



Service

Metro Transit decreased missed trips due to “no operator” by nearly 70% compared with the previous year

WINNER

Project	Missed Trip Reduction (Metro Transit)
Rationale	<ul style="list-style-type: none"> • Around 400,000 people depend on Metro to get where they need to go every weekday. • When a trip is missed, it directly impacts the transit riders who count on our service - potentially making them late for work, school, or appointments.
Problem	<ul style="list-style-type: none"> • In February 2017, Metro missed 332 trips because no operator was available. • The direct cause was a lack of part-time operators to fill these trips. • Union contract rules required full-time operators be hired from the part-time pool, therefore reducing the number of part-time operators. • Space and hiring constraints made it difficult to get drivers hired and trained to replenish the pool of part-time operators.
Approach	<ul style="list-style-type: none"> • Worked with HR to increase hiring rate of part-time operators. • Increased space for operator training to bring them on-board sooner without compromising safety. • Increased communication and collaboration between the seven bases so that operators could be shared among them. • Working on a pilot with the union to allow direct hiring of full-time operators, rather than pulling from the part-time pool. • In 2018, missed trips declined from a high of 332 in February to 77 in July.



 **King County**
Executive's
Performance
Excellence Award

PROJECT TEAM:
Carri Brezonick
Dennis Lock
Terry White

