



Quarterly Service Change and Workforce Update

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October 26, 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 and Service Delivery Trends



Bus Operator Workforce Update



Workforce Readiness for the Extended Green Line



December 2026 Preview:
Route 71 + Routes 65 & 87



December 2026 Preview:
2026 Construction Season Recap



Network Now:
Progress Updates and 2027 Look-ahead



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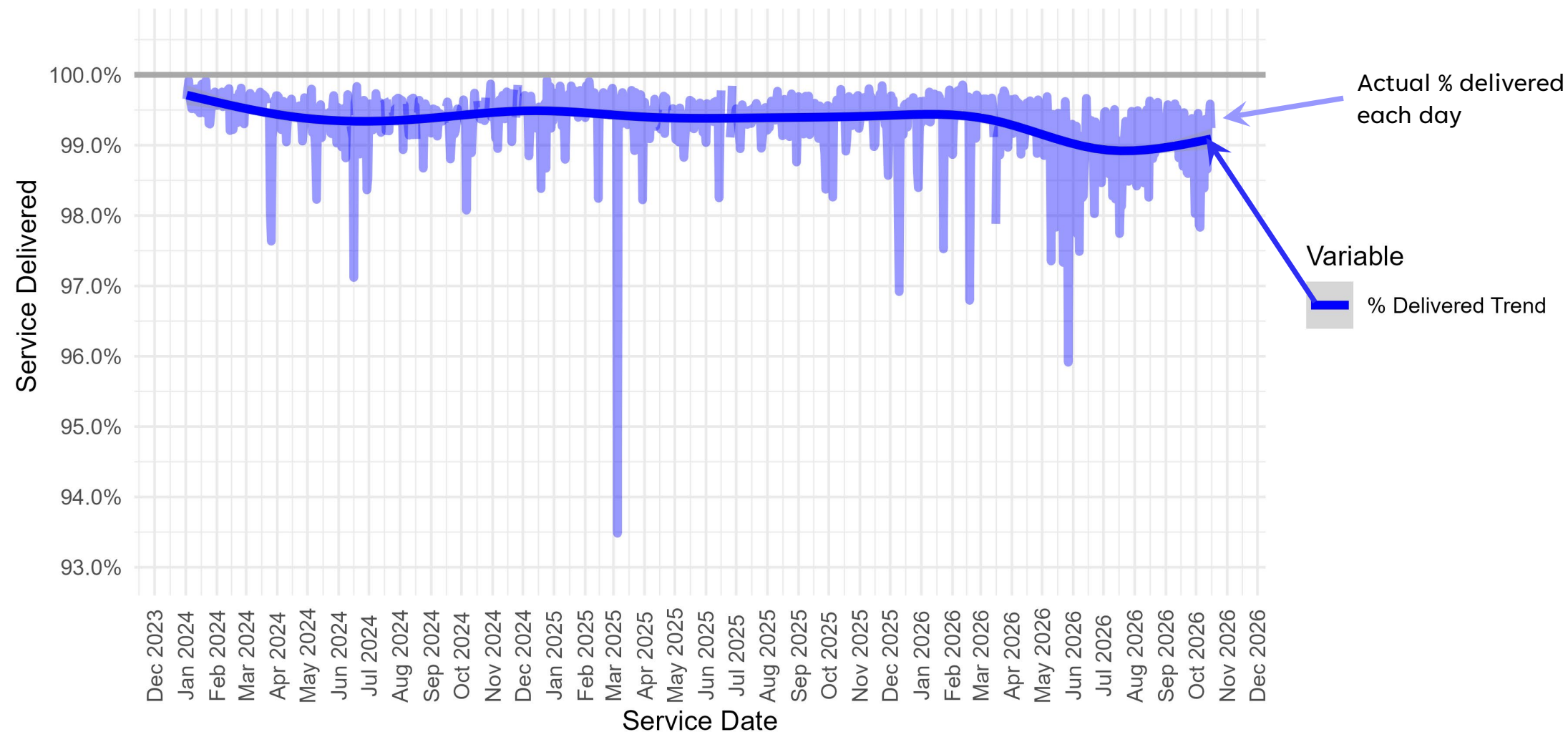
December 2026 Preview: 2026 Construction Season Recap



Network Now: Progress Updates and 2027 Look-ahead



We are delivering >99% of service

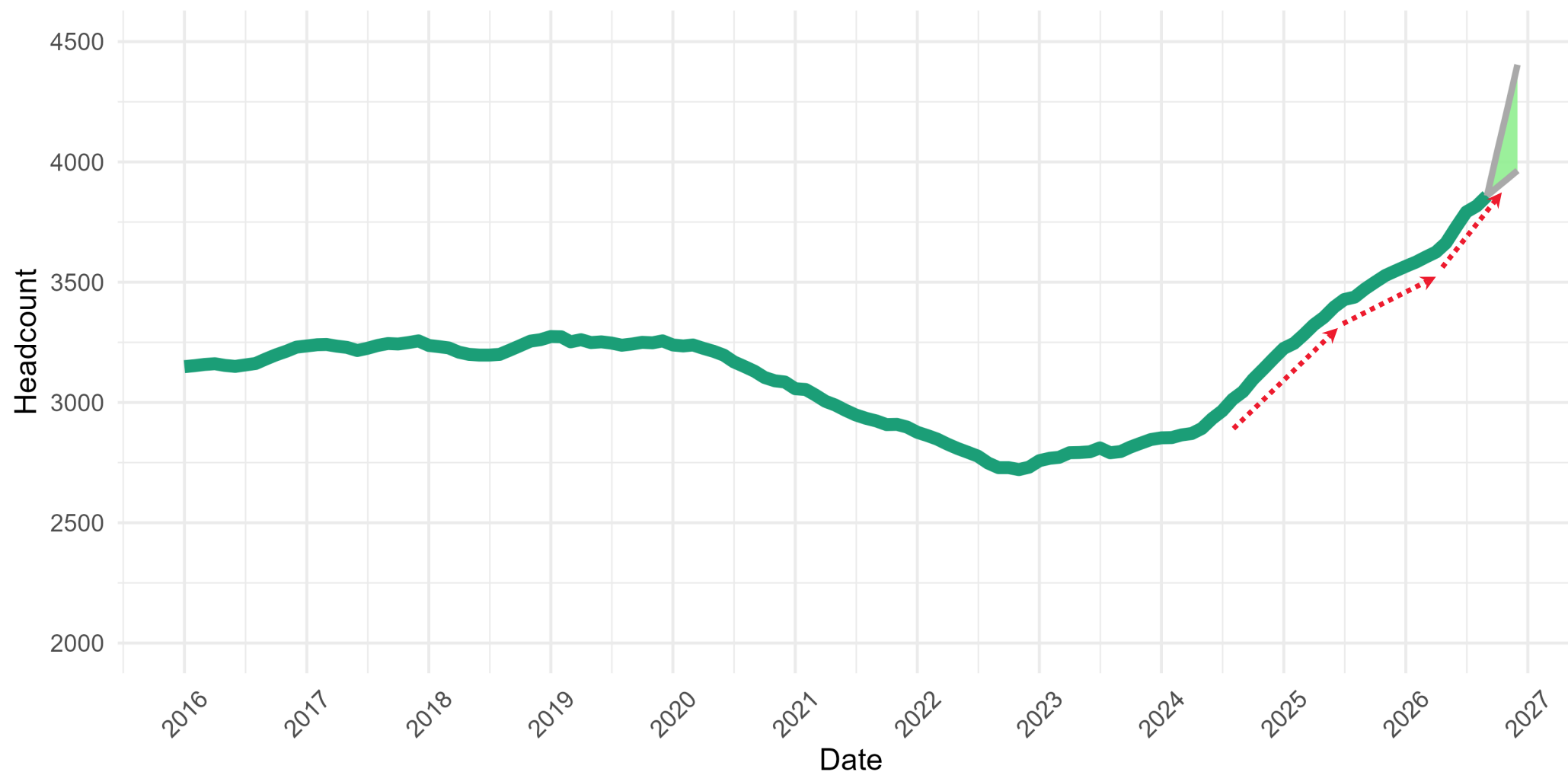


* Reasons service may be missed can include operator staffing, weather events, mechanical issues, other emergencies, etc.

Overall pace of workforce growth is picking back up

(monthly average headcount)

Last updated 2026-10-08, data through 2026-09-30



Breakdown of 2026 Headcount Targets



Job Category	2026 Budget Target*	Headcount June 2026	Headcount Sept 2026	Gap
Bus Operator	1,557	1,462	1,496 (+34)	61
Train Operator	175	163	173 (+10)	2
Frontline Maintenance Positions	1,038	816	856 (+40)	182
Police Officers and CSOs	231	192	193 (+1)	38
TRIP staff	162	110	127 (+17)	35
Everyone Else	1,180	965	996 (+31)	184
Total	4,343	3,708	3,841 (+133)	502

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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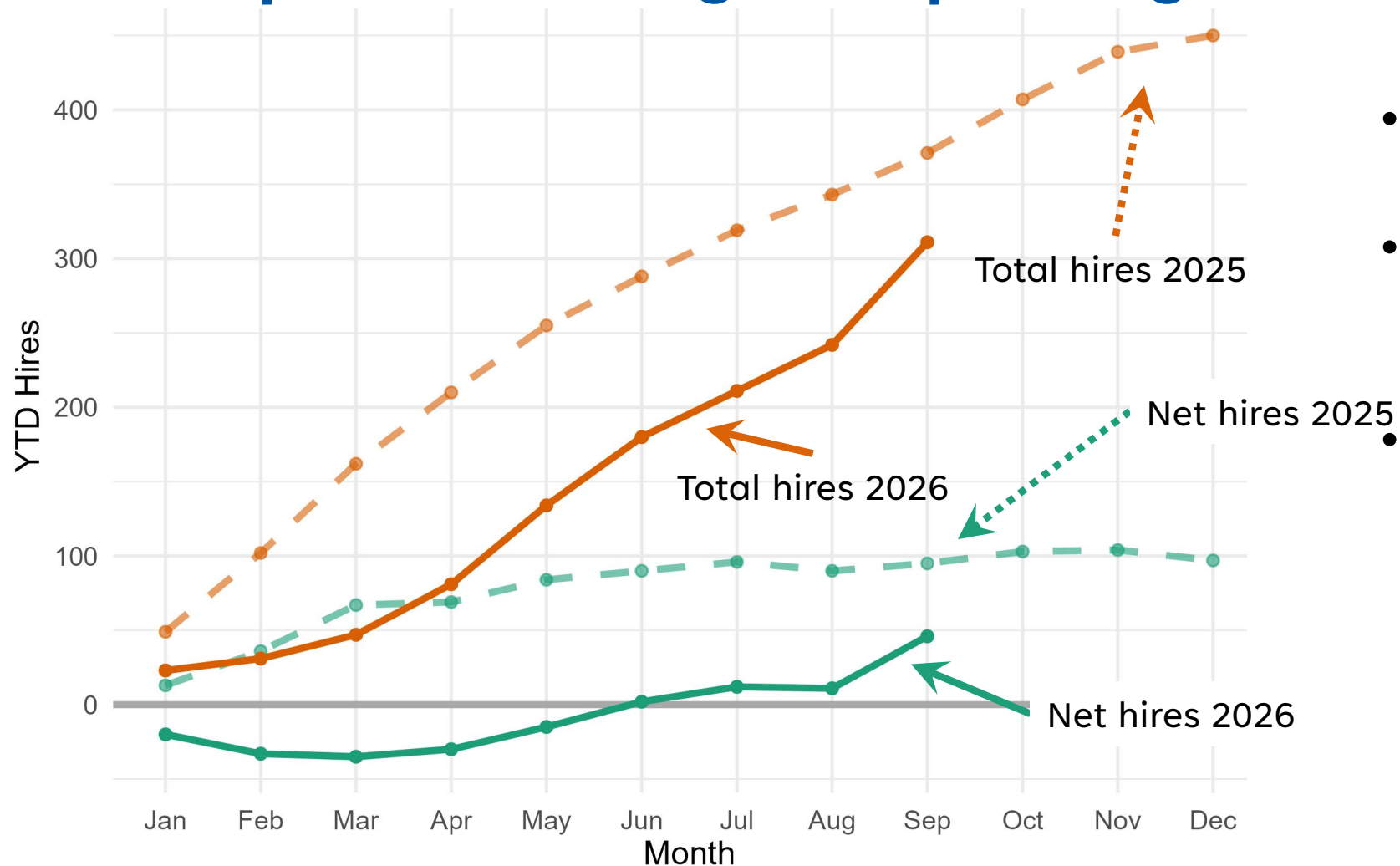
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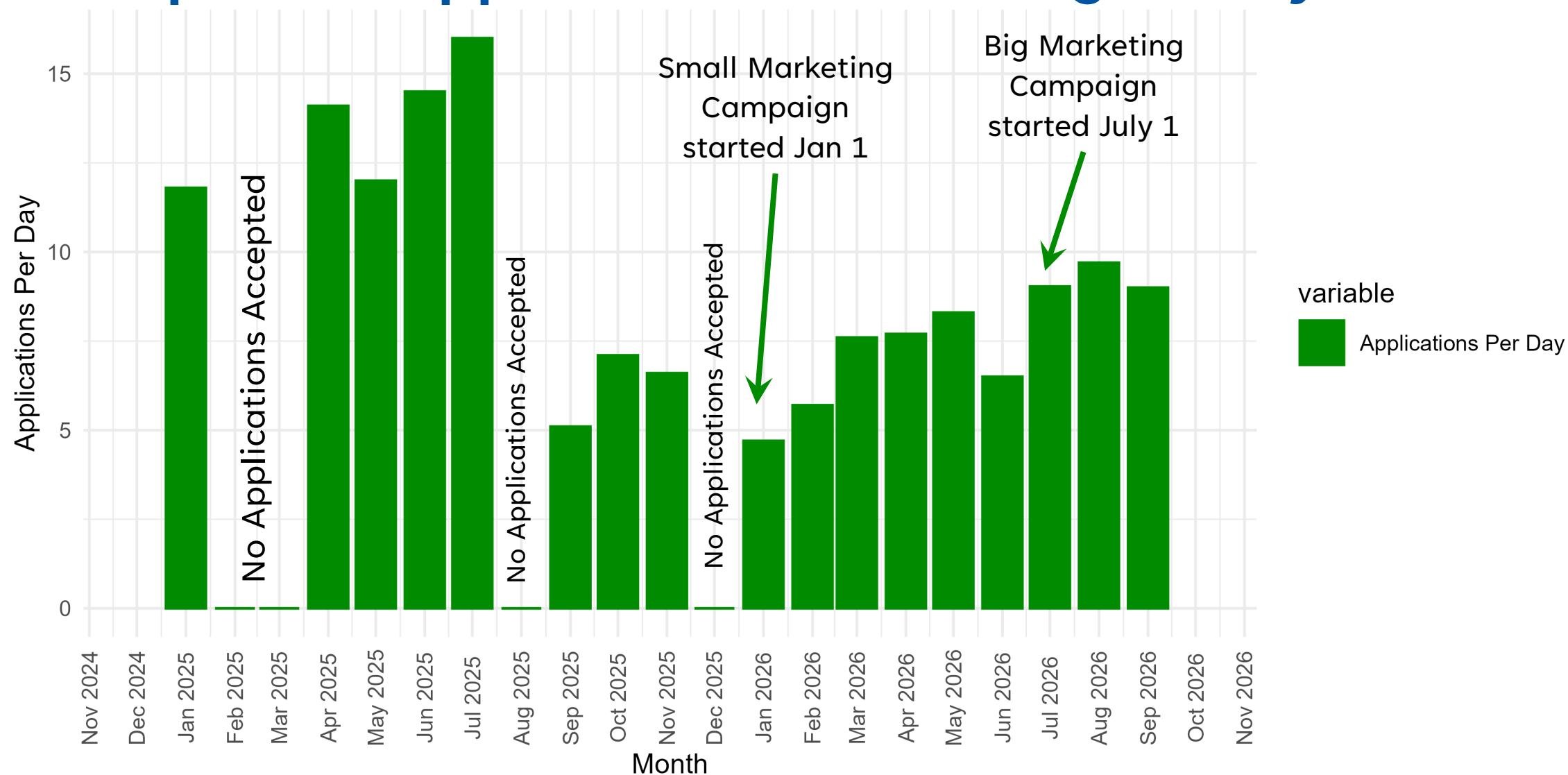


Bus Operator hiring is improving



- Net +46 as of Sept 30!
- 1st-year retention remains high.
- Bus Operator transfers remain high.

Bus Operator applications are holding steady



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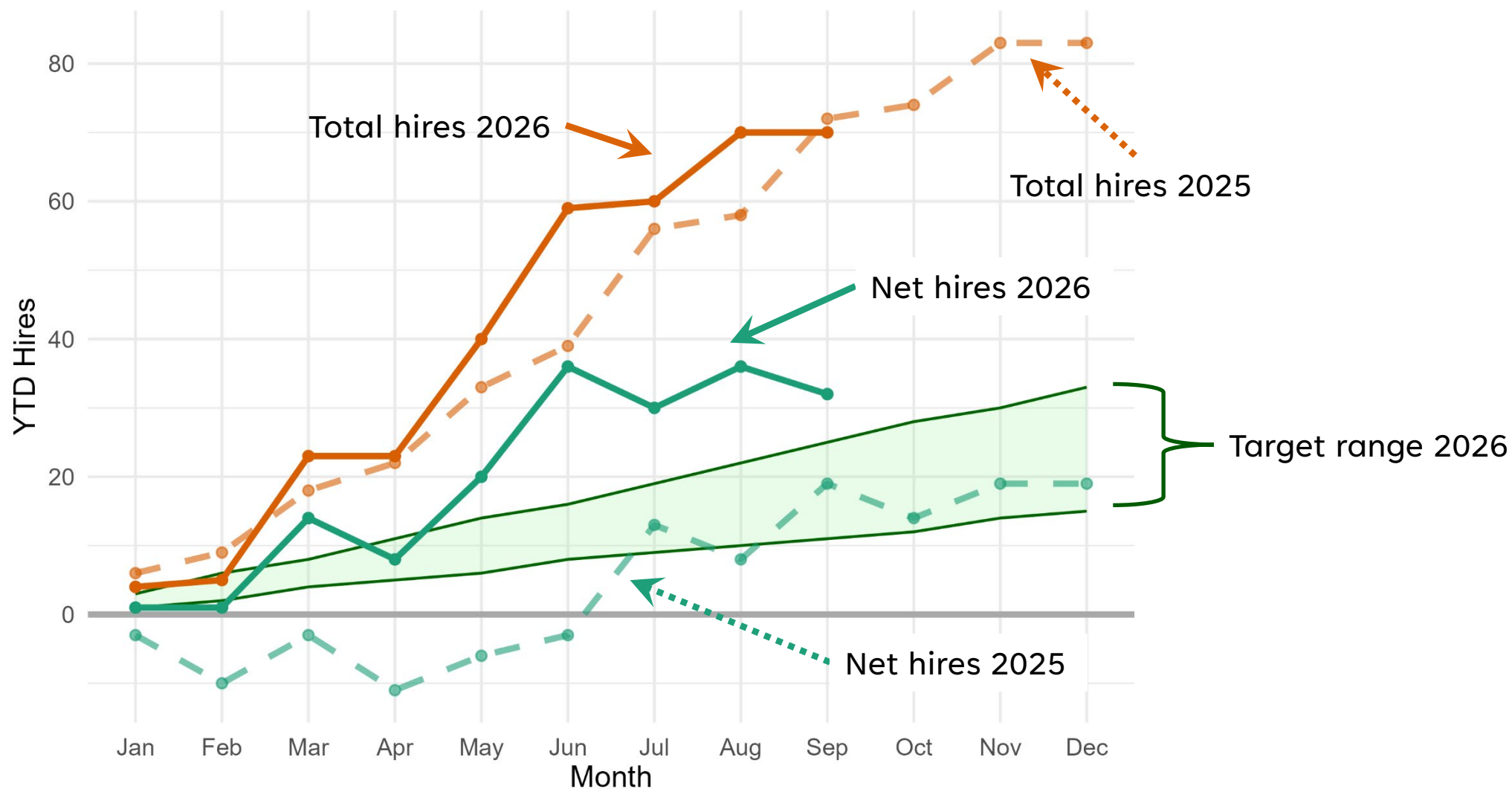
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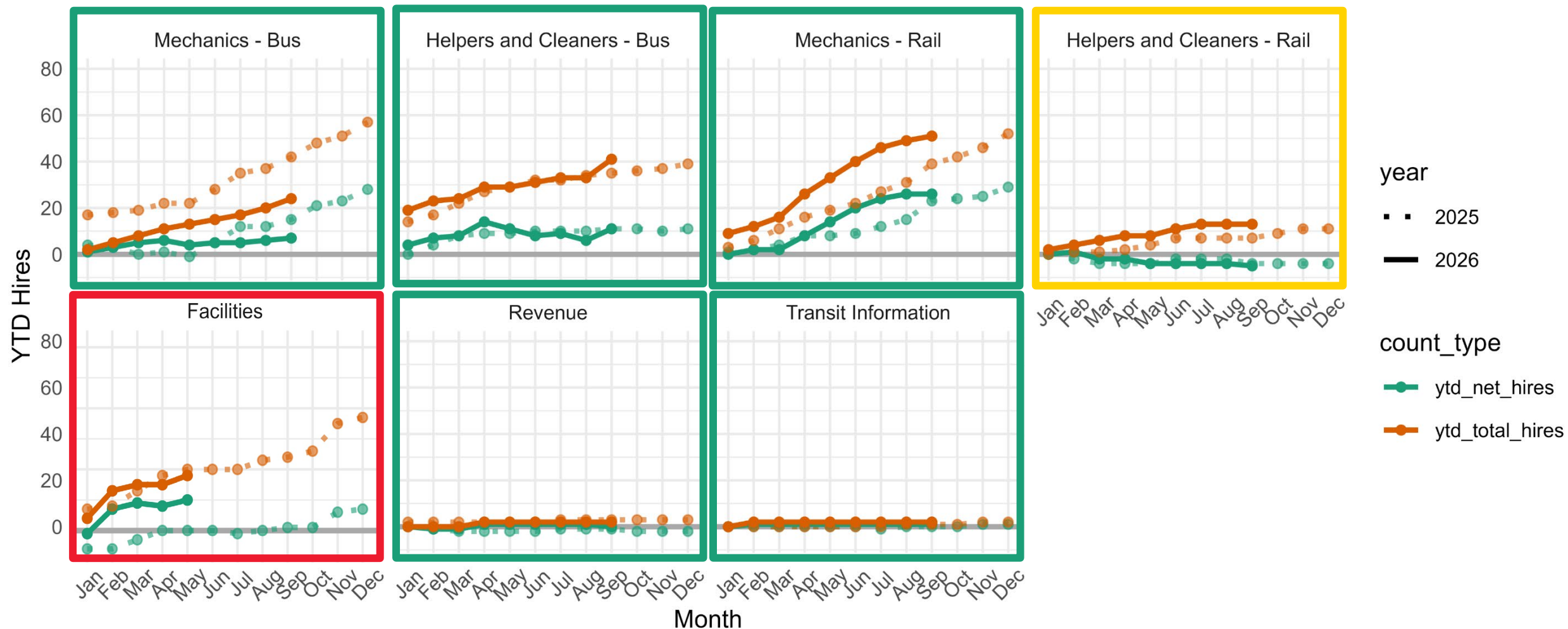
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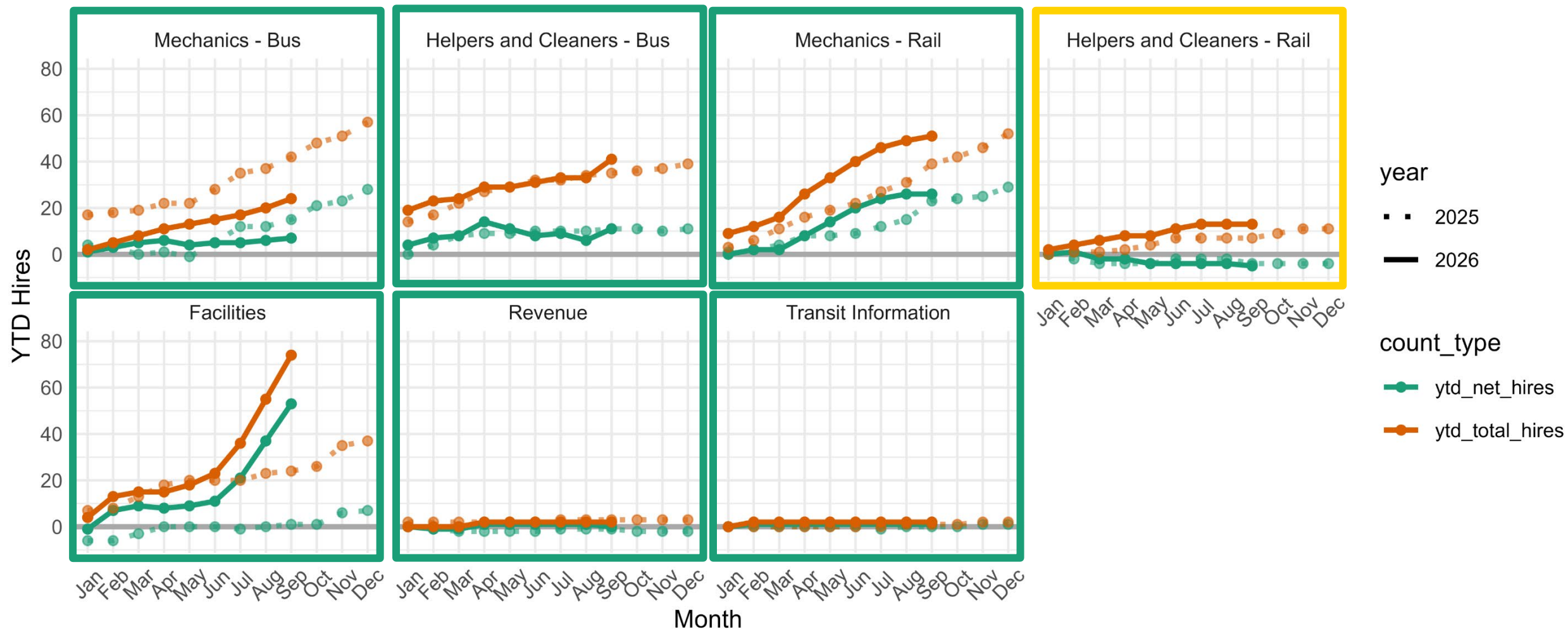
Train Operator hiring is on track to fully staff Extended Green Line



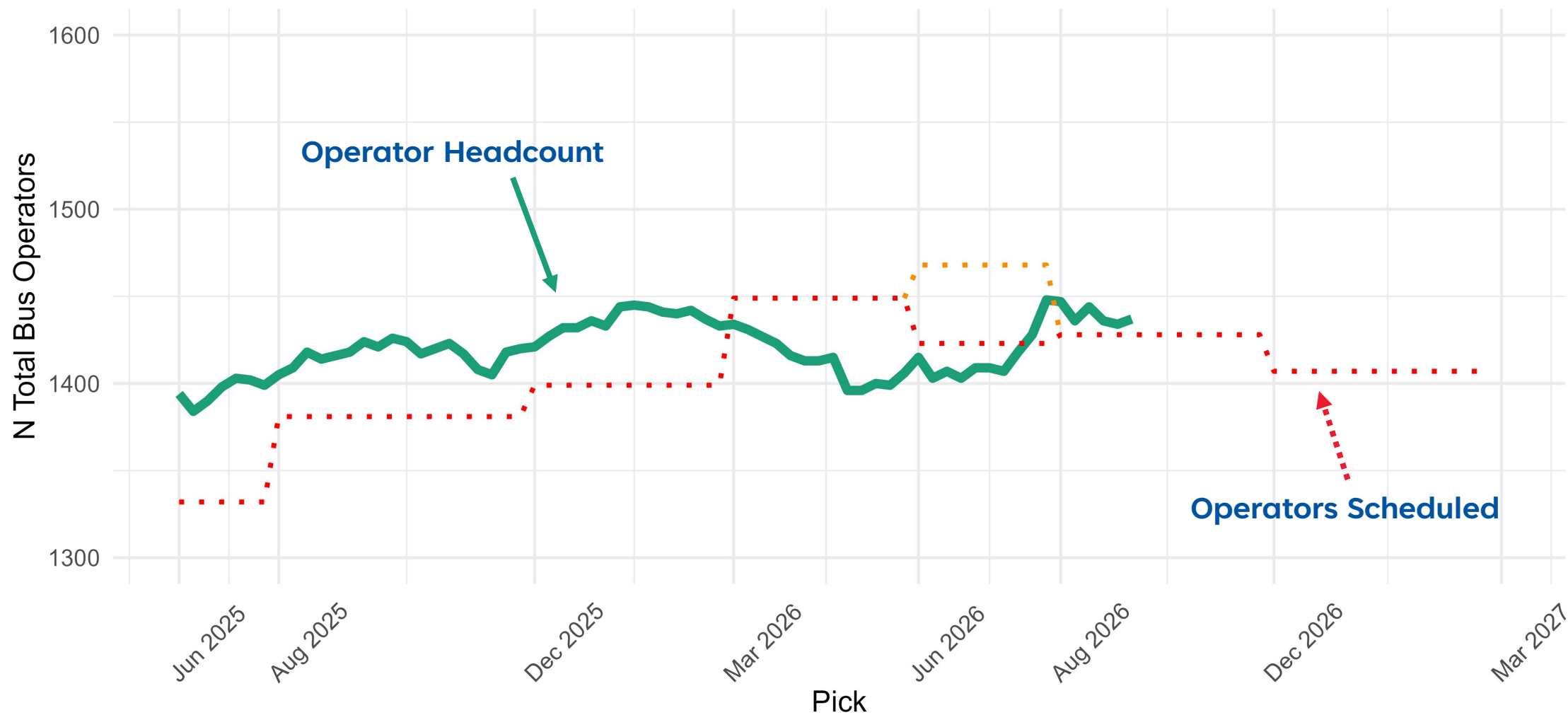
Frontline Maintenance hiring is generally on track



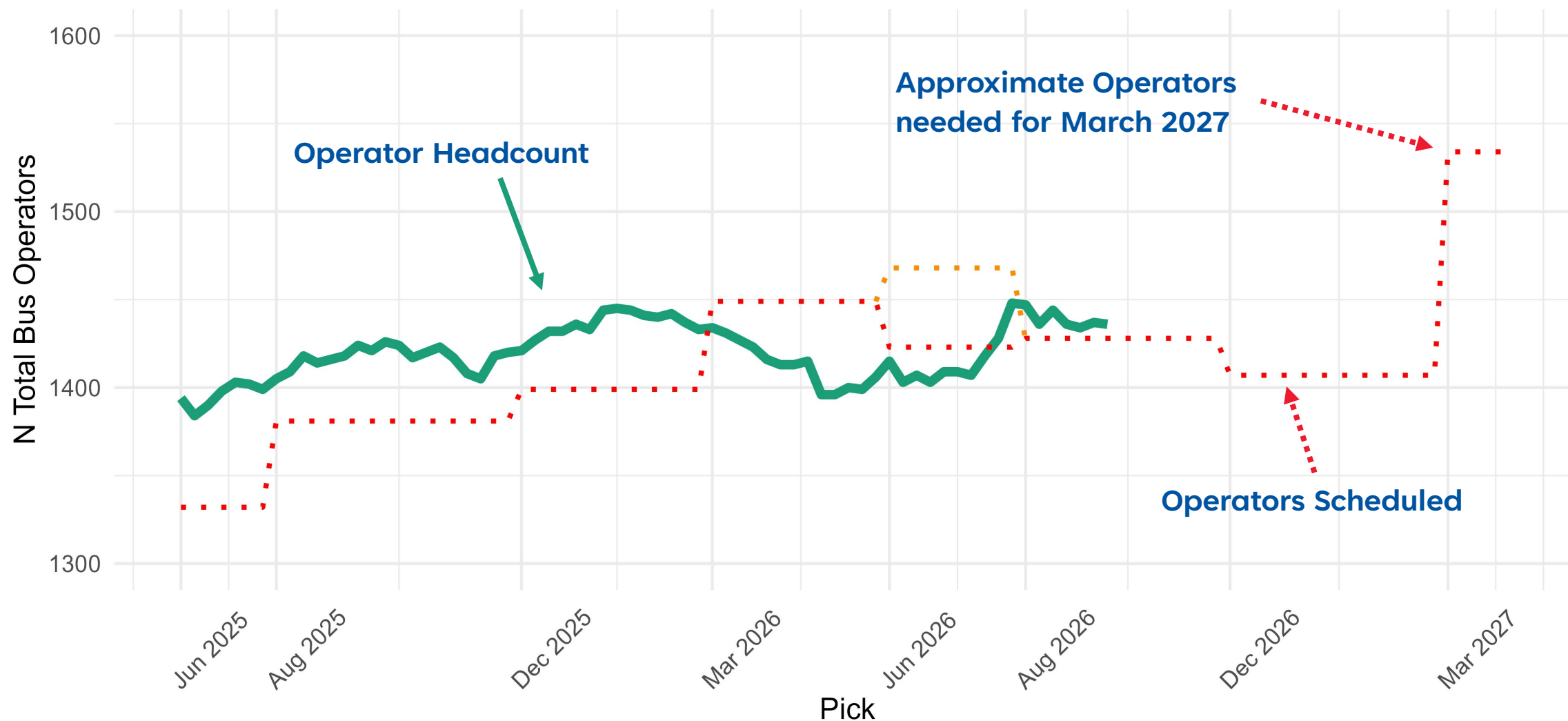
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December service prepares us for service growth in 2027



December service prepares us for service growth in 2027





Service Update Preview & Network Now

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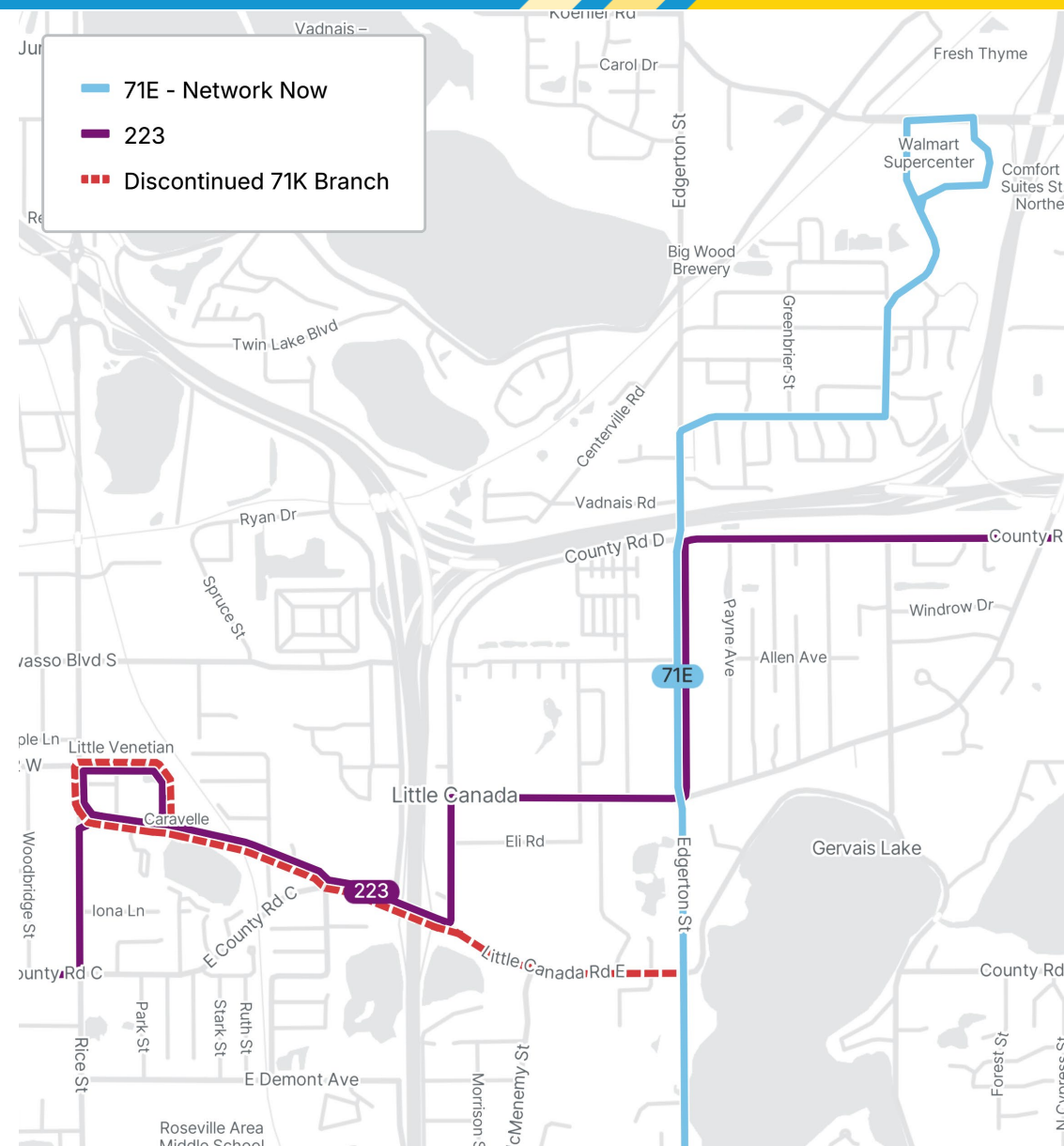


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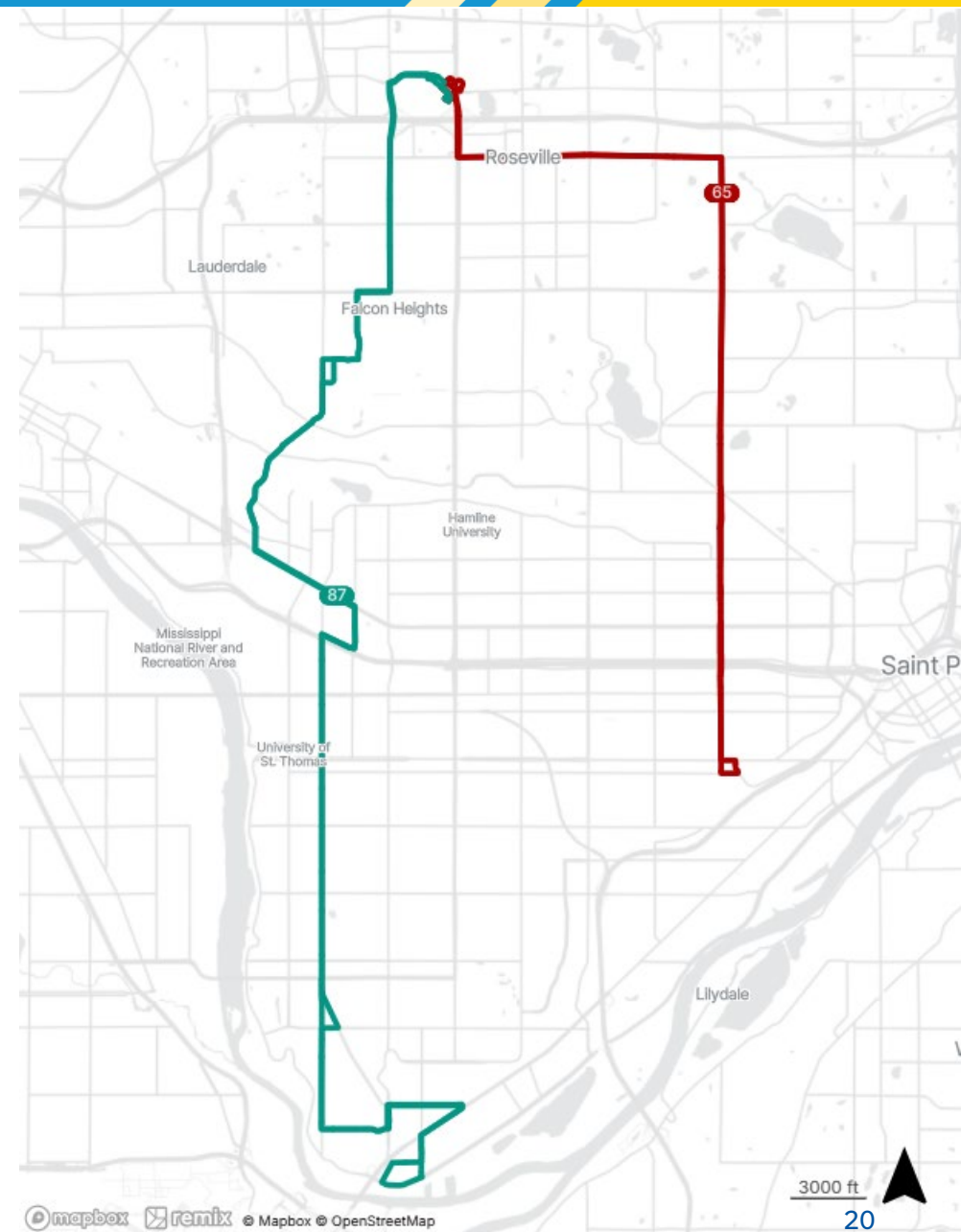
December 2026 Quarterly Service Change Service Update Preview

- **Route 71**
 - **NEW** Route **71E** Branch to Vadnais Heights
 - Route extended along Edgerton St ending at I-35E & County Road E Park & Ride
 - Connects housing along Edgerton St with employment and retail near Co Rd E
 - **71K** Branch removed from Little Canada Rd
 - Route 223 still available along majority of Little Canada Rd



December 2026 Quarterly Service Change Service Update Preview

- **Routes 65 & 87**
 - Improved Sunday Frequency
 - From every 60 min to **every 30 min**
 - 30-min Sunday service between **6 AM – 8 PM**, matching existing Saturday schedule



December 2026 Quarterly Service Change Service Update Preview

- **Route 18**
 - Return of thru service on Nicollet Ave at Lake St (former Kmart) – *first since 1977*
 - Detour across Minnehaha Creek bridge to remain over the winter

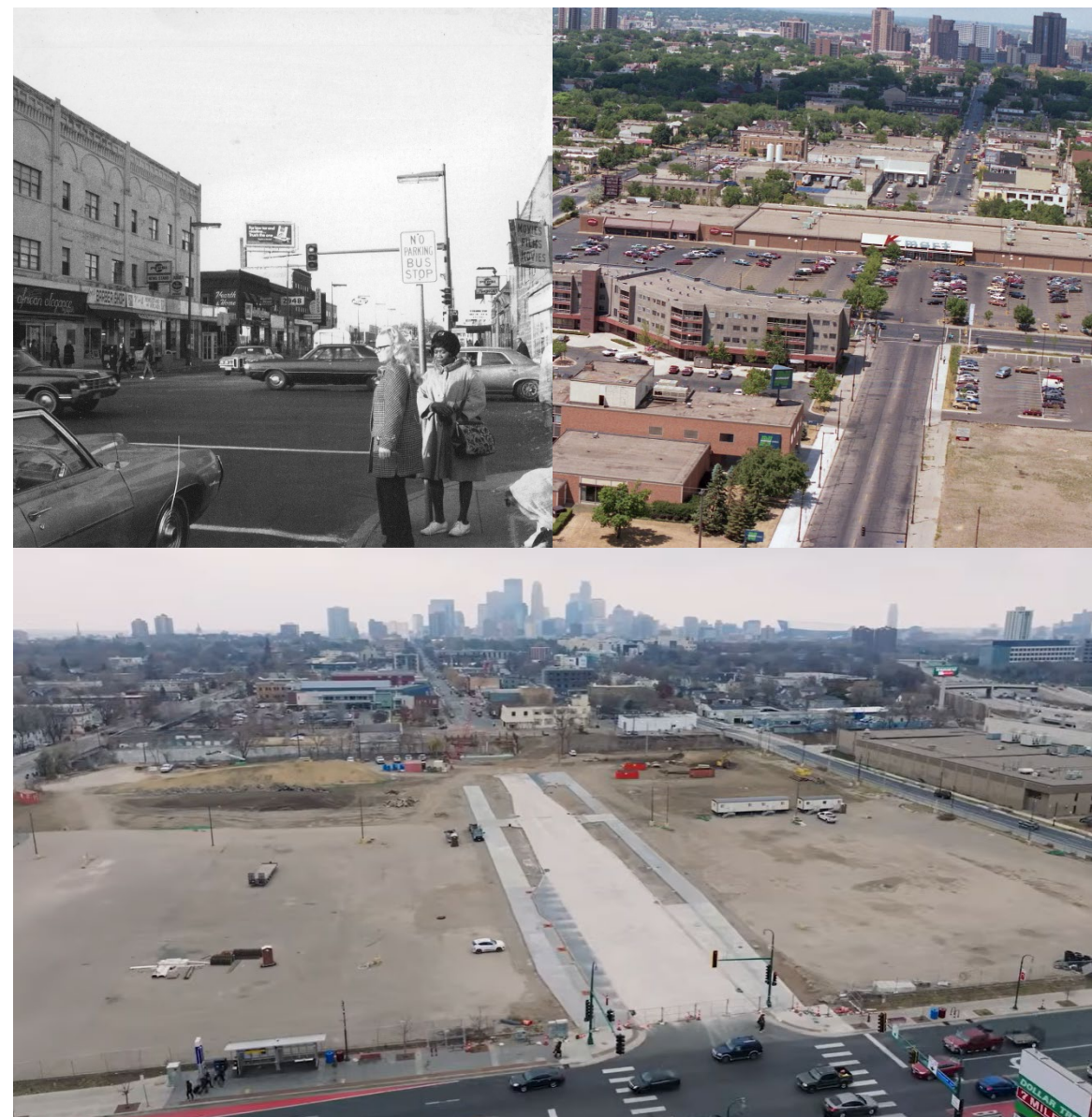
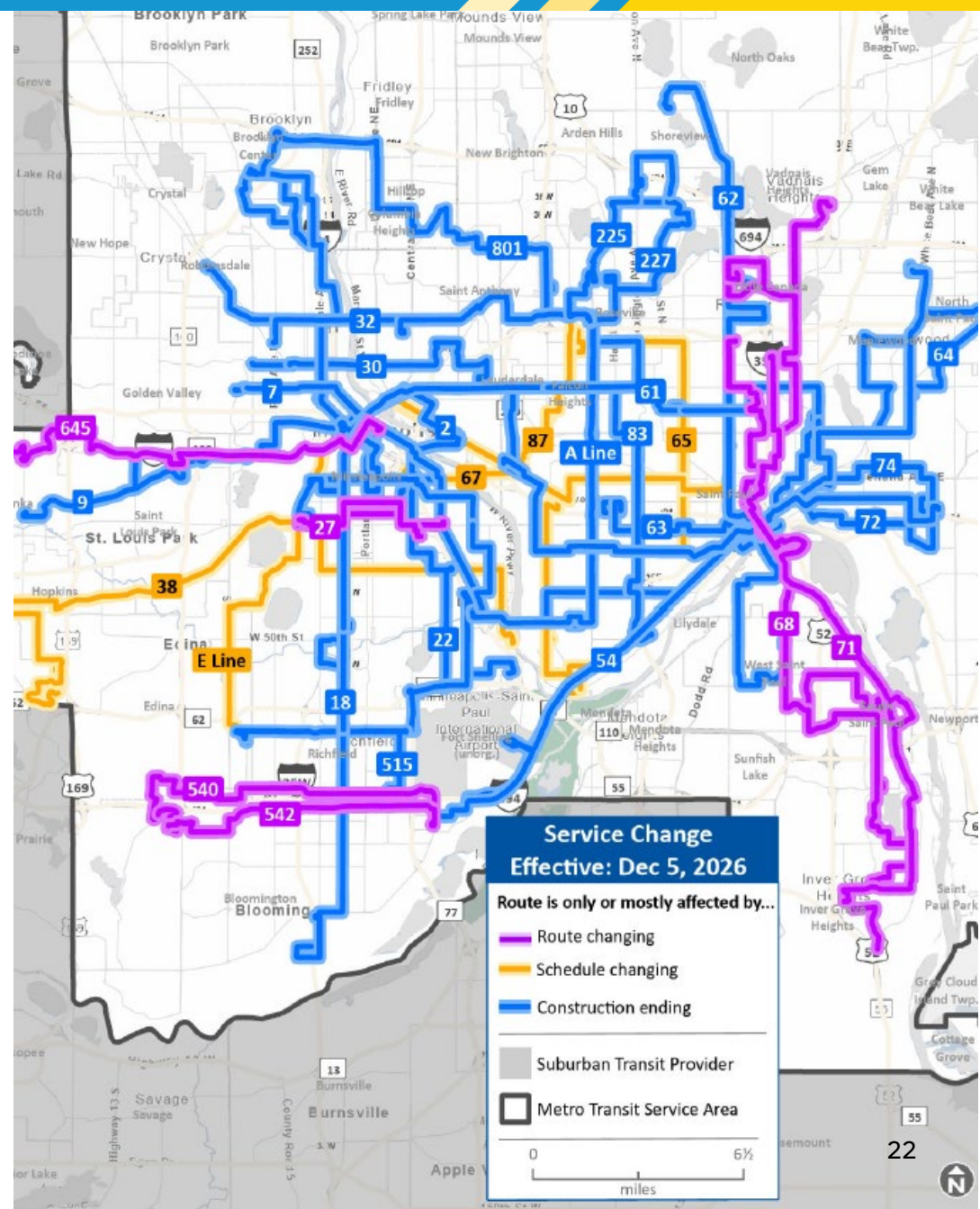


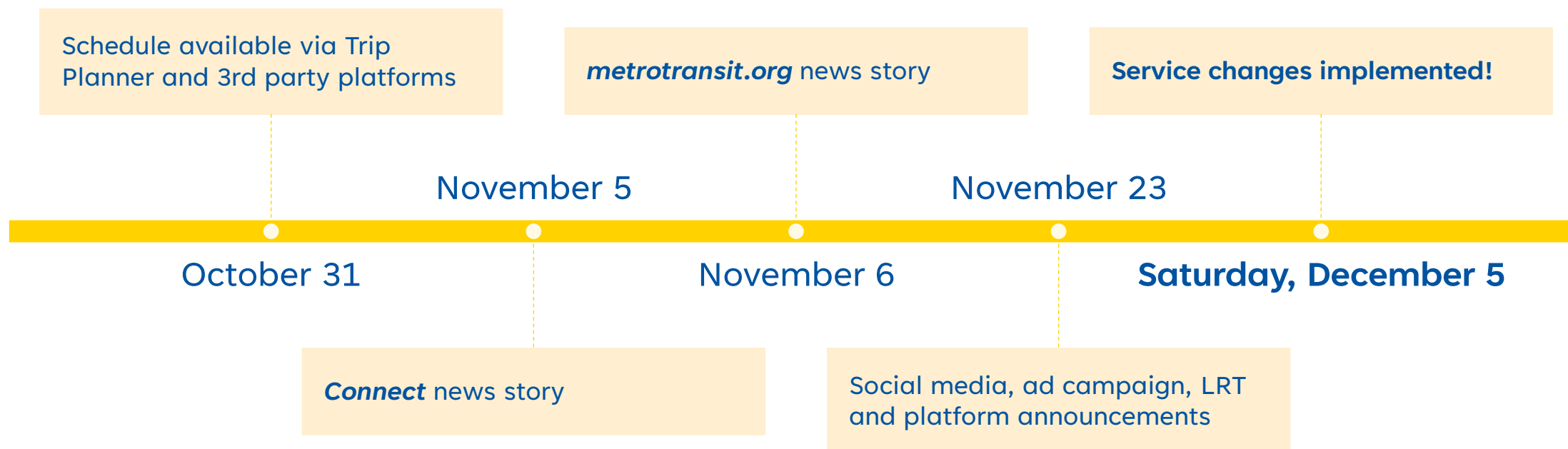
Image credits:
Hennepin County Library & City of Minneapolis

December 2026 Quarterly Service Change Service Update Preview

- **Schedule changes for close to 30 routes**
 - Removing extra time in schedules for construction and detours
- **2026 Major Construction Projects**
 - 46th St & Hiawatha Ave: A Line & Routes 7, 9, and 74
 - Franklin Ave: **Route 2**
 - Rosedale: A Line & Routes 32, 264, 801, 65, 87, 223, 225



December 2026 Quarterly Service Change Schedule Information Timeline



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Network Now Implementation Progress Updates: Key Metrics

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

40% more service available

Network Now Baseline (Dec 2023)

23% increased

Improved frequency / span

52 routes improved

19 remaining

Increased frequent service

25 routes with 15-min frequency or better

1 remaining

Implemented Metro micro

1

5 new zones in operations

3 upcoming zones

Restored suspended routes

6 routes restored

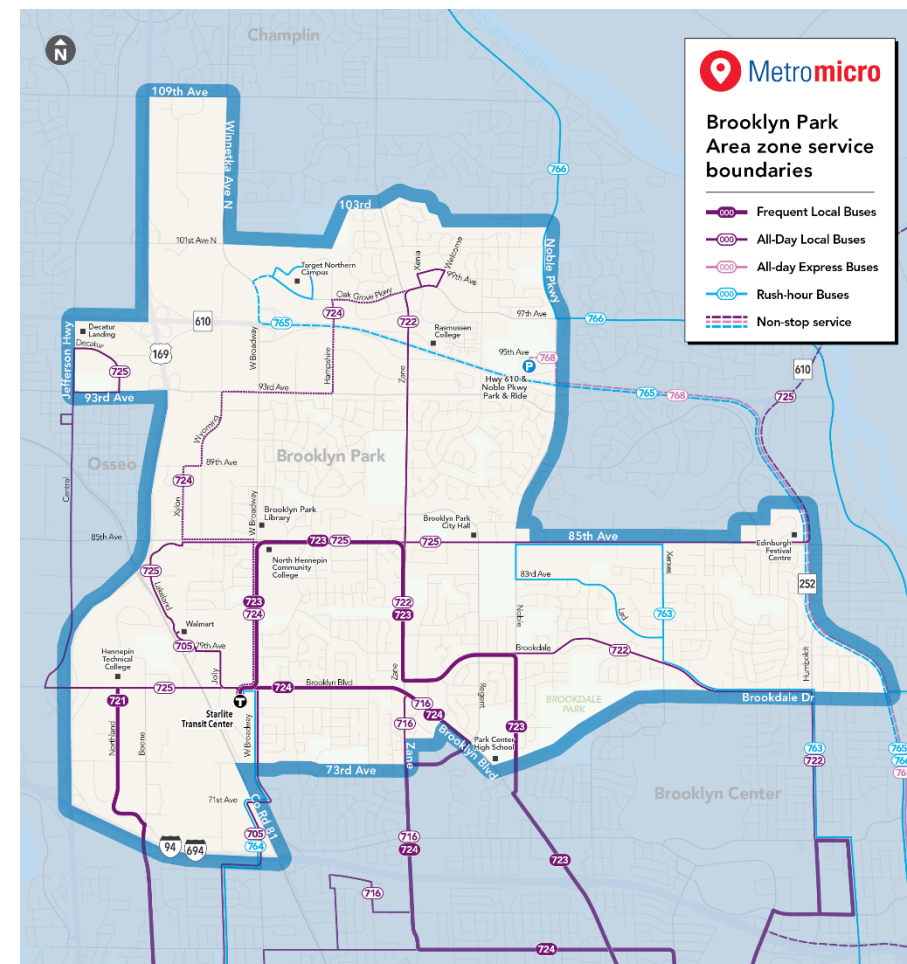
6 remaining

Metro micro: Brooklyn Park Area Zone

- Metro micro Brooklyn Park Area Zone opened **October 1, 2026**
 - Starlite Transit Center as its hub
- **5th Metro micro** zone since Network Now endorsement



CCX News segment



Network Now Implementation **Looking Ahead to 2027**

- Updating Network Now for 2027
 - Revised plan for Transportation Committee / Council consideration in November
- Another big year of growth
 - More METRO lines
 - Gold Line Extension
 - Green Line Extension
 - G Line (Phase 1)
 - Renew the Blue Phase 3



Summary

Bus operator and facilities hiring numbers are improving.

Rail operator hiring is on track for the extended Green Line.

Upcoming changes focus on delivering reliable service throughout the winter, post-construction season.

Planning is underway for 2027, in anticipation of another big year of growth and changes for transit in the region.

December 2026 Quarterly Service Change on **Saturday, December 5!**



Thank You!

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