



# 2013 Facts

THROUGH DEC. 31, 2013

Brian Lamb, General Manager

@MetroTransitMN

/MetroTransitMN

612-373-3333

metrotransit.org/facts

a service of the Metropolitan Council



serving the Minneapolis/St. Paul area

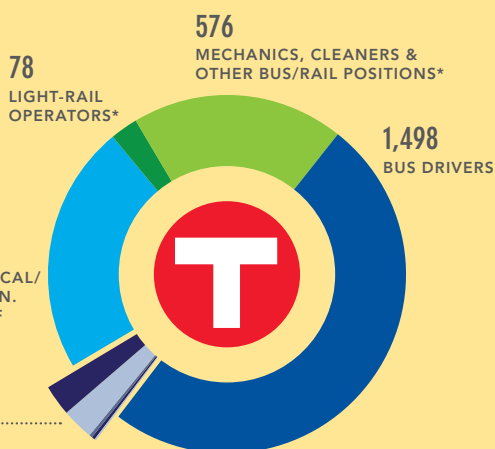


## Our people

**3,004**  
TOTAL EMPLOYEES

**Transit Police:**  
keeping customers,  
employees and  
facilities safe

- 83 FULL-TIME OFFICERS
- 85 PART-TIME OFFICERS
- 6 COMM. SERV. OFFICERS
- 5 ADMIN. STAFF
- 3 ASSET PROTECTION



## Communicating with customers



**49.2 MILLION**  
REAL-TIME DEPARTURES REQUESTED  
VIA NEXTRIP (metrotransit.org/hextrip)



**7 MILLION**  
TRIPS PLANNED AT METROTRANSIT.ORG



**1.2 MILLION**  
TRIPS PLANNED BY PHONE (612-373-3333)



**22,259**  
FACEBOOK LIKES



**9,695**  
TWITTER FOLLOWERS



## Setting the standard for safety and security

Metro Transit earned several commendations for its safety and security efforts in 2013. The American Public Transportation Association awarded Metro Transit its Gold Award for Bus Safety Excellence for the

second time in five years. The Transportation Security Administration gave the agency and the Metro Transit Police Department a Gold Standard rating for its transit security program. The Minnesota Association of Government Communicators also gave Metro Transit's marketing department its "Best of Show" award for visual design on a campaign reminding customers how to be safe using transit.

metrotransit.org/safety

## Customer Relations

Customer Advocates gave  
**492** HOW TO RIDE PRESENTATIONS



Customer Relations representatives managed more than  
**90,547** CUSTOMER CONTACTS



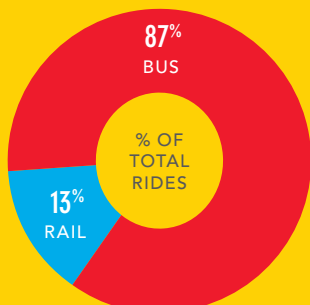
**LOST & FOUND**

**22,274** ITEMS PROCESSED  
**4,940** ITEMS RETURNED

## 81.4 million rides

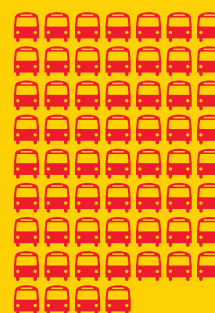
**70.4**  
MILLION  
RIDES

**10.95**  
MILLION  
RIDES

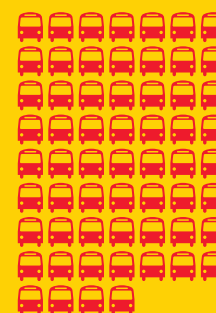


## 128 routes

**60**  
URBAN LOCAL



**60\***  
EXPRESS



**6**  
SUBURBAN LOCAL



**1**  
LIGHT RAIL

**1**  
COMMUTER RAIL

\* Includes Maple Grove Transit routes operated by Metro Transit

## Bus

570 40-FOOT DIESEL BUSES



132 HYBRID-ELECTRIC BUSES



41 COACH BUSES



169 60-FOOT ARTICULATED BUSES



87% BUS ON-TIME PERFORMANCE

2,289,962 TOTAL VEHICLE HOURS OF SERVICE

722 BUS SHELTERS

14,433 PARK & RIDE SPACES (bus-only)

7,310 AVG. VEHICLE MILES BETWEEN SERVICE CALL

233,300 AVG. BUS WEEKDAY BOARDINGS

## Rideshare

30,645 RIDESHARE ACCOUNTS

606 AVERAGE VANPOOL USERS



6,061 AVERAGE MONTHLY CARPOOL PARKING PERMIT HOLDERS

79 ACTIVE VANPOOLS



8,197 GUARANTEED RIDE HOME REGISTRANTS

1,558,840 TOTAL VANPOOL MILES

## METRO Blue Line

27 BOMBARDIER LIGHT-RAIL VEHICLES



31 SIEMENS LIGHT-RAIL VEHICLES\*



19 STATIONS

30,585 AVG. WEEKDAY BOARDINGS

92% LIGHT RAIL ON-TIME PERFORMANCE

2,619 BLUE LINE PARK & RIDE SPACES

23,614 AVG. VEHICLE MILES BETWEEN SERVICE CALL

\* Light-rail operators and Siemens vehicles were added in preparation for METRO Green Line's 2014 opening.

## Northstar Commuter Rail

6 COMMUTER RAIL LOCOMOTIVES



18 COMMUTER RAIL CARS



7 STATIONS

2,783 AVG. WEEKDAY BOARDINGS

91% COMMUTER RAIL ON-TIME PERFORMANCE

2,772 PARK & RIDE SPACES

29,225 AVG. VEHICLE MILES BETWEEN SERVICE CALL

## Bike

268 BIKE LOCKERS



## Fare incentive programs for schools & employers



275 PARTICIPATING EMPLOYERS  
43,571 METROPASSES IN USE  
12.1 MILLION RIDES



28,681 U-PASSES IN USE  
4.79 MILLION RIDES



44 PARTICIPATING COLLEGES  
16,468 COLLEGE PASSES IN USE  
3.03 MILLION RIDES



42 PARTICIPATING HIGH SCHOOLS  
20,026 STUDENT PASSES IN USE  
2.9 MILLION RIDES

## Operating Revenue & Expenses

