

Metro Transit Summary for Super Bowl LII



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LRT Service Plan

- Logistics of a Downtown Stadium.
- All customers needed a special Metro Transit Super Bowl ticket available only on the mobile app.
- Only customers with a valid Super Bowl Game Ticket permitted on the train. All normal revenue customers were
- USB platform inside of security perimeter. All trains were clean from their departure point.



Training with outside agencies

- Two “Rail Modified” Sleeping Dragons made after intel was shared about them from Field Force Command school in Anniston, Alabama. Greenpeace design from North Carolina.
- Determined it would take 50 minutes to cut a protester free of device.



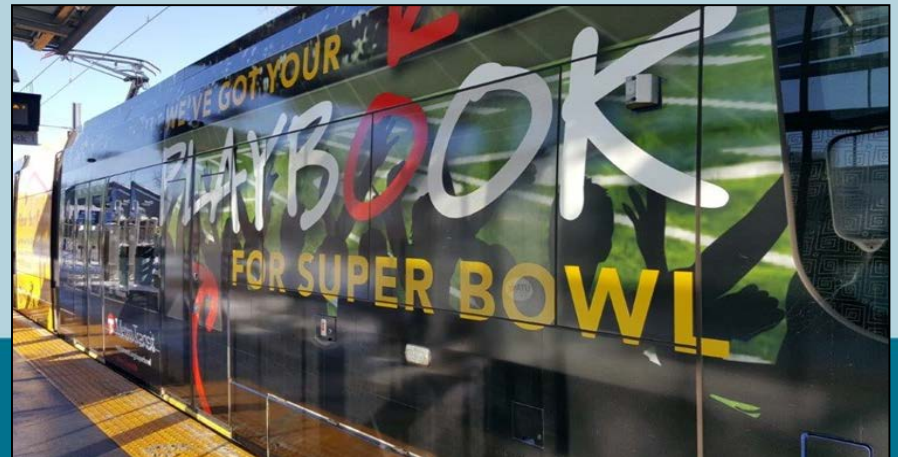
Additional Metro Transit Service

Bus

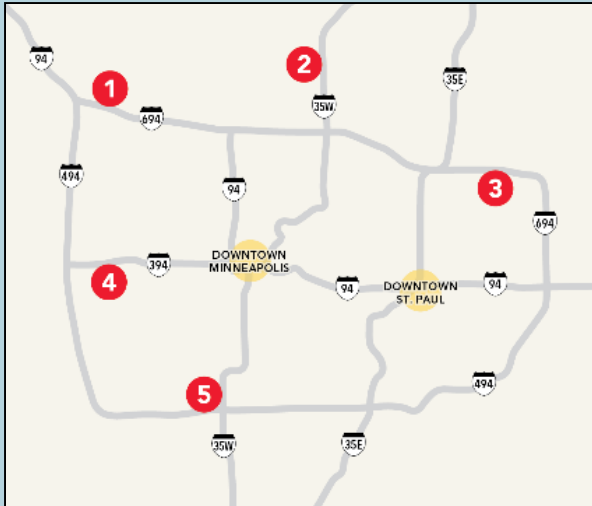
- ✓ Service Protection
- ✓ Regular Routes
- ✓ Express Routes
- ✓ Park & Rides
- ✓ Gameday Bus Bridges
- ✓ Gameday Shuttle
- ✓ Law Enforcement support
- ✓ Flyaway day
- ✓ 500+ transit ambassadors

Rail

- ✓ Standby buses
- ✓ 10-minute LRT headways
- ✓ 4am bar closings
- ✓ Gameday LRT (DWTN Shuttle)
- ✓ Flyaway day
- ✓ Northstar extra service



Park and Ride Weekend Service



Express
Service from 5
Park and
Rides



Metro Mobility Service

- Designated stops
- Extra buses, field staff, ambassadors
- NFL Mobility Assistance
- Extended Service Center hours
- No major incidents



Safety and Security

- Partnerships worked
- Drills Paid Off
- PD & Operations staff in Multi Agency Command Center each day 7am to midnight
- No Major Incidents



Rail Control Center

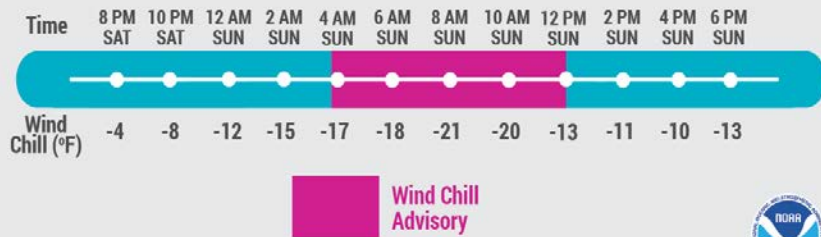


Event Operation Center in Transit Control Center



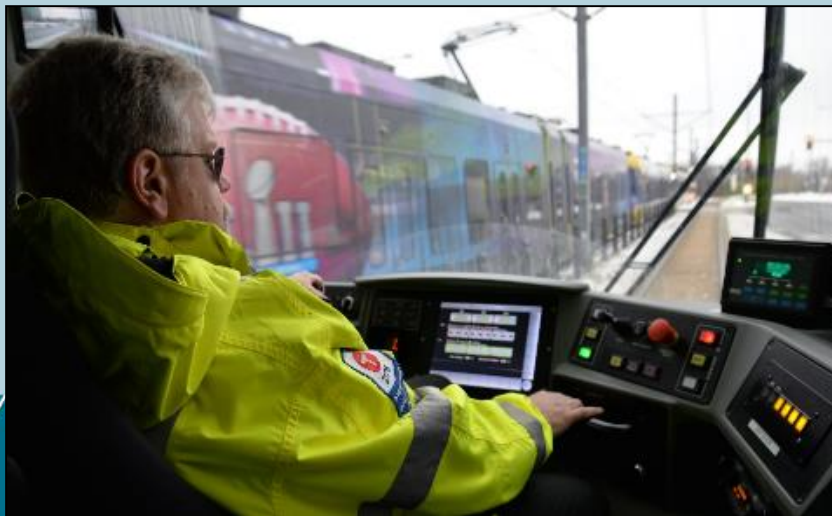
Weather on Super Bowl Sunday

Timeline of WIND CHILLS Twin Cities Metro Area



- Operational Period 19 – Sunday 2/4
 - **Wind Chill Advisory in effect until 12 pm CST**
 - **Temperatures: COLD!** Morning temperatures starting around -5° and only rising to 5° above zero this afternoon.
 - **Wind Chills:** Dangerously cold early this morning around -20° . Rising to around -10° mid afternoon.

Lightrail Gameday Service



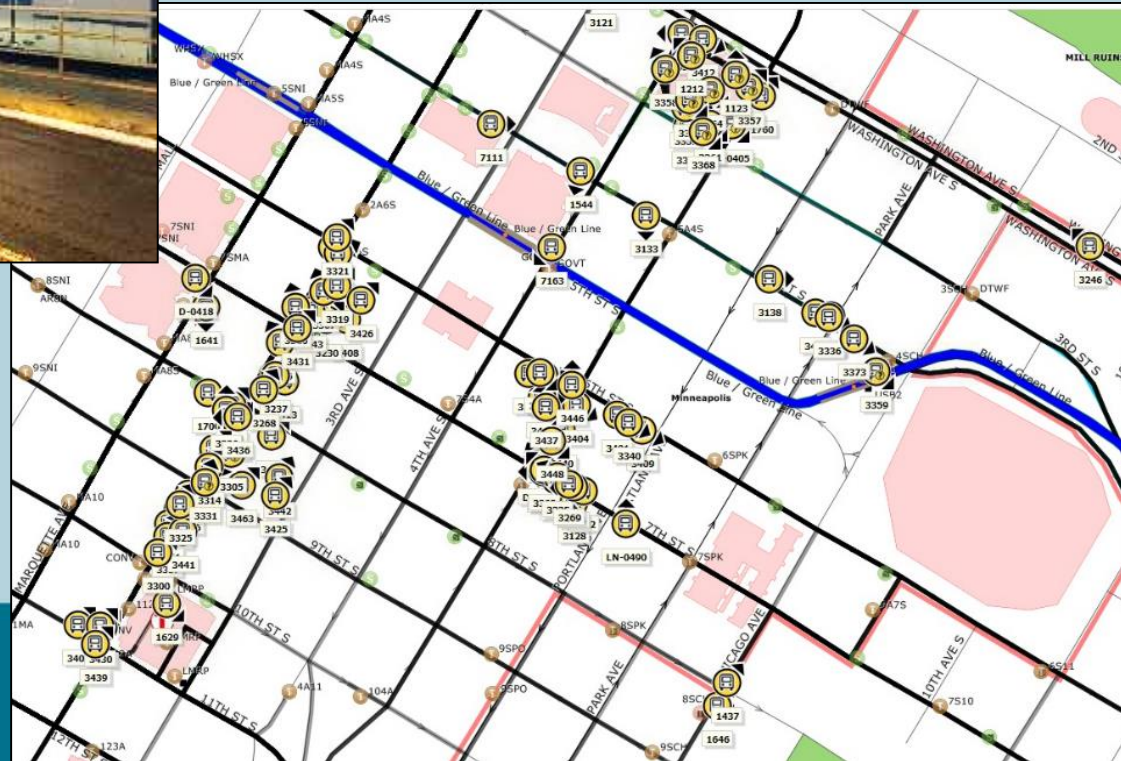
11:30am Inside MOA

Protest forms on the Green Line



- Protest formed at approximately 1645. Chained to railing using "Sleeping Dragons."
- Blocked approximately 100 Green Line Customers from riding to the game.
- Through coordination between Bus and Rail using the MACC, extra service buses that were already on scene at the station affected were used to transport customers.
- No delay to customers!

Gameday Postgame - Buses



Gameday Postgame - Rail

- 5:30pm SB LII Kickoff
- 8:30pm 18 trains ready
- 9:17pm Game Over
- 10:21pm Regular LRT service resumed
- Vehicles used:
 - 15 3-car Blue Line
 - 21 60' buses for Blue Line
 - 6 3-car trains for Green Line



Putting on a smile through the cold!



Positive Results!



tjsimplot
@tjsimplot

Follow

@MetroTransitMN Your light rail service during Super Bowl week has been a savior. Keep up the great work!

9:29 AM - 3 Feb 2018 from Minnesota, USA



Dorothy Pisarski
@profipisarski

Follow

Thanks to @MetroTransitMN for providing free rides to credentialed #crew52 My commutes have been easy and efficient #shoutout #boldnorth #SBLII



Christine Hill
@CHillatHCMC

Follow

Thank you @MetroTransitMN for the additional #NorthStar service for @MNSuperBowl2018 today! Best way to get downtown from NW metro area. @mnsbjic

1:13 PM - 4 Feb 2018 from Anoka, MN



Raquel de la Bastide
@Raquel_SPACC

Follow

Had the BEST time at #SuperBowlLive . Thank you @MNSuperBowl2018 . Also, huge shout out to @MetroTransitMN for getting us there and back so smoothly!



Total ridership throughout the week

2018 Metro Transit Super Bowl Ridership Increase										
Final Daily Ridership										
	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Super Bowl	<u>Jan 27</u>	<u>Jan 28</u>	<u>Jan 29</u>	<u>Jan 30</u>	<u>Jan 31</u>	<u>Feb 01</u>	<u>Feb 02</u>	<u>Feb 03</u>	<u>Feb 04</u>	<u>Total</u>
Bus	97,972	70,278	188,058	187,573	196,021	181,537	171,190	97,292	73,206	1,263,127
Blue Line	32,744	24,609	31,987	31,809	32,590	35,295	41,074	51,796	18,127	300,031
Green Line	36,245	24,491	42,334	43,952	44,129	48,988	47,639	43,820	16,748	348,346
Northstar	<u>1,128</u>	<u>738</u>	<u>2,999</u>	<u>3,042</u>	<u>2,981</u>	<u>2,867</u>	<u>2,724</u>	<u>4,120</u>	<u>866</u>	<u>21,465</u>
Total	168,089	120,116	265,378	266,376	275,721	268,687	262,627	197,028	108,947	1,932,969
Comparable Day	Saturday	Sunday	Wkday	Wkday	Wkday	Wkday	Wkday	Saturday	Sunday	<u>Total</u>
Bus	87,827	60,126	185,986	185,751	185,495	181,836	176,091	87,827	60,126	1,211,065
Blue Line	19,120	13,494	30,152	30,152	30,152	30,152	30,152	19,120	13,494	215,988
Green Line	18,312	17,826	41,712	41,712	41,712	41,712	41,712	18,312	17,826	280,836
Northstar	<u>232</u>	<u>182</u>	<u>2,982</u>	<u>2,982</u>	<u>2,982</u>	<u>2,982</u>	<u>2,395</u>	<u>232</u>	<u>182</u>	<u>15,151</u>
Total	125,491	91,628	260,832	260,597	260,341	256,682	250,350	125,491	91,628	1,723,040

Conclusions

- Not everyone plans ahead
- You can't control the weather
- Nothing can replace good communication
- Discuss all contingencies (because they're all going to happen)
- Keep policy-makers informed
- Boots on the ground make things work



Metro Transit's Summary for Super Bowl LII

Thank You for Coming

