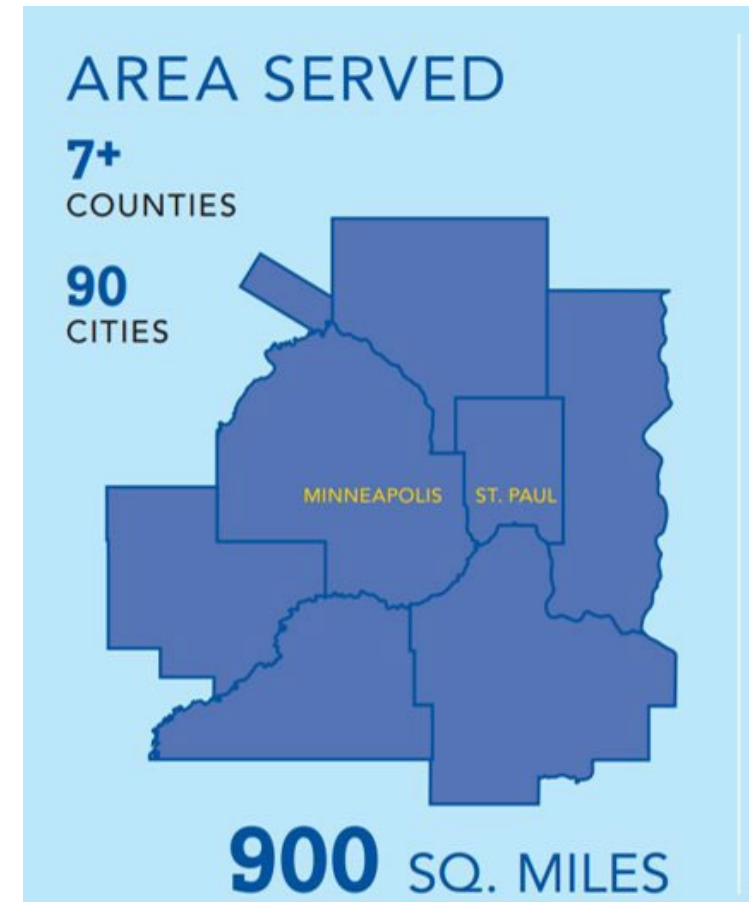




Minnesota Public Transportation Association
Nick Thompson, Deputy General Manager-Capital Programs

About Metro Transit

- Division of the Metropolitan Council
- Largest regional transit provider
- Met Council transportation services
 - Metro Mobility
 - Contracted service
 - Planning
 - Allocates federal funding



Goals

- Provide safe, welcoming and comfortable service
- Provide reliable and easy to use services
- Support an environmentally sustainable region
- Be a great place to work and build careers



Stronger, Better

Strategic Plan, 2021-22



Safety & Security Action Plan

- 40 action items
- Three areas of work
 - Improving conditions
 - Training and supporting employees
 - Engaging customers, partners
- First quarterly update 9/22
 - Increased officer wages
 - Contracted security
 - Red Kite training

Safety & Security ACTION PLAN



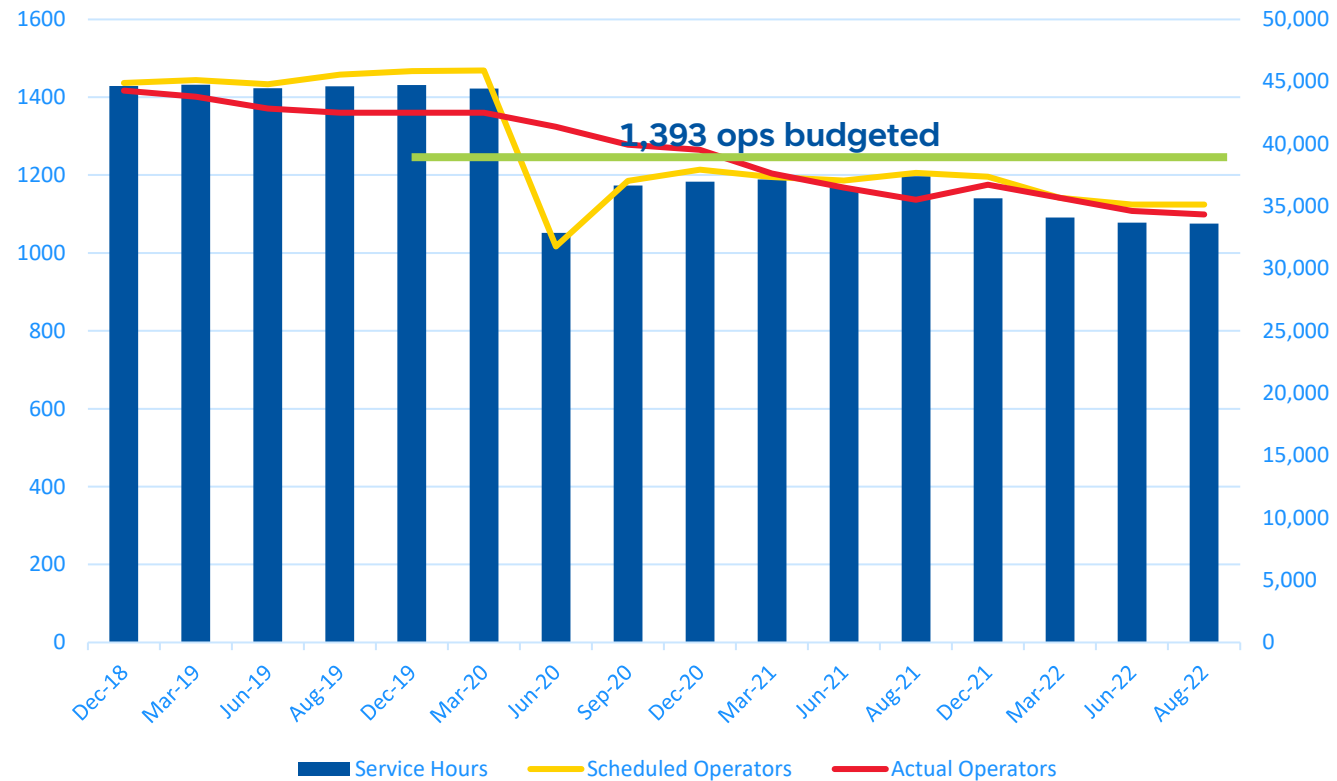
Customer Experience

- State of good repair, regular facility and vehicle cleaning
- Transit Information improvements
- Pass programs, fare collection
 - Transit Assistance Program (TAP)
 - Universal Transit Pass
 - Mobile ticketing



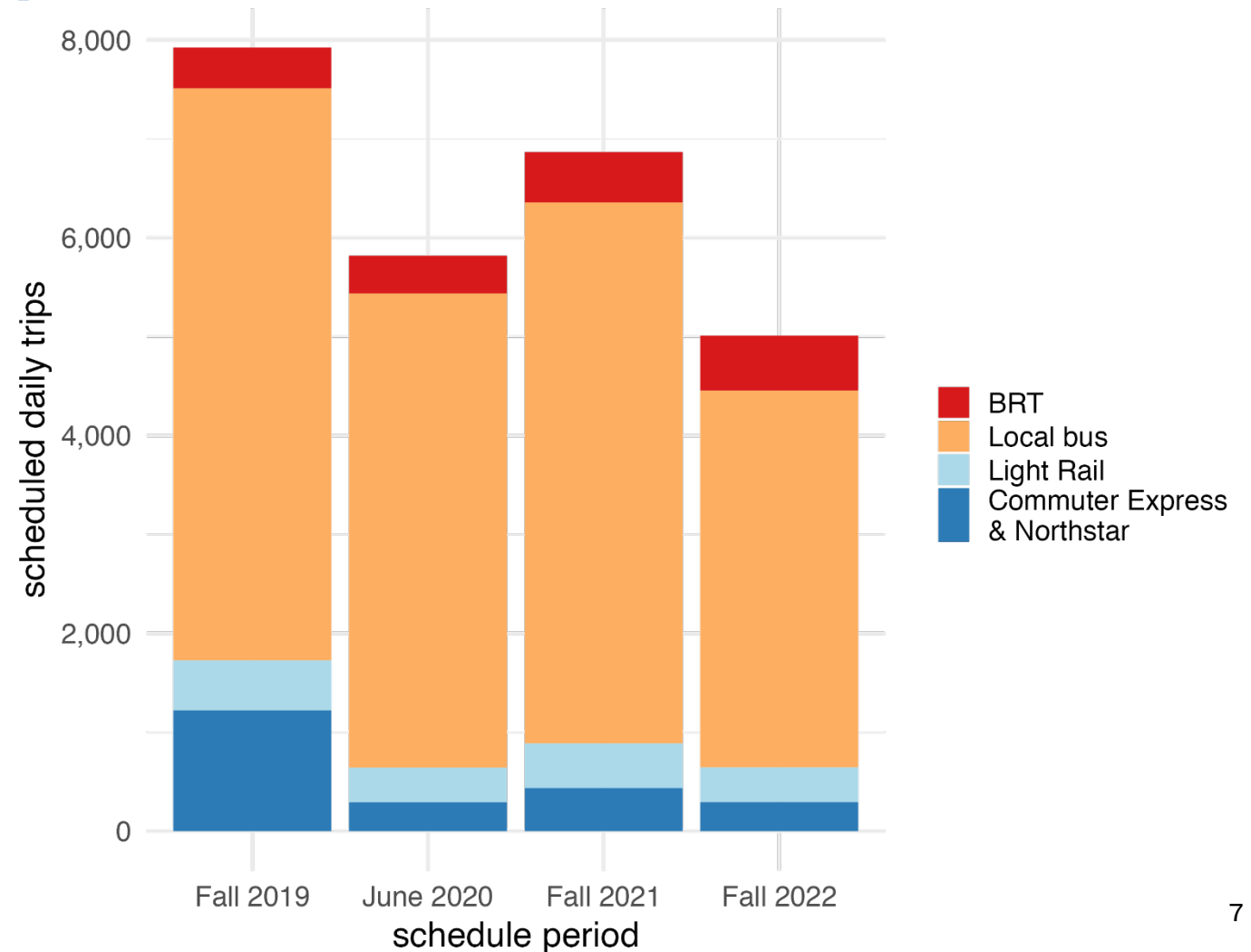
Adjusting service based on operator availability

- Around 1,100 full- and part-time bus operators
- As of September 2022: -60 versus ideal
- December service changes will reduce operator requirement by 80



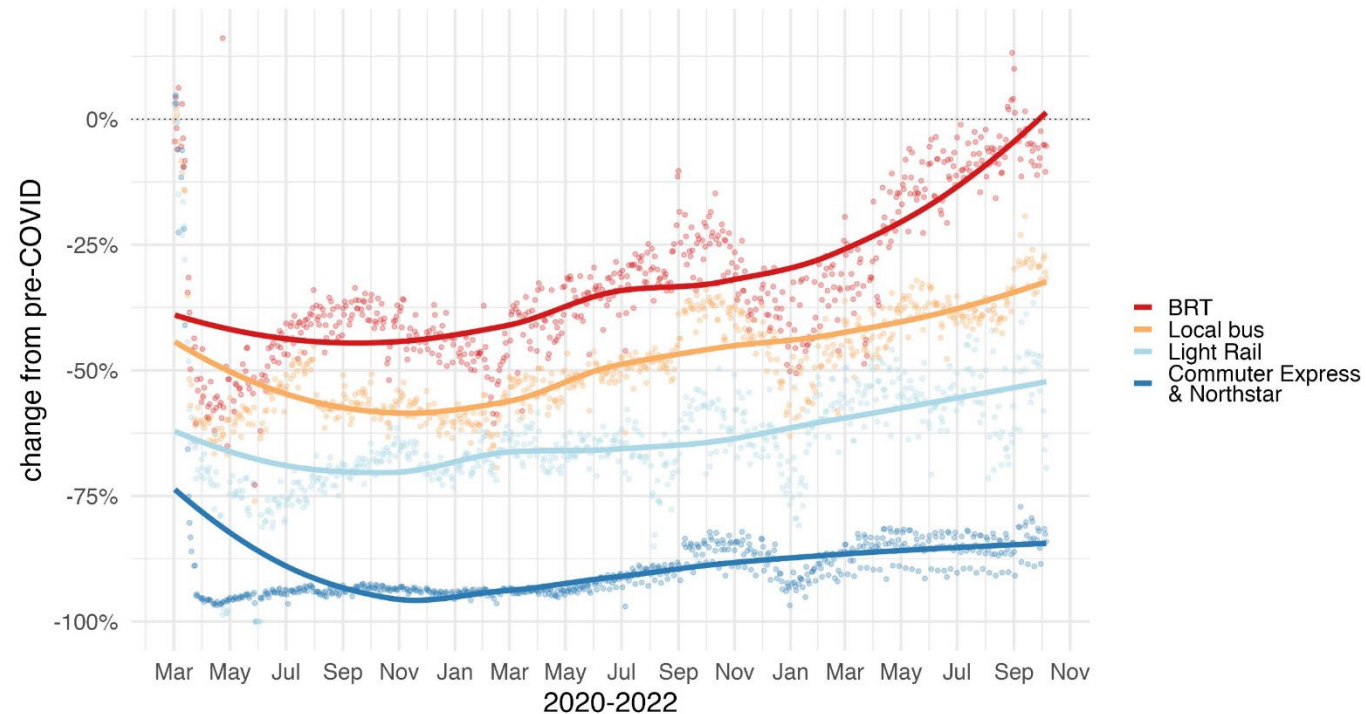
Weekday scheduled trips

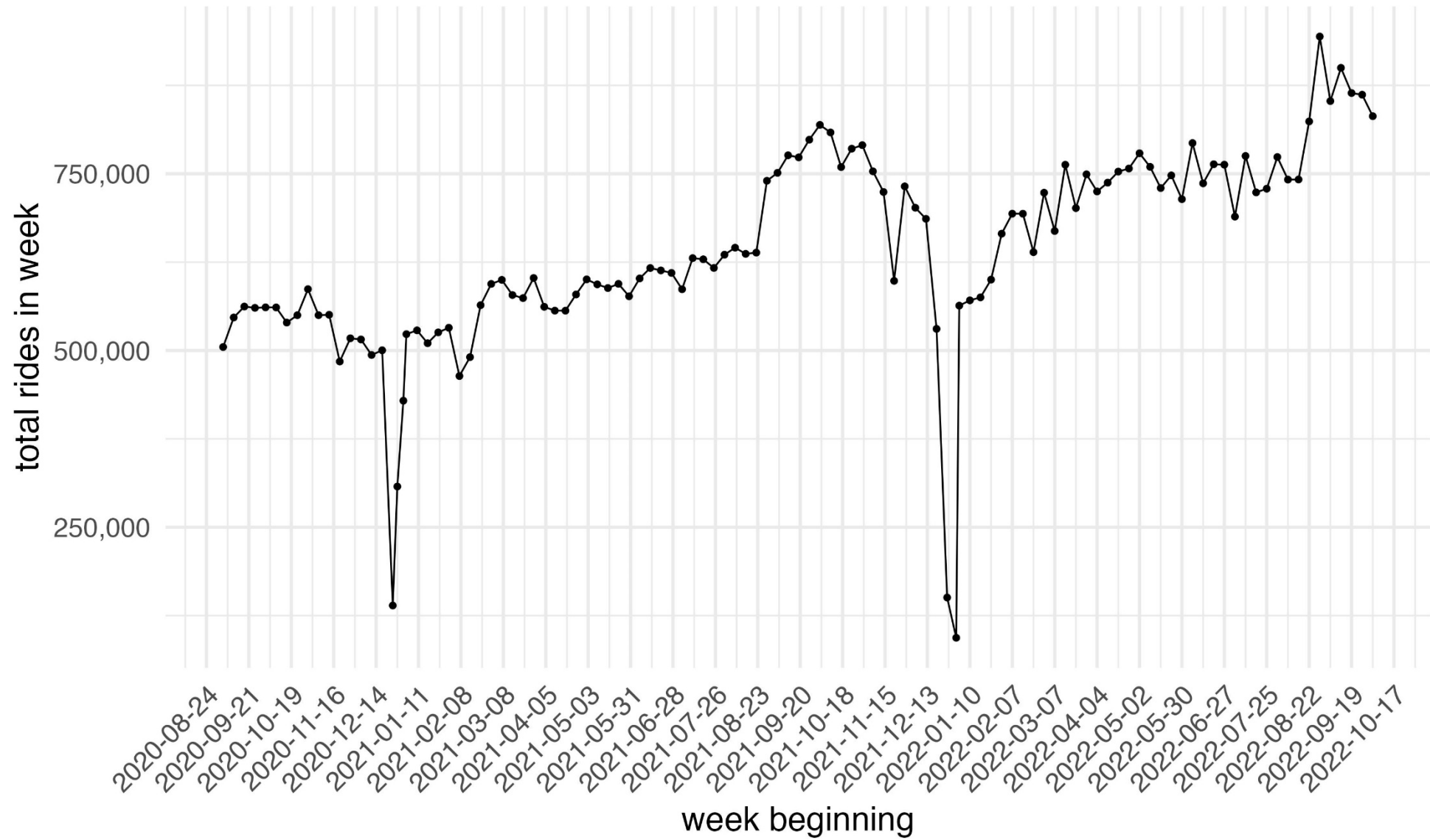
- Systemwide service hours, compared to August 2019
 - June 2020: 74%
 - June 2021: 82%
 - June 2022: 75%
 - December 2022: 68%



Ridership

- Steady growth on all modes
 - September 2022 highest monthly ridership since pandemic
- Local bus -33%
- Light rail -50%
- BRT almost even
- All-day, all-purpose trips





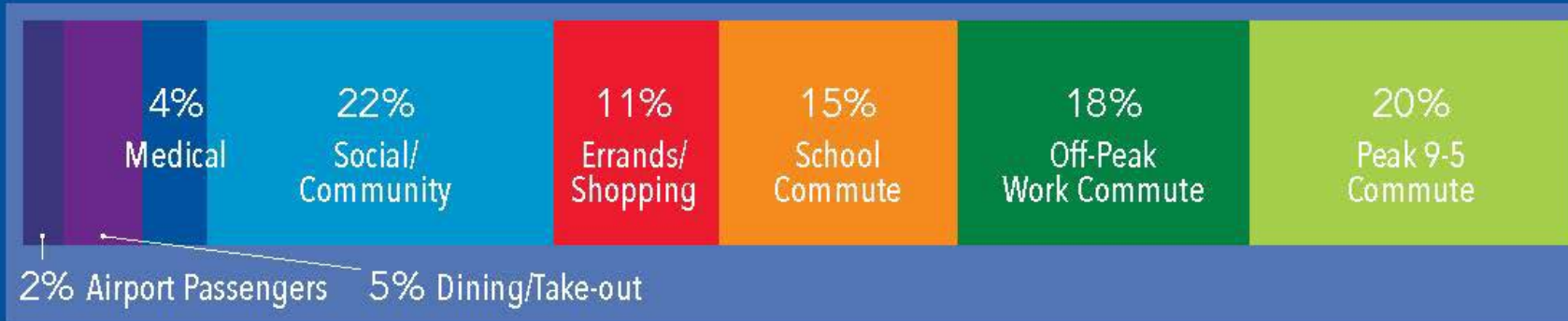


Metro Transit Trip Purpose

2021

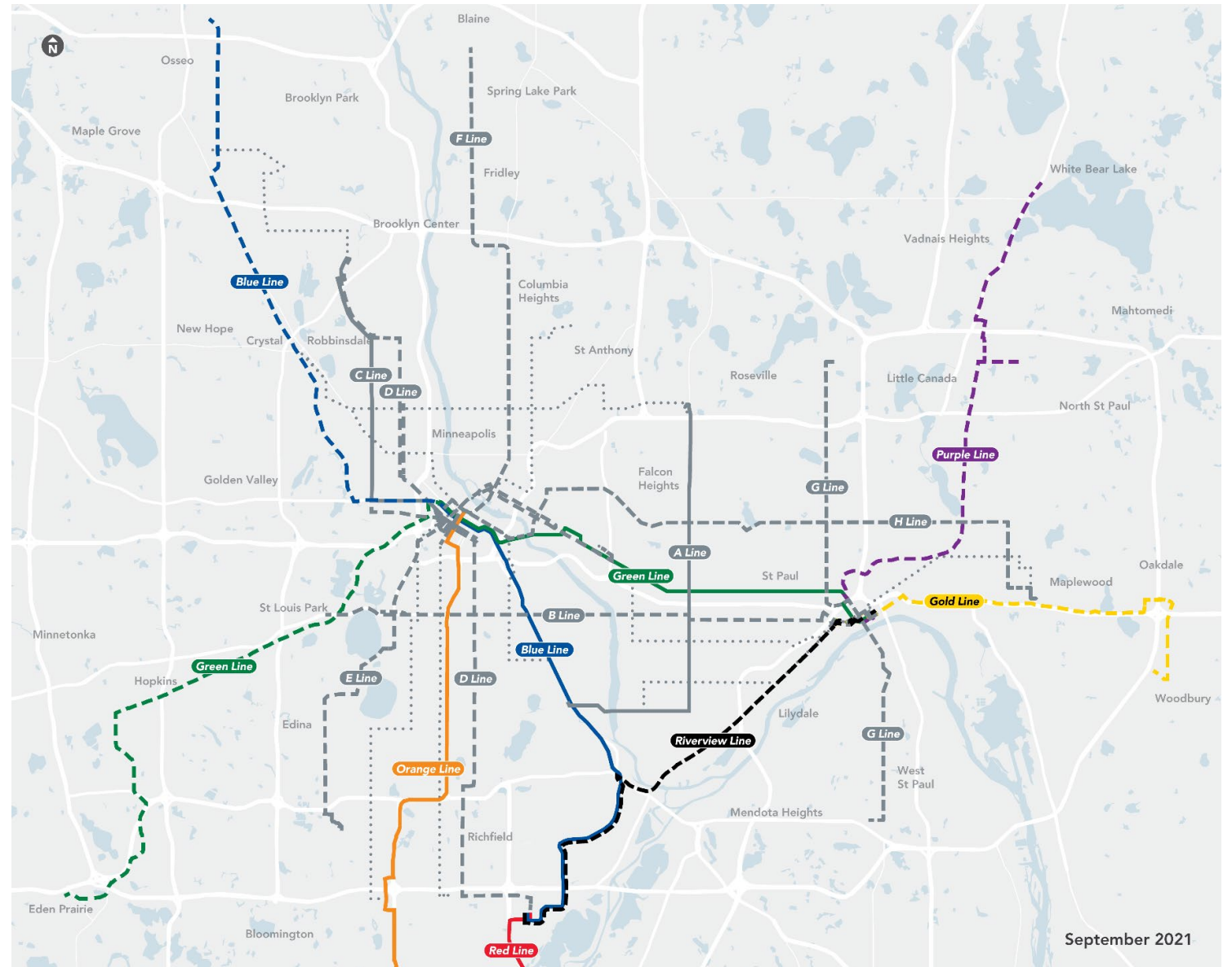


2016



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

METRO line	Opened/Opening
Blue Line	2004
Green Line	2014
A Line	2016
C Line	2019
D Line	2022
B Line	2024
E Line	2025
Gold Line	2025
Purple Line	2026
F Line	2026
G Line	2025-2030
H Line	2025-2030



Bus Rapid Transit

- Faster, more reliable service
 - Off-board fare payment
 - All-door boarding
 - Wider stop spacing
- Enhanced stations
 - Off-board fare payment
 - Heat, light, real-time signs
- State, local and federal funding



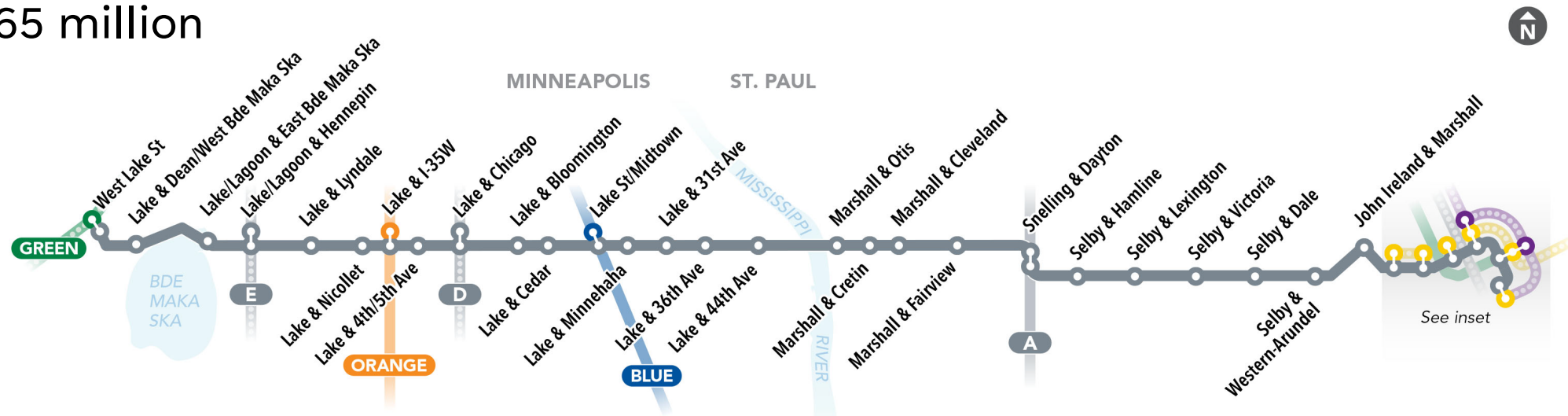
METRO D Line

- Opens Dec. 3, 2022
- Replaces most of Route 5
 - 15,000 average weekday rides in 2019
- 18 miles – Brooklyn Center, downtown Minneapolis, Mall of America
- 1 in 4 households within half-mile have no vehicle access
- \$75 million



METRO B Line

- Opens 2024
- Replaces most of Route 21, second-busiest route
- 106,000 people within a 10-minute walk or roll
- \$65 million



METRO Gold Line

- Construction underway, opening 2025
- 10 miles, 21 stations
- 93,500 jobs within half-mile of stations
- First BRT line in Minnesota to operate primarily within bus-only lanes



Zero-Emission Bus Transition Plan

- Current state: 900+ buses
 - 8 60-foot electric buses (C Line)
- 8 40-foot electric buses for local service in 2023
- Goal: 20% of 40-foot buses purchased through 2027 electric
- Chargers at North Loop Garage



North Loop Garage

- 24 maintenance bays
- Storage for 200+ buses
- Electric bus charging equipment
- Solar arrays
- Storm water retention system



Workforce development

- Continuous postings for many frontline positions
- Increase in starting operator pay
 - \$26.16/hour as of October 2022
- Operator, technician apprentice programs
- Leadership development



Looking forward

- Continued focus on safety and security
- Steady ridership growth
- Build-out of METRO network
- State of Good Repair
- Workforce challenges



Thank you

- Nick.thompson@metrotransit.org