



PHASE 2 of the
TRACK & SIGNALS
REPLACEMENT
PROJECT

**Buses replacing
METRO Blue Line
trains**

JUNE 29 – AUG. 19



Bob Westgate, Sr. Manager – Operations Planning
July 13, 2026

Lessons Learned from Fall 2025 Bus Replacement Service

- Creative highlights buses replacing trains
- Improved bus travel times, stop & layover locations
- Northbound routing improvements & ADA bus stop pads at 4, key locations
- Bus destination signage improvements
- Construction timing will match service day start & end times

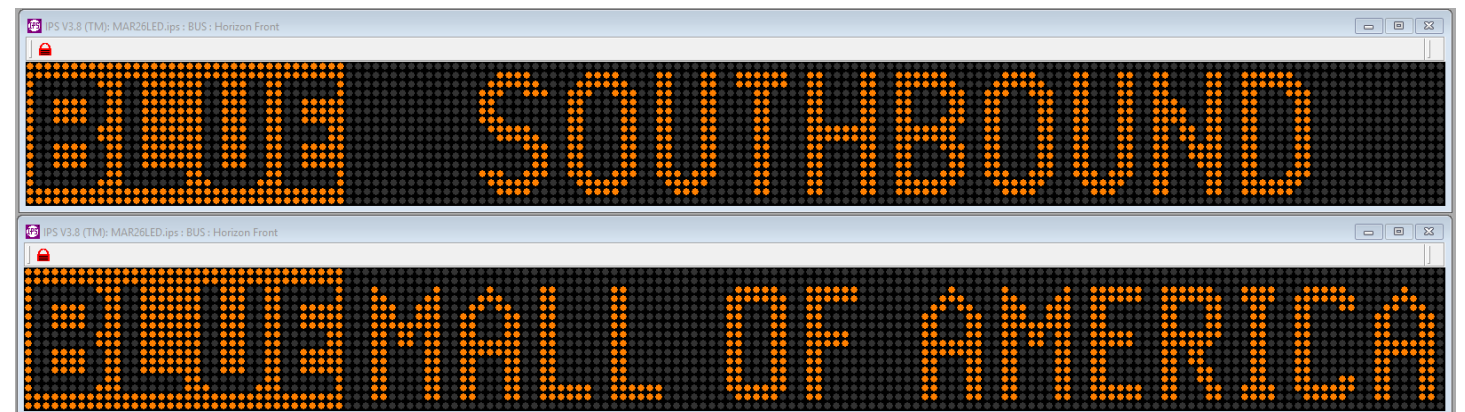
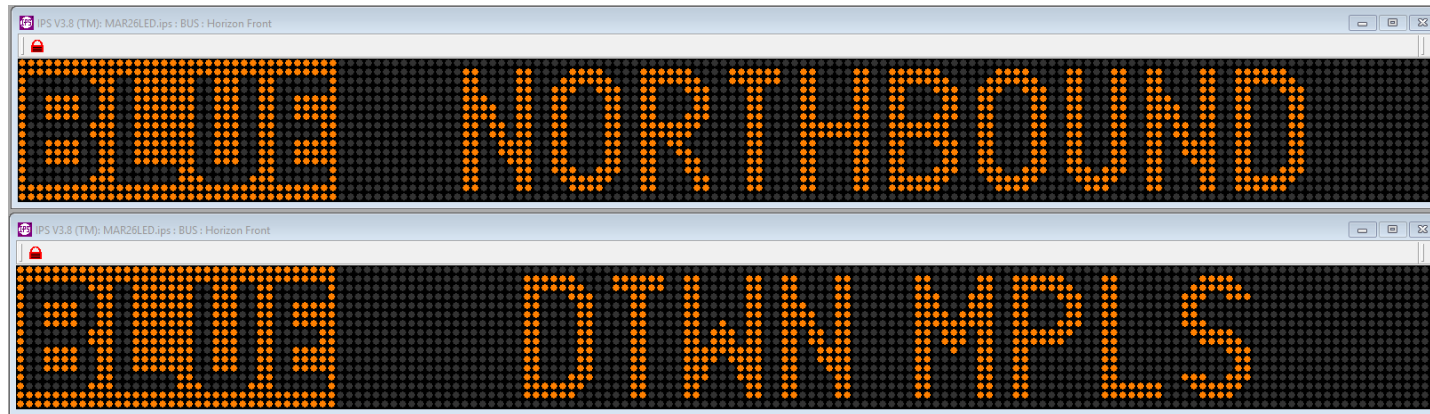


Target Field – Mall of America Bus Replacement



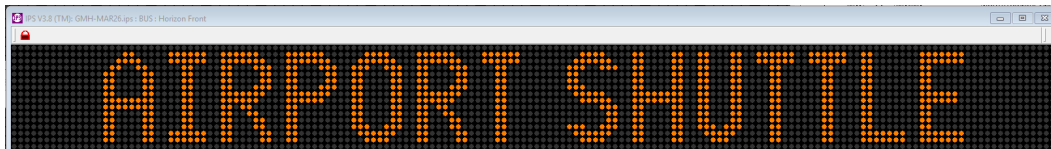
- Every 15 minutes
- Operated by 60', articulated buses
- No change to fare payment
 - Free between airport terminals
- Schedules available on the Metro Transit website & app
- Target Field stop at 5th St. Garage Transit Center

Bus Overhead Signs



MSP T-1/T-2 Airport Shuttle

- Every 15 minutes, 24x7
- Operated by 40' buses
- Free between airport terminals
- Schedules available on the Metro Transit website & app



The Implementation Team has been meeting daily...

- ...to review and act on rider, Ambassador and operator feedback
- Customer Experience built a dashboard that ingests the below data and makes it easy for each department to solve issues.
- Information from Riders and Ambassadors has led to tangible changes to customer facing information and addition of benches at replacement stops (for example).

Rider feedback

- Transit Information Center
- Rate My Ride from Transit App (coming week of 7/6)

Ambassador feedback

- Ambassador Survey
 - Issues
 - Kudos

Operator feedback

- Survey 6/29-7/5 route Blue Line Bus (991) operators the week of 7/6

Post Implementation Adjustments

- Bus stops
 - Signage adjustments at a few stations/stops based on feedback
 - Syncing MSP T-1 real-time signage
 - Additional signage at 3rd St. & Cedar Ave. (West Bank Green Line connect point)
 - Installing benches at VA Medical Center and at stops along Hiawatha Ave
 - Adding trash receptacles and increasing frequency of trash pickup
- Operations
 - Use onboard replacement bus stop announcements while enroute
 - Make a stop at every stop, even if the chime isn't pulled/pushed
 - There are 2 stops at MSP T-2 (drop off and pick up)
 - Customers are expected to pay the fare on a replacement bus as they would for riding the train
 - Increasing layers of presence at Nicollet station

West Bank Station is Our Biggest Rider Challenge

- Green Line riders are confused by the need to transfer to/from a “BluBus” at West Bank to access downtown stops – they are expecting to connect to a Green Line replacement bus.
- Action Plan
 - Ambassadors are staffing West Bank station/stops and guiding connecting riders
 - BluBus operators reminded the connect point has moved from USBS to West Bank
 - Added signage at the 3rd St. & Cedar Ave., the northbound replacement bus stop
 - Riders can also connect using Route 7 (via Washington Ave) or Route 22 (via 7th St.)
 - Adjusted onboard announcements (connect at West Bank and not USBS)
 - Added “window cards” on the BluBus



Our secondary challenge is at Airport Terminal 1
Many transit users there are less frequent or out of town riders

 **RIDER ALERT**

HEEGAN | ATENCIÓN
CEEBA TOOM, TUS NEEG CAIJ

Routes to Terminal 2

- Airport Shuttle Replacement Bus
- Southbound Blue Line Replacement Bus
- Route 686

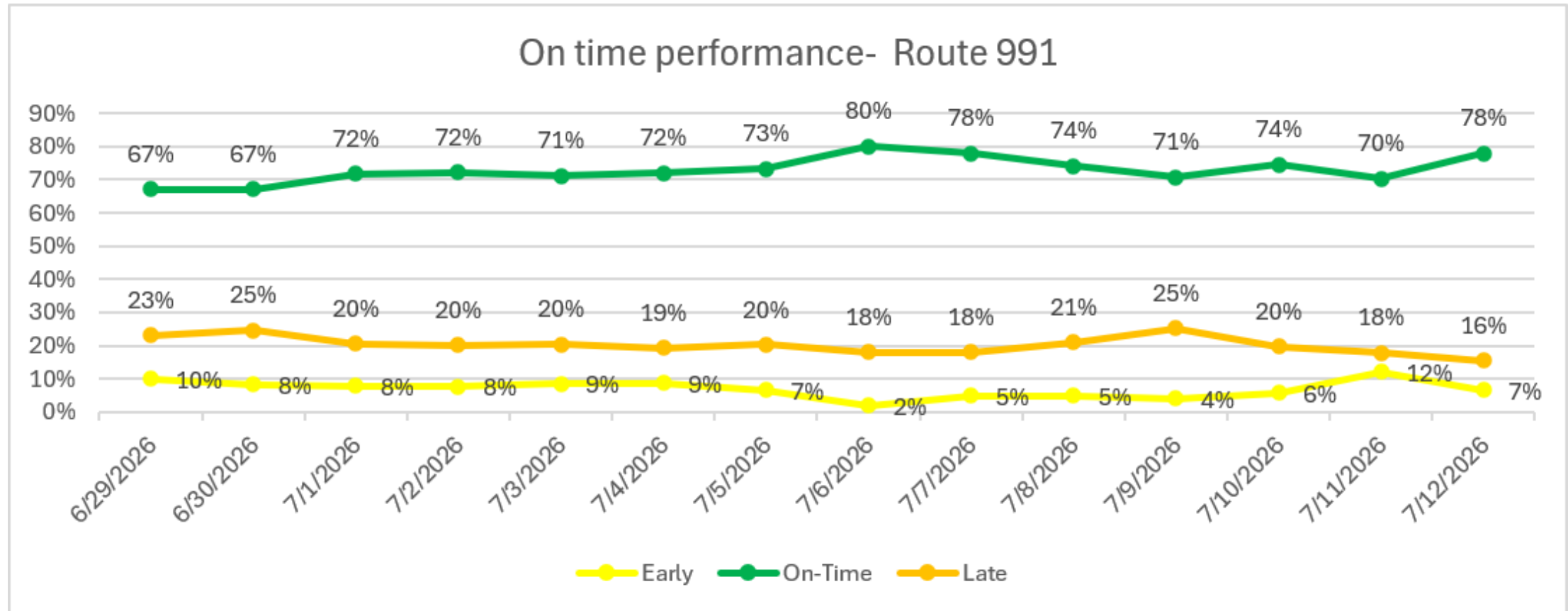
Questions? Contact us. | Wixii su'aalo ah? Wac lambarkan.
¿Tiene preguntas? Contactenos. | Yog muaj lus nug, mus saib.

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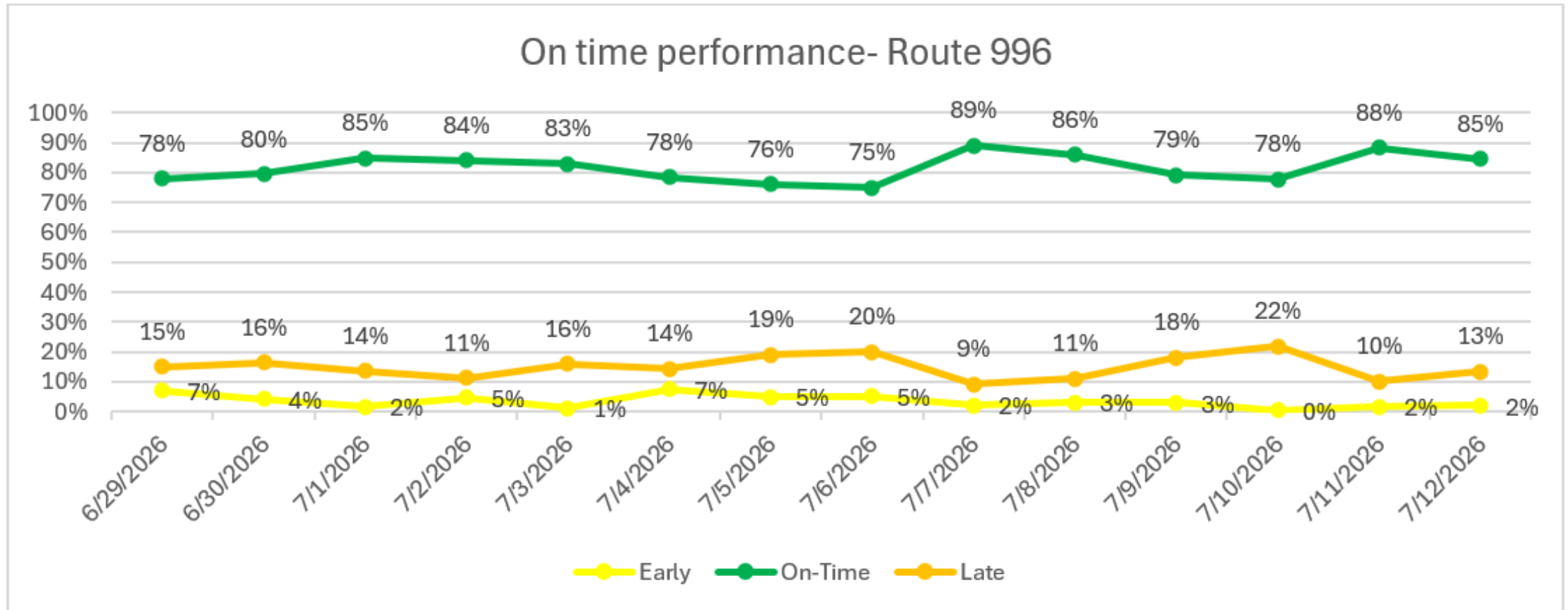
**DELTA
CREW BUS
PICK-UP
HERE**



Long Line On-Time Performance: 6/29>7/12



Airport Shuttle On-Time Performance: 6/29>7/12



Ridership

Date	991 – Long Line	996 – Airport Shuttle	Total Bus Replacement	Blue Line (2025)	% of Train
6/29	7,723	1,848	9,571	18,143	53%
6/30	7,737	1,648	9,385	17,198	55%
7/1	8,870	1,508	10,378	16,657	62%
7/2	8,684	1,567	10,251	17,188	60%
7/3	7,424	1,692	9,116	17,188	53%
7/4	6,726	1,139	7,865	17,388	45%
7/5	6,572	1,870	8,442	20,920	40%
7/6	8,354	1,620	9,974	16,592	60%
7/7	8,151	1,458	9,609	19,545	49%
7/8	8,347	1,637	9,984	21,231	51%
ALL	78,588	15,987	94,575	182,050	52%

Construction Progress



Questions?

