

COVID-19 Impacts on Metropolitan Council's Transit Services

Presentation to House Transportation Finance and Policy Committee
January 21, 2021



Metropolitan Council Role in Transit

- Metro Transit operates
 - Bus
 - Light Rail
 - Commuter Rail
- Metropolitan Transportation Services contracts for the operation of
 - Metro Mobility
 - Transit Link
 - Other contracted routes



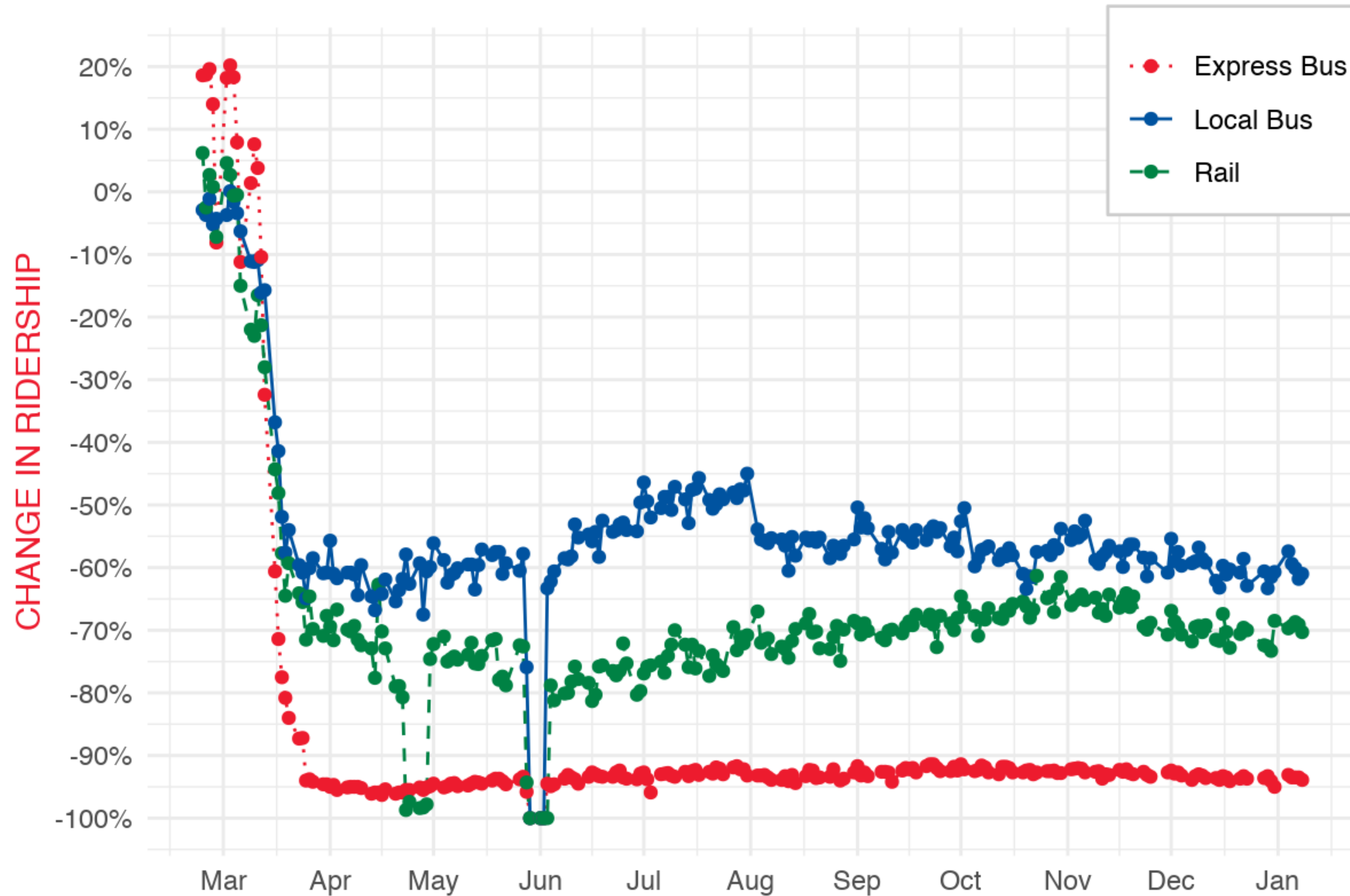
COVID-19 Impacts on Transit

- Ridership
- Service
- Steps to reduce risks



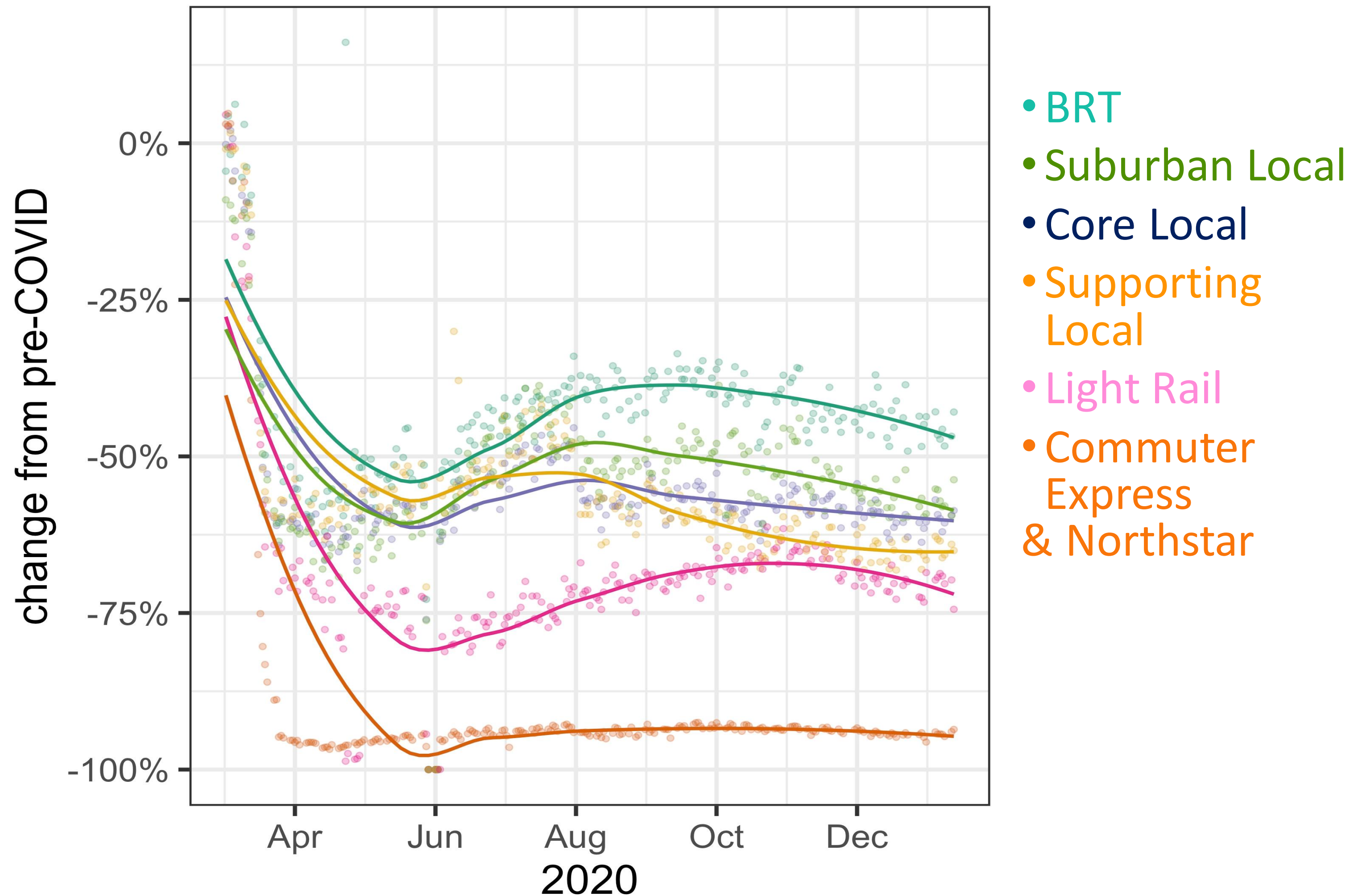
Metro Transit Ridership Impact

Percent Change in Weekday Ridership (Compared to average weekday ridership 2/24–2/28)



*Preliminary estimates, subject to change

Metro Transit BRT and local bus ridership has been more resilient during COVID-19



Current Metro Transit ridership

=

80,000-90,000 rides per weekday

Bus: ~ 62,000

–2019: ~ 151,000

LRT: ~ 27,000

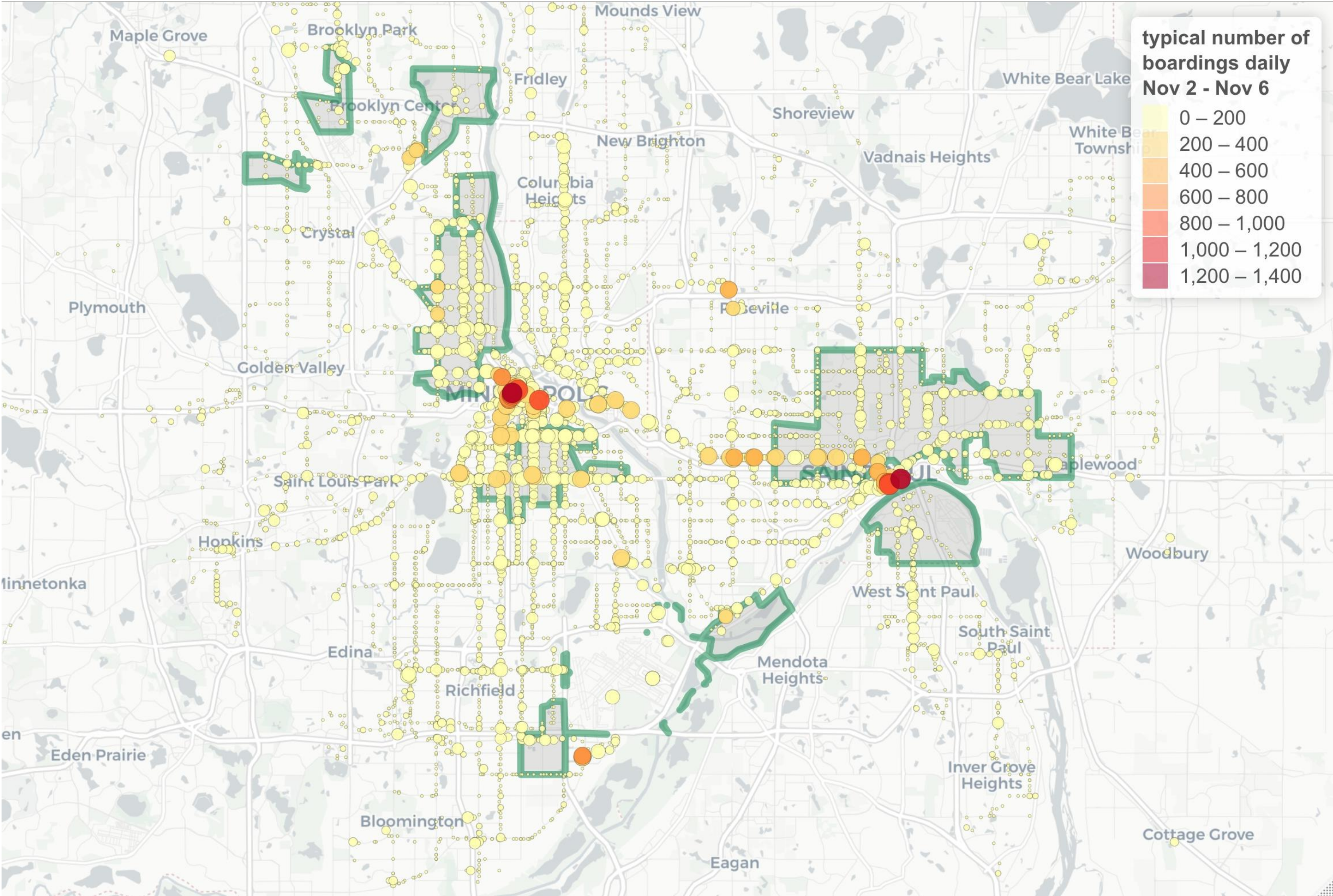
–2019: ~ 77,000

Northstar: ~ 120

–2019: ~ 2,400

Metro Transit Weekday Boardings

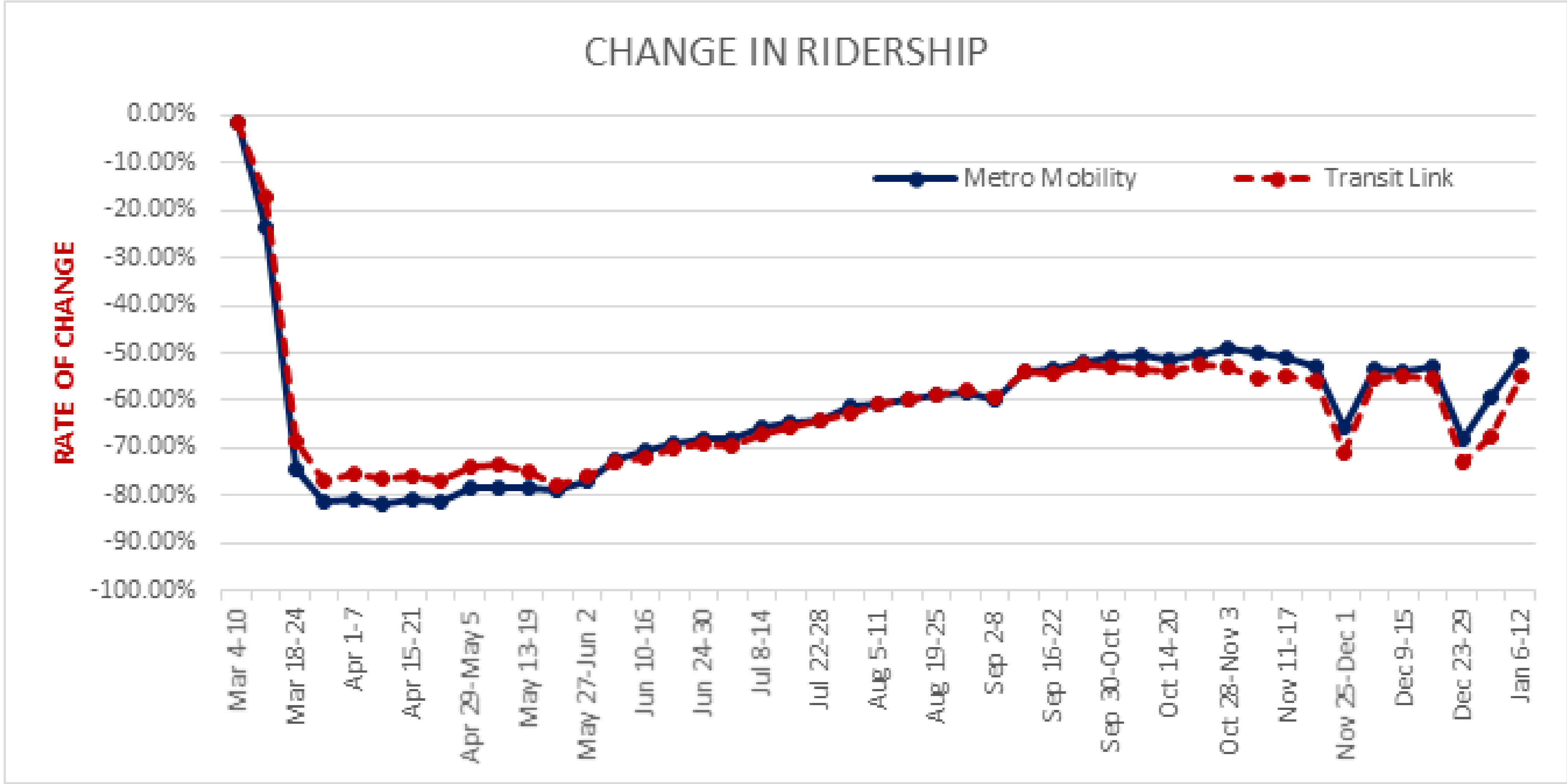
COVID-19 Condition



Metro Mobility/Transit Link Ridership Impact

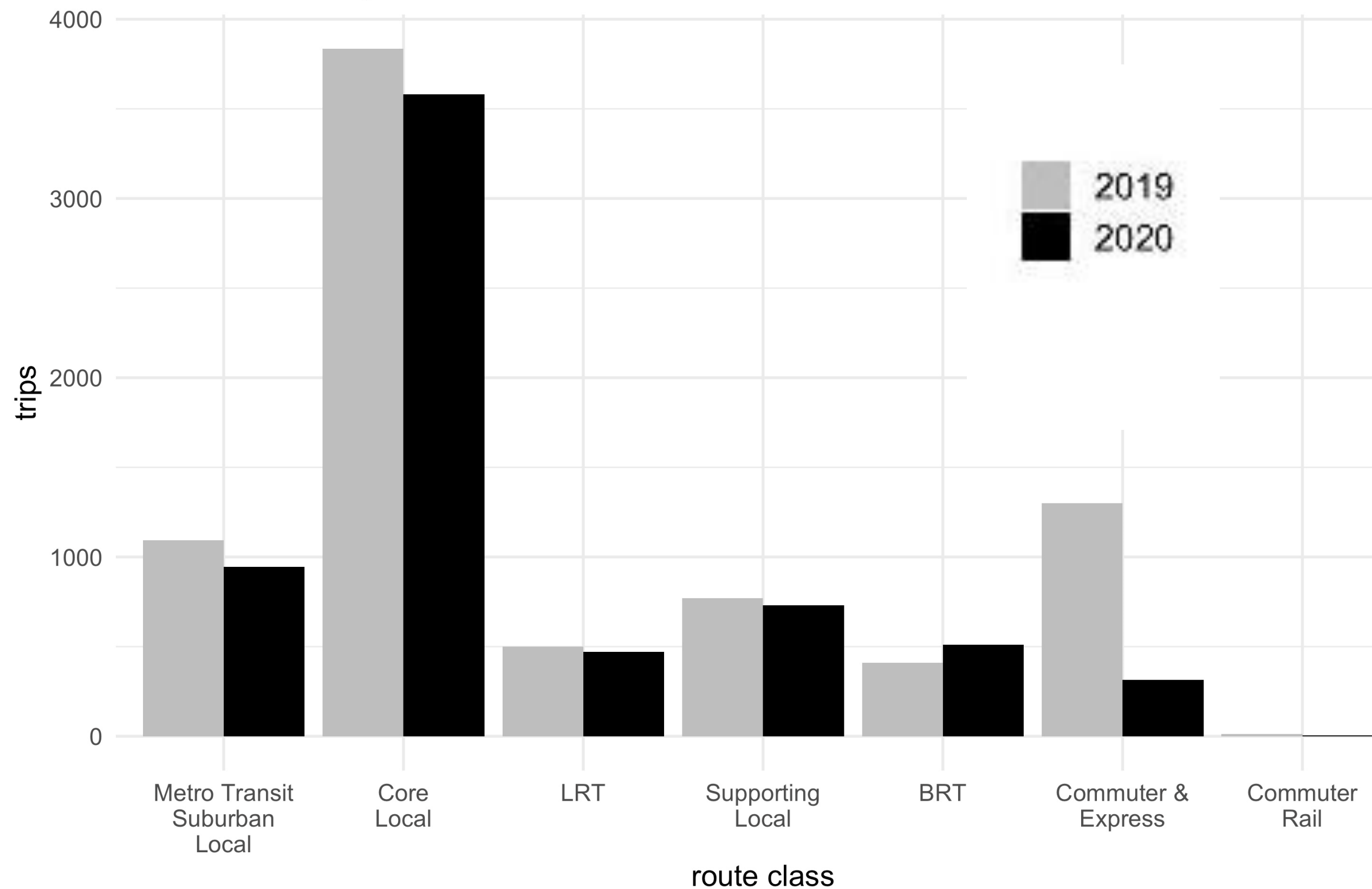
- Ridership on Metro Mobility and Transit Link is at about 50% of pre-pandemic levels
- Essential health care worker trips on Metro Mobility have grown steadily since summer, with nearly 8000 trips per week now common
- Food shelf delivery on Transit Link service is up to 200 deliveries per day

Metro Mobility/Transit Link Ridership

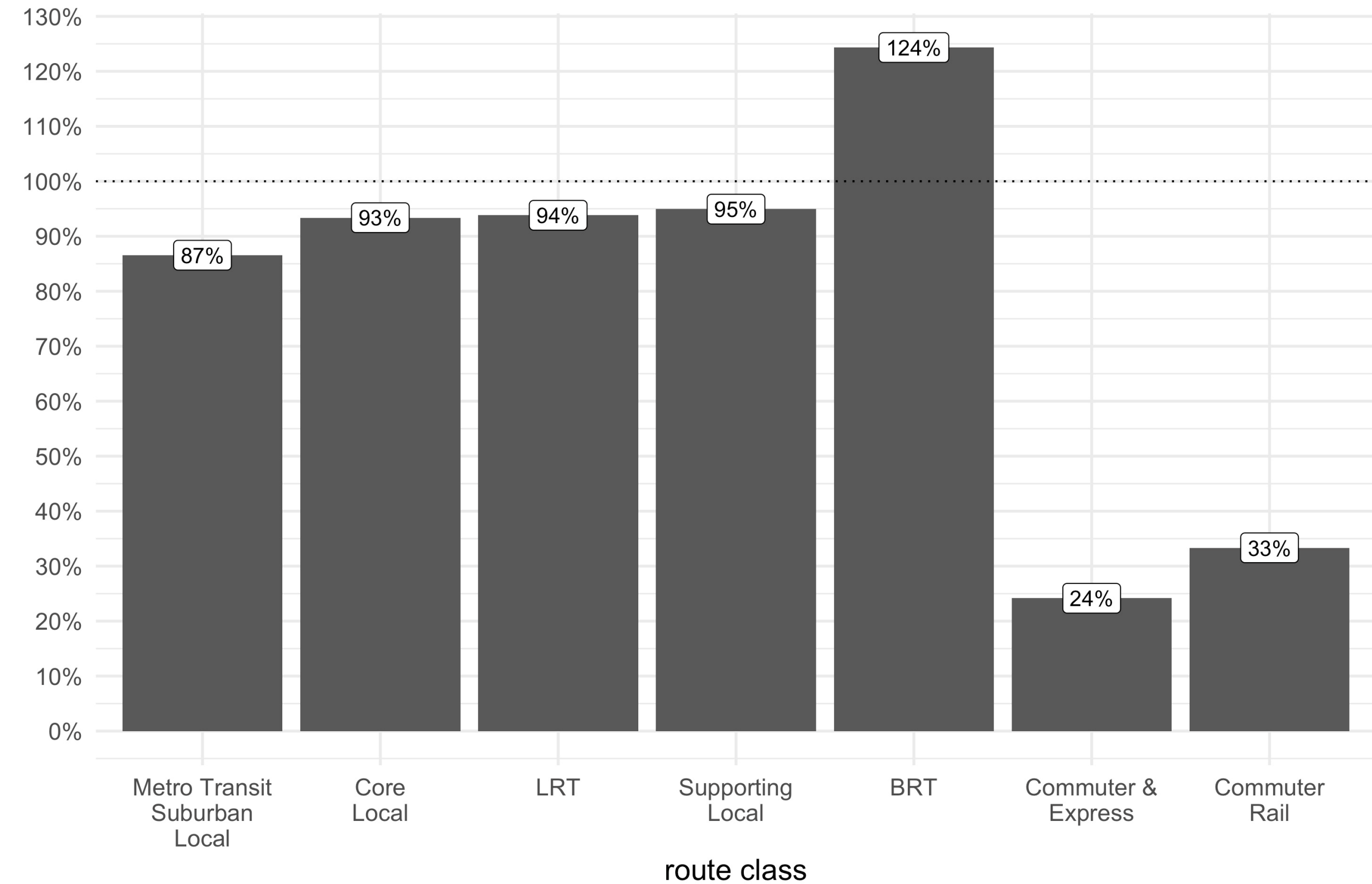


Metro Transit Service Changes

Trip count by route classification
December weekday schedule



Trips by route classification
% of 2019 December weekday schedule



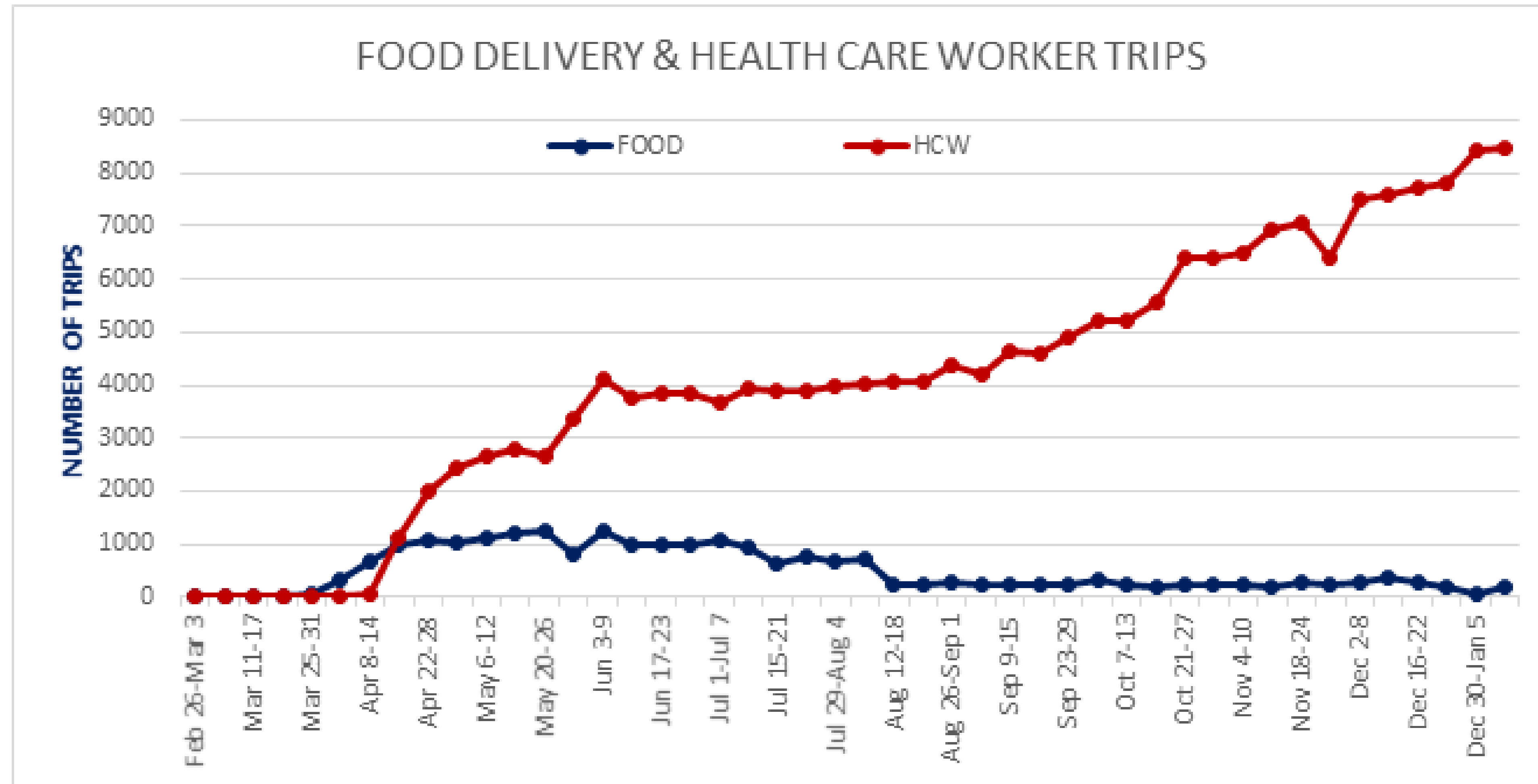
More BRT trips in current schedule than in 2019 schedule because of the addition of the METRO Red Line to Metro Transit service.



Metro Mobility/Transit Link COVID-19 Special Services

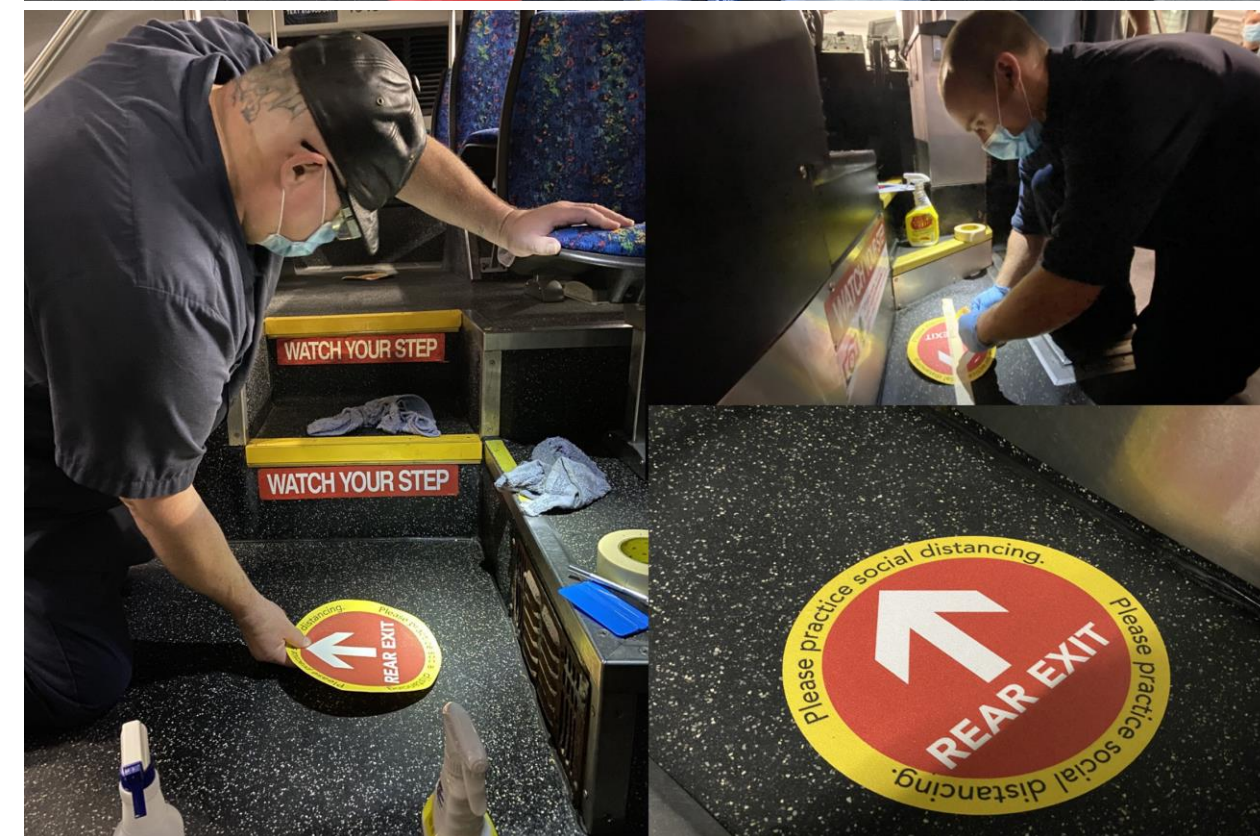
- Added grocery delivery for Metro Mobility Customers
- Added curbside pick up of pharmacy and other items for Metro Mobility customer with no charge for return trip
- Started providing Health Care essential worker trips on Metro Mobility
- Provided essential worker trips on Transit Link (April-August)
- Food shelf delivery to any family on Metro Mobility and Transit Link

COVID Special Transit Services: Food Delivery and Health Care Worker Trips



Reducing Risks to Riders and Employees

- Messaging transit for necessary travel only
- Enhanced cleaning
- Limiting number of riders per bus for social distancing
- Prioritizing use of articulated buses and adding trips to higher demand routes (Metro Transit)
- Requiring rear door boarding for those able until barriers to separate riders and operators were installed (Metro Transit)



Reducing Risks to Riders and Employees

- Requiring facial coverings for riders and operators
- Providing operators with masks, shields, sanitizer, gloves
- Metro Mobility/Transit Link - comprehensive contractor staff COVID testing program
- Metro Transit – employee COVID testing, on-site temperature screening, and contact tracing for every employee case



READY TO
ride?



What to expect when you're
onboard Metro Transit.



Keep it clean.
All buses and trains are disinfected
daily – every surface, every time.



Make it touch-free.
Pay with a touch-free Go-To Card or
the Metro Transit app if possible.



Cover it up.
Face coverings are required
for all customers.
Kids under 2 and those with health conditions are exempt.



In the front, out the back.
Those who are able should leave
buses through the back door for
improved social distancing.



Space it out.
Keep distance between yourself
and others. Limits are 10 people
per 40-foot bus; 15 people per
60-foot bus.



It's everyone's responsibility.
Let's work together to limit the
spread of COVID-19. We're In
This Together!

Looking Ahead to 2021

- Continue enhanced cleaning and social distancing protocols into 2021
- Metro Transit will continue to closely follow public health guidance and monitor ridership demand to make decisions about future service changes and when it is safe to promote ridership
- Phase out essential health care worker and food delivery as Metro Mobility and Transit Link demand returns
- Vaccination of public transit workers anticipated to begin soon





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