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
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
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
<table>
<thead>
<tr>
<th>METRO line</th>
<th>Opened/Opening</th>
</tr>
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<tbody>
<tr>
<td>Blue Line</td>
<td>2004</td>
</tr>
<tr>
<td>Green Line</td>
<td>2014</td>
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<tr>
<td>A Line</td>
<td>2016</td>
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<tr>
<td>C Line</td>
<td>2019</td>
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<tr>
<td>D Line</td>
<td>2022</td>
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<tr>
<td>B Line</td>
<td>2024</td>
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<tr>
<td>E Line</td>
<td>2025</td>
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<tr>
<td>Gold Line</td>
<td>2025</td>
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<tr>
<td>Purple Line</td>
<td>2026</td>
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<td>F Line</td>
<td>2026</td>
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<td>G Line</td>
<td>2025–2030</td>
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<tr>
<td>H Line</td>
<td>2025–2030</td>
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</tbody>
</table>
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

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