



Quarterly Service Change and Workforce Update

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July 27, 2026 | Transportation Committee

Our Mission: We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

STRATEGIC PRIORITIES

Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

Experience

We provide a consistently safe, clean, and welcoming experience on our system.

Service

We offer service that is convenient, reliable, and environmentally sustainable.

ADVANCING METRO TRANSIT FORWARD IN 2026 WILL MEAN:



Building
ridership



Increasing employee,
rider, and community
satisfaction



Preparing for a flawless
Green Line Extension
launch in 2027

Quarterly Service Change and Workforce Update



Overall Workforce Trends



Bus Operator Workforce:
Short-Term Challenges & Long-Term Opportunities



Renew the Blue and the Operator Workforce



August 2026 Preview:
Better Bus Routes 14 & 74



August 2026 Preview:
Improvements for Service Reliability & Construction



Network Now:
Progress Updates and 2027 Look-ahead



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August 2026 Preview: Improvements for Service Reliability & Construction



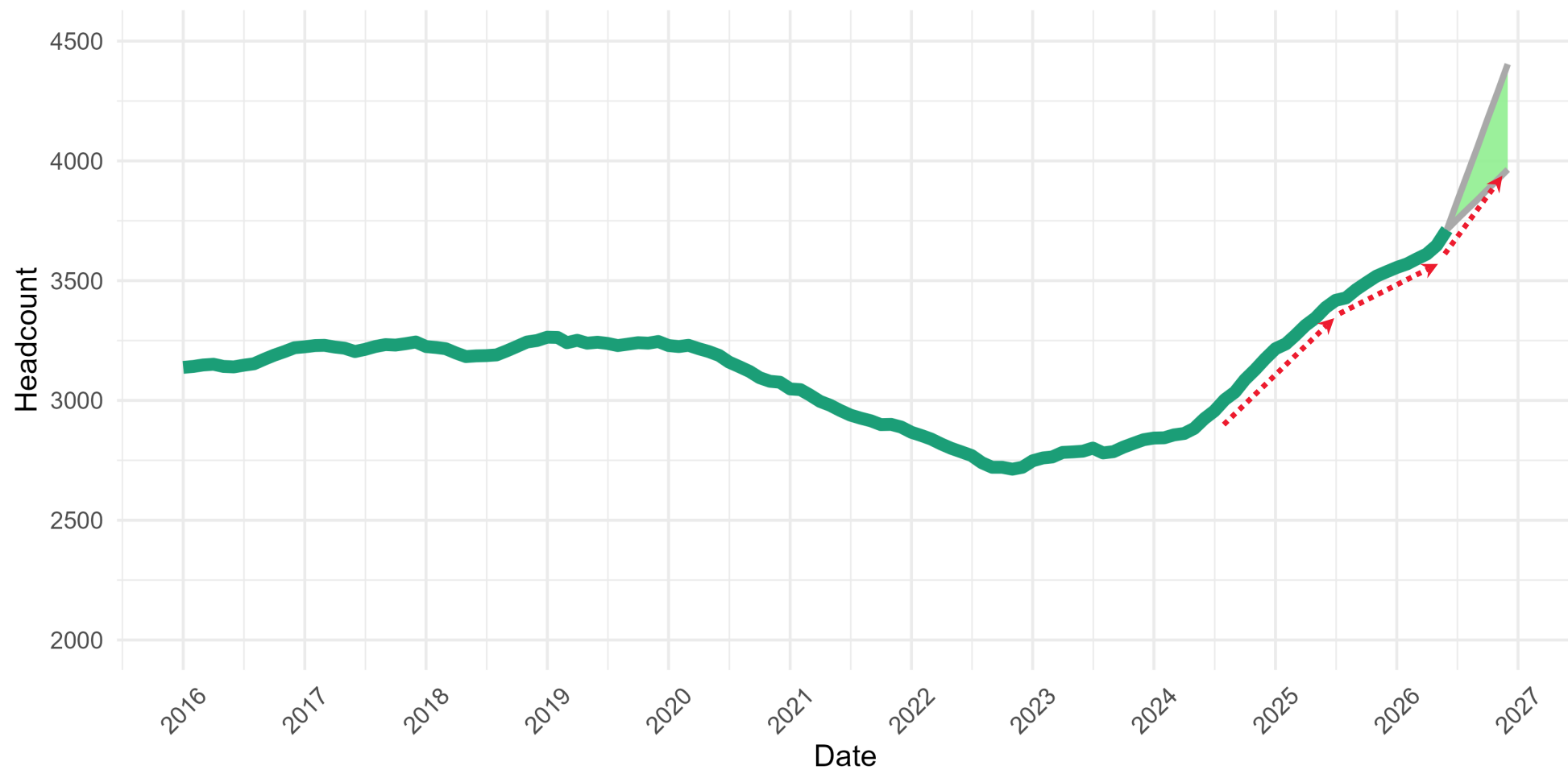
Network Now: Progress Updates and 2027 Look-ahead



Overall workforce growth has slowed since late 2025

(monthly average headcount)

Last updated 2026-07-02, data through 2026-06-30



Breakdown of 2026 Headcount Targets



Job Category	2026 Q1 Adopted Budget Target*	Headcount Apr 2026	Headcount June 2026	Gap
Bus Operator	1,557	1,434	1,462 (+28)	95
Train Operator	175	150	163 (+13)	12
Frontline Maintenance Positions	1,038	804	816 (+12)	223
Police Officers and CSOs	231	184	192 (+8)	39
TRIP staff	162	95	110 (+15)	53
Everyone Else	1,180	944	965 (+21)	213
Total	4,343	3,611	3,708 (+97)	635

Source: [Metro Transit Workforce Reports](#)

*Budget targets are approximate and subject to change, headcounts are weekly average headcounts for the month

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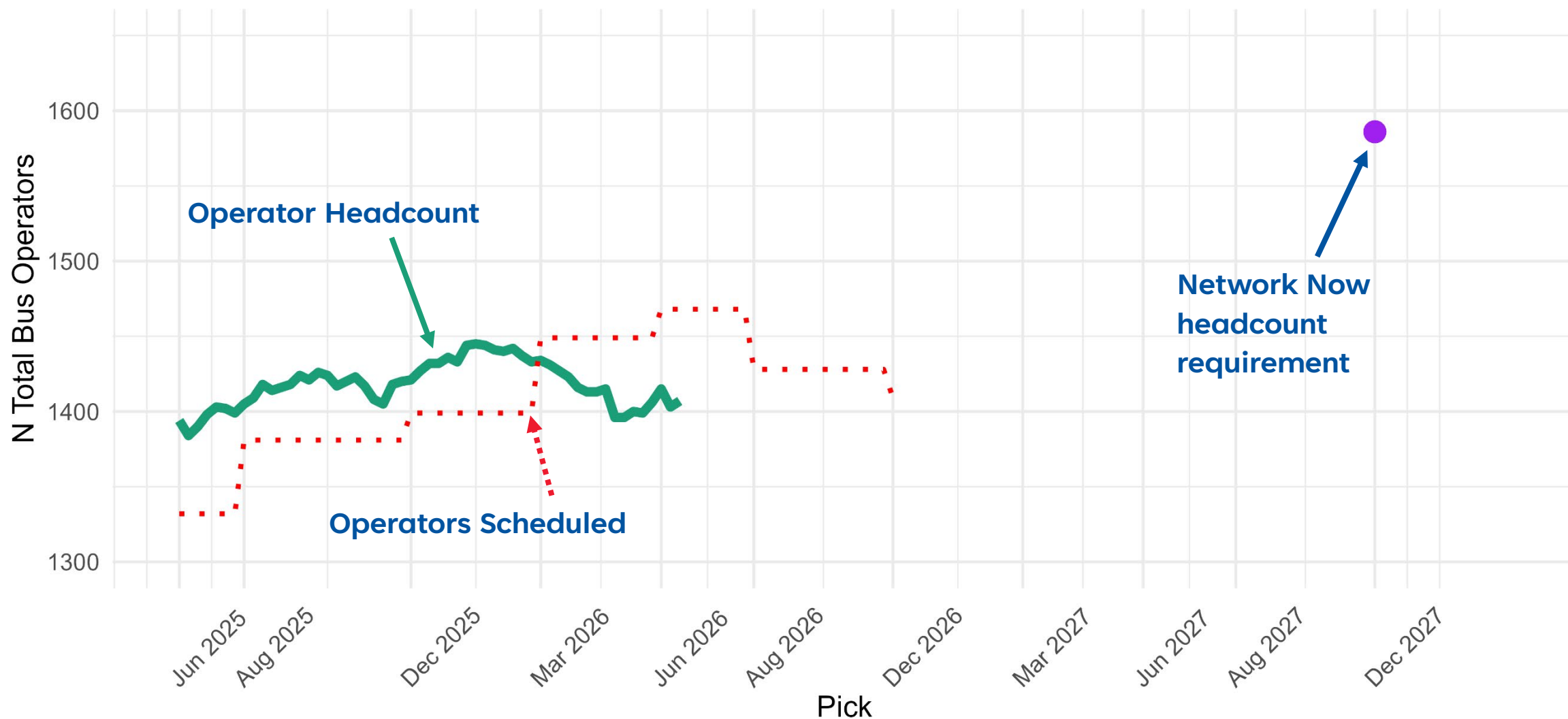
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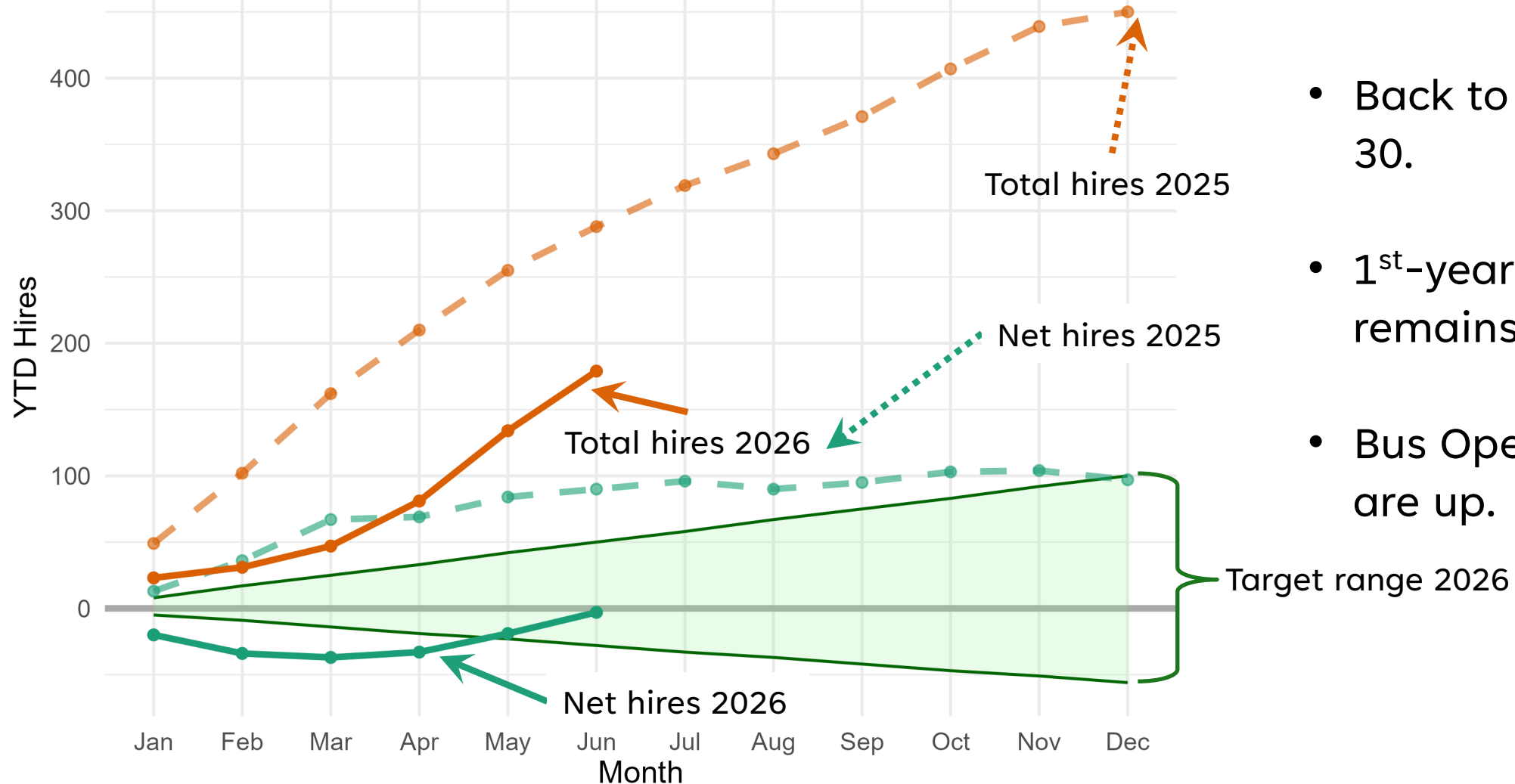
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Workforce size constrains our service expansion pace

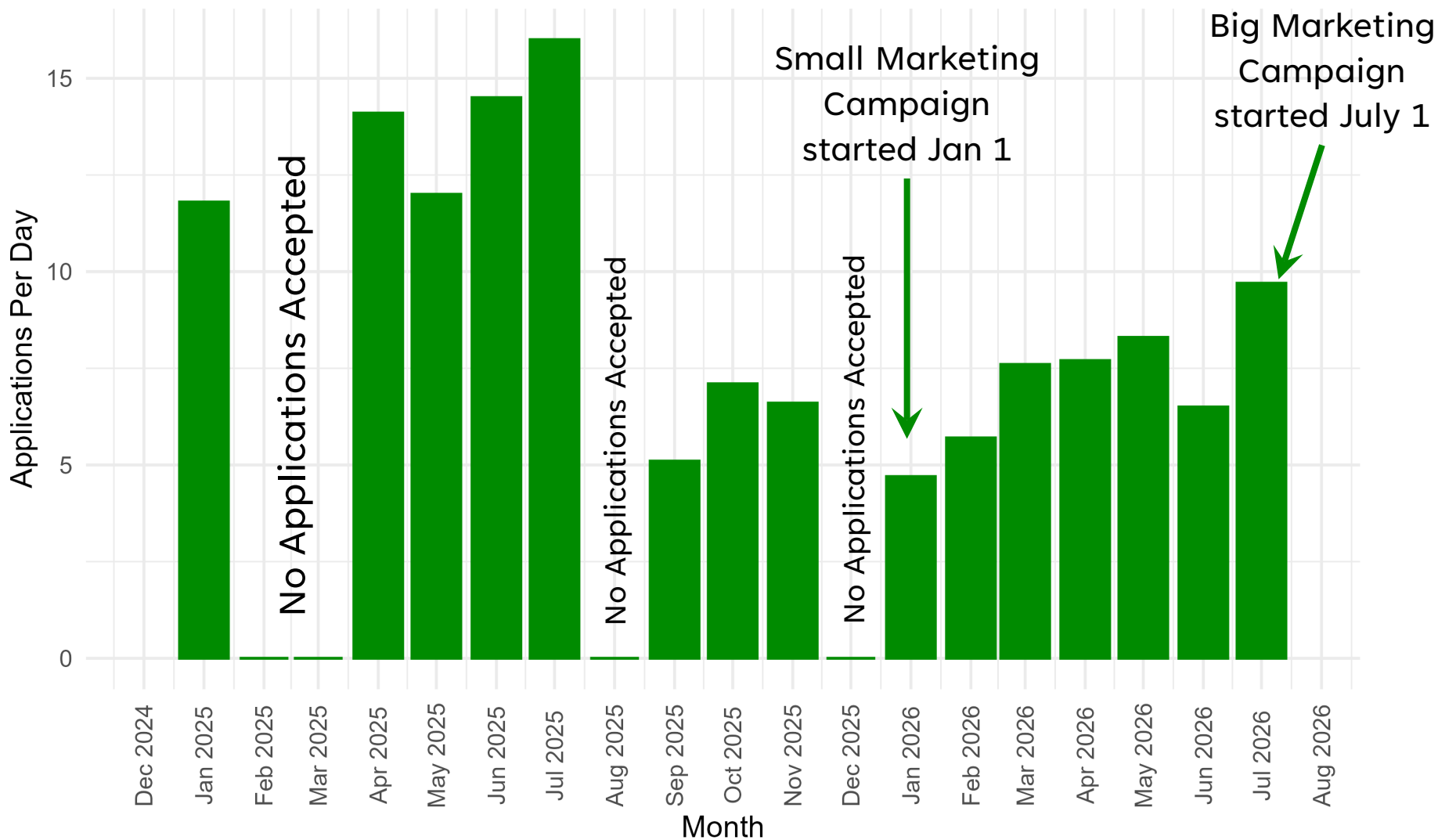


Bus Operator hiring is behind 2025

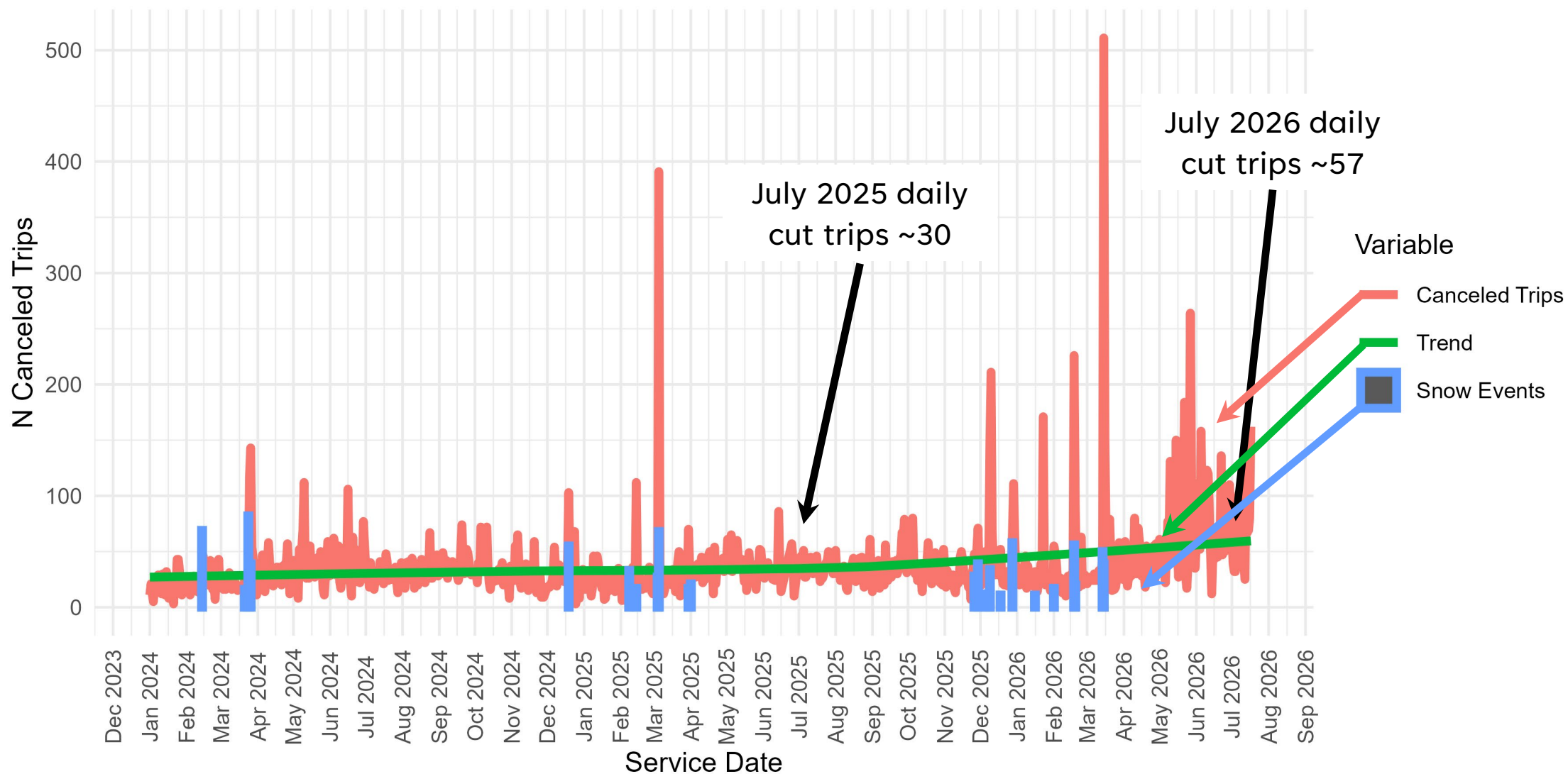


- Back to net 0 as of June 30.
- 1st-year retention remains high.
- Bus Operator transfers are up.

Bus Operator applications are increasing



Increased pressure impacts our service



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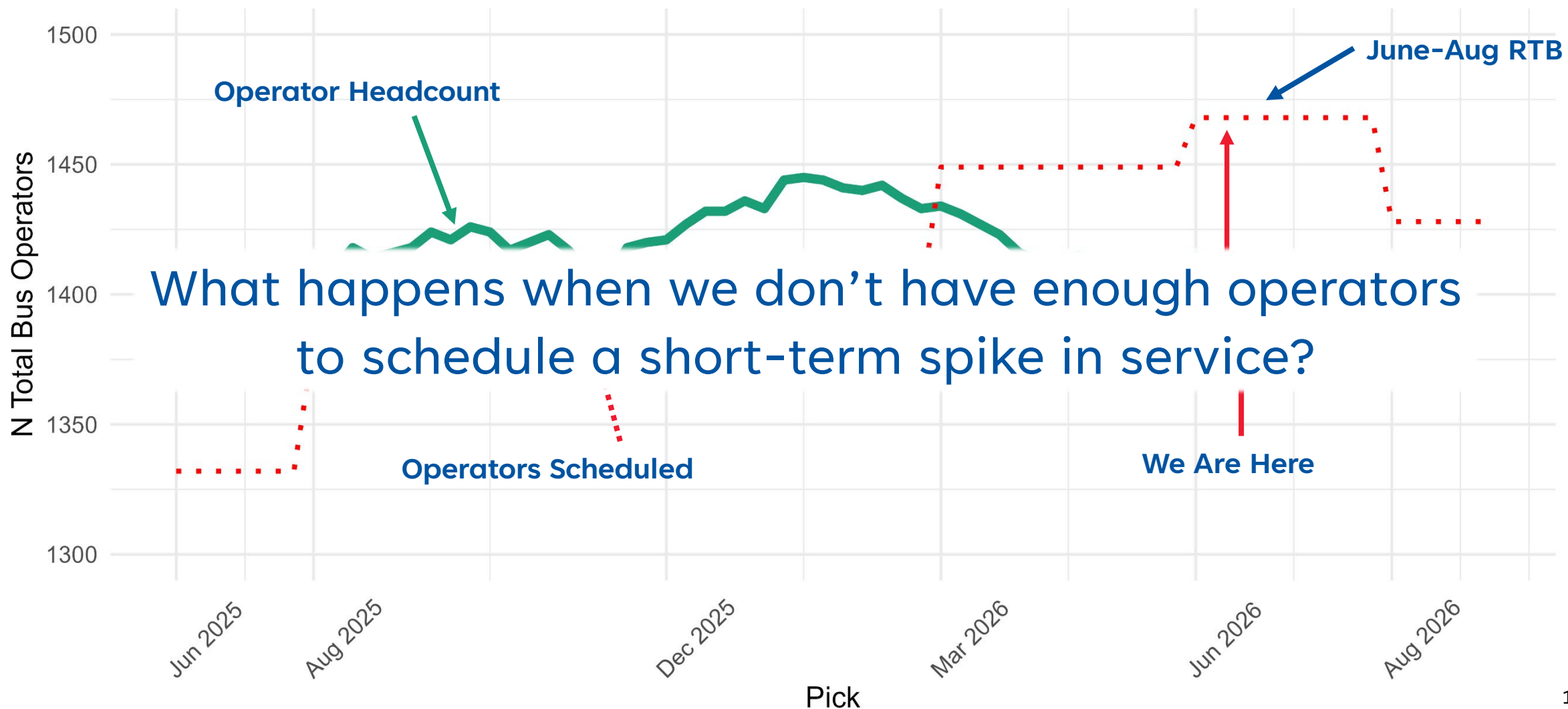
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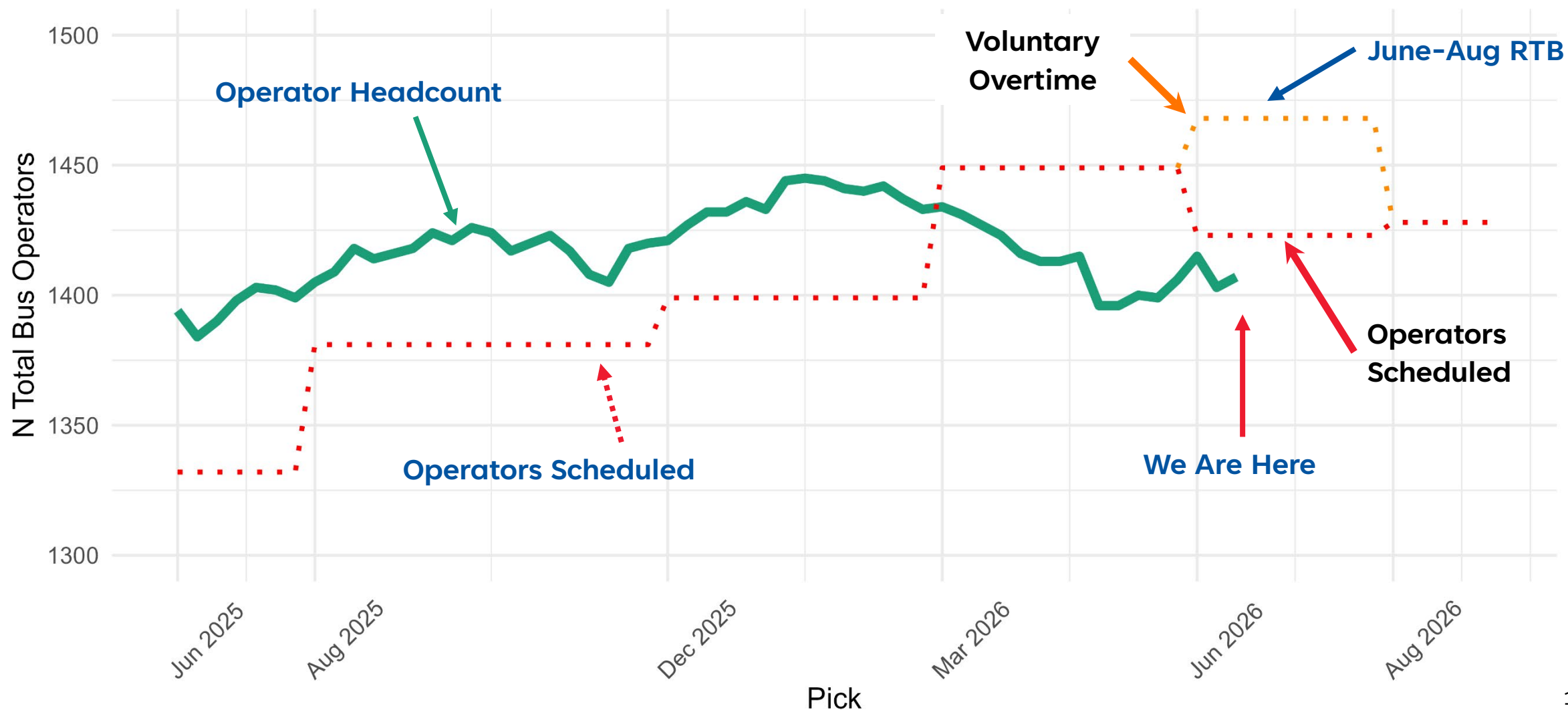
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Metro Transit Bus Operator Workforce & Service Levels



Metro Transit Bus Operator Workforce & Service Levels



Successfully navigating Short-Term Challenges...



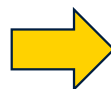
Multiple months from application to completion of training



1st year retention steady at pre-pandemic levels



Internal job transfers contribute to Bus Operator shortages



Keep talent in the organization → long term stability



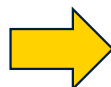
Applicant volume has been down from early 2025 highs



Marketing campaign is building the applicant pipeline



Renew the Blue → pressure on operators, riders, system



Better Blue Line service & more flexibility in August pick



Service Update Preview & Network Now

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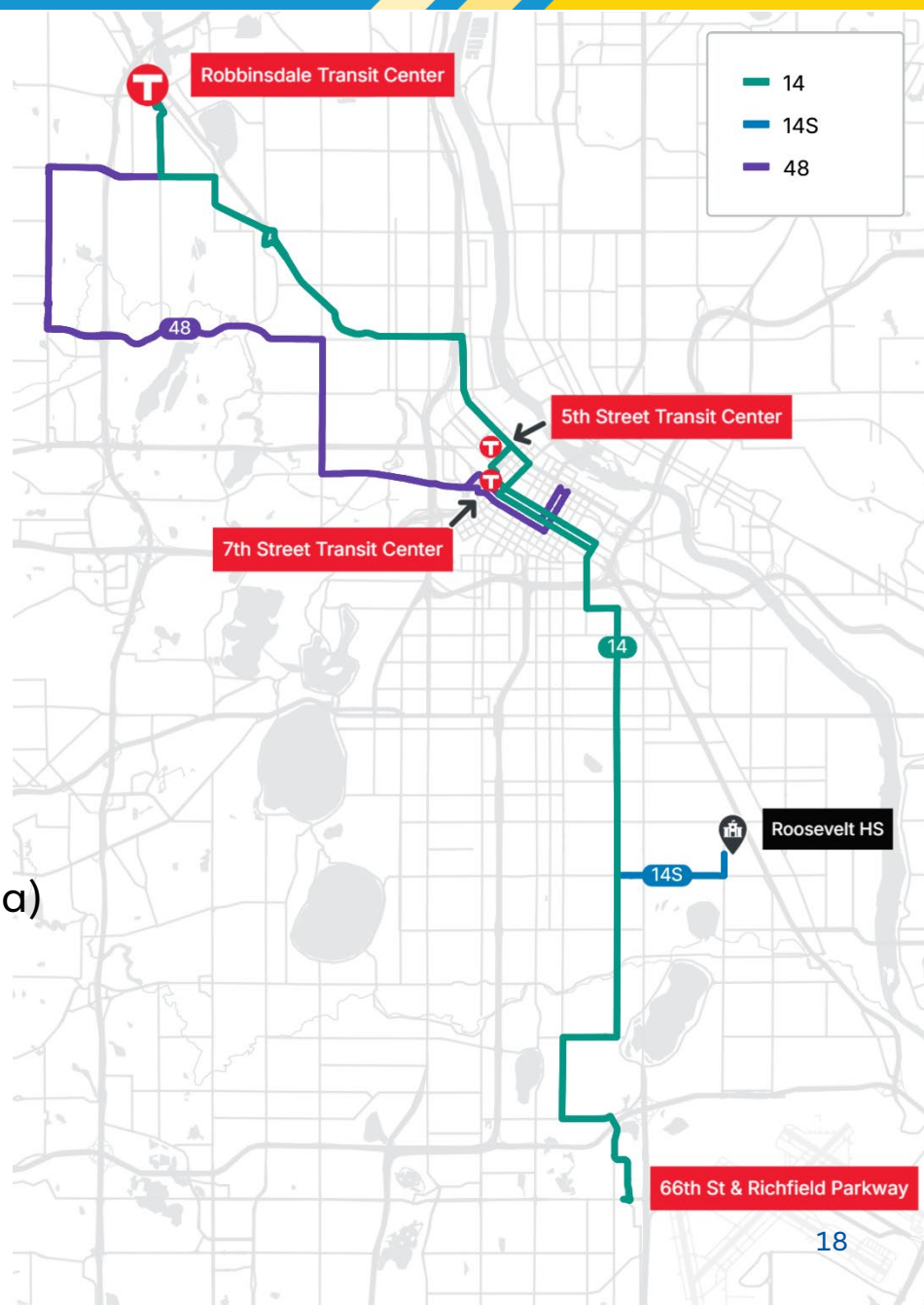


Network Now:
Progress Updates and 2027 Look-ahead



August 2026 Quarterly Service Change Service Update Preview

- **Better Bus Route 14**
 - Stop consolidations (June 2026)
 - Routing changes
 - Improved to **15-minute frequency** on weekdays (11a – 6:30p)
- **NEW Route 48** (replacing 14D branch)
 - Also replaces and extends 14G branch trips to Robbinsdale
 - Hourly service on weekdays (5a– 12a) and weekends (7a – 12a)



August 2026 Quarterly Service Change

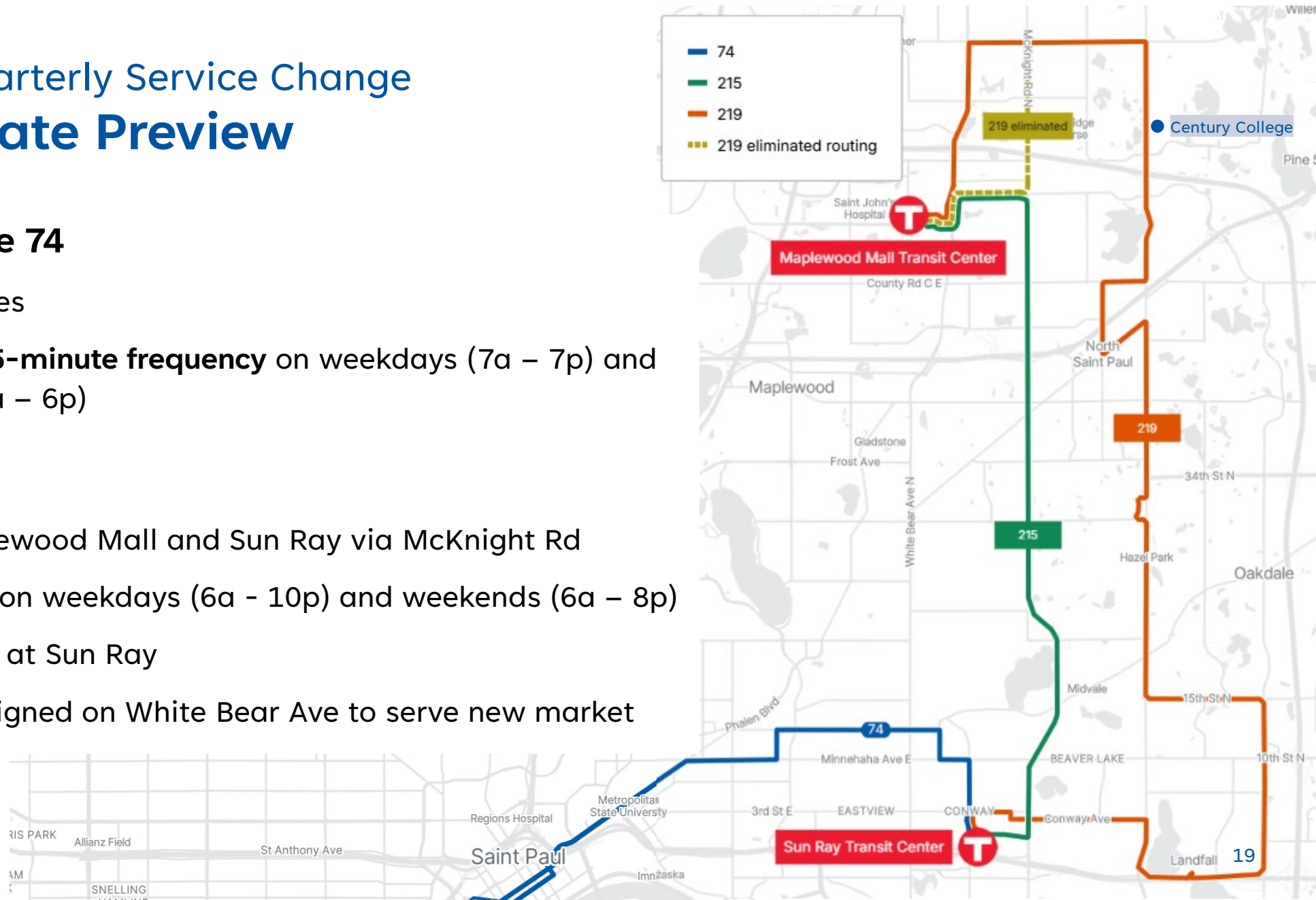
Service Update Preview

- **Better Bus Route 74**

- Routing changes
- Improved to **15-minute frequency** on weekdays (7a – 7p) and Saturdays (11a – 6p)

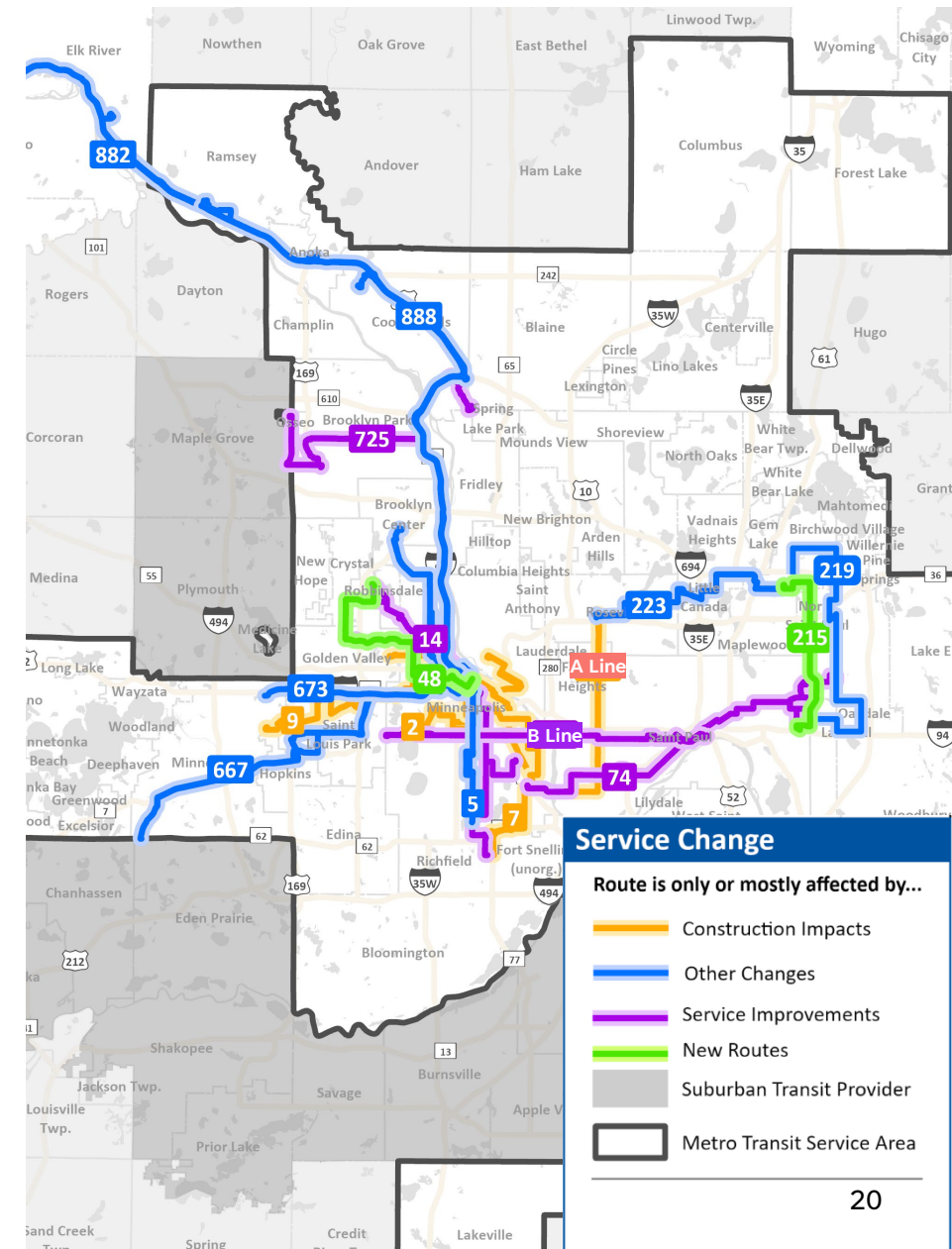
- **NEW Route 215**

- Between Maplewood Mall and Sun Ray via McKnight Rd
- Hourly service on weekdays (6a - 10p) and weekends (6a – 8p)
- Timed transfer at Sun Ray
- **Route 219** realigned on White Bear Ave to serve new market

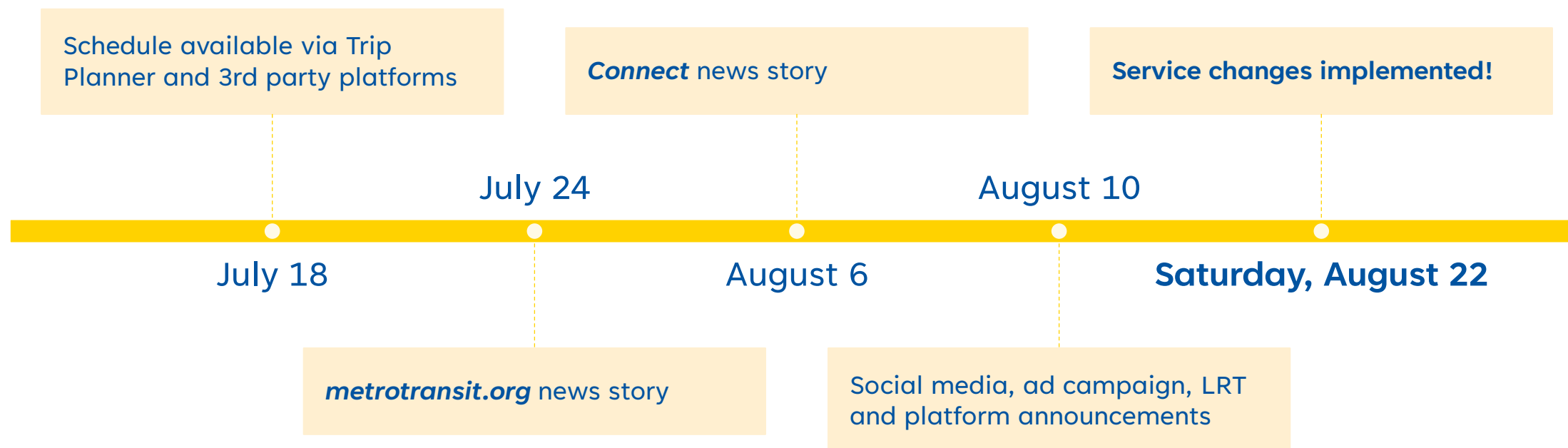


August 2026 Quarterly Service Change Service Update Preview

- **Changes and improvements for service reliability**
 - **B Line & Route 5:** Extra afternoon trips to better accommodate high school student crowds
 - Schedule and trip time adjustments on several routes:
 - **Routes 223, 725, 882 and 888**
 - **Route 725** extended with time saved in new schedule
 - **Routes 667 and 673:** Improved operator restroom access downtown
- **Adjusting to summer and fall construction impacts**
 - 46th St & Hiawatha Ave: **A Line & routes 7, 9 and 74**
 - Franklin Avenue: **Route 2**



August 2026 Quarterly Service Change Schedule Information Timeline



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Network Now:
Progress Updates and 2027 Look-ahead



Network Now Implementation Project Goals

When all the improvements in the Network Now framework are operating the Twin Cities will have:

40%

more transit
service

27%

increased
access to jobs

70+ routes

will have
frequency or span
improvements

26

routes will have
15 minute or
better service

LRT service
will be back
to **10-minute**
frequency

8 new micro

zones and routes
with new coverage
will be operating

50 routes officially

discontinued and the
resources invested
into other service

12 suspended

routes will be
restored, among
other improvements

More options for
greener travel as
people reduce their
carbon emissions
by choosing transit

Network Now Implementation Progress Updates: Key Metrics

As of August 2026, compared to the December 2023 baseline, we will have:

40% more service available



Improved frequency / span



Increased frequent service



Implemented Metro micro



Restored suspended routes



Network Now Implementation

Progress Updates by Route

Routes with Frequency and/or Span Improvements: 70% (50/71)

BLUE	GREN	ORNG	A	B	C	D	E	G	2
3	4	8	9	10	11	14	17	18	22
25	32	38	46	54	58	61	63	65	70
74	75	80	83	87	219	221	223	229	250
252	264	270	275	291	363	515	534	537	538
539	540	542	546	578	615	652	667	673	716
724	760	763	764	768	804	805	817	824	850
852									

New Metro micro Zones: 50% (4/8)

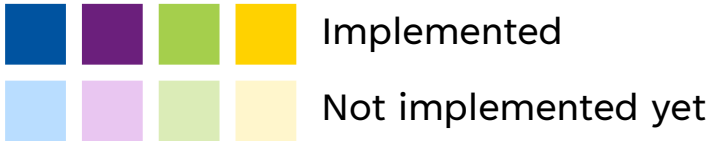
Blaine	Bloomington	Roseville	Woodbury	Brooklyn Park
Minnetonka	Maplewood	W. St Paul		

Frequent Routes: 96% (25/26)

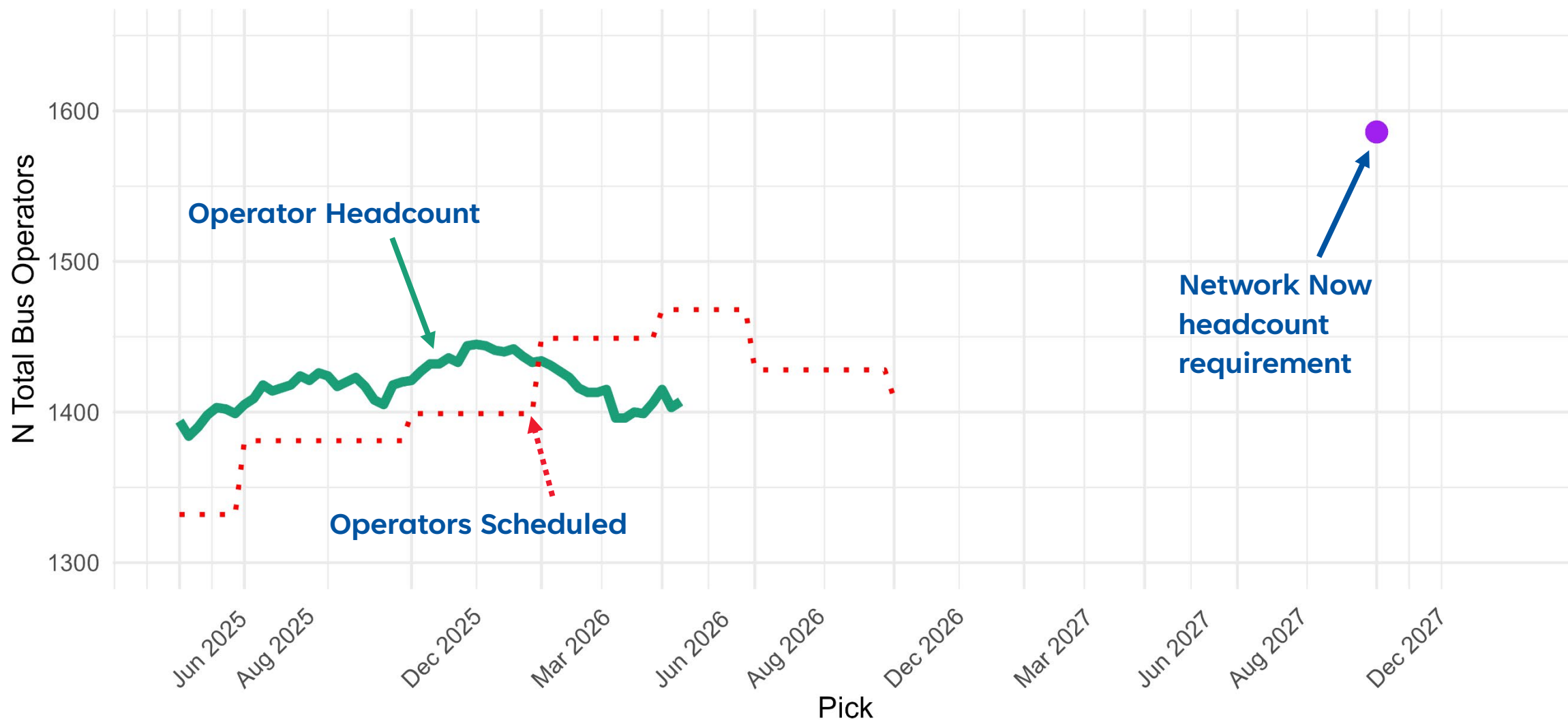
BLUE	GREN	ORNG	GOLD	A
B	C	D	E	G
2	3	4	10	11
14	17	18	22	54
58	63	64	74	515
724				

Routes Restored: 50% (6/12)

27	115	134	156	223
579	587	652	672	758
765	860			



Workforce size constrains our service expansion pace



Network Now Amendment in development

- Update Connecting Bus Service Plans
 - Green Line Extension Connecting Bus Service
 - Highway 55 Connecting Bus Service
- Review and revise the timeline for completing Network Now improvements based on available operator resources



Summary

Bus Operator hiring is still the biggest constraint to the pace of growth. **Hiring is the name of the game, and our fundamentals are strong.**

Successfully navigating short-term challenges will lead to long-term achievements in service, reliability, and satisfaction.

Continuing progress in delivering Network Now, with current labor force situation and future needs for large projects in 2027 in mind.

Amendment is needed to get feedback on connecting bus plans & evaluate the completion date for Network Now implementation.

August 2026 Quarterly Service Change on **Saturday, August 22!**



Thank You!

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