

Metro Transit Forward is the shared strategic framework that states our priorities, shapes our decisions, and guides our actions.

VISION AND MISSION

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

REGIONAL CORE VALUES

The Metropolitan Council’s regional core values shaping *Imagine 2050* guide our work: equity, leadership, accountability, and stewardship.

MEASURING PROGRESS

We know we are successfully advancing our mission when:

- ↑ Ridership increases
- ↑ Satisfaction with Metro Transit increases

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.

SIGNS OF SUCCESS

- ↑ Overall employee satisfaction
- ↑ Employees who report feeling safe while working
- ↑ Employee retention rate
- ☑ Achieve hiring targets
- ☑ Achieve Affirmative Action Plan goals

SIGNS OF SUCCESS

- ↑ Riders who report feeling safe while riding and waiting
- ↑ Riders who report experiencing clean vehicles and stations
- ↑ Rides taken through pass programs
- ↑ Use and availability of transit information data & tools
- ↓ Crime rate
- ↓ Rates of safety events and passenger injuries

SIGNS OF SUCCESS

- ↑ Share of population with access to frequent service
- ↑ Jobs accessible via transit
- ↑ Trips that are on time
- ↑ Percent of service delivered
- ☑ Report greenhouse gas emissions and vehicle miles traveled reductions attributable to transit ridership

METRO TRANSIT FORWARD STRATEGIC FRAMEWORK IN ACTION

We apply Metro Transit Forward when making workplan and budget decisions, and we commit to communicating progress at least annually.

	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.
Our efforts include...	<ul style="list-style-type: none"> ↑ Reach of job opportunities promotions internally and externally to ensure a diverse applicant pool ▣ Improving experience for early career employees, including tracking first year retention rate ↑ Professional development opportunities available and increasing participation ↑ Training and support for managers and supervisors ↑ Portion of departing employees who complete exit interviews and applying results to Great Workplace Project efforts 	<ul style="list-style-type: none"> ↑ Visible official presence on the system ↑ Rides from a stop with shelter, light, or heat and customer information at stop ☑ Achieving vehicle and facility cleaning and repair standards ☑ Achieving Safety Performance Targets 	<ul style="list-style-type: none"> ↑ Scheduled service hours ☑ Achieving preventative maintenance targets ☑ Achieving asset management/state of good repair targets ☑ Achieving 'mean distance between failures' targets ☑ Achieving Zero Emissions Bus Transition Plan goals ↓ Rate of Metro Transit's greenhouse gas emissions
Initiatives that advance progress in 2024-2025 include...	<ul style="list-style-type: none"> • Establishing unified workforce strategy and hiring targets • Continuing and strengthening Great Workplace Project, including incorporating Council-wide work related to the Culture Assessment • Continuing support for Employee Resource Groups • Continuing and expanding workforce development, including apprenticeship and leadership programs • Improving employee facilities • Partnering with Joint Labor Management Safety Committee and Transit Safety & Security Committee to identify safety improvements 	<ul style="list-style-type: none"> • Continuing Safety & Security Action Plan implementation • Improving public facilities • Upgrading fare collection equipment • Evaluating fare products • Investing in transit information improvements that improve trip planning and real-time information for customers • Implementing Customer Issues Reporting and Tracking Project • Partnering with the Joint Labor Management Safety Committee to establish mitigation strategies 	<ul style="list-style-type: none"> • Completing and implementing Network Now • Investing in transitway expansion projects • Opening METRO Gold, B and E Lines in 2025 • Expanding Speed & Reliability Program • Increasing first/last mile connections through shared mobility projects/programs • Updating and implementing Bus Fleet Plan • Updating and implementing Zero Emissions Bus Transition Plan • Investing in asset management, including the enterprise asset management system and capital maintenance projects • Contributing to the Metropolitan Council's Business Process Systems Integration Project • Contributing to the Metropolitan Council's Climate Action Work Plan implementation • Investing in support facilities improvements that support asset management and system growth