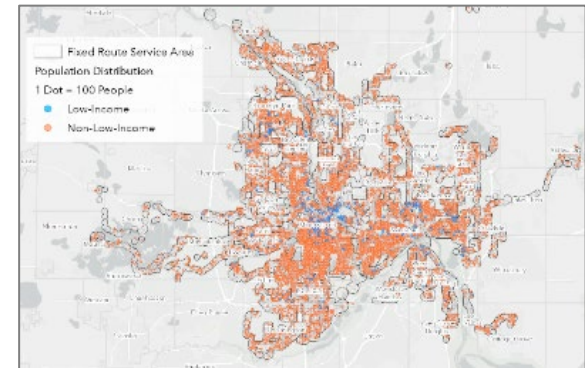
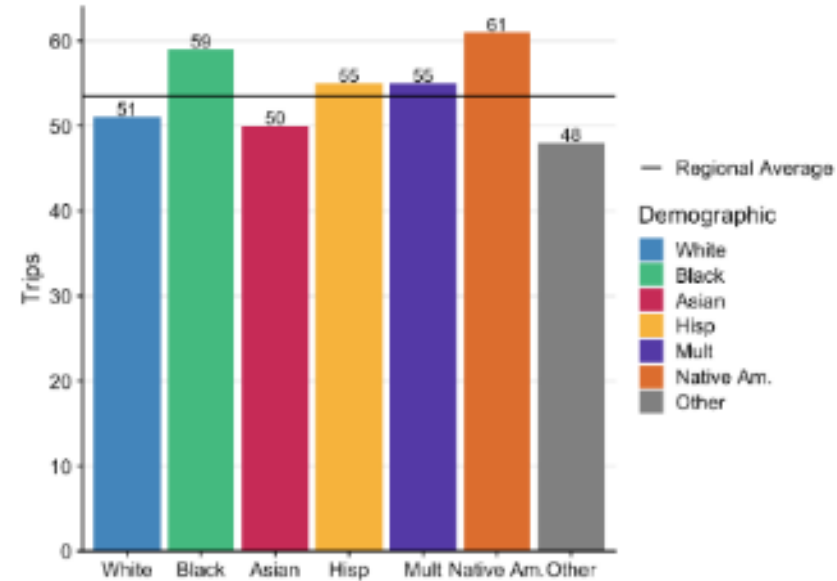
Designing a responsive network

- Strong core network
 - Speed and reliability
 - Frequency and span
- Focused express service
 - Primary corridors
 - Large park and rides
- Testing on-demand service
- Network Next
 - transitway expansion

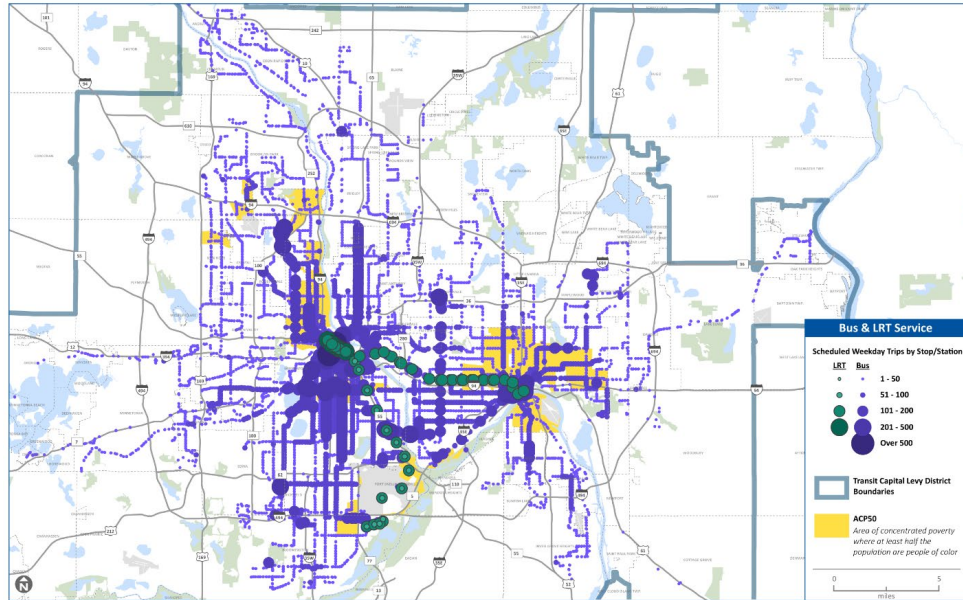


Equity informed decisions

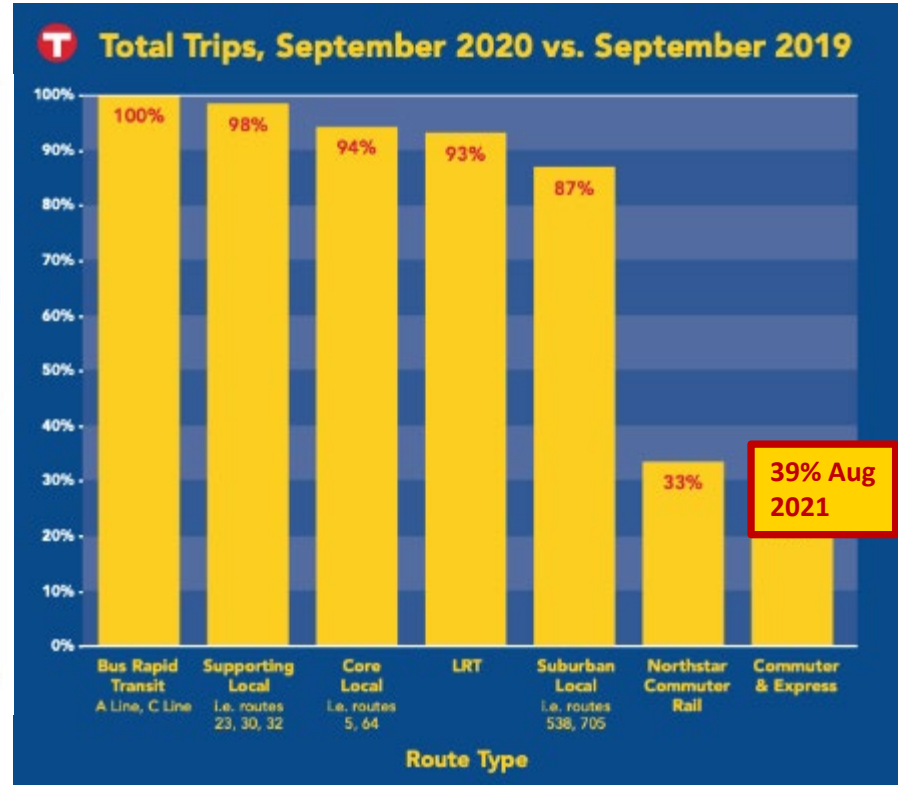
- Where people live
- Destination locations
- Travel patterns
- Investing in communities
- Annual Service Equity Evaluation



Service Levels



Weekday Trips by Bus Stop & Light Rail (LRT) Station - September 2020



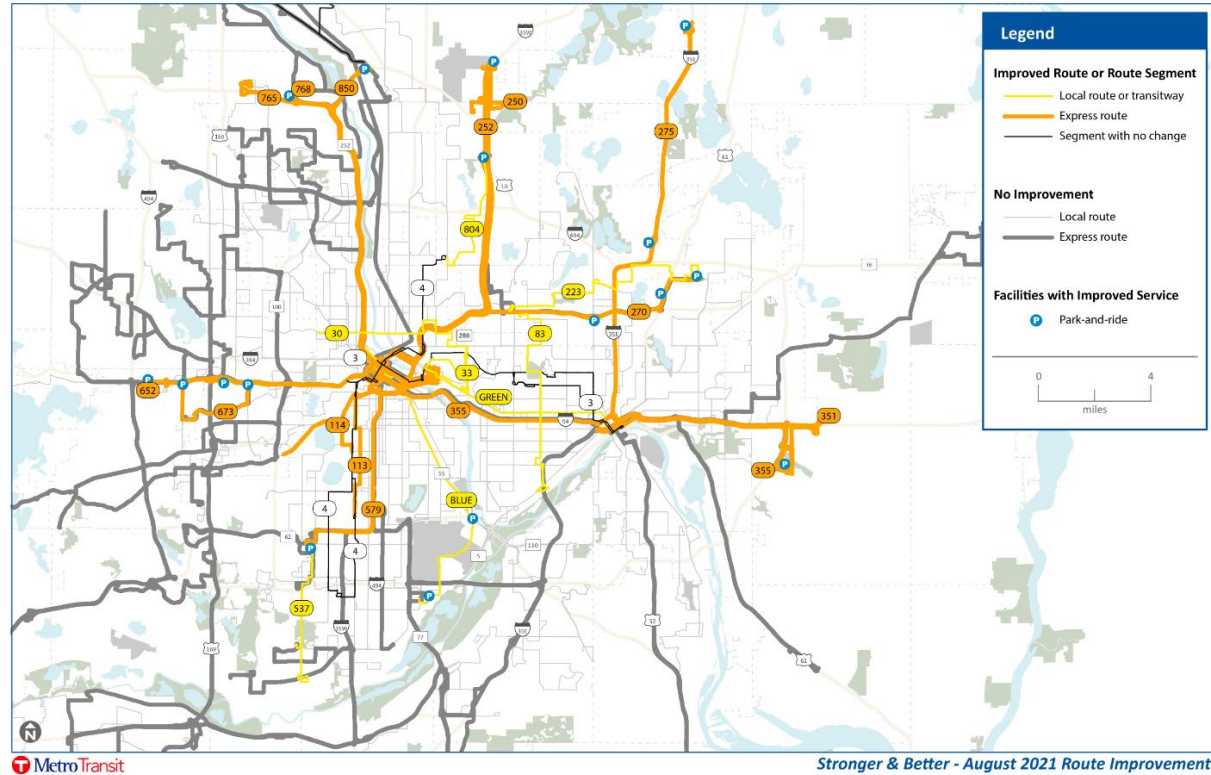
Speed and Reliability

- Corridor and Route level tools
 - Bus lanes, traffic signal, parking changes
 - Bus stop spacing, location, shelters, info
 - Route and schedule design
 - Frequency improvement
- Route-level changes
 - Comprehensive review of single local bus route
 - Improvements beyond speed and reliability alone



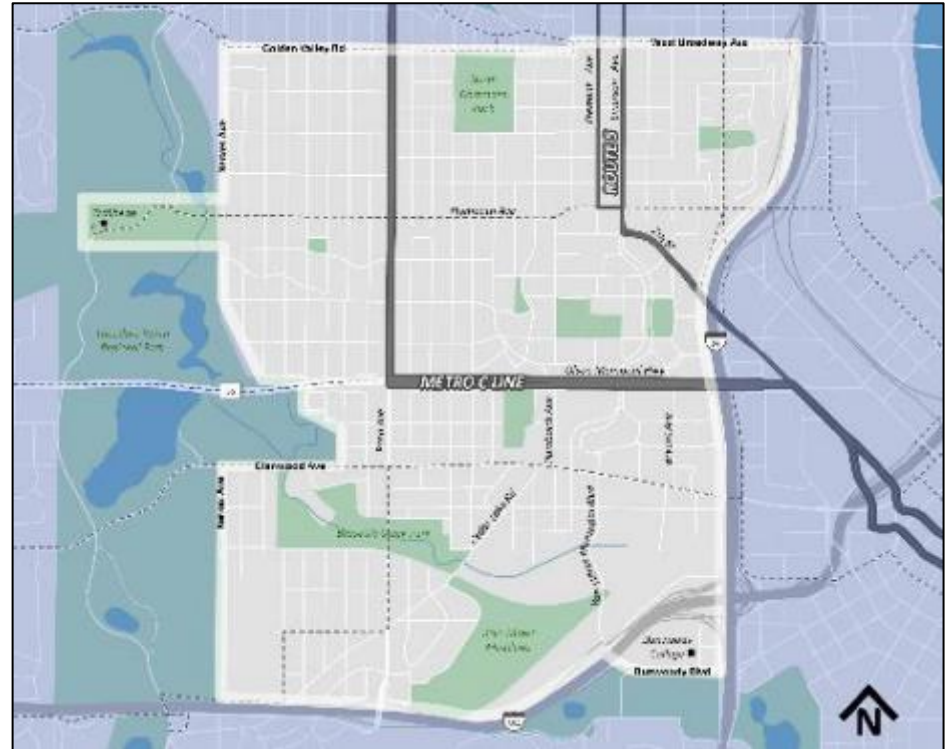
August 2021

- Better Bus Route 3
- **Commuter express**
 - New market patterns
 - Primary corridor focus
 - Large park and rides
- Looking ahead
 - Meeting demand
 - Local Service
 - Better Bus Routes



Testing on-demand service

- Expand connections
- Neighborhood access
- Demand responsive
- Real-time, app-enabled
- Microtransit one-year pilot (2022)



Building the Network of the Future

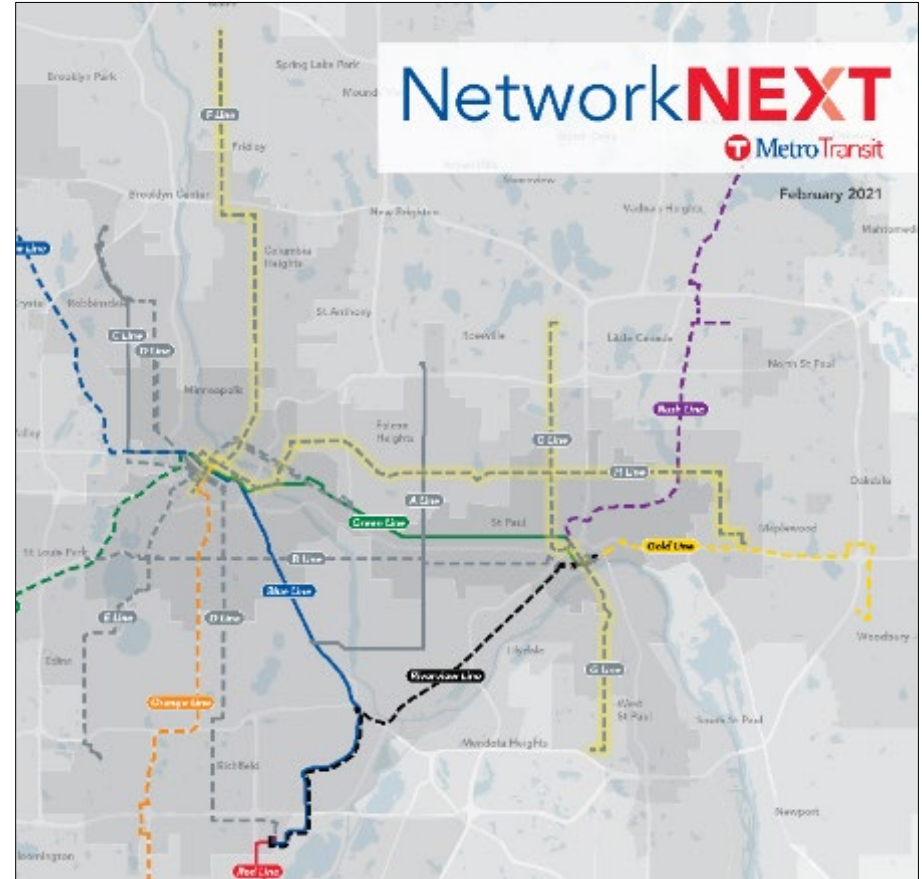
2022-2025

2022 D Line (Chicago, Fremont)

2024 B Line (Lake, Marshall)

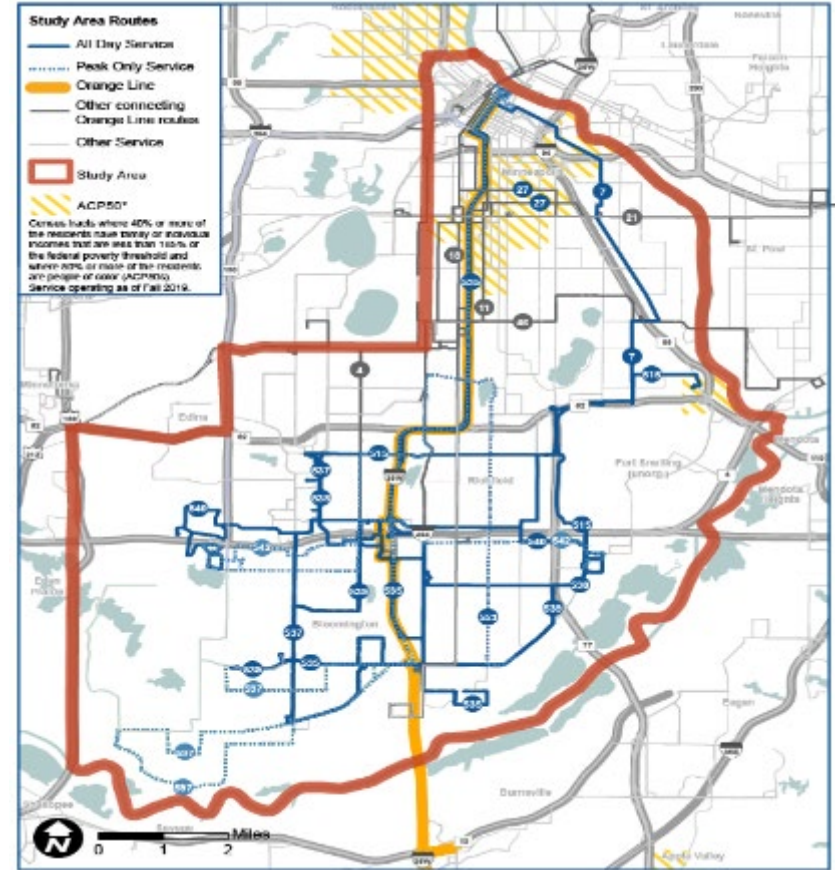
2025 E Line (Hennepin)

2026+ F, G, H lines



Orange Line

- 17 miles
- 12 stations
- Opening 2021



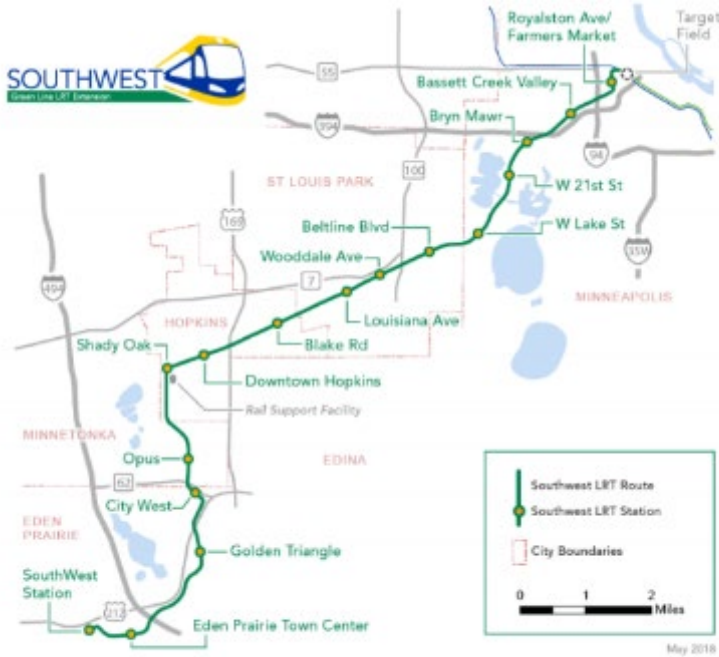
Gold Line

- 10 miles, 21 stations: Primarily within bus-only lanes
- Construction starts in 2022



Green Line Ext

- Under construction



Blue Line Ext

- Developing, engineering
- Alignment planning



Cleaner Vehicles & Facilities

Buses

- Continued focus on a clean, reliable fleet
- Expansion of BRT fleet
- Zero Emissions Bus transition plan
 - Council approved master contract
 - Continued development with Low-No grant awarded
 - Supported by Legislative plan development 2022
 - Capital improvement plan includes 100 electric buses



Light Rail vehicles

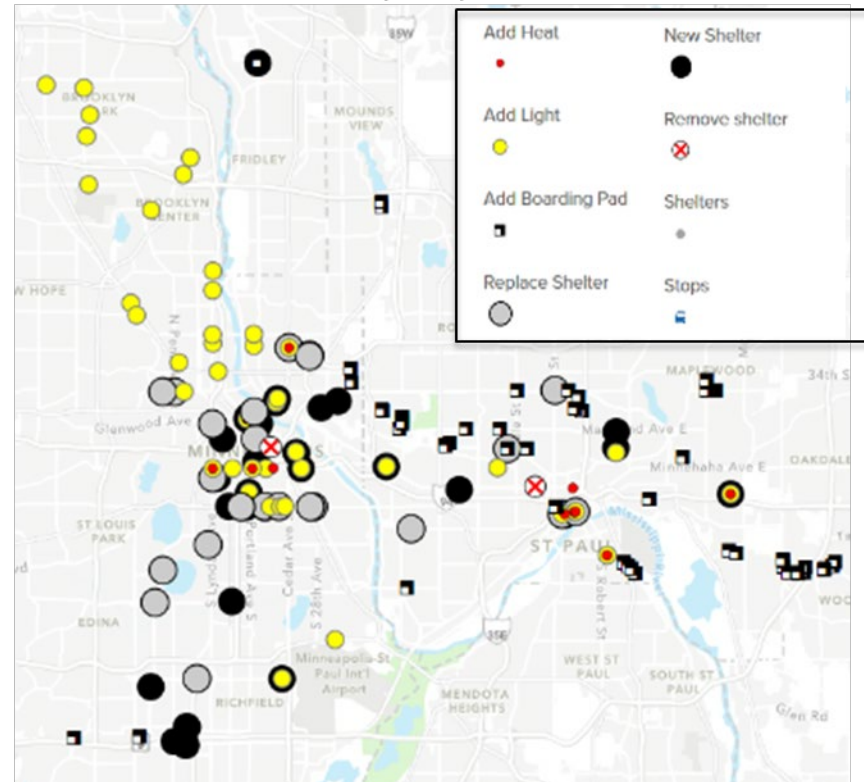
- New seats & digital cameras
- Cleaning Trains at terminals



Better Bus Stops

- Active since 2014
- In 2021
 - 25 new & 30 replacement shelters
 - Light added at 23 shelters
 - Heat added at 11 shelters
- Next Five Years
 - 270 new/replacement shelters
 - 150 concrete boarding areas at locations without shelters

2021 Planned Bus Stop Improvements



Public Facilities

- Enhanced shelter cleaning
- Shelter glass replacement
- Winter snow removal



2021 Transit Center Improvements

- Brooklyn Center (BCTC) renovation
- Saint Paul-Sunray



Enhancing Safety & Security

Increasing presence and response

- Expanded presence
 - Community Service Officers
 - Additional sworn officers
- Real Time Information Center
- Homeless Action Team
- Community partnerships



Improving Customer Information

Customer Information

- NexTrip
- Website
- Mobile App
- TIC



Tweets Tweets & replies Media Likes

T Metro Transit Alerts @MT_MN_Alerts · 3h
Route 766 detoured off West River Rd from Brookdale Dr to 81st Ave until further notice due to construction [bit.ly/mtAlert](#)

Chicago Ave S & 46th St E Stop # 700

ROUTE	DESTINATION	DEPARTS
GP	Edens Ave/66th Broadway	⌚ Duo
SM	Fremont Ave/81st St Ctr/Transit Ctr	⌚ 7 Min
SM	Fremont Ave/81st St Ctr/Transit Ctr	⌚ 15 Min

🕒 Departures

Promoting Transit

Fare promotion September-October

- \$1 regular fare
- Reduced fares at 50 cents
- 50% discount for Metropass, Student Pass, College Pass, U Pass (Sept – Dec)
- Participation from all regional providers



Marketing Campaign



April - May

- Travel Responsibly
- Essential travel lifted, capacity limits increased

June – Aug.

- We're ready, when you're ready
- Capacity limits eliminated

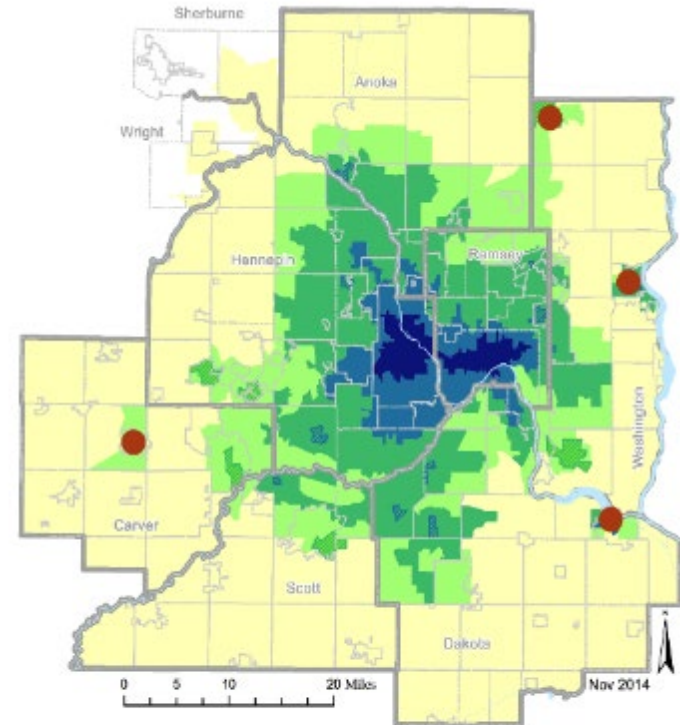
Sept. – Dec.

- We're open for business
- More employees, students return

2022 continuous improvement

- Service performance
- Review express service market
- Fare structure
- Equity

Transit Market Areas

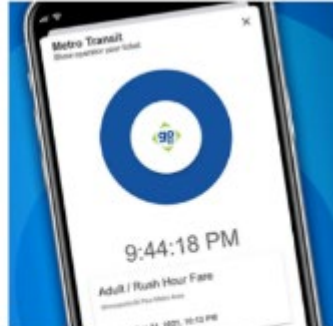


Thank you

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Transit announces safety & security initiatives



New Metro Transit app is coming!



Join us at our July Driver Hiring Event!



More service returning Saturday, Aug. 21