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## Workforce and Service Update

May 11, 2026

Shanta Hejmadi, Office of Performance | Adam Harrington, Service Development



**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



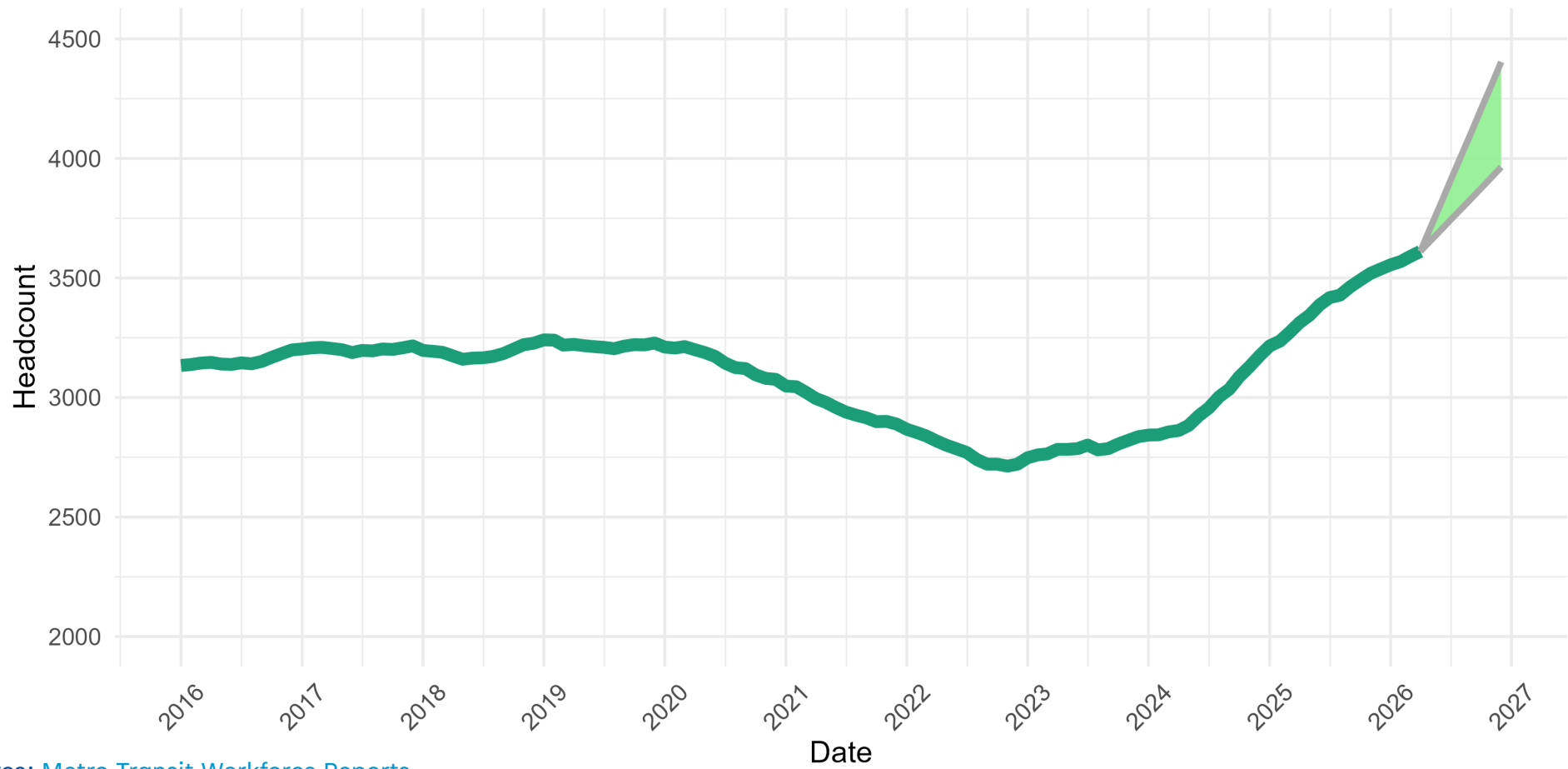
Preparing for a flawless  
Green Line Extension  
launch in 2027



## Workforce Overview

# Metro Transit Headcount Since 2016

(monthly average headcount)  
Last updated 2026-05-07, data through 2026-04-30



Source: [Metro Transit Workforce Reports](#)

\*Budget targets are approximations and subject to change

# Breakdown of 2026 Targets

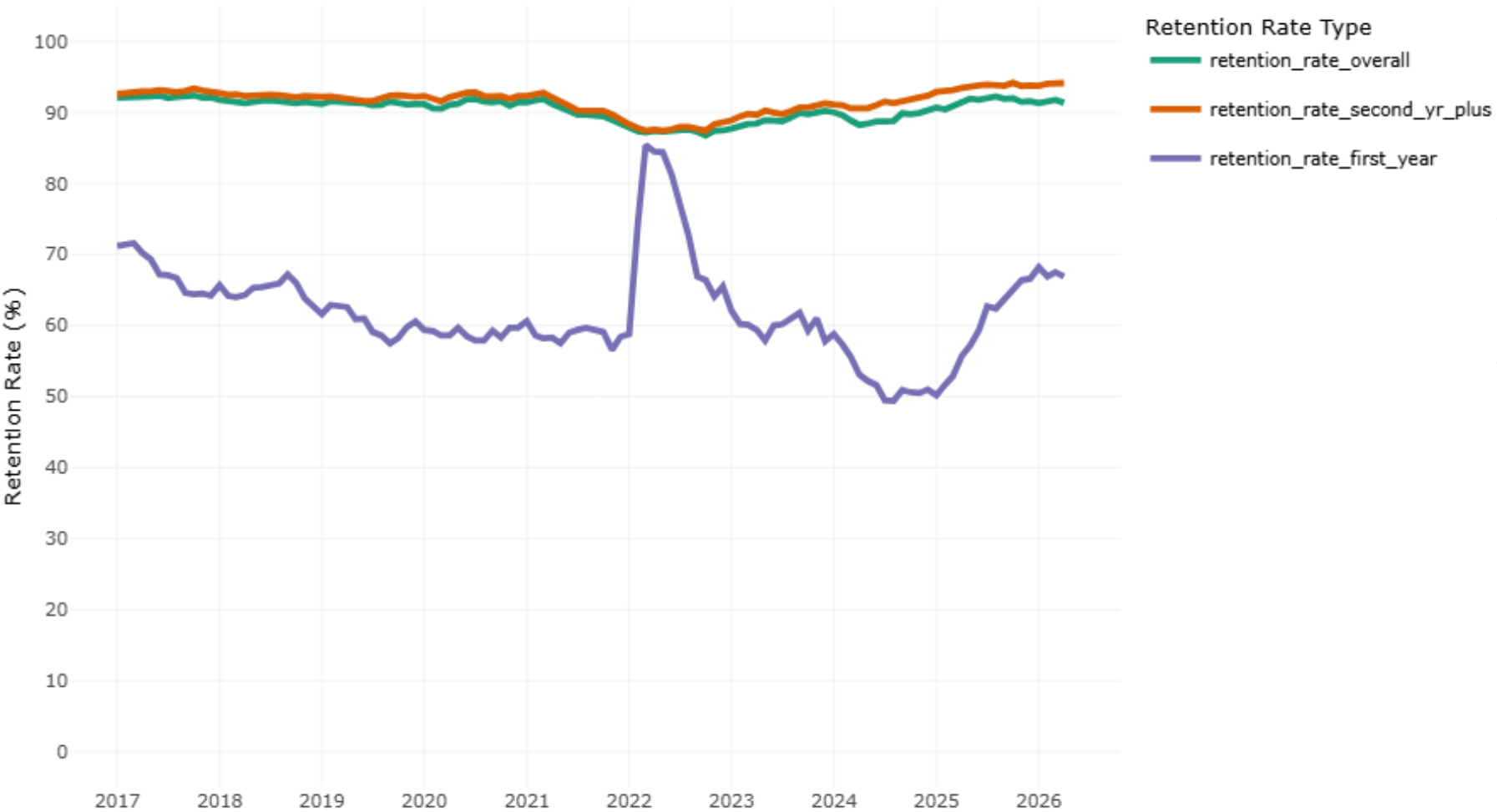
Job Category	2026 Q1 Adopted Budget Target*	Mean Headcount Apr 2026	Gap
Bus Operator	1557	1434	123
Train Operator	175	150	25
Frontline Maintenance Positions	1045	788	257
Police Officers and CSOs	231	184	47
Everyone Else	1261	1054	207
Total	4269	3611	658

Source: [Metro Transit Workforce Reports](#)

\*Budget targets are subject to change

# Retention is steady at pre-pandemic levels

Retention Rates for All Employees since 2017

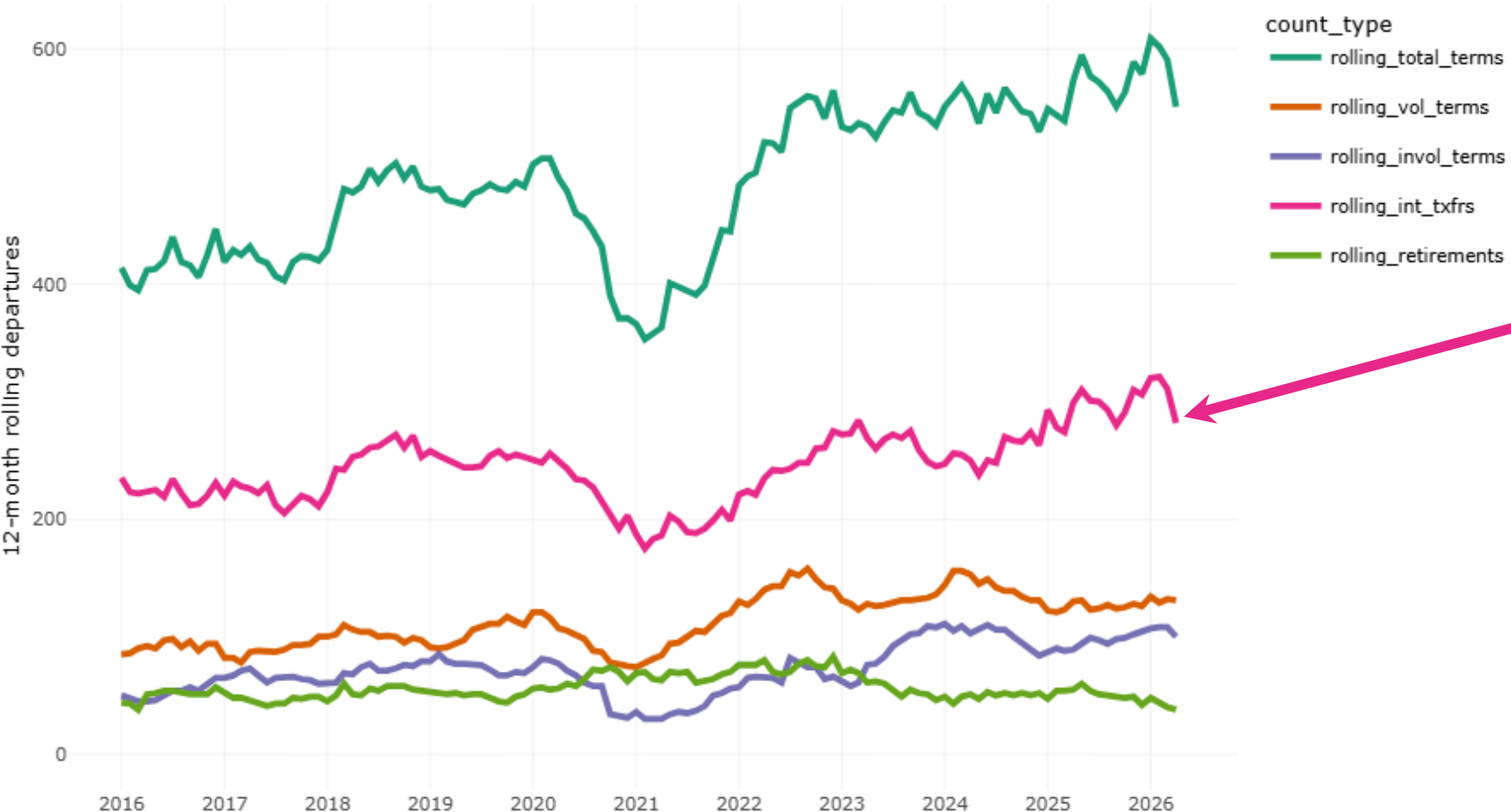


- 2/3 of new employees stay a full year.
- 1<sup>st</sup> year retention is similar to 2017-2018 levels.

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

# Transfers are still up (and we are still bucking national departure trends)

All Employees 12-month rolling departures since 2016

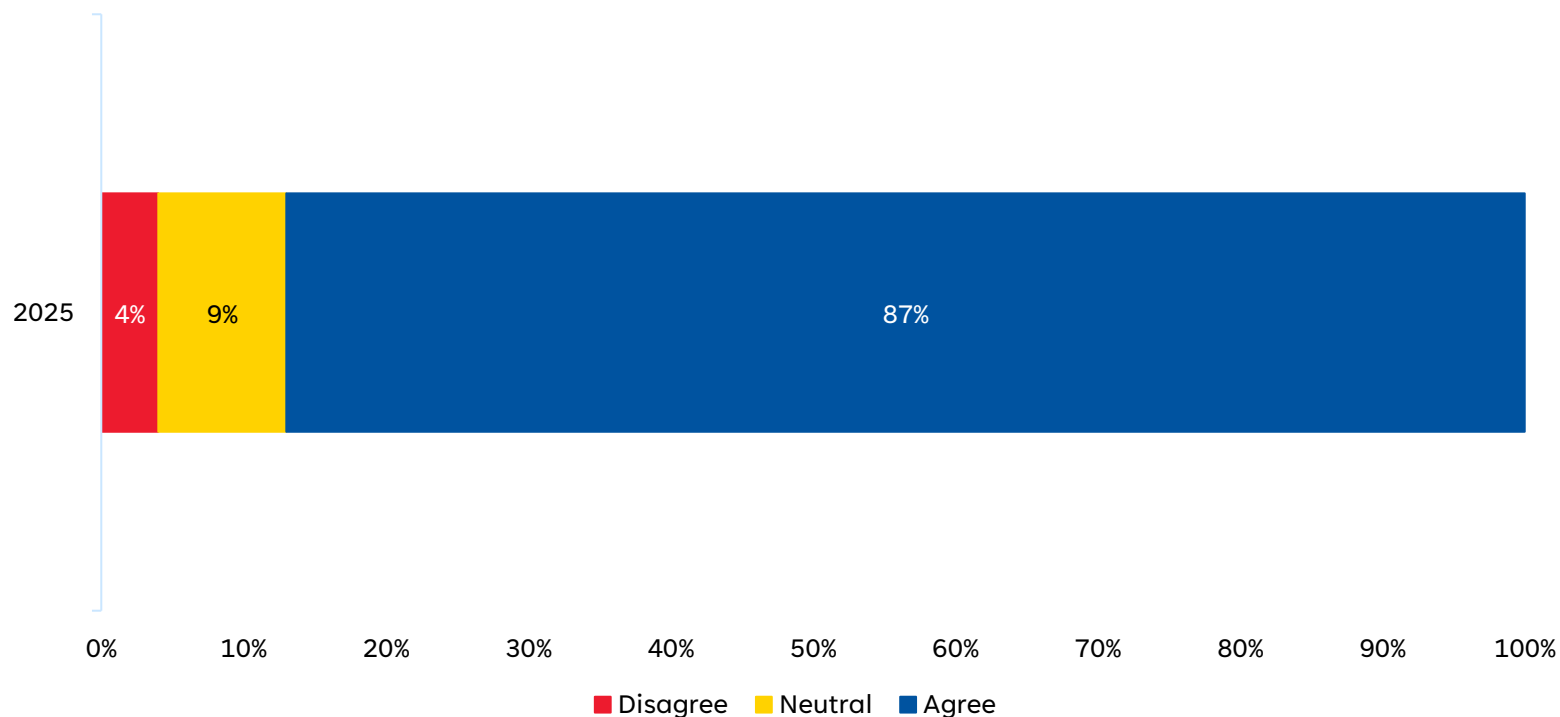


- Nationwide, >50% of departures are labor force exits.
- >50% of our departures are transfers.
- We are keeping talent within the organization.

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

# Most operators see themselves at Metro Transit in another year

I see myself working at Metro Transit in another year.



- Agree: 87% of Bus Operators
- No race, gender, or tenure differences in agreement
- Higher for LRT Operators (94%)

# Culture Survey results are heading in the right direction

## Forced-Choice Questions

2025-2026



**3**

Questions  
Decreased

*3 questions  
stayed flat*

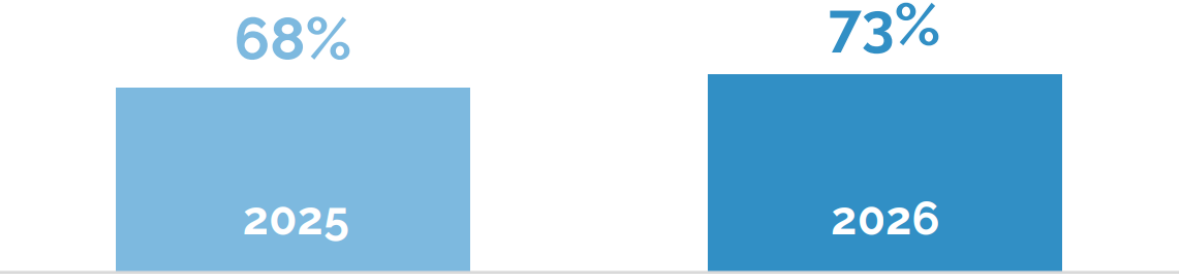


**20**

Questions  
Increased

## Overall Satisfaction

2025-2026



Source: [Metro Transit Culture Survey Results 2026](#)

## 2026 Outlook:

- Bus Operator hiring is the biggest risk to our operations. Internal task force is dedicated to internal operator hiring.
- Transfers and retention are up.
- We are on track to meet hiring targets for Rail Operators, Police, Everyone Else.
- Bus and Light Rail Maintenance Techs on track to be fully staffed in 2026.
- Facilities Maintenance hiring push is beginning to show up in hiring numbers.

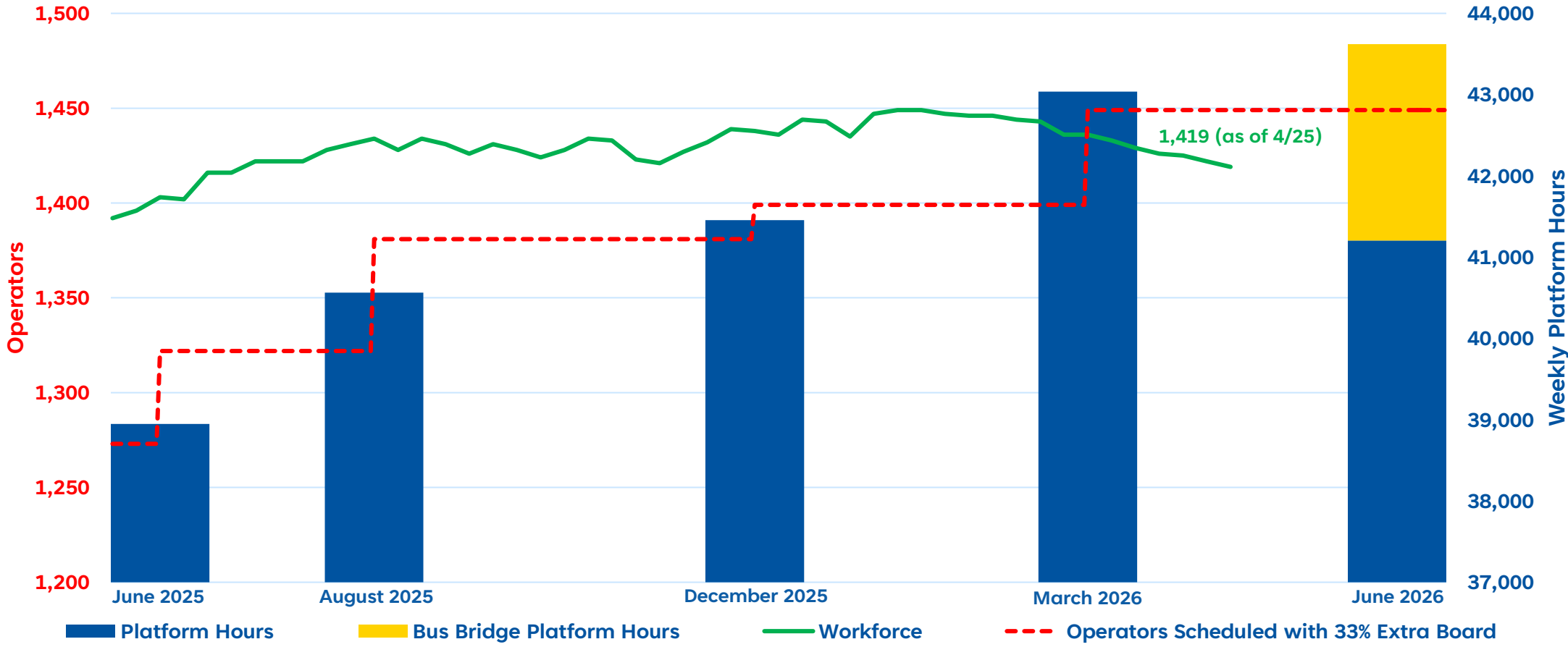
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# June 13, 2026 Service Adjustments

Adam Harrington | Director, Service Development

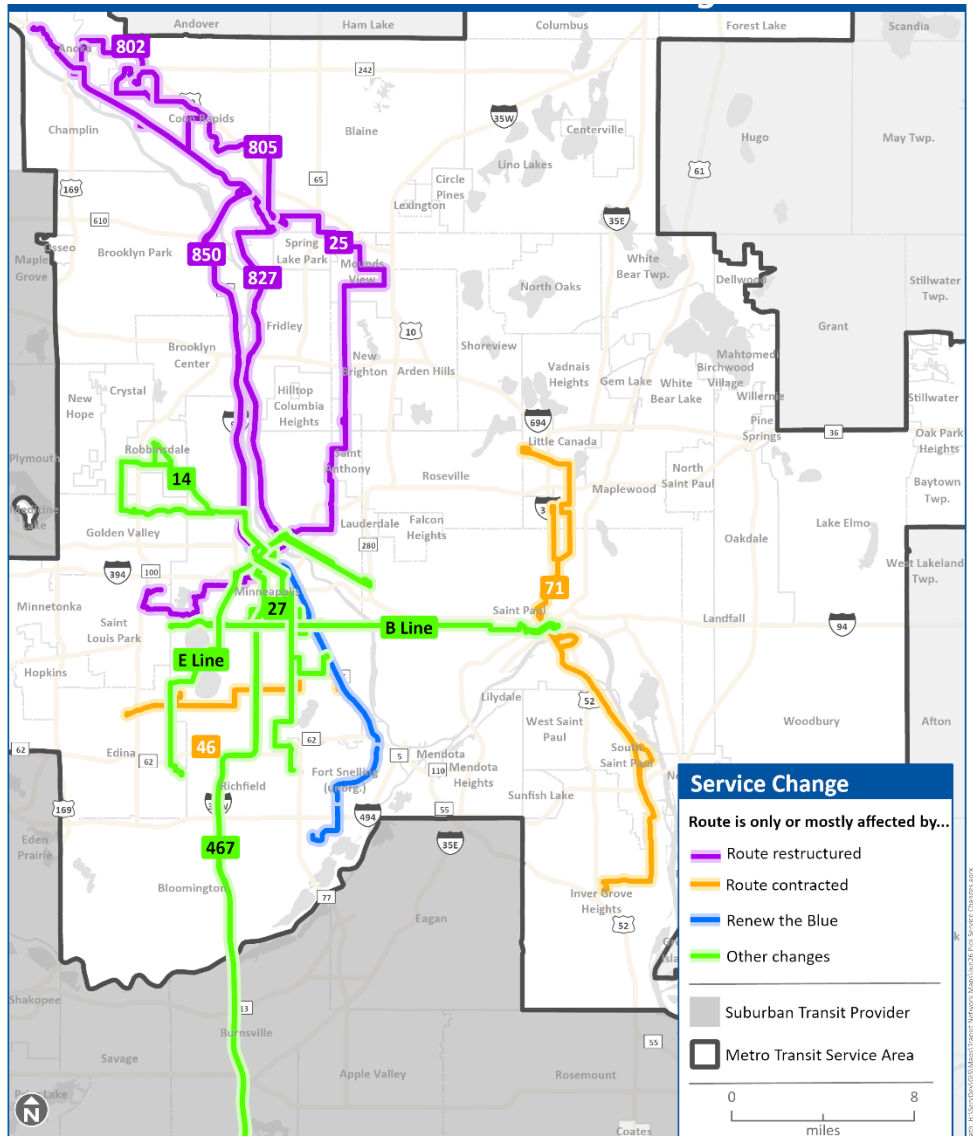


# June 2026 Quarterly Service Change Metro Transit Bus Operator Workforce & Service Levels



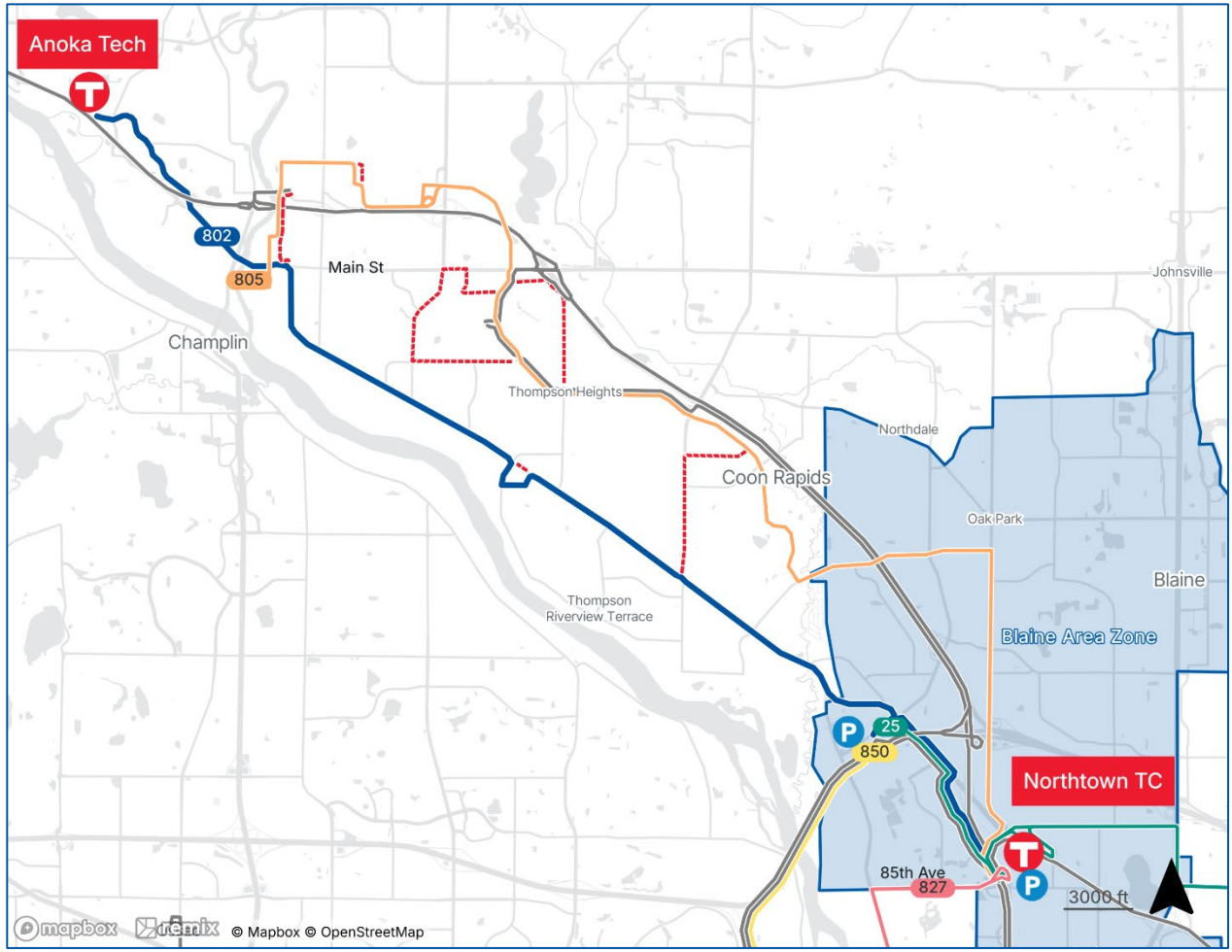
# June 13, 2026 Quarterly Service Changes

- **Network Now – 42% implemented**
  - NEW Route 802
  - Restructured 805, 827, and 850
  - Trips extended on Routes 25
- Schedule adjustments on Route 27, METRO B and E Lines
- Route 14 bus stop consolidation
- Routes 46 & 71 contracted
- Renew the Blue June 29 – August 19



# Network Now - North of Northtown

- **NEW Route 802** Coon Rapids Blvd
  - Hourly, seven days/week
  - replaces Route 827 Coon Rapids Blvd
  - New connection to Route 850 express @ Foley Park & Ride
- **Route 805** improved to every 30 minutes & hourly service on Sundays
- **Route 827** shortened to Northtown
- **Route 850** shortened to Foley Park & Ride
  - Every 15 minutes rush-hour, hourly midday
- **Route 25** extended to Foley Park and Ride



# Route 14 Better Bus Route - June

- No routing or schedule changes planned for June
- Stop consolidation **will** happen with the June pick
- ADA pad construction to continue as planned
- Website updated
- Stop changes for June
  - 60 stop removals
  - 5 new stops
  - 2 stops moved to the other side of the street
- Stops will be posted two weeks before the pick starts



<https://www.metrotransit.org/route-14>

# Summer 2026 Bus Service for Renew the Blue



- June 29-August 19 **Blue Line full closure** for construction
  - buses replace trains every 15 minutes.
- May 30-31 partial closure pre-construction between Target Field and Ft. Snelling
  - buses replace trains every 12-15 minutes

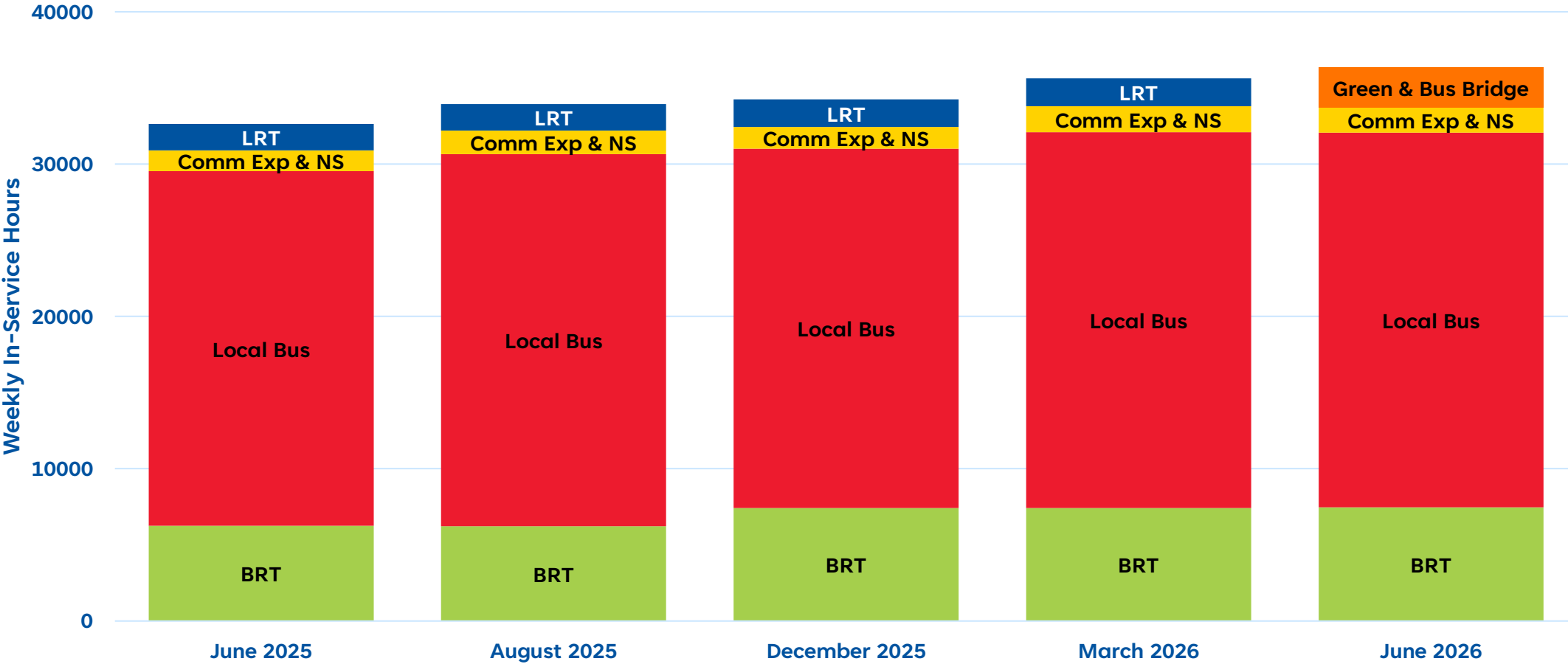
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## **Green Line** closure between West Bank and Target Field:

- June 29-July 26 and August 16-19,
  - Use Blue Line bus replacement service every 15 minutes
  - Green Line will run in downtown Minneapolis July 27-August 15 to accommodate key events.
- Significant coordination and outreach with Cities, MAC, Meet Minneapolis & USBS

# June 2026 Quarterly Service Change

## Service Levels by Route Type



## June 13, 2026 Pick **Schedule Information**

- Transit Online Trip Planner – **May 9**
- Connect customer info – **May 15**
- Promoted on Website – **May 15**
- Maps and online schedules – **June 5**
- **Service changes implemented June 13, 2026**