



# METRO TRANSIT FACTS

THROUGH DEC. 31, 2018

Brian Lamb, General Manager  
@MetroTransitMN  
/MetroTransitMN  
612-373-3333  
metrotransit.org/facts  
a service of the Metropolitan Council  
**Metro Transit**

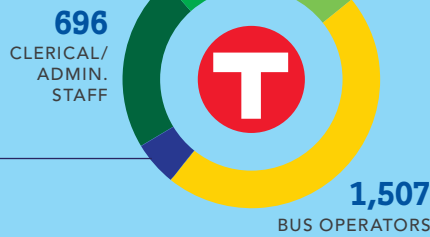
servicing the Minneapolis/St. Paul area

## OUR PEOPLE

We at Metro Transit deliver environmentally sustainable transportation choices that link people, jobs and community conveniently, consistently and safely.

**3,211**  
TOTAL EMPLOYEES

**116** LIGHT-RAIL OPERATORS  
**706** MECHANICS, CLEANERS & OTHER BUS/RAIL POSITIONS



**METRO TRANSIT POLICE**  
**117** FULL-TIME OFFICERS  
**56** PART-TIME OFFICERS  
**10** ADMIN. STAFF  
**3** COMM. SERV. OFFICERS

## TAP PROGRAM BUILDS ON EQUITY PROMISE

Metro Transit's Transit Assistance Program (TAP) allows eligible customers to ride any bus or light rail train any time for \$1 – less than half the cost of a regular adult fare. To qualify, an applicant must be enrolled in one of several social service programs and not be eligible for other reduced fare programs. Learn more at [metrotransit.org/tap](http://metrotransit.org/tap)



**12,000** PARTICIPANTS  
**1 million** RIDES  
**30** AVERAGE MONTHLY RIDES PER PARTICIPANT

## FARE INCENTIVE PROGRAMS FOR SCHOOLS & EMPLOYERS

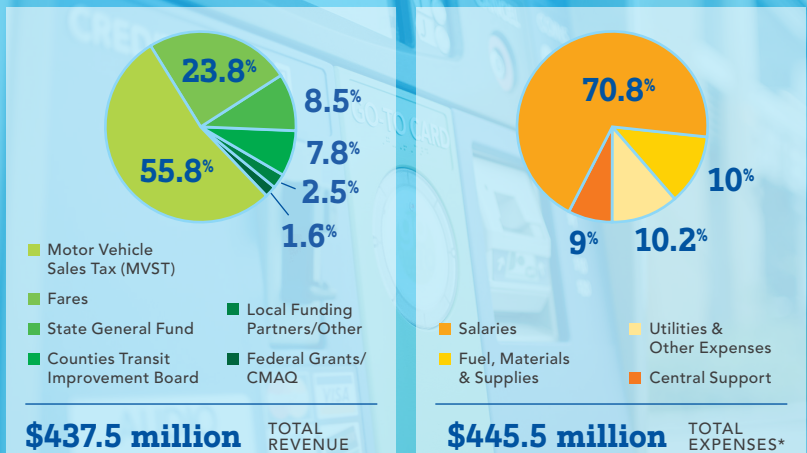
	<b>12.84 million</b> RIDES	<b>37,650</b> PASSES IN USE	<b>373</b> PARTICIPATING EMPLOYERS
	<b>3.37 million</b> RIDES	<b>14,835</b> PASSES IN USE	ONLY OFFERED AT UNIVERSITY OF MINNESOTA
	<b>1.45 million</b> RIDES	<b>4,506</b> PASSES IN USE	<b>34</b> PARTICIPATING COLLEGES
	<b>3.95 million</b> RIDES	<b>10,426</b> PASSES IN USE	<b>56</b> PARTICIPATING HIGHSchools



## ENGAGING WITH CUSTOMERS

	<b>816,212</b> TRIPS PLANNED BY PHONE (612-373-3333)
	<b>5.18 million</b> TRIPS PLANNED AT METROTRANSIT.ORG
	<b>179,349</b> APP DOWNLOADS
	<b>29,974</b> RIDER ALERT SUBSCRIBERS
	<b>240</b> HOW TO RIDE PRESENTATIONS
	<b>80,667</b> CUSTOMER RELATIONS CONTACTS
	<b>3.4 million</b> NEXTTRIP VISITS VIA METROTRANSIT.ORG
	<b>3.6 million</b> REAL-TIME DEPARTURES REQUESTED VIA TEXT MESSAGE
	<b>47,554</b> FACEBOOK LIKES
	<b>29,929</b> TWITTER FOLLOWERS
	<b>5,649</b> INSTAGRAM FOLLOWERS

## OPERATING REVENUE & EXPENSES



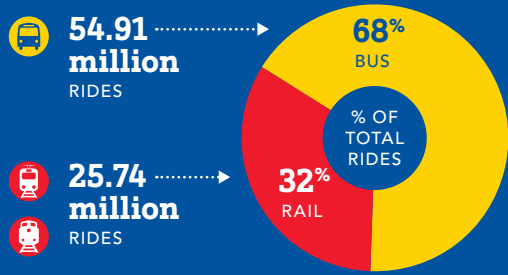
### LOST & FOUND

**22,924** ITEMS PROCESSED **4,787** ITEMS RETURNED

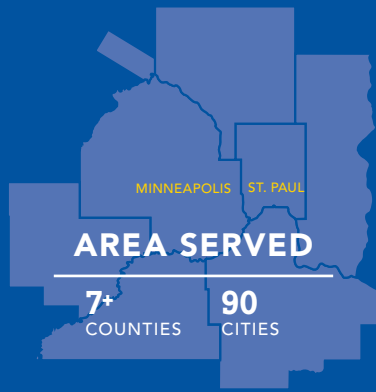
\*Includes a planned use of reserves in accordance with the Metropolitan Council's Revenue Allocation Policy

**80.6 million RIDES**

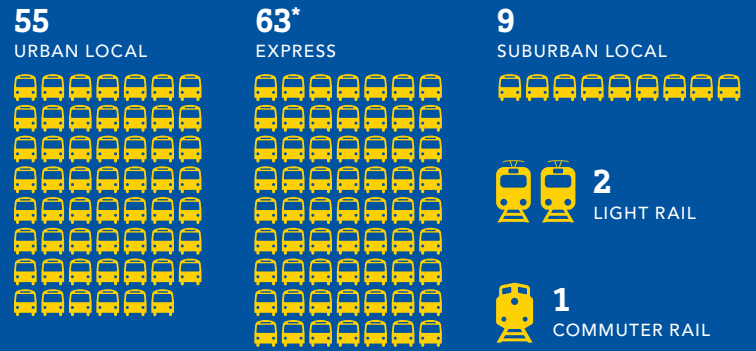
**260,486 AVERAGE WEEKDAY RIDERSHIP**



**907 SQ. MILES**

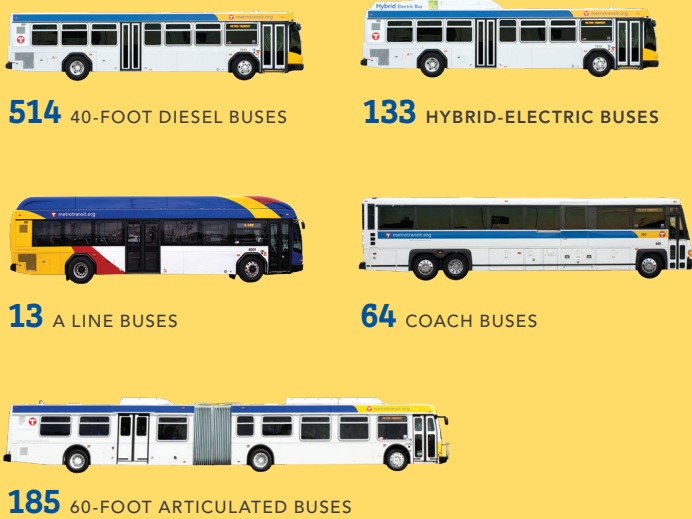


**130 ROUTES**



\* Includes Maple Grove Transit routes operated by Metro Transit

**BUS**



**182,179** AVG. WEEKDAY BOARDINGS (WITH A LINE)

**84%** BUS ON-TIME PERFORMANCE

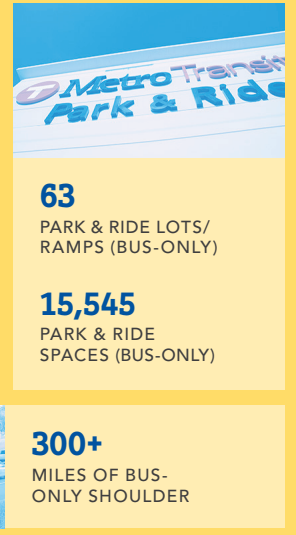
**2,403,372** TOTAL VEHICLE HOURS OF SERVICE

**7,552** AVG. VEHICLE MILES BETWEEN SERVICE CALL

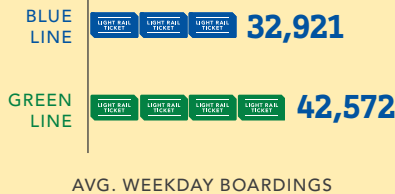
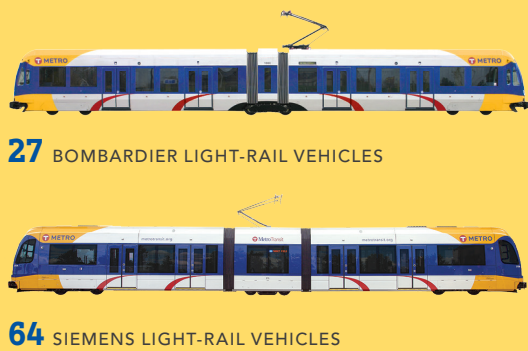
**24** TRANSIT CENTERS

**11,893** BUS STOPS

**960** BUS SHELTERS



**METRO BLUE LINE AND GREEN LINE**



**84%** BLUE LINE ON-TIME PERFORMANCE

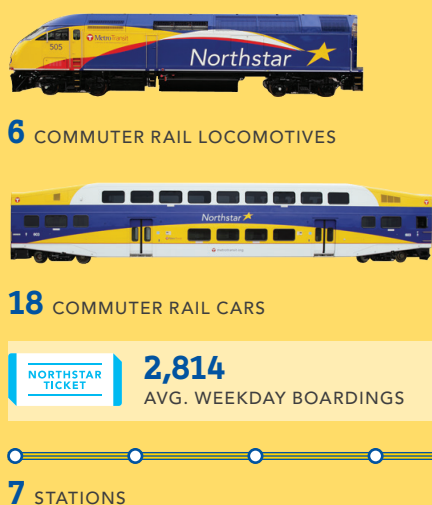
**77%** GREEN LINE ON-TIME PERFORMANCE

**2,569** BLUE LINE PARK & RIDE SPACES

**35,277** AVG. VEHICLE MILES BETWEEN SERVICE CALL



**NORTHSTAR COMMUTER RAIL**



**92%** COMMUTER RAIL ON-TIME PERFORMANCE

**3,280** PARK & RIDE SPACES

**30,466** AVG. VEHICLE MILES BETWEEN VEHICLE FAILURE



**RIDESHARE**

**21,665** RIDESHARE ACCOUNTS

**492** AVERAGE VANPOOL USERS

**11,882** GUARANTEED RIDE HOME REGISTRANTS

**1,086** AVERAGE MONTHLY CARPOOL PARTICIPANTS

**1.2 million** TOTAL VANPOOL MILES

**BIKE**

**200** BIKE LOCKERS

**ALL** BUSES AND TRAINS HAVE BIKE RACKS

**1,331** BIKE PARKING SPACES