



Transit and the Future of Remote Work

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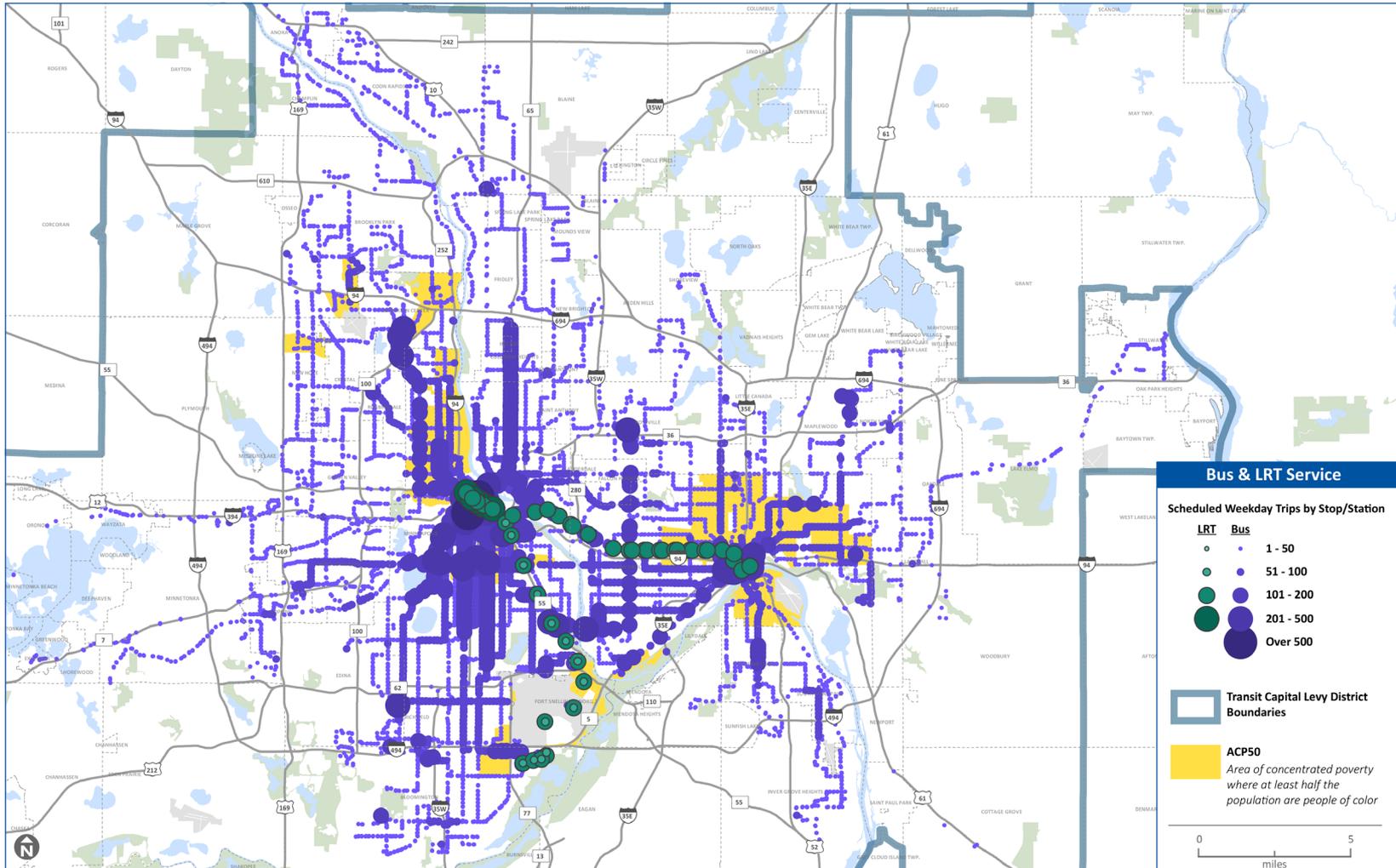
Assistant Director, Service Development

Metro Transit Response to COVID

- Rapid changes to service & policy in spring/summer 2020
 - Health practices
 - Onboard passenger limits (25% of seated capacity)
 - Rear-door boarding
 - Operator COVID shields
 - Face coverings required
 - Dynamic service delivery
 - Reduced bus and LRT service
 - Reassignment of high-capacity buses
 - Extra trips added

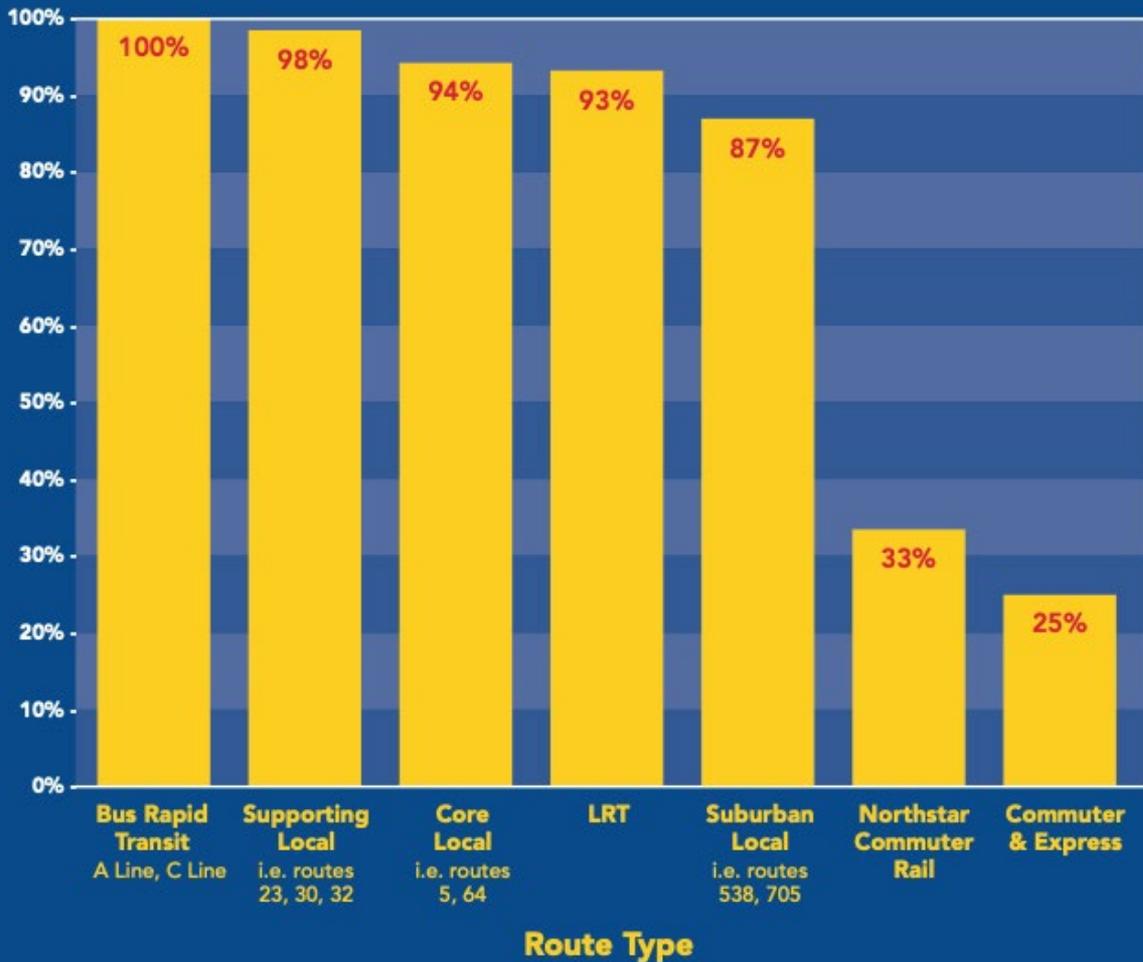
September 2020 – Summer 2021 Transit Service

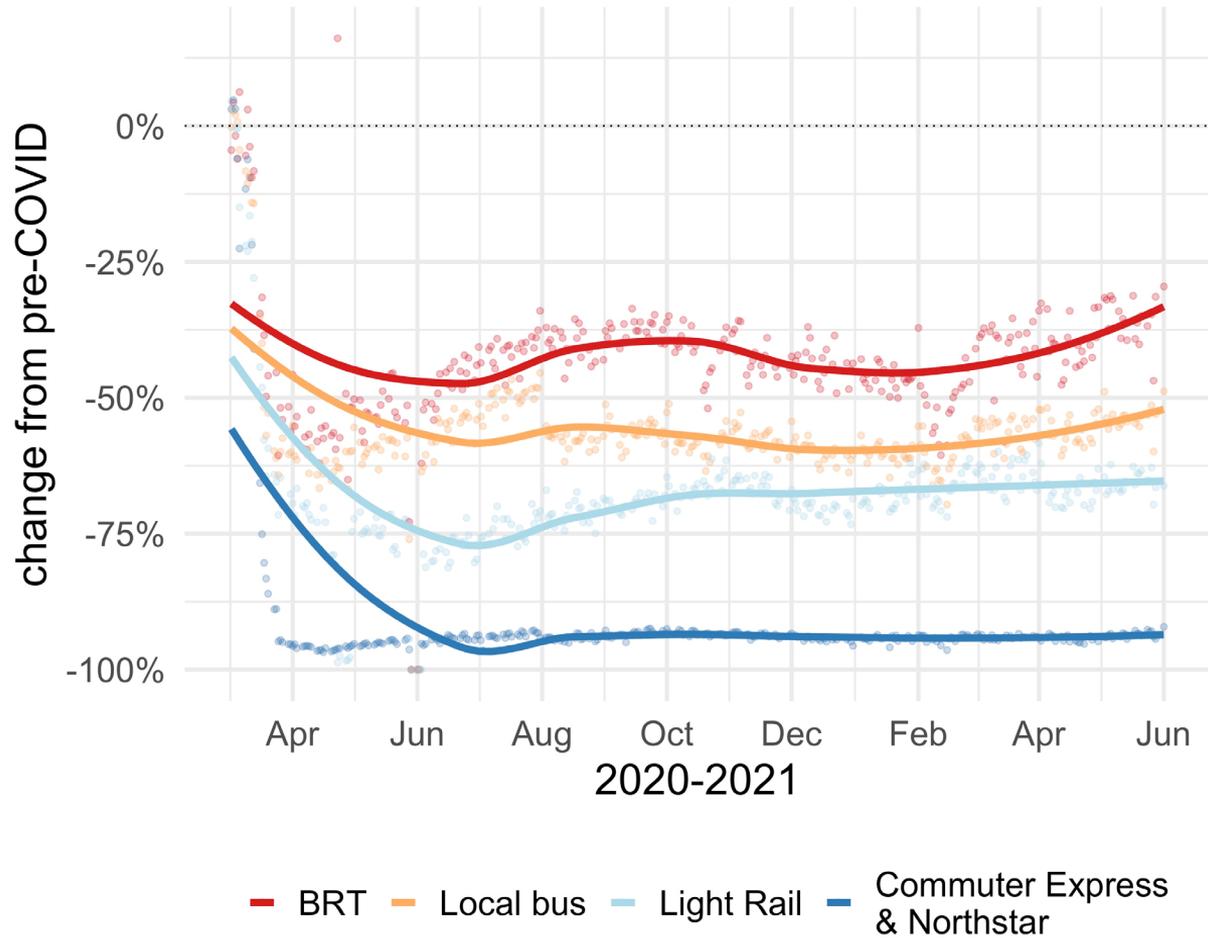
- Reduced demand due to remote work, school closures
 - Social distancing requires additional service capacity
- Return to weekday pre-pandemic levels on most core local bus routes. Focus on:
 - Highest ridership routes (pre- and during COVID)
 - Routes serving communities that rely most on transit
 - Service to schools & colleges when they re-open
- Blue and Green Line service adjustments
- Commuter and express routes have remained at June 2020 levels
 - Many commuter and express route remain suspended
- Equity evaluation

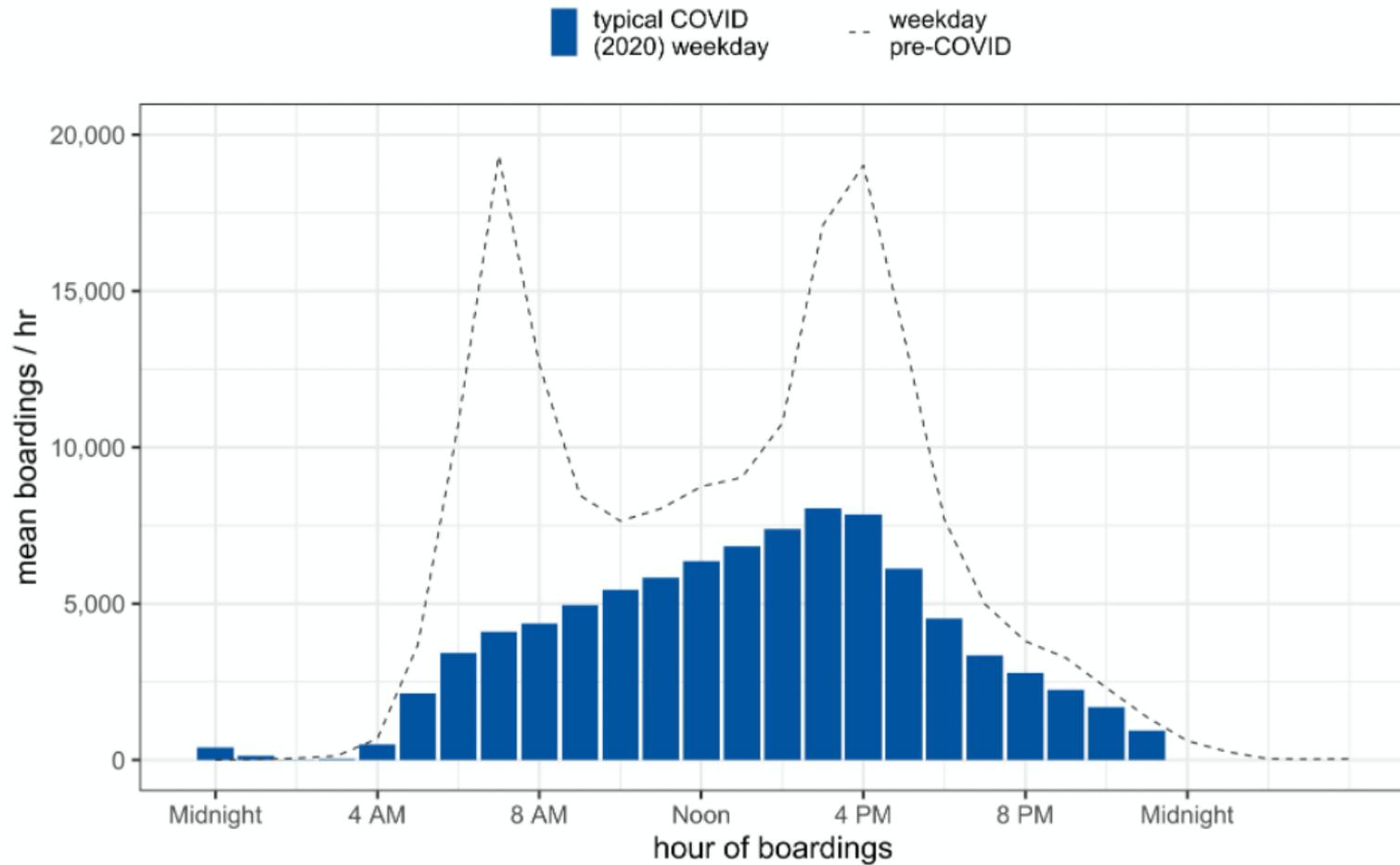




Total Trips, September 2020 vs. September 2019







Planning Through Uncertainty: 2 Stories

- **All-day, all-purpose travel has continued** throughout the pandemic
 - 80,000-90,000 rides per day
 - Essential trips
- Primarily using BRT, local bus, LRT
- **Weekday “9-5” commute market** is impacted by remote work
- Uncertainties abound:
 - How many people will return to offices?
 - Where are they coming from?
 - Will they get on board transit?
 - How often will they ride?

“9-5” Commute Considerations

Most Important Reason to Return to Metro Transit

Avoiding traffic and parking hassles is the most indicated reason to return to Metro Transit use (44%) among all respondents. Among those with their own or shared access to a vehicle, that reason is even more prevalent (53%). Among those without regular access to a vehicle, 73% indicate that travel without access to a vehicle is most important.

Most Important Reason to Return to Metro Transit Use



44% AVOIDS TRAFFIC AND PARKING HASSLES

22% ALLOWS TRAVEL WITHOUT OWNING OR HAVING ACCESS TO A VEHICLE

17% SAVES MONEY OVER OTHER OPTIONS

11% IS ENVIRONMENTALLY MORE RESPONSIBLE THAN OTHER OPTIONS

6% GIVES ME TIME TO MYSELF WHILE TRAVELING

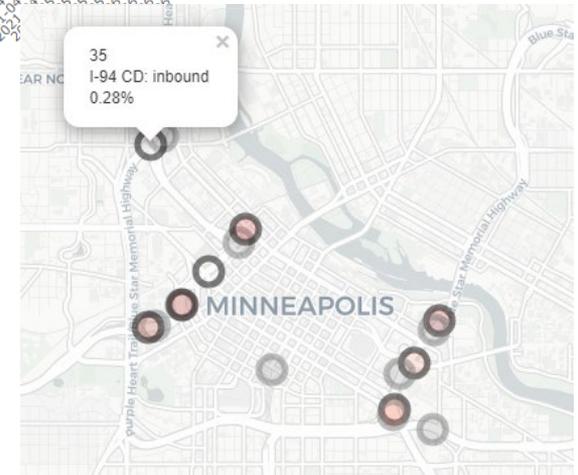
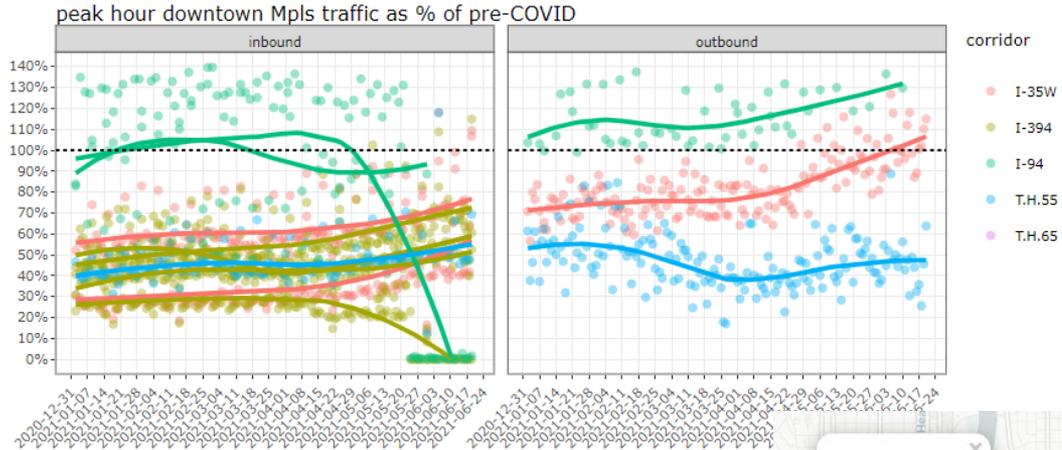
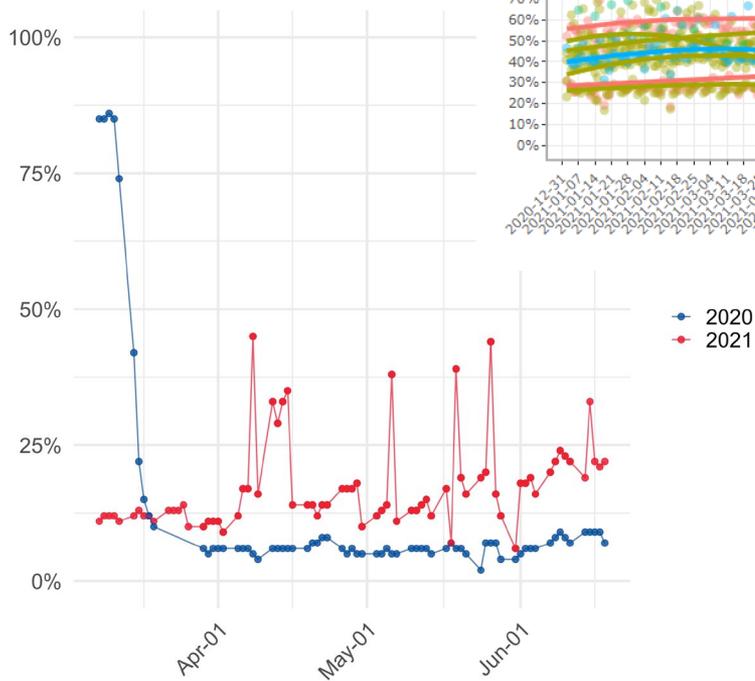
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Q9 Which of the following would be the most important reason that you would return to using Metro Transit services? Metro Transit:

“9-5” Commute Strategies

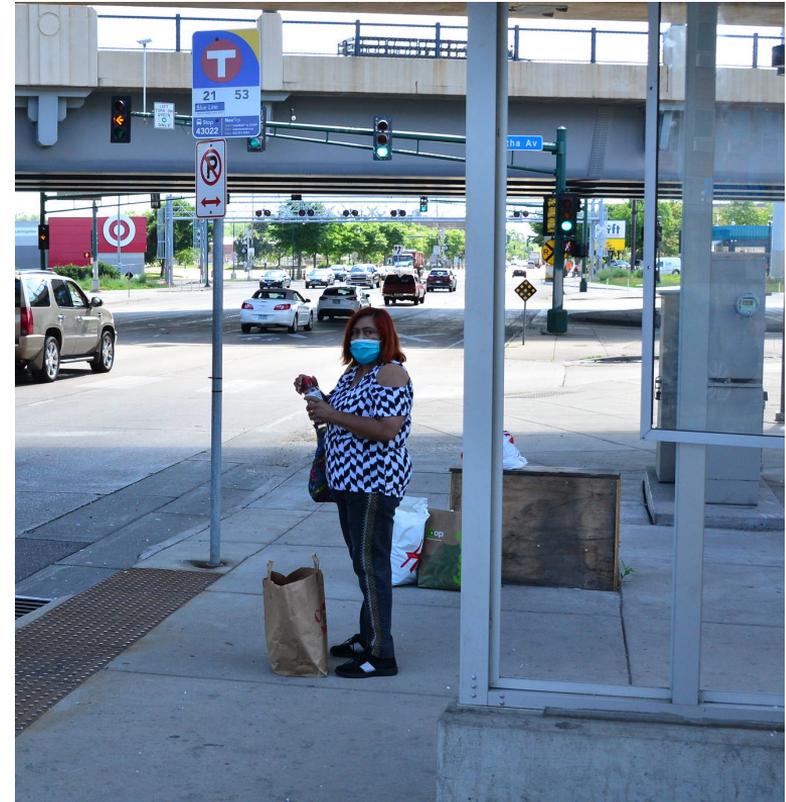
- Coordinate with major employers on return-to-office plans
 - downtown employers, University of Minnesota
- Track key commute indicators
 - Parking demand/pricing
 - Traffic & congestion
- Flexible service planning
 - Capacity available on local, BRT, LRT service
 - Serve key facilities & freeway corridors
 - Monitor ridership

ABC Ramp parking peak weekday utilization



Strengthening Local Service

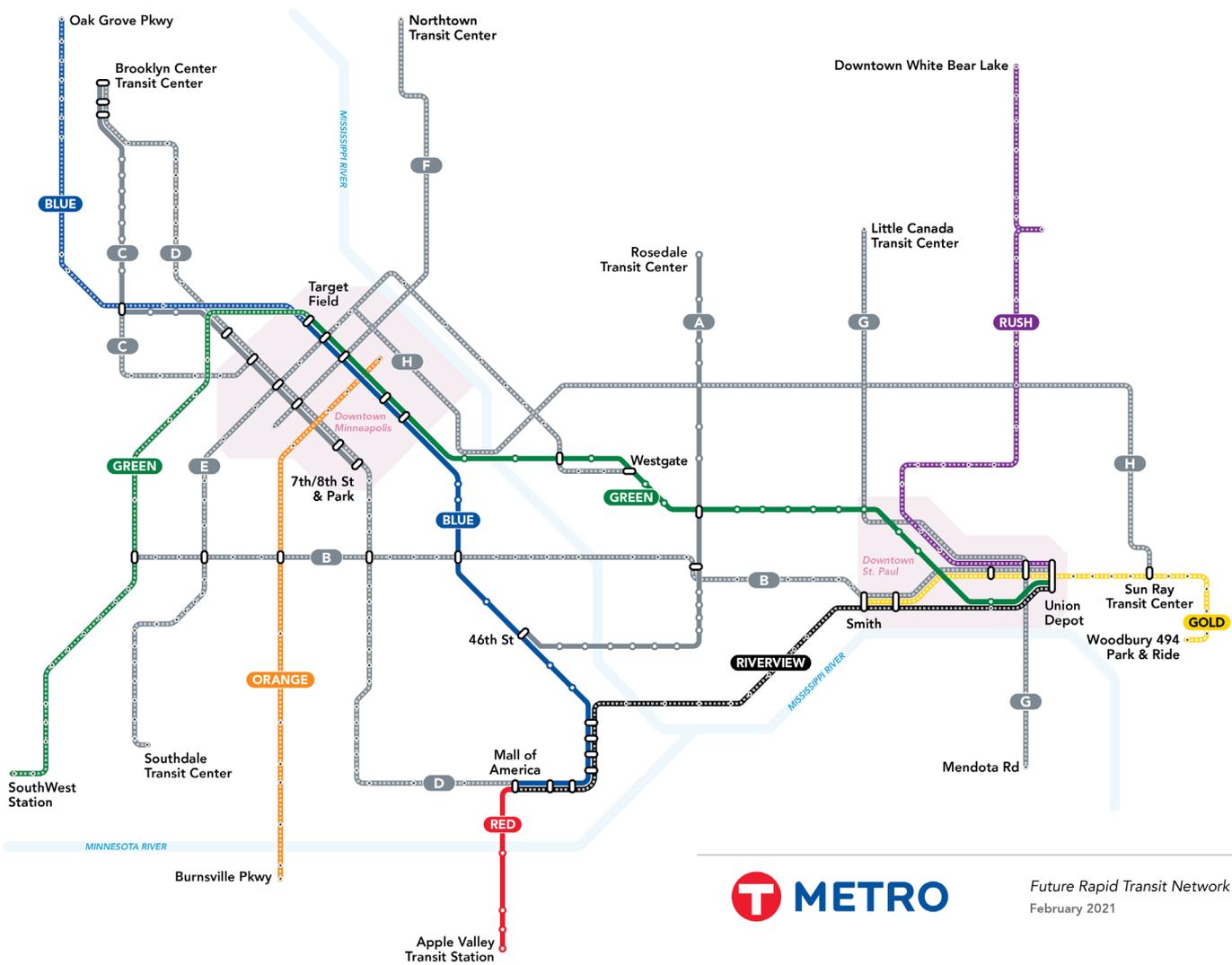
- New Route 323
 - Woodbury to Sun Ray
- Better Bus Routes program – Route 3
 - Route simplification and North Loop extension
 - Stop consolidation and improvements
- Orange Line Connecting Bus Plan
 - Convenient connecting service
- Regional Solicitation Grants
 - Improved frequency



Expanding the METRO Network

- Construction
 - Orange Line (opens late 2021)
 - D Line (opens late 2022)
 - Green Line extension
- Planning & design
 - B, E, Gold and Rush Lines
 - Blue Line extension, Riverview
- F, G and H Lines identified through Network Next





Future Rapid Transit Network
February 2021



Metro Transit Forward

- Capacity restrictions lifted
 - Federal mask requirement continues
- Daily cleaning of buses and trains
- Ventilation
- Participating in industry best practices



Metro Transit Forward

- NexTrip real-time information improvements
- Encouraging touch-free payments
 - Mobile tacking app improvements
 - Transit Assistance Program (TAP) expansion
- Review of MetroPass and other fare tools
- Coordinated hiring efforts



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Hiring Event!

Remote Work at the Metropolitan Council

Framework:

- Ensure attractiveness as an employer
- Driven by business needs, with manager discretion
- Balance strong work culture and flexible options
- Spectrum of schedule options:
 - Fully in-office
 - Hybrid options
 - Remote
- Developing updated policies & procedures
- Evaluating facility and equipment needs
 - Hotel/”touch-down” spaces
 - Additional teleconference space