



Workforce and Service Update

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February 23, 2026

A decorative graphic in the bottom right corner consisting of three overlapping chevrons pointing to the right. The innermost chevron is white, the middle one is a light yellow, and the outermost one is a bright yellow.

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



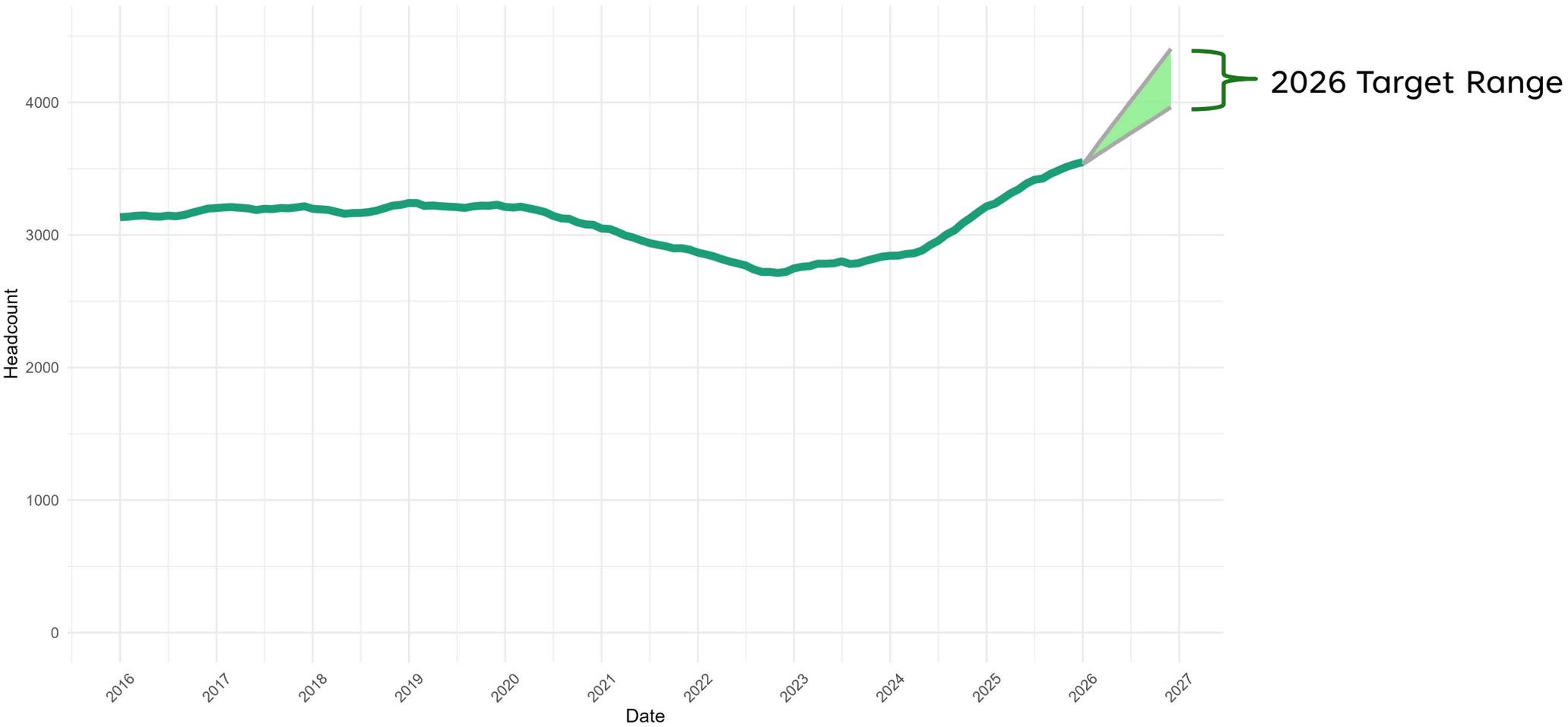
Preparing for a flawless
Green Line Extension
launch in 2027



February 2026 Workforce Update

Metro Transit Headcount Since 2016

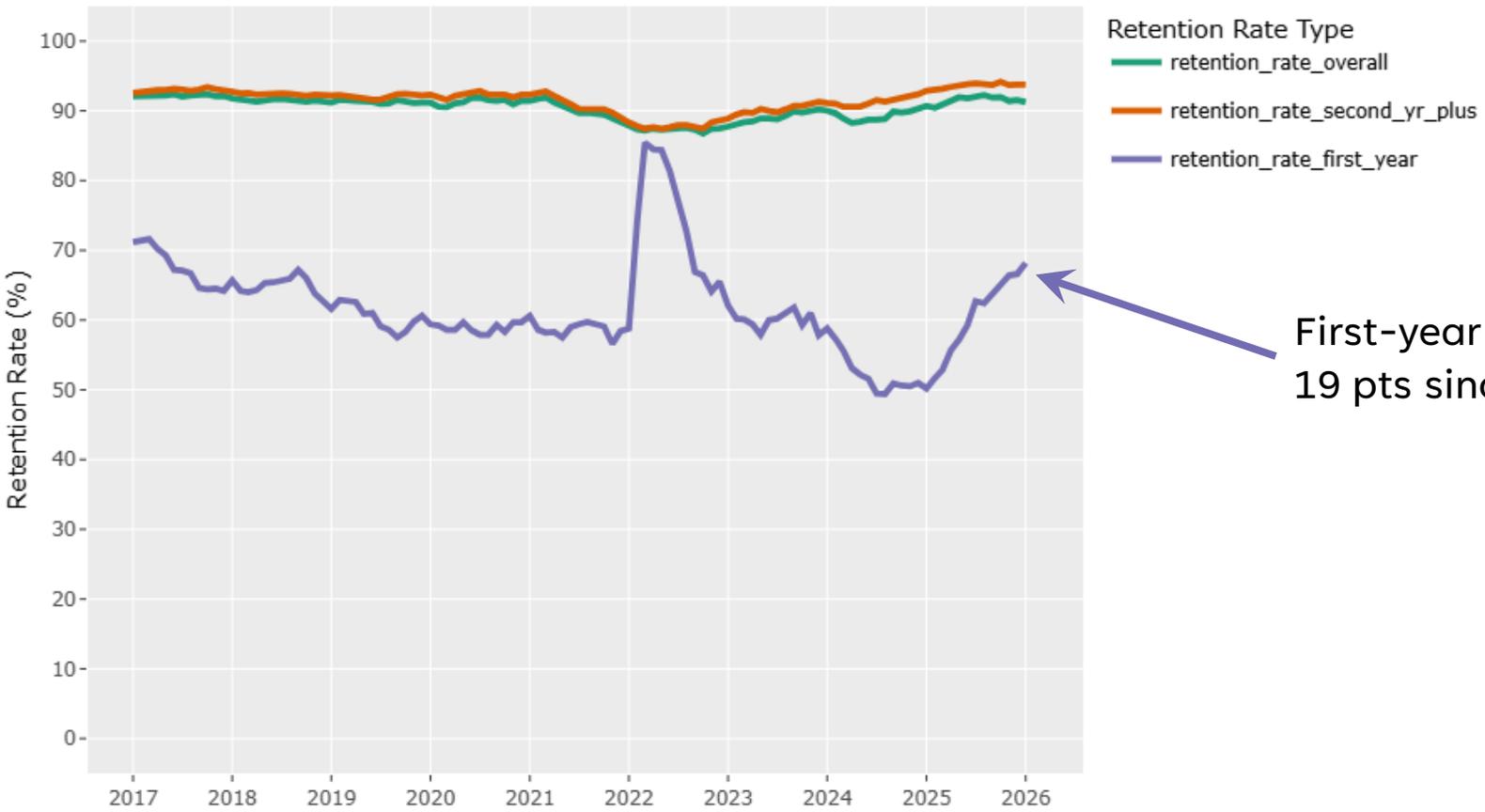
(monthly average headcount)
Last updated 2026-02-15, data through 2026-12-31



Source: [Metro Transit Workforce Reports](#)
*Budget targets are approximations and subject to change

First-year retention is still rising!

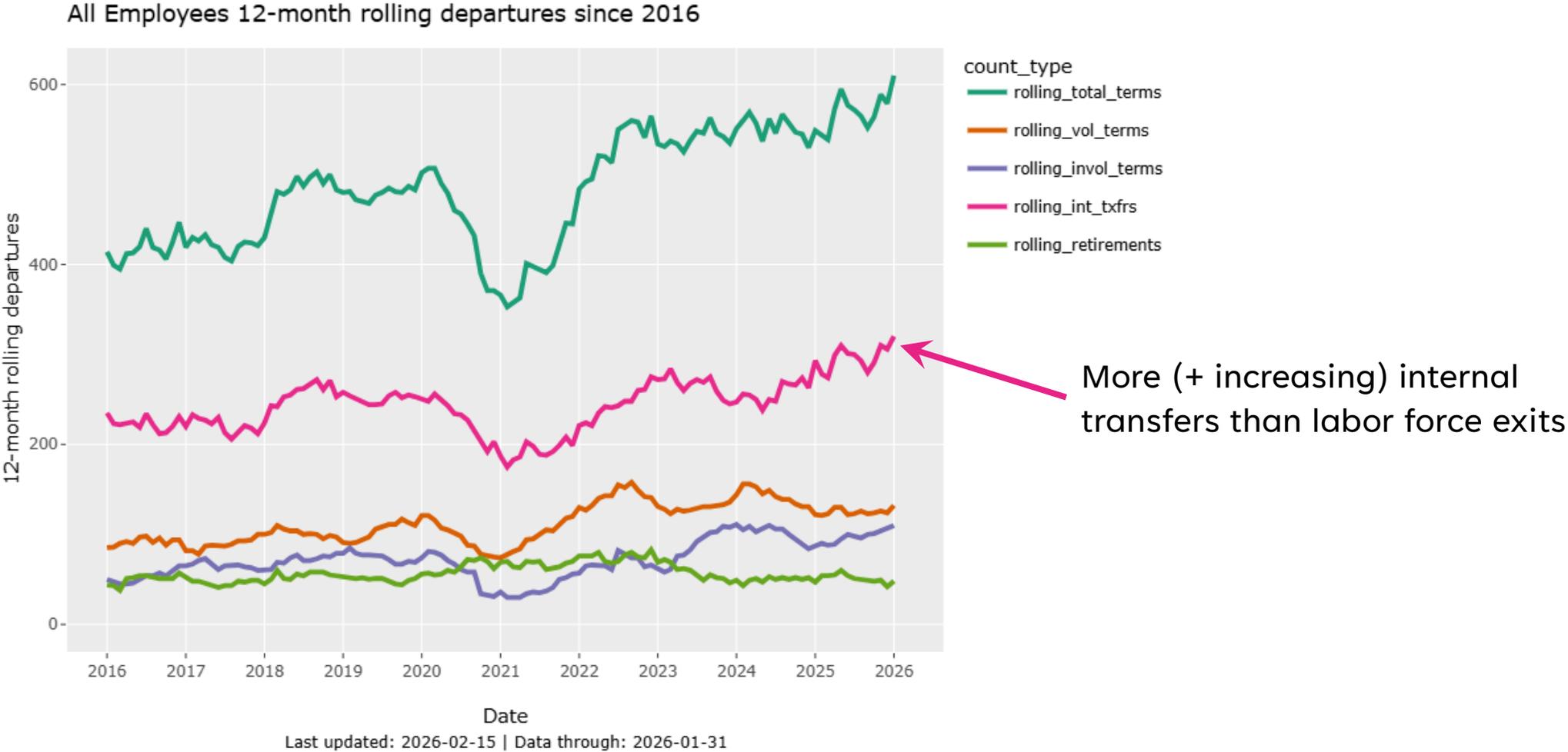
Retention Rates for All Employees since 2017



First-year retention ↑ almost 19 pts since mid-2024

End of 12 month period
Last updated: 2026-02-15 | Data through: 2026-01-31

We are bucking national trends in staff departures





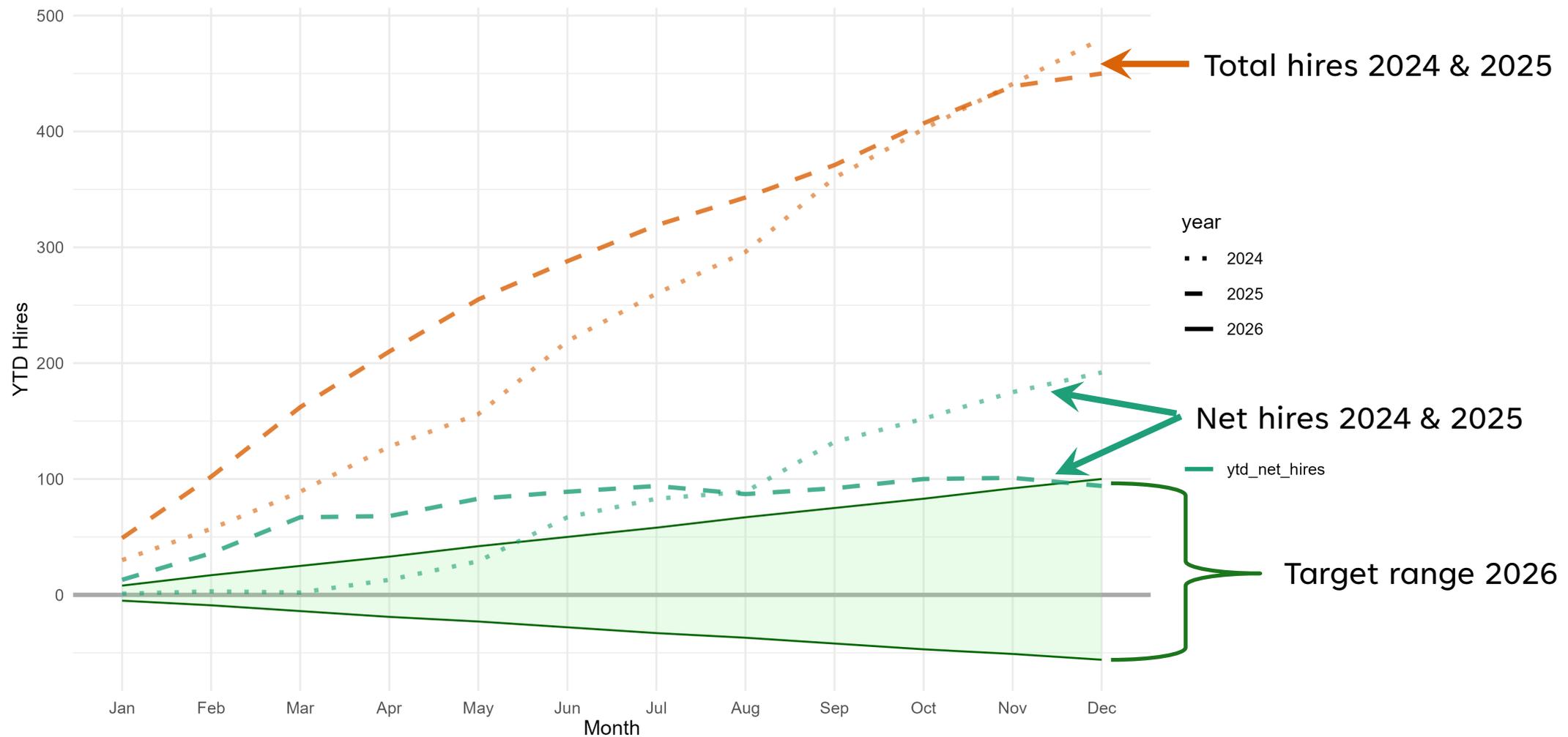
How do this year's hiring goals compare to recent trends?

Metro Transit Job Categories

- Bus Operators
- Train Operators
- Frontline Maintenance Positions
- Police Officers & CSOs
- Everyone Else



Hiring Recap + 2026 outlook: Bus Operators



Source: [Metro Transit Workforce Reports](#)
 *Budget targets are approximations and subject to change

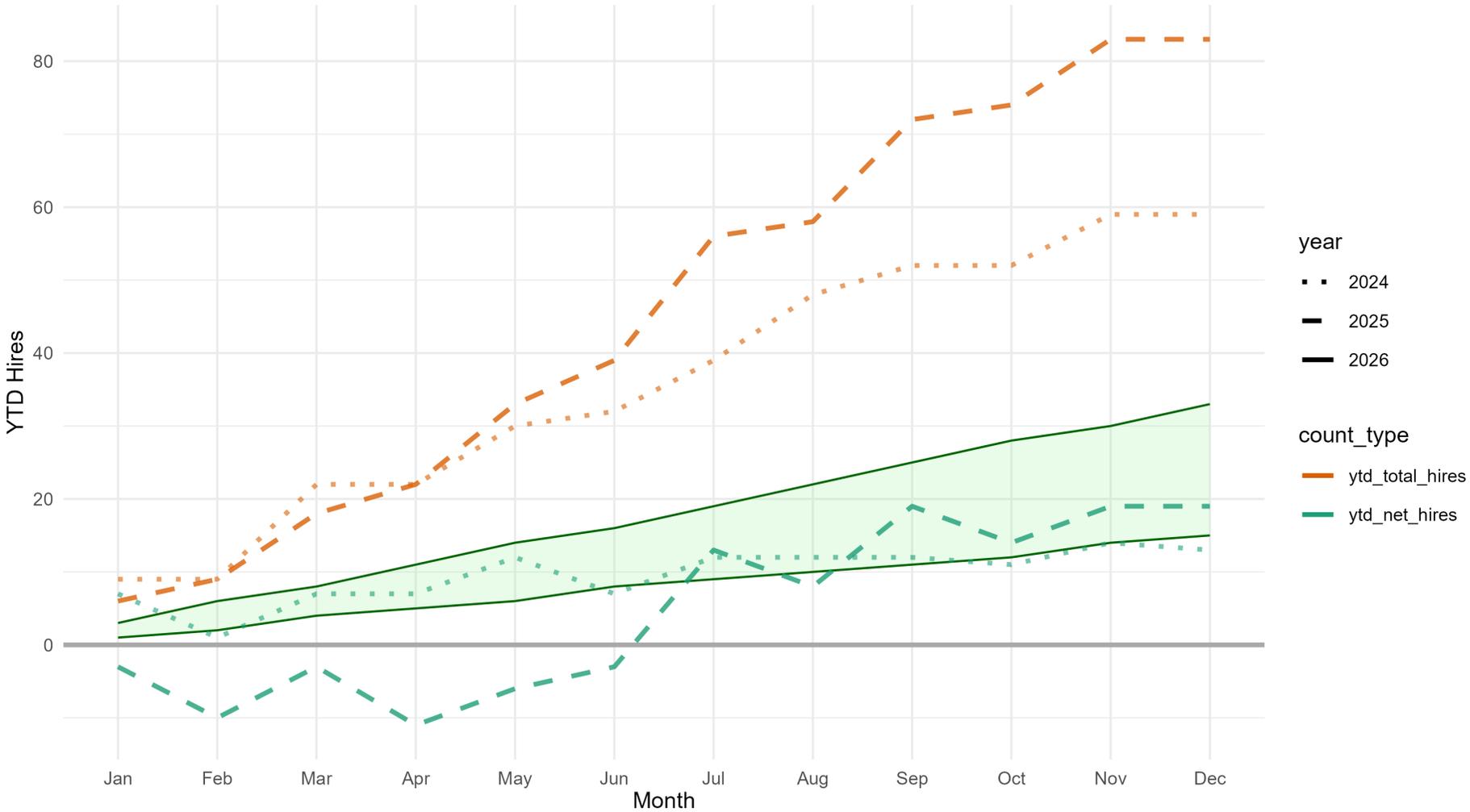
Bus Operators: A template for success

What's working:

- Responsively updating job requirements
- Apprenticeship/mentoring program
- Additional dedicated recruiting staff
- Scheduling practices to reduce split shifts
- More interview dates reduce wait times
- Improved layover & restroom access
- Marketing/referral campaigns
- Dedicated staff for Peer Support
- Improved pay
- MOU to pay Critical Incident Support Team
- Improved training
- **Managers at garages on weekends**
- Week Zero



Hiring Recap + 2026 Outlook: Train Operators



Source: [Metro Transit Workforce Reports](#)
*Budget targets are approximations and subject to change

Light Rail Operators: On track for 2027 GLE opening

What's working:

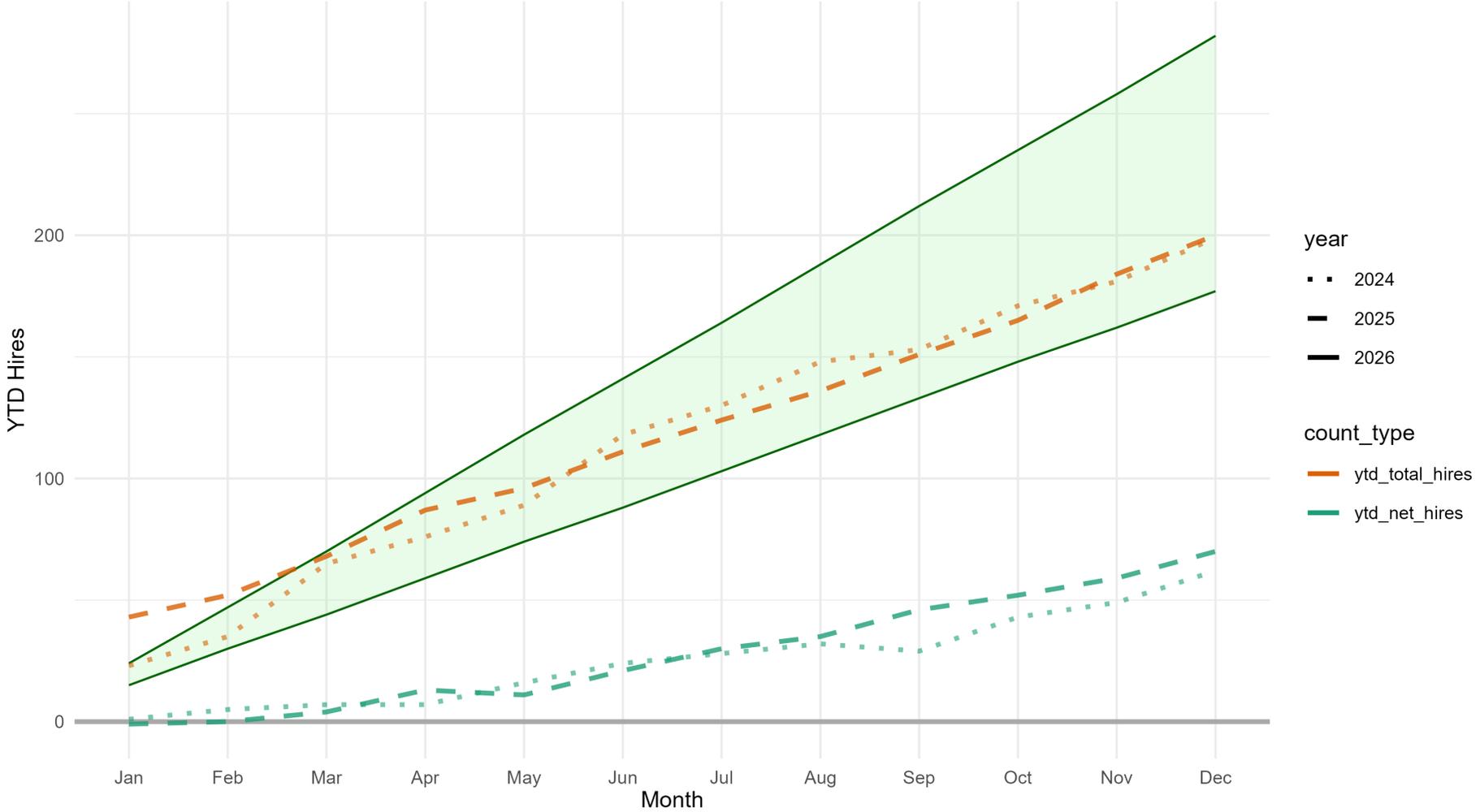
- Internal + external hiring
- Week Zero
- Marketing/referral campaigns
- Improved pay
- Peer Support: dedicated staff and new MOU

 **New: Train Operator Apprenticeship & Mentorship program**

- Training capacity will continue to expand in 2026



Hiring Recap + 2026 Outlook: Frontline maintenance



Source: [Metro Transit Workforce Reports](#)
 *Budget targets are approximations and subject to change

Front Line Maintenance: We expect to be ready for GLE

Bus Maintenance:

- Continuing to hire for attrition, expect to be fully staffed by end 2026

Rail Maintenance:

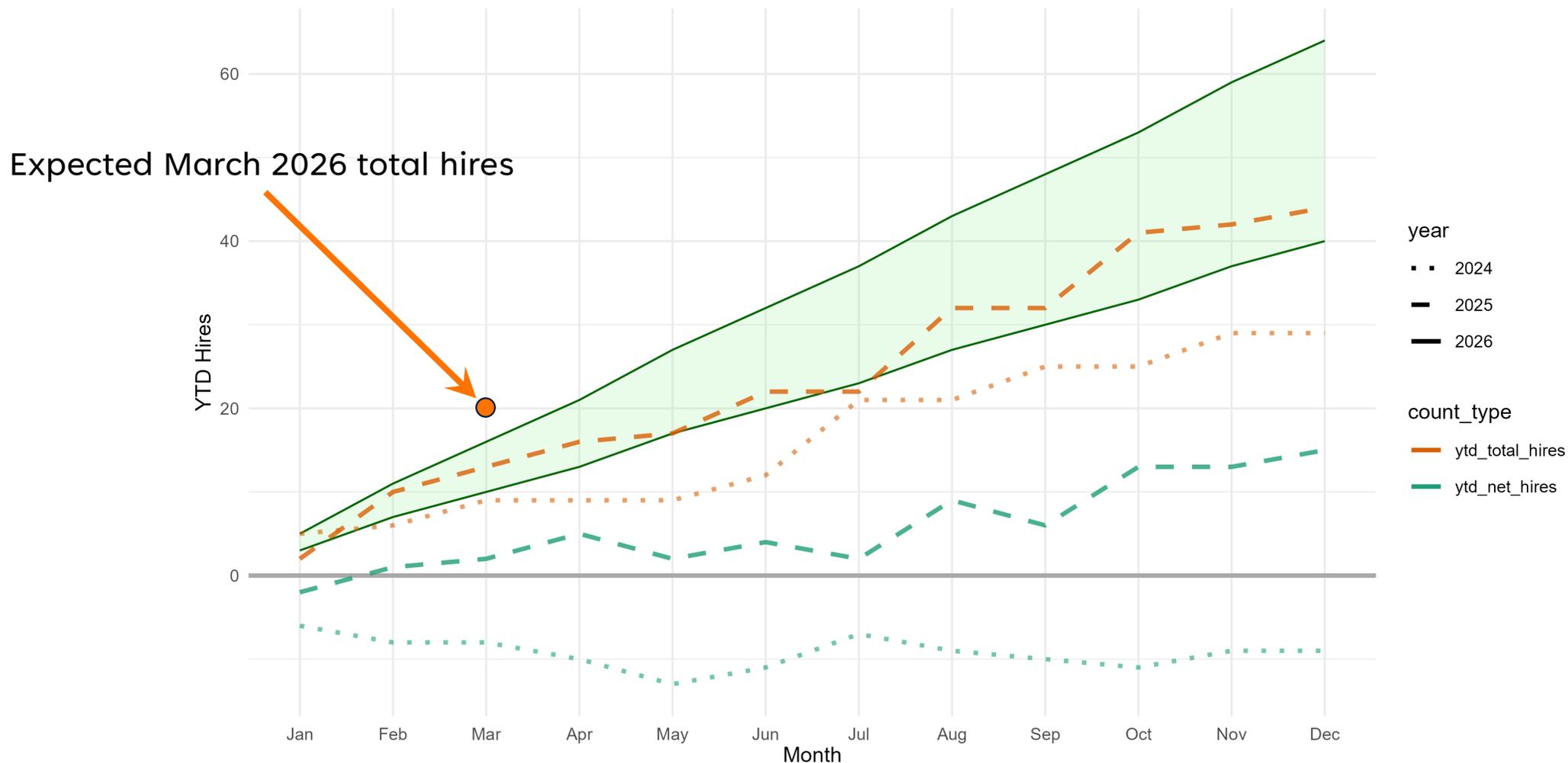
- Given recent hiring pace, expect to be fully staffed by end 2026

Public Facilities (Worker & Tech):

- Large, qualified applicant pool for Public Facilities Techs
- High first-year retention



Hiring Recap + 2026 Outlook: Police Officers and CSOs



Source: [Metro Transit Workforce Reports](#)

*Budget targets are approximations and subject to change

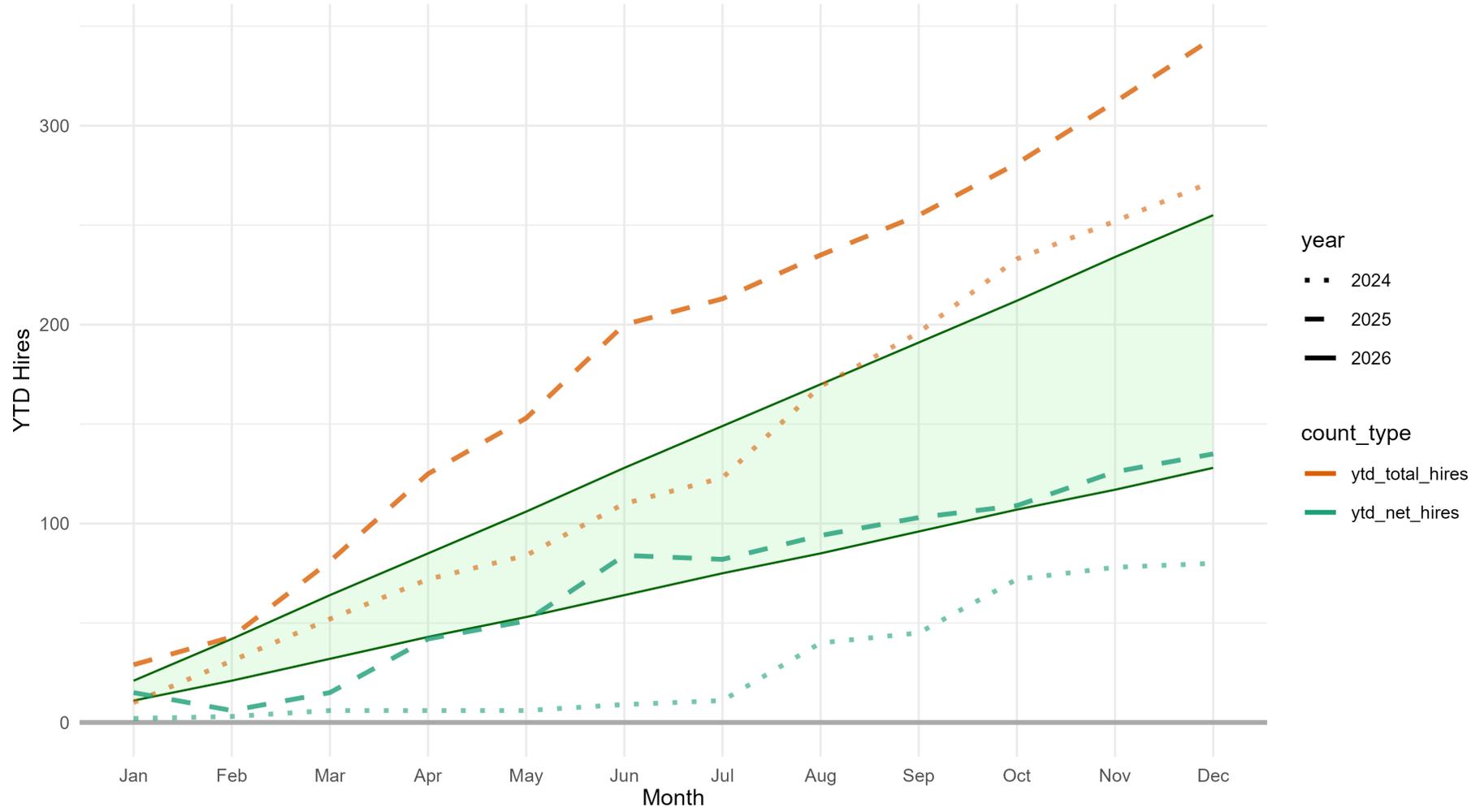
Police and CSOs: Significant improvements over 2024

What's working:

- Dedicated recruiting staff
 - Weekly CSO interviews reduce wait times
 - Values-based recruiting: Honesty, Service, Respect
 - Large, high-quality CSO applicant pools
- **First-year retention now > 90%**



Hiring Recap + 2026 Outlook: Everyone else



Source: [Metro Transit Workforce Reports](#)
*Budget targets are approximations and subject to change

Everyone Else: Significant improvements in 2025

What's working:

- Employee satisfaction increasing
- Internal transfers increasing
- TRIP program
- [Great Workplace milestones](#)
- Required Leadership Development Hours for managers
- Revamped New Employee Orientation
- **Overall retention is high, first-year retention > 75%**



External Factors We're Watching:

- Economic environment is in flux, impacts not fully known.
- Increased federal activity impacts some of our key employee demographics.
- Unknown impacts of Non-Domiciled CDL rule (impacts who can get/renew a CDL).
- MN Paid Leave Act (expected to increase absenteeism).

Our Key 2025 Achievements

- Headcount, transfers, and retention are all up.
- We are meeting Bus Operator hiring targets.
- Train Operator hiring targets are achievable, if trends continue.
- Bus and Light Rail Maintenance Techs on track to be fully staffed in 2026.
- Police net hiring has shown major improvement.

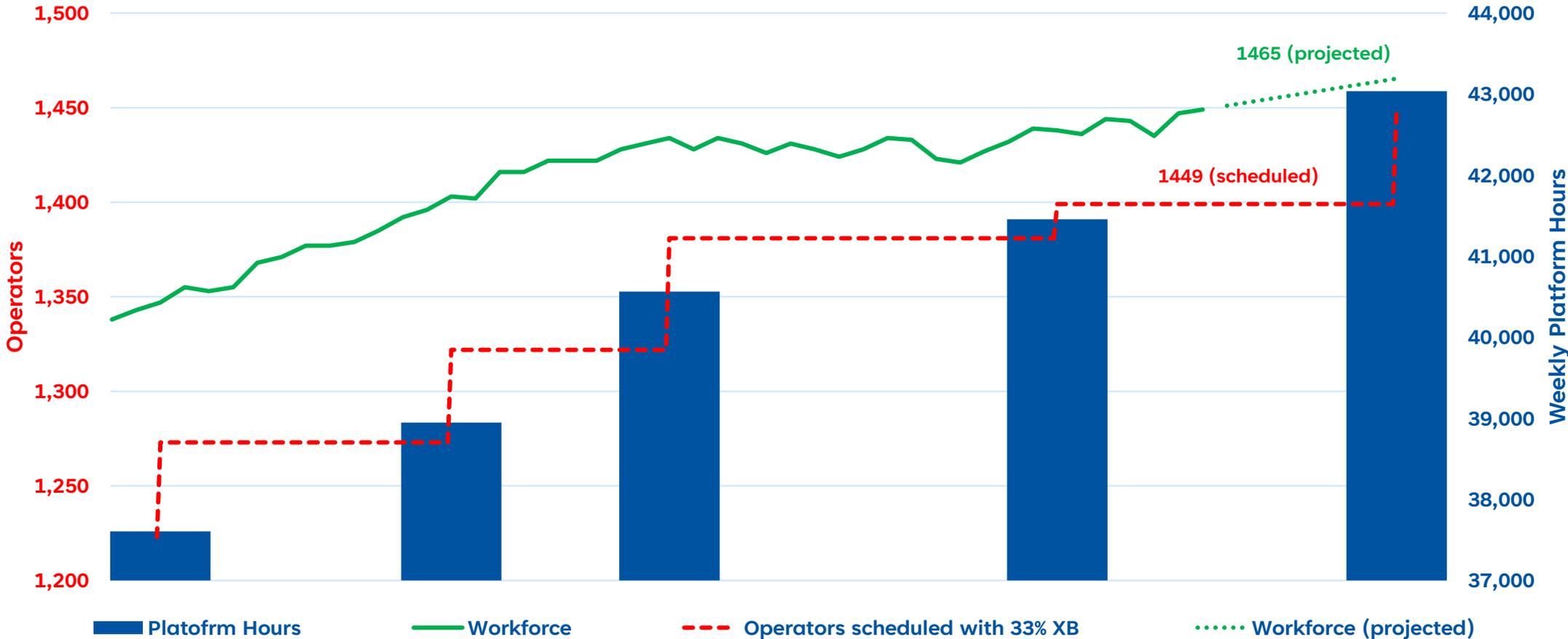
March 14, 2026 Service Adjustments

Adam Harrington | Director, Service Development



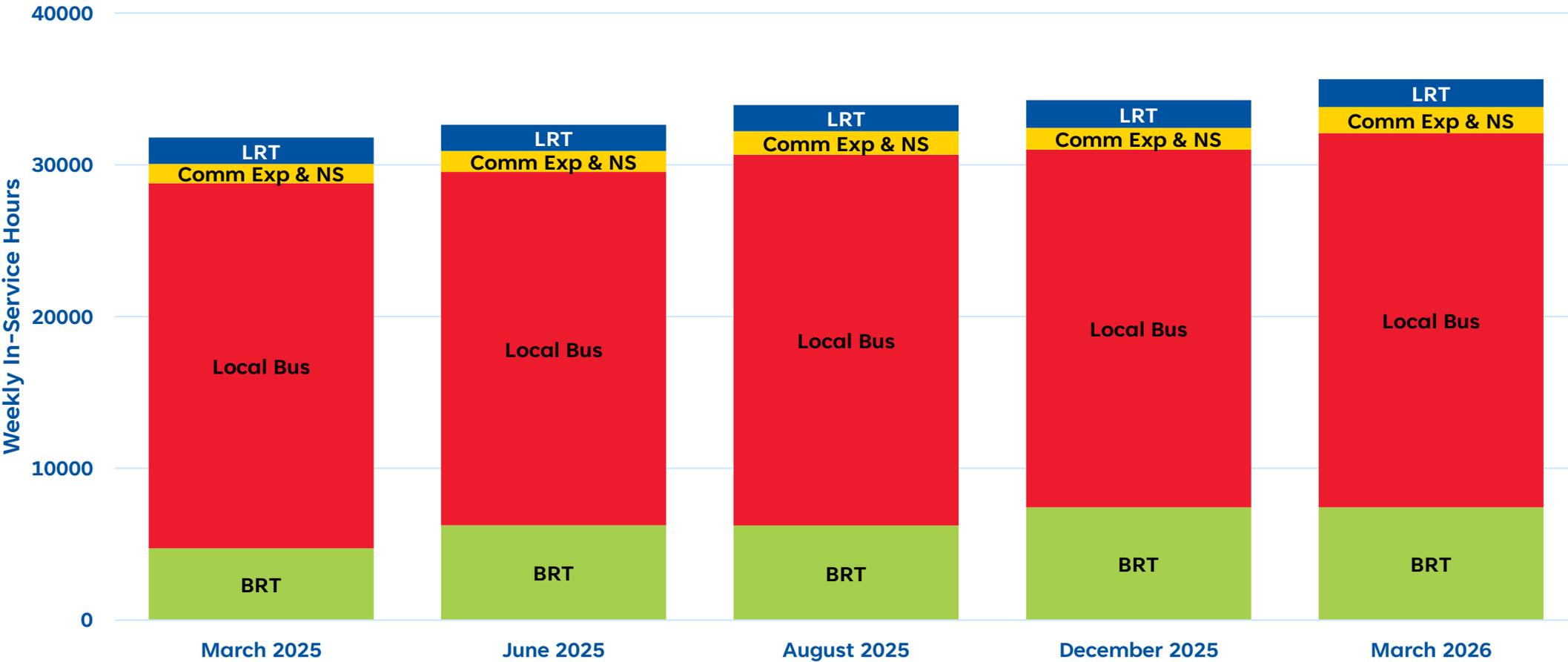
Service Changes – March 2026

Metro Transit Bus Operator Workforce & Service Levels



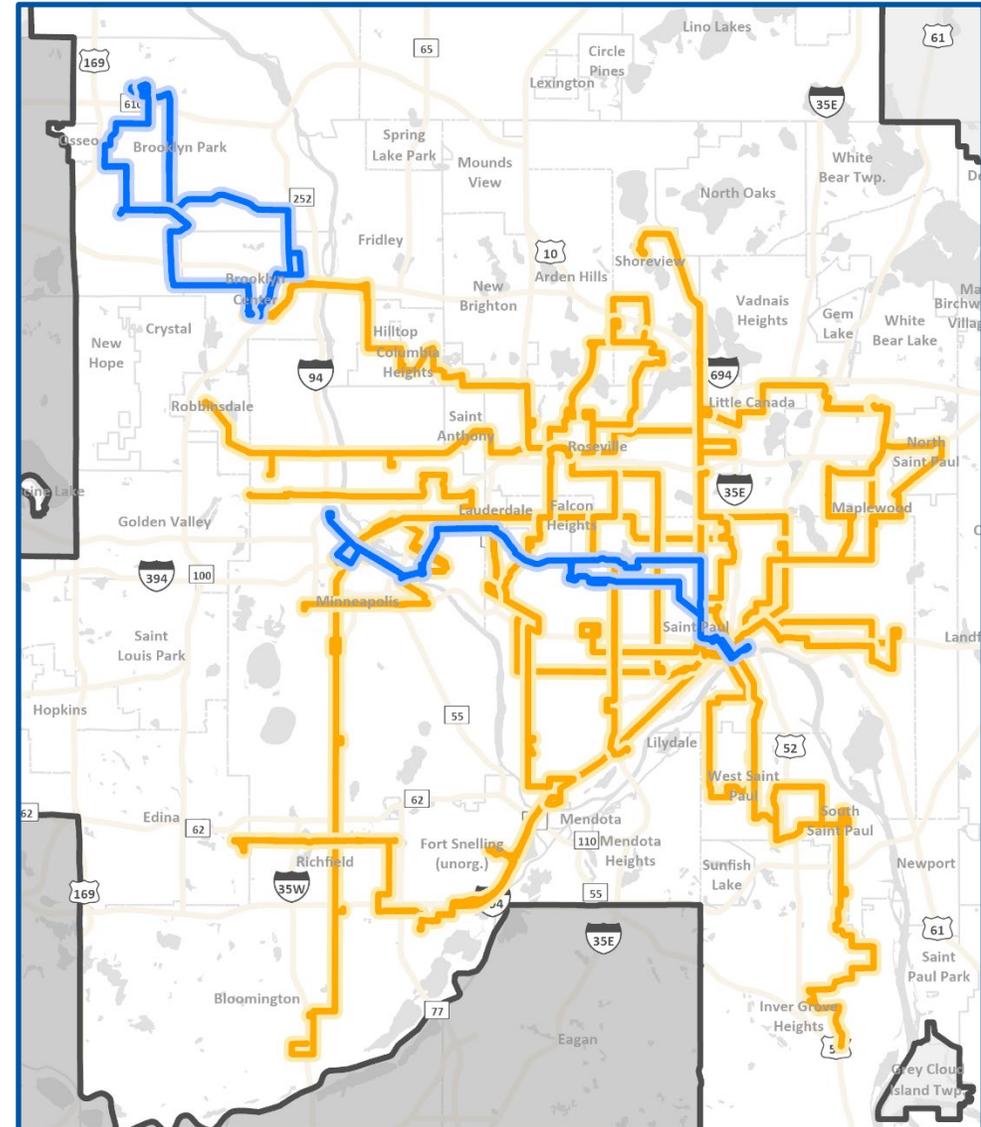
Service Changes – March 2026

Service Levels by Route Type



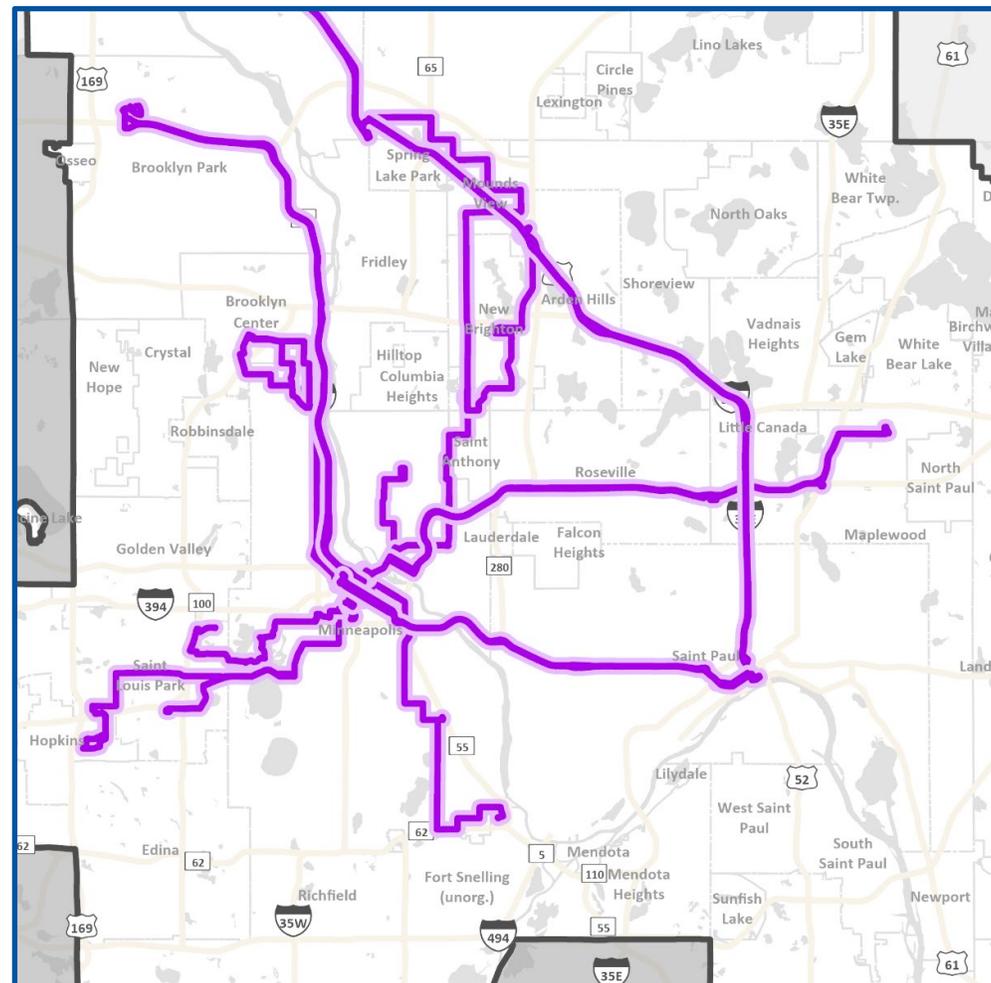
Schedule and Terminal Adjustments

- Beginning of road construction season! Schedules and travel times adjusted on 23 bus routes
- Developing improved bus operator restroom access and schedule recovery. Routes 2, 3, 722, 724.



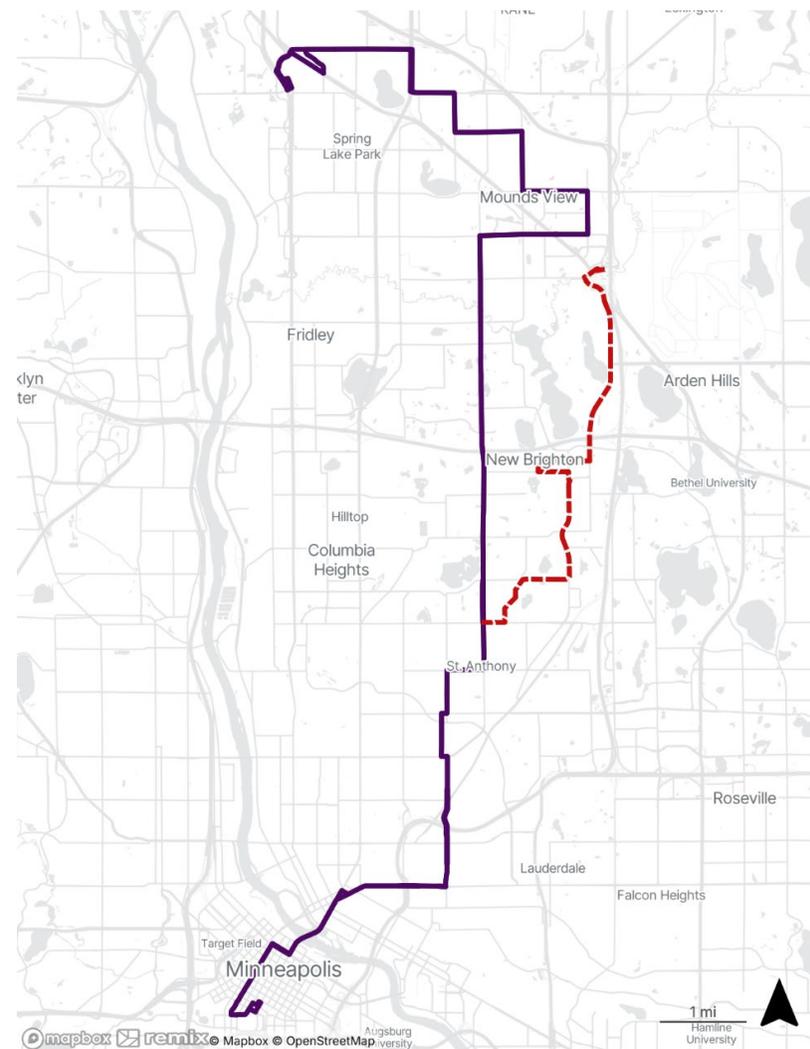
Network Now Highlights – March 2026

- **Route 17** Sunday service improved to every 15 minutes on Sundays during the daytime.
- **Route 22** weekday service improved to every 15 minutes; weekends to every 20 minutes on core of the route.
- **Route 94** rush hour service improved to every 15 minutes between downtown Minneapolis and St Paul
- **Route 270** new hourly service middays and improved rush hour service between Maplewood Mall and downtown Minneapolis
- **Route 860** routed to serve Lafayette business and State offices



Network Now Highlights – March 2026

- **Routes 25** most trips (hourly) will be extended to Northtown replacing segment of Route 804.
- **Route 804** will operate between Silver Lake Village in St. Anthony and Co Rd H Park & Ride per Network Now.



March 14, 2026 Pick Schedule Information

- Transit Online Trip Planner – **February 7**
- Connect customer info – **February 12**
- Promoted on Website – **February 13**
- Maps and online schedules – **March 6**
- **Service changes implemented March 14, 2026**