



2022 ANNUAL REPORT

MINNESOTA VALLEY TRANSIT AUTHORITY



CONTENTS



04
MESSAGES FROM
THE CEO AND CHAIR

06
BOARD OF
COMMISSIONERS

07
ABOUT MVTA

10
2022 ACHIEVEMENTS

18
OUR RIDERS

20
IN THE COMMUNITY

24
FINANCIALS

26
IN THE WORKS

A WORD FROM THE CEO



Dear MVTA Riders and Collaborators,

After several difficult years, I am proud to bring you MVTA's 2022 Annual Report – a report detailing our first major steps out of the COVID-19 pandemic and towards building the public transit system of the future. Inside you will learn about the many ways MVTA provides safe and innovative public transportation services that benefit both the South Metro and the Twin Cities metro at-large. In 2022, MVTA prioritized updating and optimizing our services to meet the new trends in transit demand and improve the customer experience.

It is no secret that transit has changed drastically in the past few years, but its role in the world has changed very little. People still rely on public transit to live their lives cheaply and efficiently, to get to work, grocery stores, and healthcare. However, in the wake of the massive societal disruptions from the pandemic, social injustice, and ongoing economic realignment, the demand on transit has become more local and personalized. To meet those changes in demand, MVTA has looked inward and found creative and effective solutions.

One of our most effective and popular solutions is MVTA Connect, our on-demand microtransit service. Connect has seen rapid and exponential growth since it began in 2019, with that growth often outpacing MVTA's capacity. In 2022, this service had over 85,000 riders, a growth of 137% since implementation, and we expect to see that growth continues in 2023 and beyond.

2022 was also a year of proving MVTA's commitment to improving our current facilities and services. Significant upgrades at Burnsville Bus Garage, implementation of real-time signage, and steps towards a completely new mobile app and website to be rolled out in 2023 are just a few examples of how MVTA is improving our ability to deliver an industry leading rider experience, from the decision to ride to getting off the bus.

Thank you for reading and for riding.

A handwritten signature in black ink that reads "Luther Wynder". The signature is written in a cursive, flowing style.

LUTHER WYNDER
MVTA Chief Executive Officer

A WORD FROM THE CHAIR

Dear MVTA Riders, Staff, and Friends,

Since its inception, Minnesota Valley Transit Authority has served as a critical link for those in the South Metro who rely on public transit to live their lives. MVTA, like all suburban transit providers, is an important component of our regional transit network and ensures that the opportunities available across the metro area accessible to everyone.

The onset of the COVID-19 pandemic in 2020 and its continuation into 2021 forced us, and many other public transit providers, to make difficult cuts to the service we work hard every day to provide. Our fixed route service was hit particularly hard, as employers and individuals settled into new commute patterns and economic centers of gravity shifted and became multi-polar. To meet the new normal, MVTA launched our innovative on-demand Connect service and grew special event transportation for the State Fair and other large-scale events – both of which have seen significant and continuous growth that often outpaces capacity.

MVTA staff looked at 2022 as a year to improve the customer experience, from the decision to ride to arriving at a destination. Whether it was developing a new app, improving the availability and ease of access to real-time information, or realigning trip times to improve regional interconnectivity, much of 2022 was the year of the customer for us, and I look forward to maintaining that mindset into 2023 and beyond.

As we took our first major steps out of the pandemic in 2022, it became apparent that transit providers needed to take a long, hard look at our existing model. While the federal government provided much-needed funding to keep transit afloat and delivering for people, the service they funded may not be what is needed in the future. MVTA board and staff are up to this challenge and the pursuit of better engineering our transit service to meet the needs of the new normal.



A handwritten signature in black ink, appearing to read 'Kevin Burkart', written in a cursive style.

KEVIN BURKART

Board of Commissioners, Chair

OUR 2022 BOARD OF COMMISSIONERS



KEVIN BURKART
Chair
Prior Lake



DAN KEALEY
Vice Chair
Burnsville



JON ULRICH
Secretary and Treasurer
Scott County



CLINT HOOPAW
Apple Valley



GARY HANSEN
Eagan



BILL DROSTLE
Rosemount



GENE ABBOTT
Savage



JAY WHITING
Shakopee

Burnsville
Apple Valley
Rosemount
Eagan

Shakopee
Savage
Prior Lake
Scott County

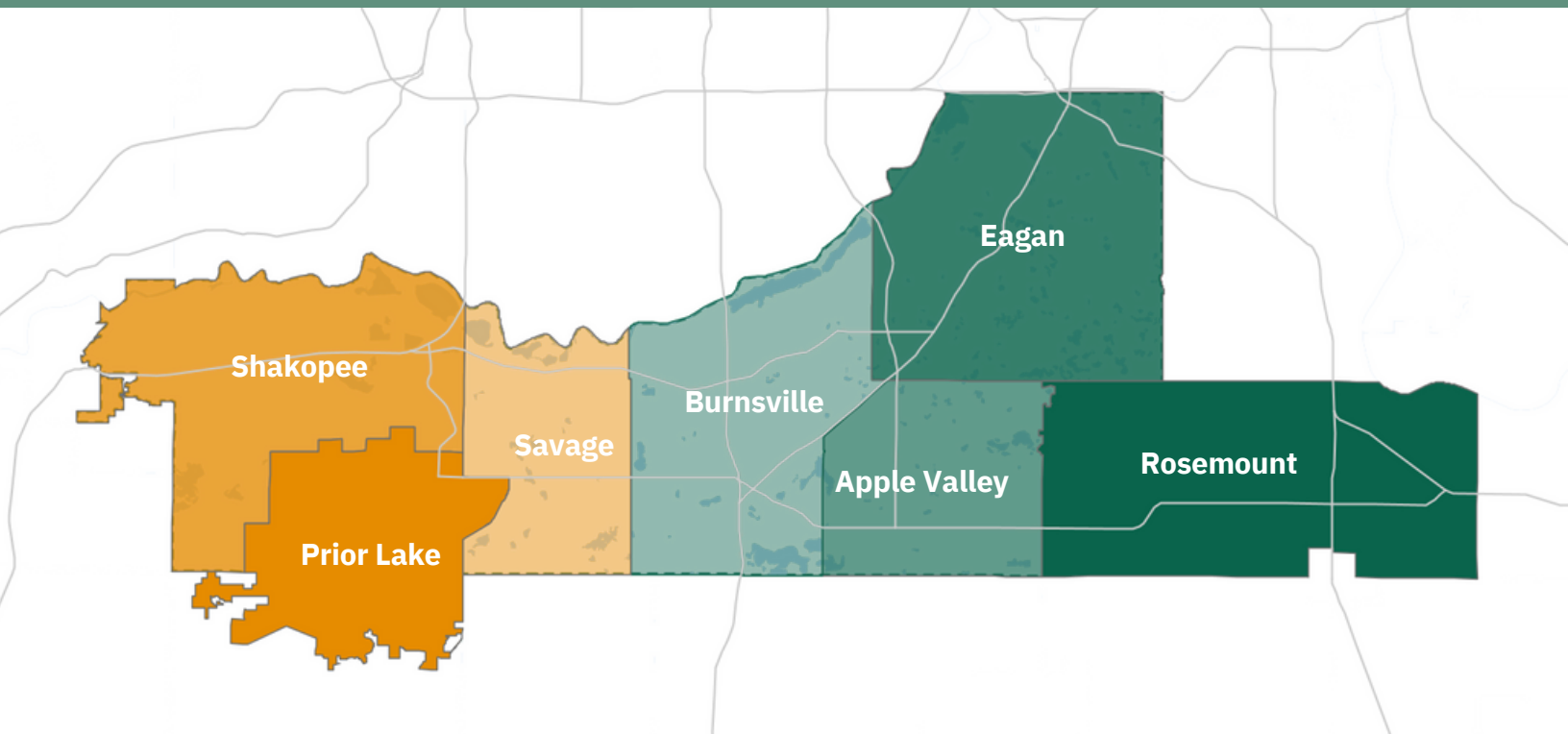


OUR MISSION

Connecting customers to desired destinations.

OUR VISION

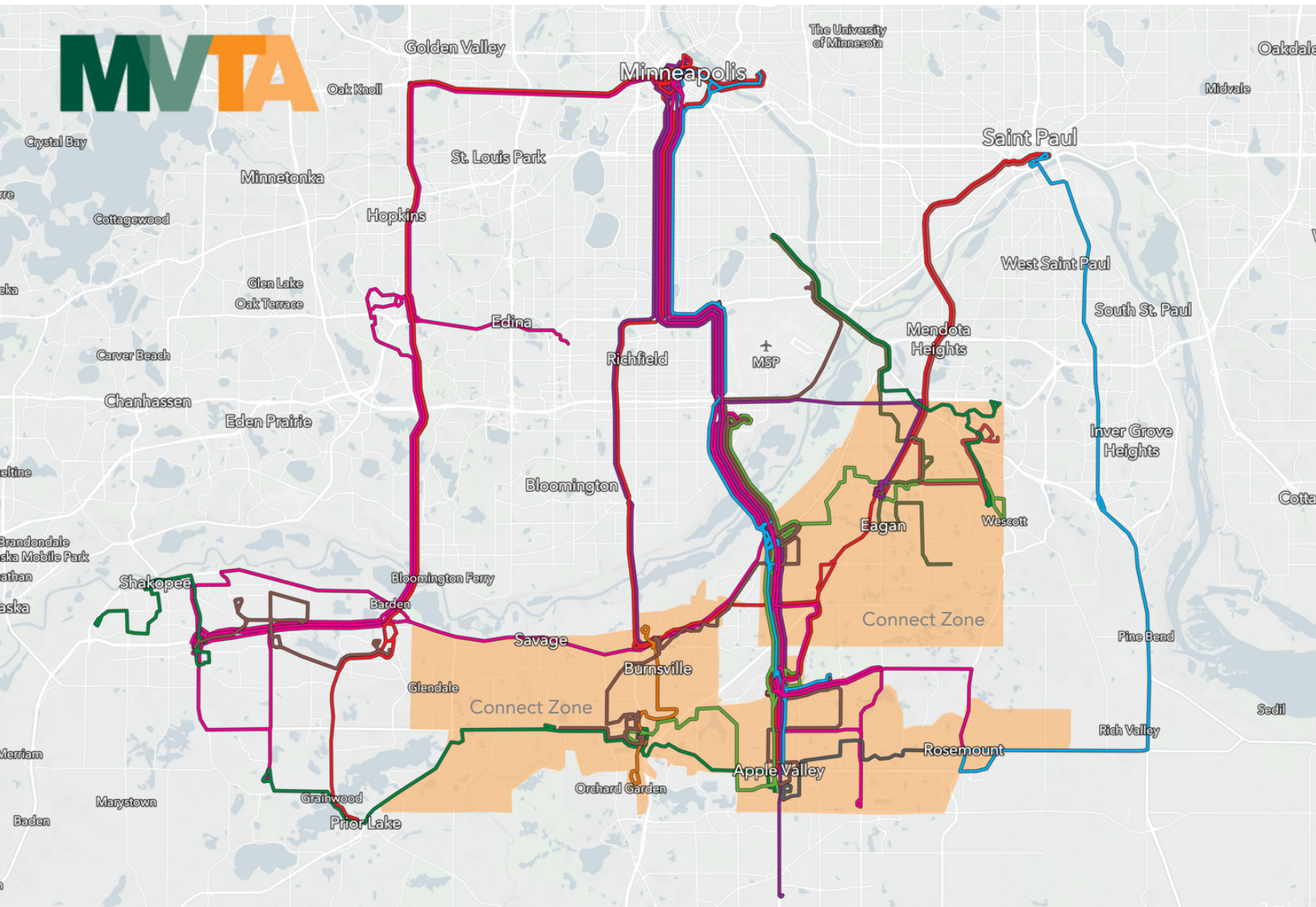
Establish MVTA as the most connected transit agency through service, innovation, technology, and partnerships.



ABOUT MVTA

Minnesota Valley Transit Authority is the second largest public transportation agency in Minnesota and serves seven cities throughout the south metropolitan area, spanning Dakota and Scott counties which are seeing rapid population and job growth. In Dakota County, MVTA serves Apple Valley, Burnsville, Eagan, and Rosemount. In Scott County, MVTA serves Prior Lake, Savage, and Shakopee. MVTA currently operates 25 routes and approximately 169 buses, including local service, express peak-oriented service, reverse commute service (employer partnerships), suburb-to-suburb service, MVTA Connect first-last mile microtransit service, and special event service offerings. Express service connects MVTA's cities with Minneapolis, Saint Paul, the University of Minnesota, and various suburban cities. Local service connects with regional transit services at the Mall of America, 46th Street Light Rail Station, and both Minneapolis' and St. Paul's downtowns. MVTA also owns and operates several transit stations and park & ride facilities throughout our service area, with a combined capacity of almost 6,500 parking spaces.





AS THE PRIMARY SOUTH METRO TRANSIT PROVIDER, MVTA PROVIDES...

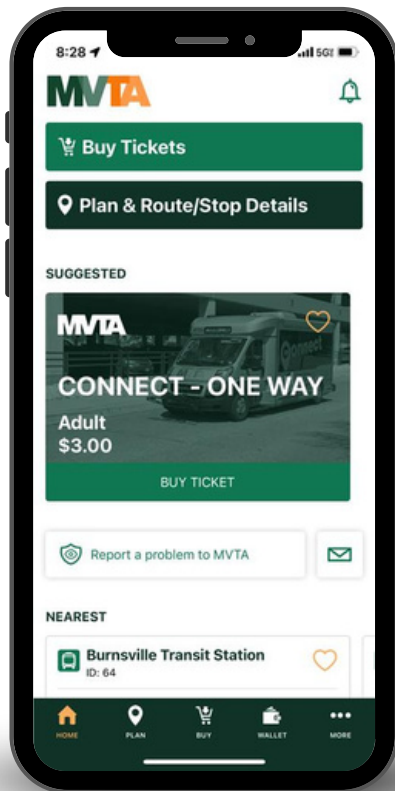
- Express Commuter/Reverse Commuter
 - Routes 436, 460, 465, 470, 472, 475, 477, 479, 480, 484, 489, 490, 493, 495
- Suburban to Suburban/Local
 - Orange LINK, 420, 440, 442, 444, 445, 446, 447, 497, 498, 499
- MVTA Connect (microtransit)
 - An on-demand service providing point-to-point services to get to locations not served by regular routes
- Special Events
 - State Fair, sporting events, Renaissance Festival, and more

2022 ACHIEVEMENTS

MVTA added several customer-facing amenities to our stations and buses to improve the overall rider experience. Some of these amenities include, but are not limited to; phone charging stations, RideMVTA Mobile App Development including real-time tracking, real-time signage at transit stations, and security improvements.

FACILITY ENHANCEMENTS

MVTA made several enhancements to 157th Street Station, Eagan Bus Garage, and Eagan Transit Station. Some of the enhancements include customer amenities, branding, safety and security, mechanicals, 30+ state of good repair projects, parking lot and mill overlay, HVAC equipment, concrete repairs, and LED light upgrades to Apple Valley Transit Station, Burnsville Bus Garage, Burnsville Transit Station, and Eagan Bus Garage. Eagan Bus Garage is estimated to save over \$50,000 per year with the new LED upgrades.



RIDEMVTA APP



New App

MVTA soft launched the RideMVTA app in December 2022 with 58 downloads in 2022. The new app has features such as real-time tracking, Connect booking, a wallet feature which allow users to save payment methods for future use, and safety features which allow users to report a problem.

EMPLOYEES



114

Years of MVTA Staff Experience

COMMUNITY



15+

Community Events

SPECIAL SERVICES



3

New Special Services and Route Extensions

MINNESOTA STATE FAIR



99,354 Rides to the MN State Fair

2nd Highest Ridership

MN VIKINGS



80%

Ridership Increase Over 2021



RENAISSANCE FESTIVAL

15,215 Rides to the MN Renaissance Festival

3x Ridership Increase Over 2021

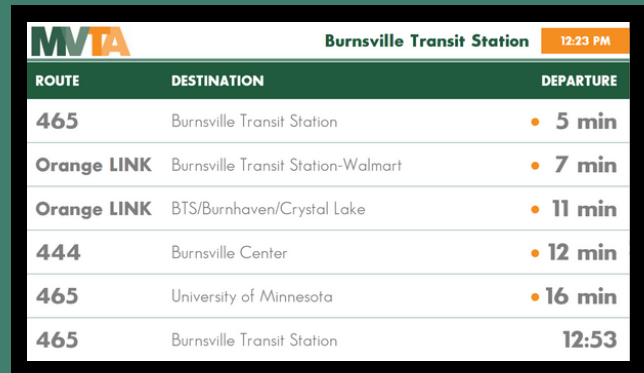


2022 ACHIEVEMENTS

optibus

Optibus, a scheduling platform, was executed. This unique scheduling feature allows for the optimization of schedules to assist agencies in determining the most effective schedule given operating standards and constraints. Compared to previous software, we estimate ten weekday hours of time savings per each schedule which translates to over \$200,000.

REAL-TIME SIGNAGE



ROUTE	DESTINATION	DEPARTURE
465	Burnsville Transit Station	• 5 min
Orange LINK	Burnsville Transit Station-Walmart	• 7 min
Orange LINK	BTS/Burnhaven/Crystal Lake	• 11 min
444	Burnsville Center	• 12 min
465	University of Minnesota	• 16 min
465	Burnsville Transit Station	12:53

36

Real-Time Digital Signs
Installed/Upgraded

INTERN PROGRAM



14

Intern Hires

MVTA nearly doubled intern and seasonal employee staff from 8 hires in 2021 to 14 in 2022; one intern was hired into a full-time position opening at the end of 2022. The Innovation Lab was established in 2022, creating a designated space for interns to work and collaborate with their coworkers and peers.



PARK & RIDES



2

Park & Rides Identified

Out of seventy-four park & ride facilities surveyed during the fall count, Burnsville Transit Station and Apple Valley Transit Station were within the top three in usage within the region, with a total usage of 262 for Apple Valley Transit Station and 339 for Burnsville Transit Station.

FACEBOOK



216

New Facebook Page Likes

INSTAGRAM



82,868

Instagram Reach

RIDERS



1 MILLION

Riders

MVTA broke the 1 million rider mark for the first time since 2019 with 1,018,697 rides in 2022. Annual total ridership saw an increase of 61.2% over 2021.



2022 ACHIEVEMENTS

FUNDING



\$16,798,692

Received in Federal
Funding

MVTA secured over \$16M in federal funding last year through the 2022 Metropolitan Council Regional Solicitation program and the announcement of the 2021 Federal Transit Administration (FTA) Buses and Bus Facilities program awards. Funding will be allocated to three (3) capital projects, two (2) route expansions, and one travel trainer.

MET COUNCIL REGIONAL SOLICITATION

AVTS Modernization	\$4,000,000
Technology, ADA Enhancements	\$500,000
Transit Connection Specialist	\$228,000
Express to Rice & University	\$2,812,780
Shakopee to Brooklyn Center	\$4,297,912

FTA BUSES & BUS FACILITIES PROGRAM*

BBG Modernization, Phase III	\$4,960,000
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*FY21 Program, announced 2022



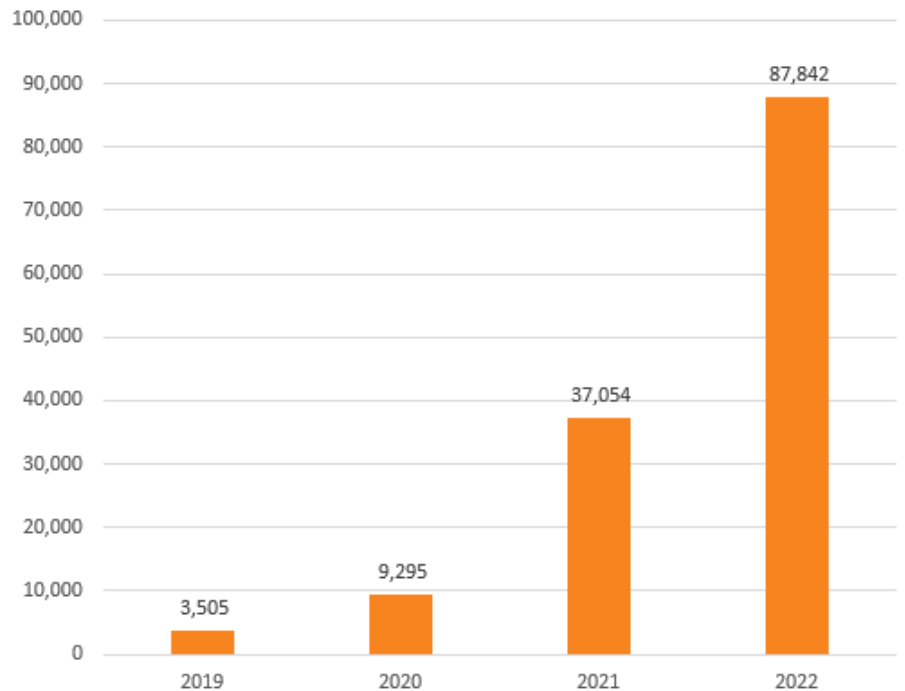


MVTA CONNECT MICROTRANSIT

Microtransit is an on-demand public transit service that can offer flexible routes and on-demand scheduling for MVTA Riders. MVTA Connect Service can be used for direct trips, but also expands the geography for riders by offering first and last mile connections to many of our park & rides.

Connect services implemented operational and technological enhancements in 2022 through continuously expanding Connect zones and making app improvements. The Connect fleet size also increased by two vehicles allowing for more riders and shorter wait times. Connect saw a ridership increase of 137% over 2021. The month of December saw a new record at 8,565 rides. Connect allows MVTA to provide a more diverse array of daily trips and is a place we expect to see continued growth going into 2023.

Connect



2022 ACHIEVEMENTS

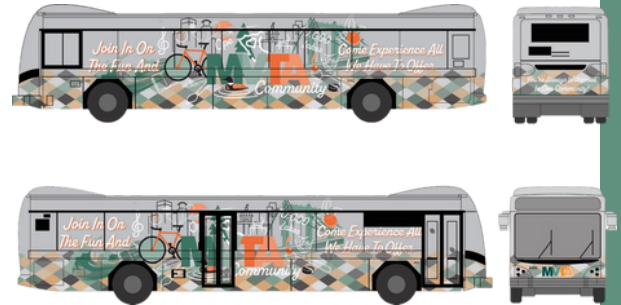
BRAND AWARENESS

Throughout 2022, MVTA increased its brand awareness and build more consistent branding. In doing so, we also focused on interacting with and highlighting the communities we serve.

BUS WRAP CONTEST

From July 1 to August 1, MVTA searched for a local artist to design a bus wrap. The bus wrap design had to highlight the MVTA brand and capture the communities and customers we serve.

The purpose of the MVTA Bus Wrap Design Contest was to interact with local artists, encourage and embrace communication and customer involvement, and display fantastic artwork on an MVTA bus. The bus wrap was showcased for six months, making appearances on MVTA routes – including service to the State Fair, local concerts, etc.



BREAST CANCER AWARENESS MONTH

In October, MVTA showed support for Breast Cancer Awareness Month by adding pink around our facilities. This included a pink Hope bus, decals at Burnsville Transit Station, and pink Chrysanthemums at many of our facilities. MVTA staff and bus drivers were encouraged to wear shirts, wristbands, and pins to show our support. The pink bus went to several community events where we collected cash donations for Making Strides.



MINNESOTA WAY

The Minnesota Way initiative was put in place to highlight all the things that make Minnesota and the communities MVTA serves so special. During the winter months, MVTA would provide a bus to be used as a warming house. Individuals could step on the bus to warm up and converse with fellow community members. In the summer months, the bus was used as a cooling house.



2022 ACHIEVEMENTS AWARDS



TSA AWARD

MVTA operations team was selected by the Transportation Security Administration (TSA) and Department of Homeland Security (DHS) for outstanding partnership and focus on department safety and security. The team conducts regular tabletop and hands-on exercises with the TSA to stay current on safety and security trends and preparedness measures. In July, we hosted a large-scale Exercise Information System (EXIS) tabletop at Eagan Bus Garage involving representatives from the federal, state, and local levels.



2022 OPERATORS OF THE YEAR



The 2022 Full-Time Operator of the Year was Nuur Abdi (pictured right). Abdi has been driving Route 447 with MVTA for the past 5 years. The Part-Time Operator of the Year was Abdimalik Mahamud (pictured left). Abdimalik has been driving with MVTA since 2018.

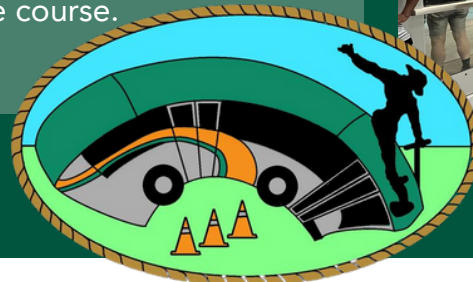
FINANCE AWARD



MVTA was awarded the Certificate of Achievement for Excellence in Financial Reporting for the Fiscal Year 2021 Annual Comprehensive Financial Report by the Government Finance Officers Association. This was the 11th consecutive year the agency has achieved this prestigious award.

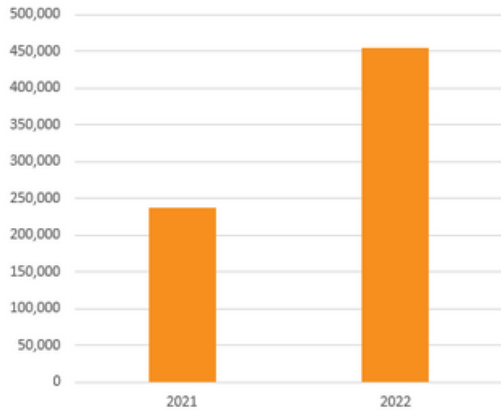
BUS ROADEO

The Bus Rodeo is a yearly event MVTA and one of our partners, Schmitt and Son's Transportation organize for our operators. There are a variety of obstacle courses for drivers to participate in. The top three drivers win a cash prize, trophy, and the opportunity to represent MVTA in a state-wide Bus Rodeo obstacle course.

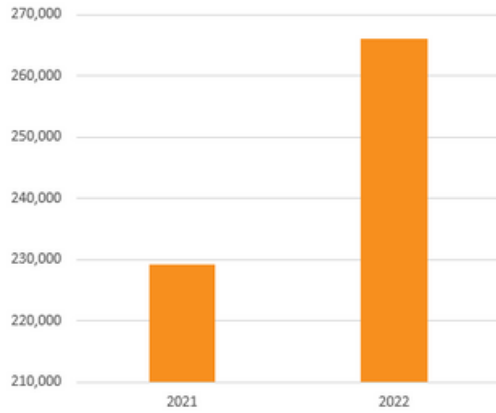


OUR RIDERS

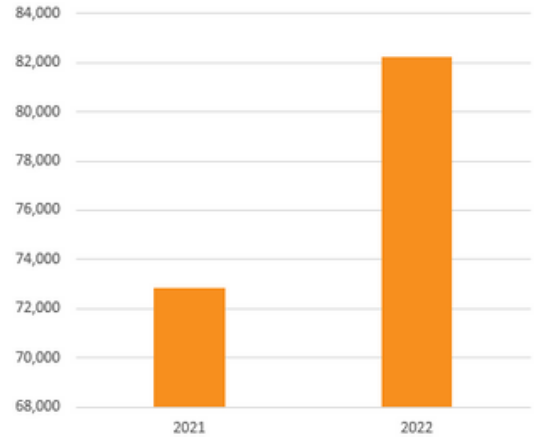
EXPRESS



LOCAL



WEEKEND



Express service ridership has increased 91% from 2021, showing that people are going back to work in droves and using transit to get there.

Local service ridership has increased by 16% from 2021. These routes help get people to daily activities like work, groceries, and more.

Our weekend service has seen 13% ridership growth from 2021. Many of these services are local routes that serve transit-dependent communities.

ROUTE 436
46th Street Station - Eagan - Reverse Commute



70%

Ridership Growth Since Service Inception

4FUN
MOA - Valleyfair - Caterbury Park - Marschall Road Transit Station - Mystic Lake



79%

Ridership Growth Over 2021

ROUTE 446
Eagan - 46th Street Station

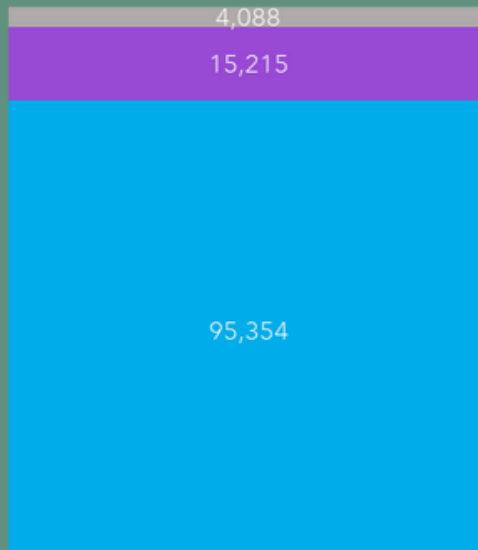


156%

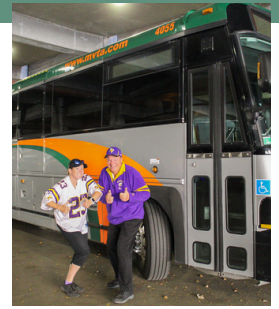
Ridership Growth from Weekend Service Addition

SPECIAL EVENT SERVICE LEVELS, RIDERSHIP

In 2022, MVTA provided direct shuttle service to eight different events in the Twin Cities metropolitan area. The total ridership for these special event services was 114,436, an increase of 140% from 2021.

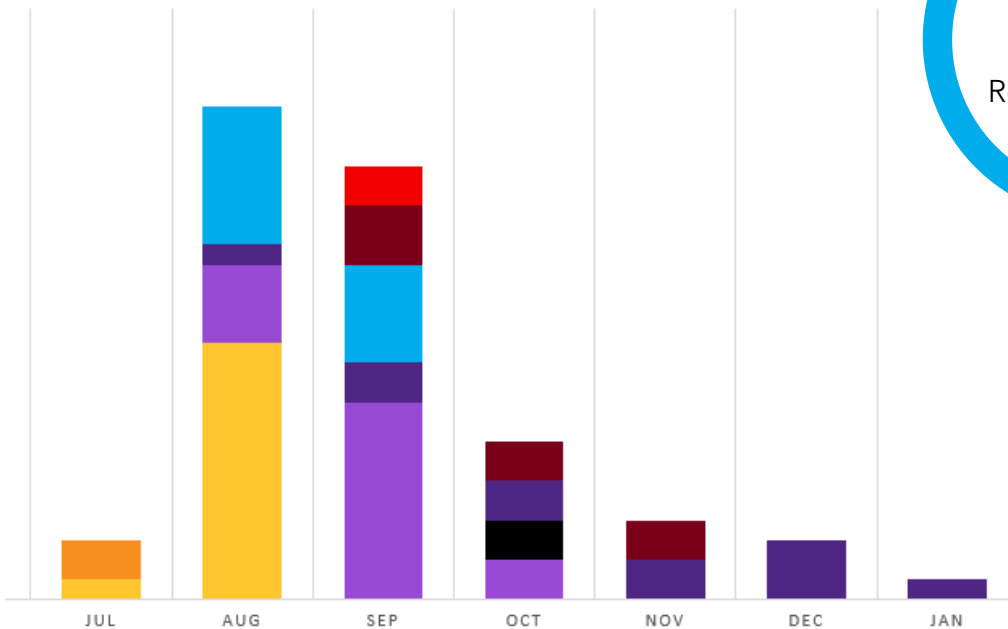


- Other
- Renaissance Festival
- State Fair

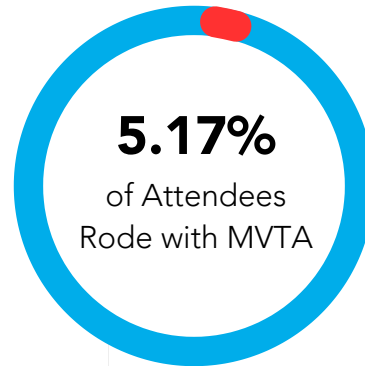


SPECIAL EVENT SERVICE LEVELS, DAYS

- Vikings Training Camp
- Renaissance Festival
- Rosemount Haunted Trail
- Vikings Home Games
- Twin Cities Summer Jam
- State Fair
- Gopher Home Games
- Burnsville Fire Muster

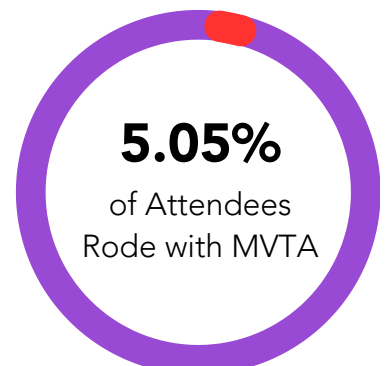


MN STATE FAIR



For comparison, SouthWest Transit served 3.72% and Metro Transit served 11.94% of fairgoers.

RENAISSANCE FESTIVAL



IN THE COMMUNITY

BURNSVILLE FESTIVAL AND FIRE MUSTER

In September, MVTA provided a free shuttle service from Burnsville Transit Station to the festival grounds on the Friday and Saturday of the festival.

ROSEMOUNT HAUNTED WOODS TRAIL

In October, MVTA ran a free shuttle to the Rosemount Haunted Woods Trail. Buses ran every 15 minutes from Dakota County Technical College.



STUFF THE BUS

MVTA invited customers and the community to help Stuff the Bus December 1 through December 11 to support food shelves.

An MVTA bus was stationed at local Cub Foods, Hy-Vee, and Lunds & Byerly's stores during the two-week collection period. The food and monetary donations were collected for 360 Communities and CAP Agency food shelves which serve Scott and Dakota counties.

360 COMMUNITIES

780 lbs of food

\$540 total (\$335 on site, \$205 online)

CAP AGENCY

2,461 lbs of food

\$3,399.51 (\$1,549.51 on site, \$1,750 online)

2022 TOTAL

3,241 lbs of food

\$3,939.51



IN THE COMMUNITY

EDUCATION AND OUTREACH

MVTA engages in the community and finds creative ways to have a positive impact in its outreach.

COUNTY ROAD 42 BUS RAPID TRANSIT (BRT) STUDY

MVTA, along with Kimley-Horn, is conducting a feasibility study along the County Road 42 corridor to identify the potential need for BRT. This wholly suburban BRT route would be the first of its kind service in the region. To gather feedback, MVTA held a virtual community meeting in December 2022. In addition to the meeting, an online survey and interactive feedback map was solicited to customers.



SUSTAINABILITY OPEN HOUSE

In July, MVTA held a Sustainability Open House at Burnsville Transit Station. Staff from MVTA and the sustainability project team were onsite to provide information and gather feedback on MVTA's upcoming plans to further prioritize sustainability in plans, services, and operations.

DOWNTOWN SAINT PAUL MOBILITY MINGLE

In September, MVTA staff joined in at the Downtown Saint Paul Mobility Mingle, sponsored by the City of Saint Paul Public Works. The event was held for the public to learn about and provide feedback on mobility initiatives and transit options.



IN THE COMMUNITY

EDUCATION AND OUTREACH

PLANNER WORKGROUP

A 2022 goal for the agency was to strengthen our partnerships and relationships with member cities on a staff level. A planner workgroup was created that includes planners from all cities. Additionally, MVTA actively engaged in numerous studies in the region, including Highway 77 Congestion Relief and Mobility Hub Planning.

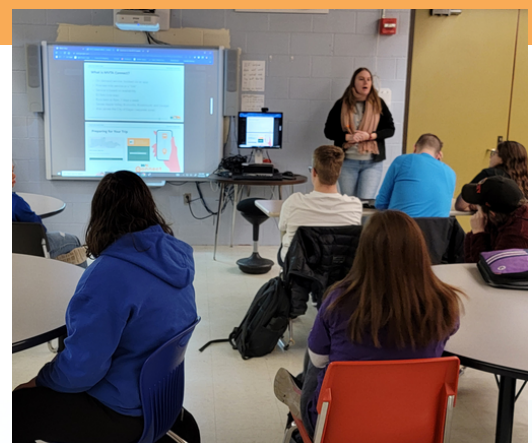
JUNETEENTH

Over the Summer, MVTA was present at Juneteenth celebrations in Burnsville and West St. Paul. We were able to discuss routes and riding transit with people in and around our service area. We also provided free water and a cooling bus to sweeten the deal! Being present at these celebrations was a great success and helped to give information to a variety of people.



DCTC PRESENTATION

In October, MVTA staff presented at Dakota County Technical College to a group of special needs adults who are soon to be entering the workforce and will need transportation. We provided an overview of our services and answered questions regarding taking public transportation.



SCHOOL OF ENVIRONMENTAL STUDIES PRESENTATION

At the end of March, MVTA staff presented to a large group of high school students at School District 196's School of Environmental Studies in Apple Valley. During this time, students were asked to think about what sustainability meant to them and we explained how important transit is to sustainability practices.



UMN TRANSPORTATION FAIR

In September, MVTA attended the University of Minnesota Transportation Fair. At a time when many University students were just getting acclimated to the University for a new school year, we tabled alongside other area transit providers, as well as companies such as Hourcar, Bird, Lime, Lyft, and NiceRide to provide information on transportation options for university students, faculty, and staff.



FINANCIALS



2022 REVENUES

26% Federal

66% State

34.5

MILLION

**TOTAL DOLLAR
AMOUNT**

2022 EXPENSES



10% Salaries and Benefits

6% Professional Services

72% Service Operations

In MVTA's 2022 audit, MVTA did not encounter any issues that resulted in a finding. MVTA's 2022 expenditure shows our continued dedication to fixed route service and growing MVTA's Connect microtransit service. MVTA's 2022 revenue comprises of state funds, federal funds, and fare revenue. MVTA's fare revenue saw an increase of 82% from 2021.

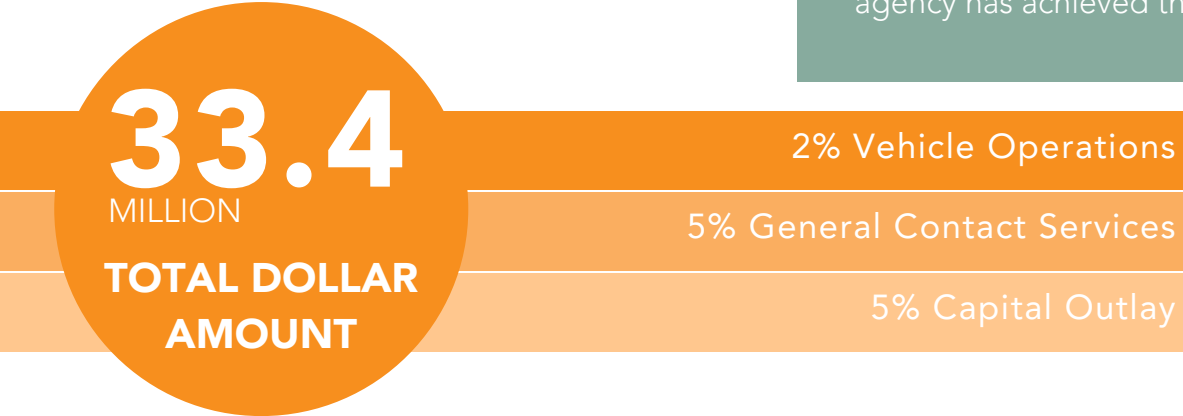


7% Other Income

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IN THE WORKS

TRANSFORM 2028

Country Road 42 has been identified as a potential corridor to implement bus rapid transit (BRT) service. The idea of BRT service is to reduce congestion, provide better connections for customers and communities, plus rejuvenate the area into a more user-friendly space.

COUNTY ROAD 42 BRT



In May 2022, MVTA broke ground on Phase I of the Burnsville Bus Garage Modernization. The project (Phase I – II) focuses on state-of-good repair, safety/security enhancements, construction modernization, storage expansion, maintenance area improvements, fleet electrification infrastructure, sustainability innovations, and employee workforce/training center.

BBG MODERNIZATION



SHELTER
AND BUS
STOP SIGN
REDESIGN

To enhance MVTA's transit system, MVTA has prioritized the Network Redesign project. This project focuses on 1) real-time information/signage, 2) shelter prototypes and design, and 3) route redesign. This includes digital signage at facilities as well as through the RideMVTA App launched at the tail end of 2022.

MOBILITY
HUB

MVTA Burnsville Transit Station is to be transformed into a mobility hub by creating a customer outreach and training center. A new state-of-the-art customer training center will allow community members the opportunity to learn about and test the on-bus and route amenities, such as securement devices, ticket devices, and other mobility hub amenities.

FACILITY
ENHANCEMENTS

MVTA has prioritized the update and enhancement of customer facilities. Facility improvements include state of good repair, signage, safety/security, technology, comfort, amenities, etc.





MMTA