

READY, SET, RIDE: INTRODUCING METRO E LINE

Monday, Nov. 17

11:30 a.m. – 12:30 p.m.

Commuter
Services

 **METRO**
E Line

 **move**
MINNEAPOLIS



Your questions, our answers

- A recording of this webinar and the slides will be emailed to all attendees within 10 days
- Questions will be answered at the end of the presentation
- To submit questions please:
 - Use the Q&A tool on Zoom to enter your written question
 - Email questions after the webinar to Michelle Leonard at mleonard@494corridor.org
- Please refrain from using the Chat option to submit questions



About our presenters

Erik Thompson is a community outreach coordinator for the METRO E Line. He has worked on the project for over three years.

He is a Minnesota native who has a master's in urban and regional planning from the Humphrey School.

He is passionate about elevating community voices and creating community connections.



About our presenters

John Barobs has held several positions at Move Minneapolis during his 11-year tenure. Currently, he serves as the Senior Outreach Manager.

Prior to Move Minneapolis, John cultivated a passion for the transportation sector with a position at HOURCAR and working for a cartography company. He also held stints at the Star Tribune and in radio broadcasting over the years.

An avid bicyclist, train nerd, and music geek. John can often be seen riding to his home in Hopkins with a bag of groceries or stack of records.



About our presenters

Michelle Leonard is the Communications and Outreach Manager Commuter Services.

A community journalist for 22 years, Michelle specializes in resource development and newsletter content, and she oversees the residential outreach program for Commuter Services.

Michelle is the communications chair for the Midwest Chapter of the Association for Commuter Transportation (ACT).





METRO E Line

Erik Thompson – Outreach Coordinator



E Line 18 days until opening – Dec. 6!

E Line topics

- What is BRT?
- Why the E Line?
- Construction recap
- Route 36
- How to Ride
- Opening day activities



Metro Transit's arterial BRT toolkit

2-3 stations per mile, designed for faster stops

High-tech, high-amenity, secure stations

Pre-boarding fare payment for faster stops

Higher-capacity buses & boarding through all doors

Bus priority signals & lanes

Faster, frequent, all-day service



BRT Station Features



A Pylon markers help riders identify stations from a distance.

B Real-time NexTrip signs provide bus information, and on-demand annunciators speak this information for people with low vision.

C Utility boxes near station areas house necessary communications and electrical equipment. (not pictured)

D Shelters provide weather protection and feature push-button, on-demand heaters and shelter lighting. Shelter sizes will vary based on customer demand (small shown here).

E Ticket machines and fare card readers collect all payment before customers board the bus.

F Emergency telephones provide a direct connection to Metro Transit police. Stations also feature security cameras.

G Stations feature trash and recycling containers.

H Platform edges are marked with a cast-iron textured warning strip to keep passengers safely away from the curb while the bus approaches. Many stations also feature raised curbs for easier boarding.

I Platform areas are distinguished by a dark gray concrete pattern.

J Some stations have pedestrian-scale light fixtures to provide a safe, well-lit environment. (not pictured)

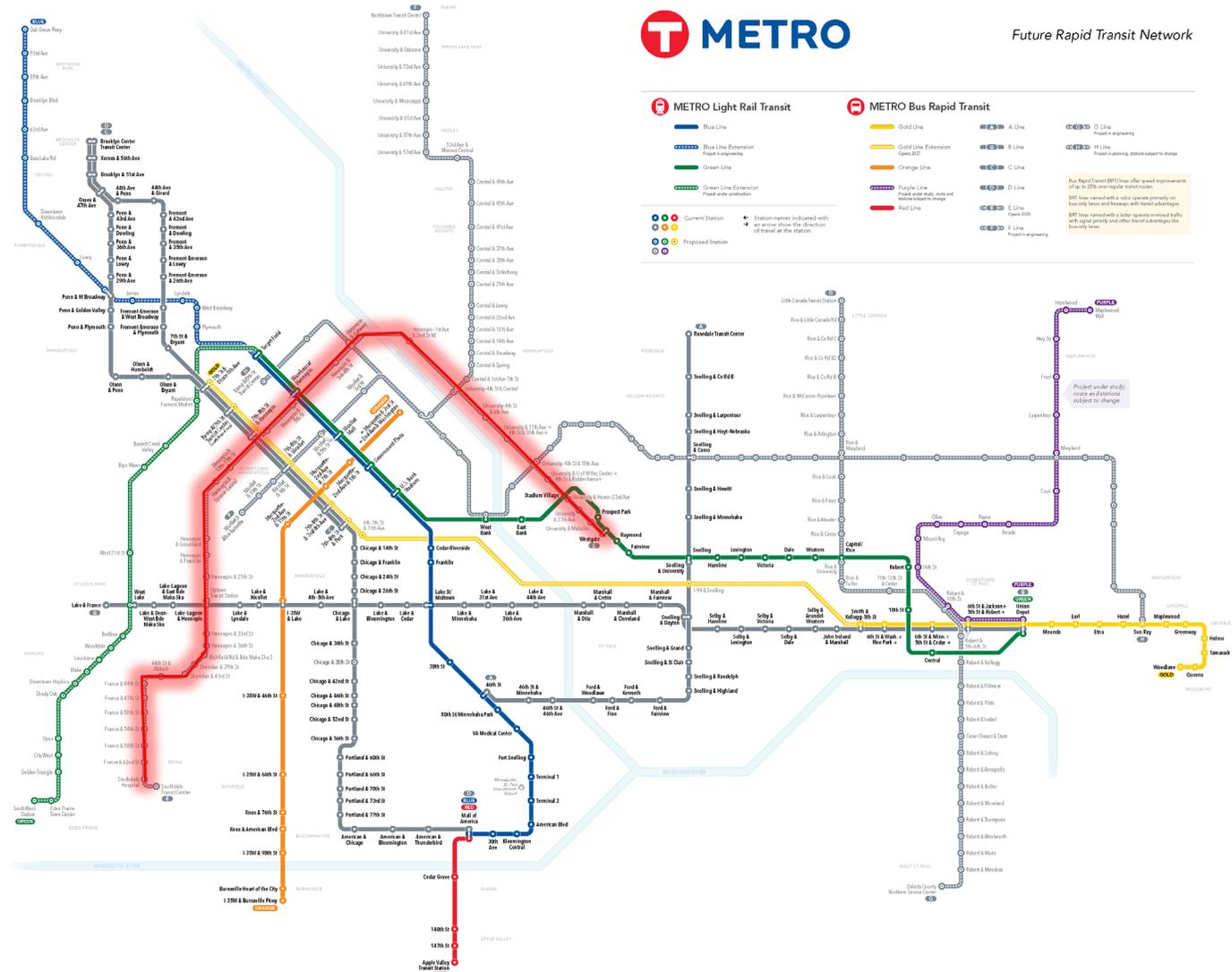
K Benches at stations provide a place to sit.

L Most stations have bike parking.

M At some stations, railings separate the platform from the sidewalk.

METRO E Line (France/Hennepin/University/4th)

- 34 stops between Southdale Transit Center and Westgate Station
- Replaces Route 6, a high ridership local route
- Opening Dec. 6, 2025
- 3 New bus rapid transit lines in 2025
- With E Line, the METRO network now serves:
 - 2% of the land area in the 7-county region, but:
 - 29% of the jobs
 - 16% of the population



E Line Background

- Route 6 is one of Metro Transit's busiest routes. Buses carry approximately 45% of people traveling on segments of Hennepin Avenue but make up less than 3% of vehicle traffic.



- Designed for faster, more reliable, and more frequent service between St. Paul, Minneapolis, and Edina
- Planning & engagement began 2018
- E Line and new Route 36 will replace Route 6
- Construction took place from 2024-2025

2024-2025 construction recap

- 53 new stations with shelters, heating, lighting, real-time signs, security cameras, off-board fare payment, and other amenities
- 25 stations constructed in coordination with partner-led projects
- 12 intersections with locally-funded improvements for safety and accessibility
- 3 temporary platforms on 4th Street and University Avenue
- 1 operator restroom





Hennepin & Spruce, September 2025



4th Street & 6th Avenue (temporary station), October 2025

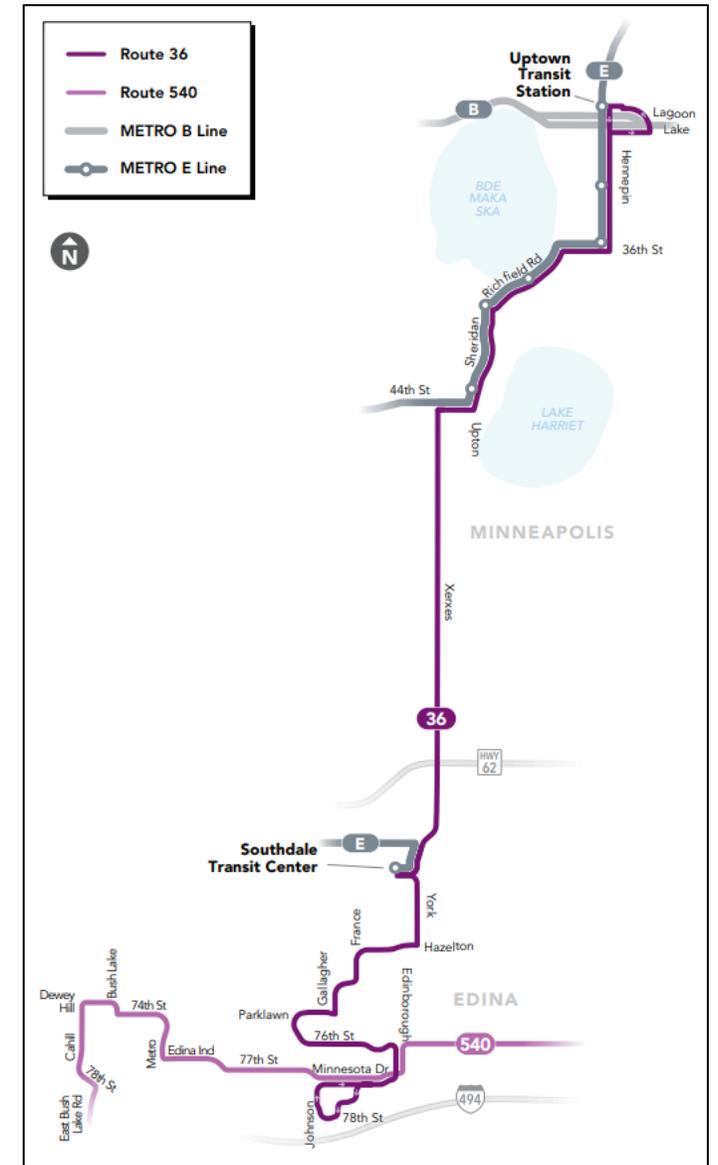
Project Partners

In addition to stations, E Line construction activities included installation of fiber optic communication infrastructure and construction of additional pedestrian, traffic signal, bikeway, and intersection improvements delivered in partnership with Hennepin County and the City of Minneapolis.

- Hennepin County – [Hennepin & 1st Avenue roadway improvements project](#) (2024 construction), [University and Fourth roadway improvements](#) (2024-2025 construction)
- City of Minneapolis – [Hennepin Ave. S. Reconstruction](#) (2024-2025 construction)
- MnDOT – [University Avenue and Fourth Street](#)

New Route 36

- Travels between 78th & Johnson and Uptown Transit Station via Xerxes Avenue every 30 minutes.
- Like Route 6, Route 36 will offer more frequent stops and reaches:
 - Uptown and Hennepin Avenue shopping district
 - Southdale Transit Center
- Connects to METRO B and E lines and Route 540
- For details, visit metrotransit.org/Route-36



How to ride the E Line

- **Pay your fare:**
 - At station ticket machines or Go-To Card reader (cash or card)
 - Metro Transit app, online, or Go-To card
- **Board through any door**
- **Show proof of payment if asked by TRIP agent**
- **Fare programs available:**
 - TAP (\$1 fare), Senior, Youth, Disability discounts



Fares

- Fares can be paid by cash, credit/debit card, mobile app, or with a Go-To Card.
- Children 5 and under ride free (limit 3) and must be with a fare-paying customer.
- Reduced and mobility fare rates & eligibility: [Fares - Metro Transit](#)

ADULTS (Ages 13-64) Good for 2 1/2 hours	REDUCED FARE Youth (ages 6-12) / Seniors (ages 65+) / Medicare card holders Good for 2 1/2 hours								
<p>Local Bus / METRO</p> <p>All Times \$2</p> <hr/> <p>Express Bus</p> <table border="1"> <tr> <th>Non-Rush hour</th> <th>Rush hour*</th> </tr> <tr> <td>\$2.50</td> <td>\$3.25</td> </tr> </table> <p>*Monday - Friday, 6-9 am & 3-6:30 pm</p>	Non-Rush hour	Rush hour*	\$2.50	\$3.25	<p>Local Bus / METRO</p> <p>All Times \$1</p> <hr/> <p>Express Bus</p> <table border="1"> <tr> <th>Non-Rush hour</th> <th>Rush hour*</th> </tr> <tr> <td>\$1</td> <td>\$3.25</td> </tr> </table> <p>*Monday - Friday, 6-9 am & 3-6:30 pm</p>	Non-Rush hour	Rush hour*	\$1	\$3.25
Non-Rush hour	Rush hour*								
\$2.50	\$3.25								
Non-Rush hour	Rush hour*								
\$1	\$3.25								
DOWNTOWN ZONE All times, all riders, transfers not available.	MOBILITY FARE Persons with disabilities								
<table border="1"> <tr> <th>Nicollet Mall</th> <th>Downtown Zone</th> </tr> <tr> <td>Free</td> <td>50¢</td> </tr> </table> <p>See details for Nicollet Mall and Downtown Zone</p>	Nicollet Mall	Downtown Zone	Free	50¢	<p>Regular & Express</p> <p>All Times \$1</p>				
Nicollet Mall	Downtown Zone								
Free	50¢								

Where can you get a Go-To Card?

- Metro Transit Service Center
 - 719 Marquette Avenue, downtown Minneapolis
 - 101 E. 5th Street, skyway level, downtown St. Paul
- At  and 70+ other retail locations
- Order by mail
- Order at metrotransit.org
- Call Customer Relations at 612-373-3333 with questions

Need Help?

- Call our Transit Information Center at **612-373-3333**
- Call Customer Relations at **612-373-3333**
- How-to-Ride educational sessions 651-231-8435 or douglas.cook@metrotransit.org

Opening day celebration on Saturday, Dec. 6

- Ribbon cutting to take place in downtown Minneapolis at Minneapolis College
 - Program with remarks to begin at 10 a.m.
- Indoor celebration at Minneapolis College
 - 11 a.m. – 2 p.m.
- Family friendly activities
 - Music, giveaways, Skip Traffic mascot, photo booth, community tables, refreshments
- Free E Line rides on Dec. 6, sponsored by Minneapolis College
- E Line Passport Adventure



Images from prior METRO opening day events

METRO E Line Passport Adventure



How To:

- Passports will be at opening ceremony and libraries along the E Line; a printable pdf will be on the METRO E Line page soon.
- Collect stamps at participating businesses and institutions. (No purchase necessary)
- After collecting three stamps from three different communities, you can collect your prize at Minneapolis College until 5 p.m on Dec. 6. or from 11 a.m.-1 p.m. at Walker Library on Dec. 13
- Learn more at metrotransit.org/e-line

The passport prize is very cool...





See you on December 6!

Free sustainable commute resources through Commuter Services



Commuter Services is the outreach program of the I-494 Corridor Commission

The I-494 Corridor Commission is a joint powers organization established in 1986 to address concerns about increasing traffic congestion along the I-494 corridor. Member cities include Bloomington, Eden Prairie, Edina, Minnetonka, and Richfield.

In fact:

- There are **more** jobs in this section of the I-494 corridor than downtown Minneapolis and St. Paul combined.
- According to MnDOT, people from 85 of the state's 87 counties travel this section of I-494 **every day**.



Metropass: for employers and their commuters

- Metropass is a discounted transit pass with unlimited rides
- \$83 per month, taken as a payroll deduction, pre-tax
- Need one rider to enroll the company
- No cost to the employer unless passes are subsidized



Transit Assistance Program (TAP)

- Ideal for those on low- or fixed incomes
- All trips are \$1
- Unlimited use pass
- Riders enroll in the program in person or online
- Must provide identification and documentation to substantiate financial eligibility



“TAP helped me save money that I could put toward other areas.”

Aaryn
TAP CUSTOMER

**Apply today
for \$1 rides!**

metrotransit.org/TAP



Residential Transit Pass

- A deeply discounted transit pass program for multifamily housing with 10 units or more
- \$14 per month, per unit for unlimited rides on buses (including Metro micro) and trains
- Unlimited use pass is an **88 percent discount** from the full price of monthly passes
- Contract is between the property management/ownership and Metro Transit



Transit resources for commuters

- Customized bus/train route itinerary plus **two free ride passes**
- METRO System Brochure
- Transit system map
- Text for Safety
- Reloadable passes



Guaranteed Ride Home

- Provides “a safety net” for commuters who take sustainable commutes three or more days per week
- Paid for by the Metropolitan Council, **free** to the commuter
- Registered participants get up to \$100 annually in rides (Uber, Lyft, transit, etc.)



Relax!
You've got a
Guaranteed
Ride Home

Sign up today for our FREE program that gets you home from work or school if you have a family emergency or have to work late unexpectedly.

Commute with confidence with a **Guaranteed Ride Home**.
Enroll today!

 **Guaranteed Ride Home**

metrotransit.org/GRH
612-373-3333

Strategies and Resources for Employers

- **Displays:** with transit routes serving that employer, bicycle commuting tips, carpool and Guaranteed Ride Home information
- **Free outdoor bike rack:** for companies that agree to promote bicycle commuting
- **Preferential carpool parking:** management of carpool parking
- **Commuter Fairs:** on-site, interactive events
- **Lunch & Learns:** construction projects, how to bike in traffic, updates on transit projects
- **Customized communications:** written content to promote sustainable commute options
- Transit pass program enrollment assistance
- Telework/Hybrid resources
- Road construction updates



Individualized Commute Assistance

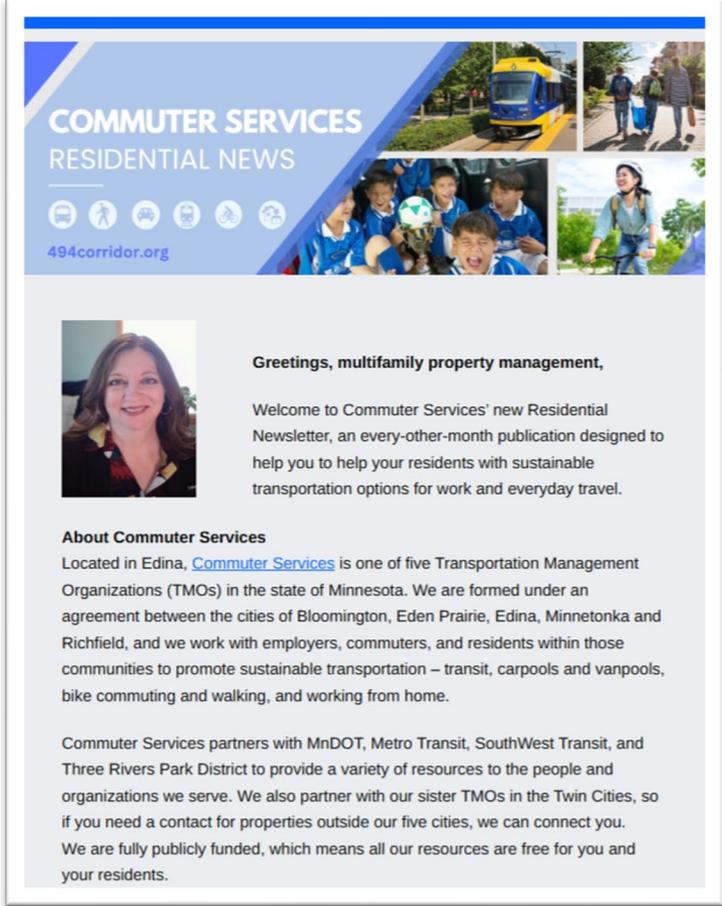
- **Ridematching:** Individuals with a similar commute who are interested in sharing the ride for carpooling or vanpooling
- **Customized transit information:** Personalized trip itinerary, schedules for bus or train, two free passes to try it
- **Bike commuting resources:** Hennepin County bike trails map, tips on biking in traffic, bike apps and the MN bike laws
- **Guaranteed Ride Home:** \$100 free taxi, Uber or Lyft rides per year as a safety net for people who use an alternative to driving alone to work
- **Telework/Hybrid resources:** Deep set of resources for teleworkers and hybrid workers, telework trends newsletter, Ask An Expert, webinars
- **Resources in multiple languages:** We carry several of our most-used resources in Spanish and Somali, but can translate to other languages as requested



Residential Outreach

The Residential Outreach program builds relationships with multifamily property managers who, in turn, can pass along free resources to their residents.

- Free displays, transit maps, bike maps
- Information about the Transit Assistance Program and Residential Transit Pass
- Tabling at resident events to share resources; all residents get free bus tokens to try transit
- Provide construction updates through direct emails



COMMUTER SERVICES
RESIDENTIAL NEWS

494corridor.org

Greetings, multifamily property management,

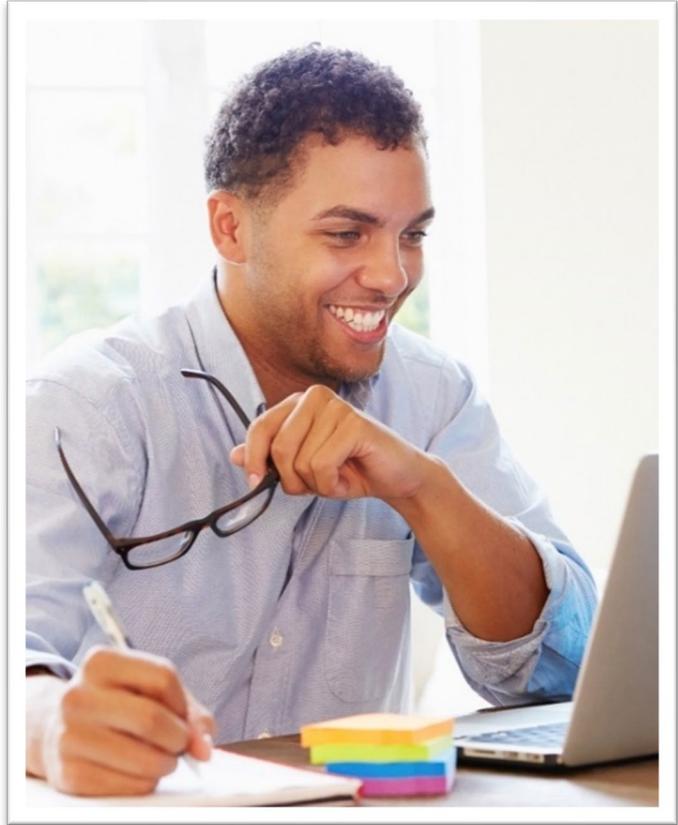
Welcome to Commuter Services' new Residential Newsletter, an every-other-month publication designed to help you to help your residents with sustainable transportation options for work and everyday travel.

About Commuter Services

Located in Edina, [Commuter Services](#) is one of five Transportation Management Organizations (TMOs) in the state of Minnesota. We are formed under an agreement between the cities of Bloomington, Eden Prairie, Edina, Minnetonka and Richfield, and we work with employers, commuters, and residents within those communities to promote sustainable transportation – transit, carpools and vanpools, bike commuting and walking, and working from home.

Commuter Services partners with MnDOT, Metro Transit, SouthWest Transit, and Three Rivers Park District to provide a variety of resources to the people and organizations we serve. We also partner with our sister TMOs in the Twin Cities, so if you need a contact for properties outside our five cities, we can connect you. We are fully publicly funded, which means all our resources are free for you and your residents.

Twin Cities Telework



- Free telework and hybrid work resources available at [TCTelework.com](https://www.tctelework.com)
 - Sample telework and hybrid work policies – employer can customize
 - Teleworker agreement
 - Implementation guidance
 - Ask an Expert: Consulting on best practices
 - Training for managers on how to manage remote workers
 - Ergonomic and home office recommendations
 - Mental Health tips for teleworkers
 - Webinars and quarterly newsletters

Year-Round Try It Campaigns and Events

- Monthly prize drawings for trying a sustainable commute
- Pledge to try transit, bike commuting, carpool or vanpool, walking working from home
- Monthly prizes vary
- Current campaign runs October 1-November 30; prize is an e-bike!



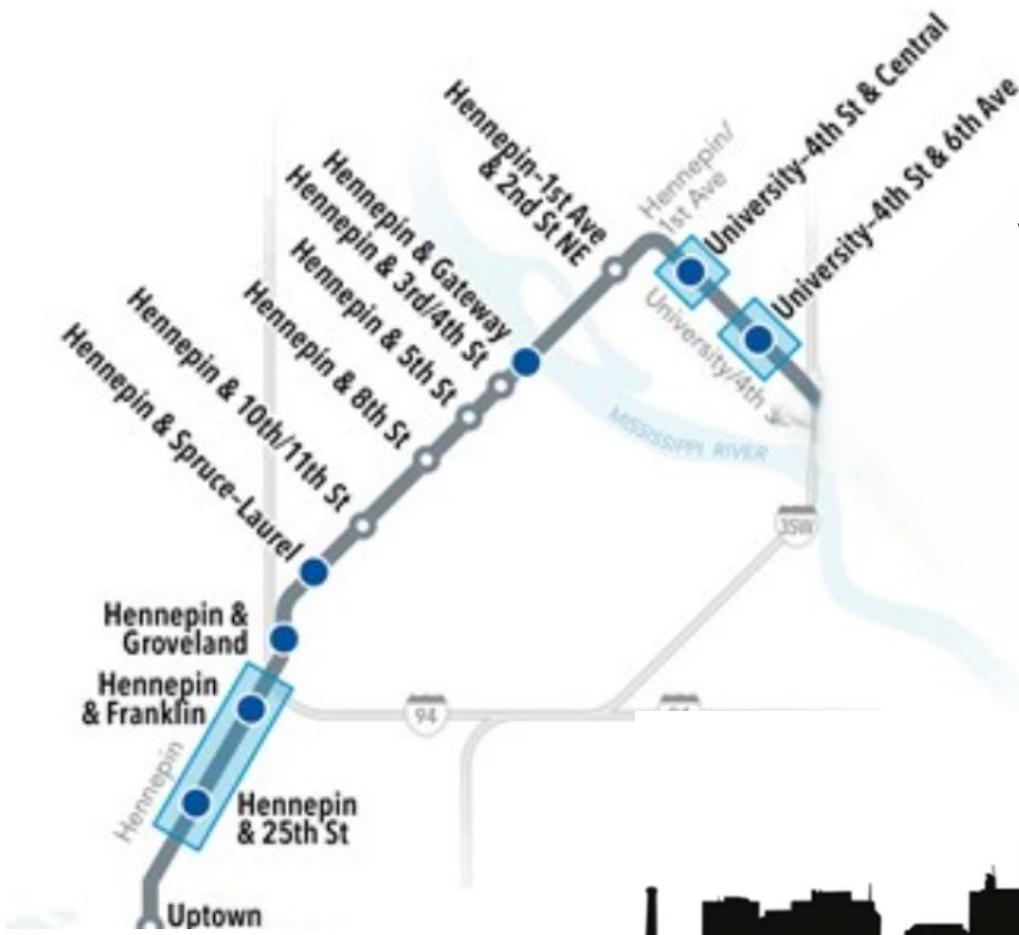
move
MINNEAPOLIS



WHAT WE DO

- **Employer Services**
- **Commuter Resources & Consultations**
- **Sustainable Transportation Education**





Downtown Minneapolis by the numbers!

Who will benefit from the METRO E-Line in downtown?

- Downtown workforce is 216,000 based on 2025 data
- Downtown is home to 60,500 residents
- Estimated 10 million attended events in downtown in 2024
- Metro E-Line has six downtown stations along Hennepin Ave





Top Ten Downtown Minneapolis Employers

- Hennepin Healthcare: 7,541 employees
- **Target: 7,100 employees**
- Hennepin County: 6,176 employees
- **Wells Fargo: 5,500 employees**
- **U.S. Bank: 4,256 employees**
- Ameriprise: 4,249 employees
- City of Minneapolis: 2,378 employees
- **Xcel Energy: 2,333 employees**
- SPS Commerce: 1,542 employees
- **RBC Wealth Management: 1,515 employees**



Colleges Served By The METRO E-Line

- University of Minnesota
- Minneapolis College
- Dunwoody College of Technology
- St Thomas University School of Law – Minneapolis
- Capella University
- North Central University
- Walden University



UNIVERSITY OF MINNESOTA
Driven to DiscoverSM

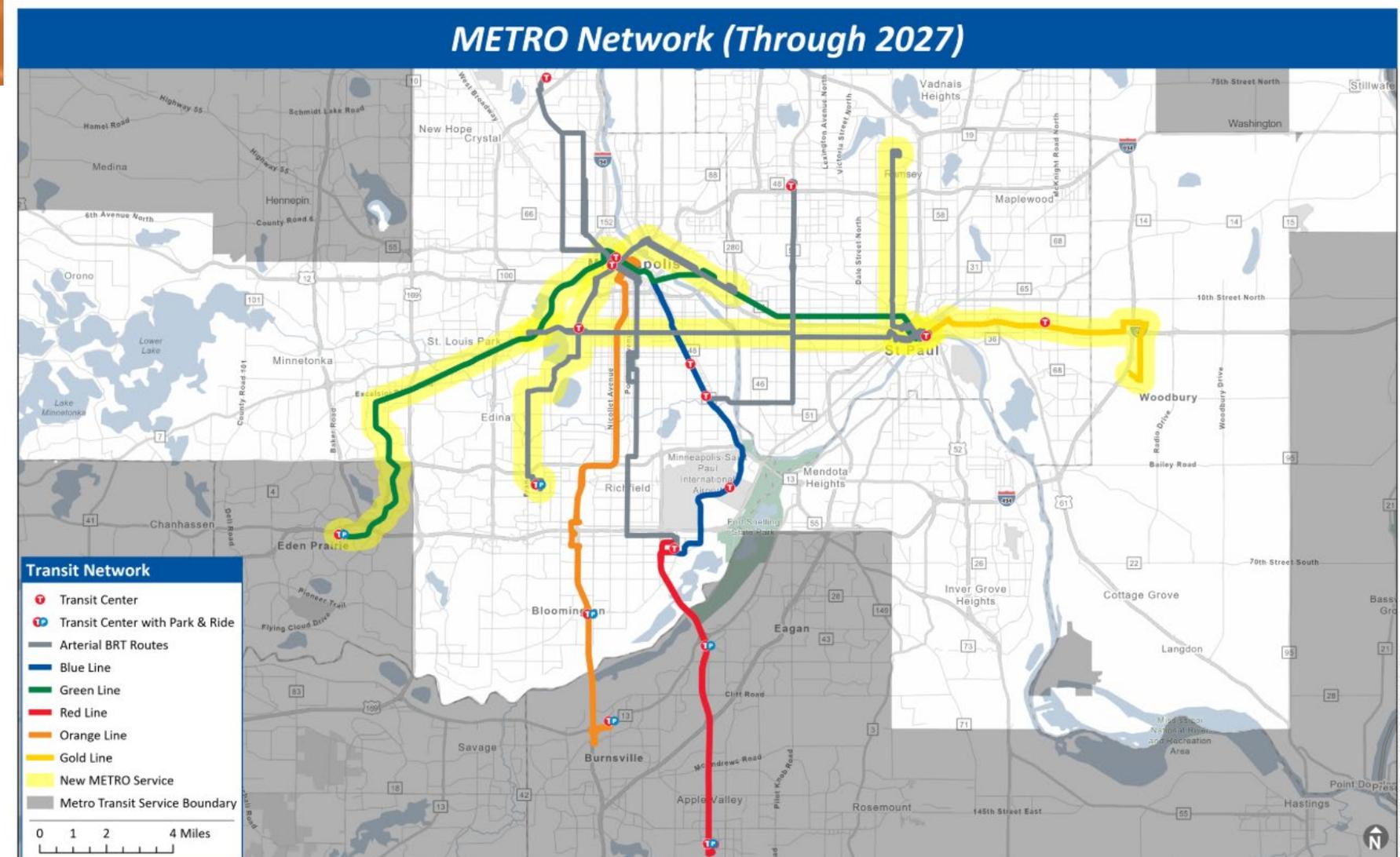


High Schools Served by the METRO E-Line

- Fair School for the Arts
- De La Salle High School
- The Blake School
- Wellstone High School
- Ella Baker Global Studies
- Southwest High School
- Carondelet Catholic School

**METRO E-Line connects
Network Now high-
frequency routes:**

- **Metro B Line BRT**
- **Metro C Line BRT**
- **Metro D Line BRT**
- **Orange Line BRT**
- **Green Line LRT**
- **Blue Line LRT**

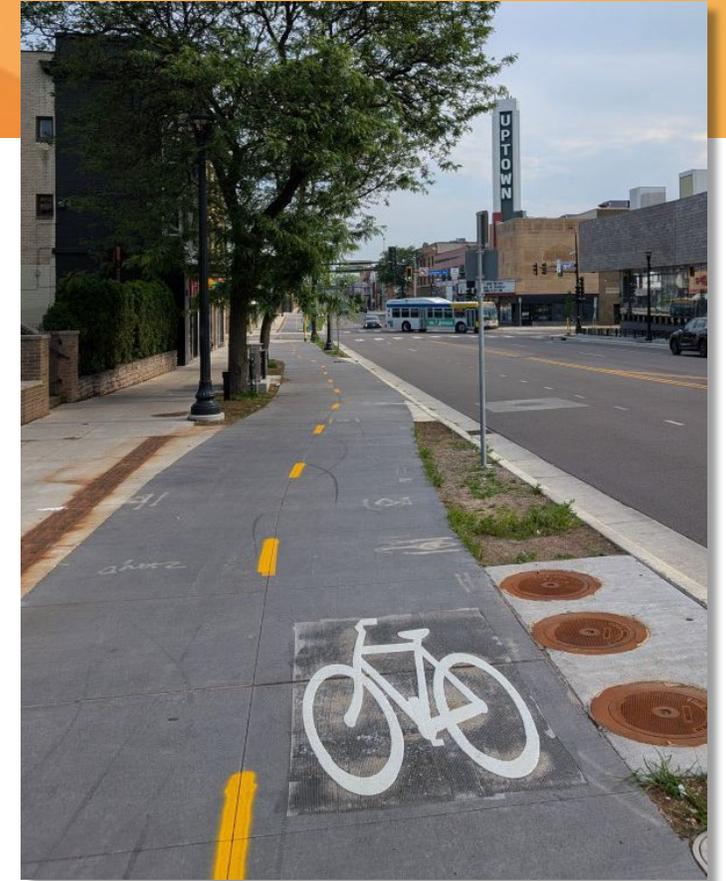


METRO E-Line route multi-modal enhancements



- Pedestrian safety
- On-street & protected bike lanes
- Bus bike-racks
- Access to shared-use mobility

There are miles of new and upgraded on-street and protected bike lanes along the E-Line.



Questions?

Please submit using the Q&A tool



Thank You!

For information, please contact:

Erik Thompson
Metro Transit

612-618-0277

erik.thompson@metrotransit.org

John Barobs
Move Minneapolis

612-272-5319

john@moveminneapolis.org

Michelle Leonard
Commuter Services

612-225-8868

mleonard@494corridor.org

