

General Manager's Report

April 24, 2025





TALENTED TEAMS – SPECIAL HIRING FAIR

- Successful Special Hiring Event
- Selective invitations provided based on qualifications for available positions
- Accelerated interview process and contingent offers for candidates
 - 1200+ Resumes
 - 58 interviews
 - 0 no shows





REGIONAL OPPORTUNITY AND PARTNERSHIP – DEANWOOD

- Northern Real Estate Urban Ventures (NREUV) and the Nix Development Company (NixDev) selected for site development
- Future development will bring new housing and retail options to the Deanwood community
- Furthers Metro's Transit Oriented Development plan and highlights how regional partnerships and collaborations truly work to support the region





REGIONAL OPPORTUNITY AND PARTNERSHIP – EARTH DAY/AUTISM ACCEPTANCE

EARTH DAY PROGRAM RECAP

- 60+ youth participants
- Three works of art selected; one from each jurisdiction
- Unveiling at Metro Center
- Work displayed at select stations throughout the system



AUTISM ACCEPTANCE PROGRAM RECAP

- Third year highlighting Autism Acceptance
- 31+ transit enthusiast
- Ages 6 – 21 recorded announcements
- 7000-series train (pocket track),



Progress - Your Metro, the Way Forward



Service Excellence – Customer Call Center (UPDATE)

- Contact Center as a Service (CCaaS) Implementation
- Contracted Awarded in December 2024; Implementation kick off started January 2025
- **Customer Improvement:** “Call Back” feature launching on April 29
 - **Reduce Wait Times**
 - **Increase Customer Satisfaction**
 - **Improve Efficiency**
 - **Improve Service Rate**

SERVICE
EXCELLENCE

SERVICE EXCELLENCE

Progress - Your Metro, the Way Forward



Service Excellence - Tap. Ride. Go. UPDATE

- Launch: Working towards late May
- Employees volunteering to test contactless system set up; May offer limited customer testing prior to launch
- Metro and Partners working through testing plans; testing verification and certification for anticipated launch

SERVICE EXCELLENCE



Service Excellence – MetroPulse UPDATE

- Beta 2 testing is underway
- More than 250+ Apple and Android testers; Continuous feedback and updates being made
- Preparing for app release
- More information coming soon

SERVICE EXCELLENCE

Progress – Your Metro, the Way Forward



Regional Coordination – Better Bus Implementation **UPDATE**

Operational Update

- Bus Flag Installation at 43% (2550+)
- Trip Planner (90-Day Planning Tool) Anticipated by End of April
- Bus Operator Training More than 85% Complete
- Continuous Meetings with Jurisdictions on Transportation Coordination
- Employee Training Ongoing

**REGIONAL OPPORTUNITY
& PARTNERSHIP**



Regional Coordination – Better Bus Implementation **UPDATE**

Public Official and Community Outreach

- Media Backgrounder (May 12)
- Board Presentation (May 15)
- Elected Officials and Jurisdictional Partner Communications Meetings Scheduled (April – July)
- Community Outreach (April –July+)
- Better Bus Partner Training and Activations (May – June)
- School Outreach (July – September)

**REGIONAL OPPORTUNITY
& PARTNERSHIP**