



METRO TRANSIT FACTS


THROUGH DEC. 31, 2022

AREA SERVED

900 SQ. MILES
90 CITIES
7+ COUNTIES



OUR PEOPLE

 **2,716**
TOTAL EMPLOYEES

625 MECHANICS, CLEANERS & OTHER BUS/RAIL POSITIONS
86 LIGHT RAIL OPERATORS
788 CLERICAL/ADMIN. STAFF
1,047 BUS OPERATORS

METRO TRANSIT POLICE DEPARTMENT

78 FULL-TIME OFFICERS
48 PART-TIME OFFICERS
10 COMMAND STAFF
22 SERGEANTS
12 COMMUNITY SERVICE OFFICERS

OPERATING REVENUE & EXPENSES

\$567.5 million
TOTAL REVENUE

56.9% MOTOR VEHICLE SALES TAX (MVST)

21.6% FEDERAL GRANTS/CMAQ

9.8% FARES

5.9% STATE GENERAL FUND

5.6% COUNTIES

.6% LOCAL/OTHER

\$567.5 million
TOTAL EXPENSES*

65.9% SALARIES

17.1% UTILITIES & OTHER EXPENSES


9.8% CENTRAL SUPPORT


7.2% FUEL, MATERIALS & SUPPLIES

**Includes a planned use of reserves/federal relief funds*

OUR CUSTOMERS

 **51%**
AGES 18-34*

 **41%**
MAKE LESS THAN \$35K ANNUAL HOUSEHOLD INCOME*

 **70%**
TRIPS ARE FOR SOMETHING OTHER THAN A PEAK COMMUTE*

 **45%**
BLACK, INDIGENOUS, PEOPLE OF COLOR*

** Source: 2021 Travel Behavior Inventory*

38.8 million TOTAL RIDES

AVERAGE WEEKDAY RIDERSHIP **118,609**

	TOTAL	AVERAGE WEEKDAY
BUS	22,999,396	72,885
GREEN LINE	6,954,678	20,641
BLUE LINE	5,411,954	14,801
BRT	3,351,537	9,979
NORTHSTAR	77,077	303

22.9 million
IN-SERVICE MILES

159 ROUTES*

31 CORE LOCAL
26 ACTIVE, 5 SUSPENDED

47 SUPPORTING LOCAL AND SUBURBAN LOCAL
36 ACTIVE, 11 SUSPENDED

73 COMMUTER EXPRESS
24 ACTIVE, 49 SUSPENDED

5 BUS RAPID TRANSIT

2 LIGHT RAIL

1 COMMUTER RAIL

** Includes 34 routes contracted to private providers.*

PERFORMANCE


 **84%** BUS
ON-TIME PERFORMANCE

 **82%** BLUE LINE
ON-TIME PERFORMANCE

 **70%** GREEN LINE
ON-TIME PERFORMANCE

 **95%** NORTHSTAR
ON-TIME PERFORMANCE

AVERAGE MILES BETWEEN SERVICE CALLS

 LRT
26,865

 BUS
6,892

FARE INCENTIVE PROGRAMS

METROPASS **1.46 million** **9,355** **343** PARTICIPATING
RIDES PASSES IN USE EMPLOYERS

STUDENT PASS **1.45 million** **15,508** **54** PARTICIPATING
RIDES PASSES IN USE HIGH SCHOOLS

COLLEGE PASS **295,070** **1,651** **21** PARTICIPATING
RIDES PASSES IN USE COLLEGES

**UNIVERSAL
TRANSIT PASS** **850,595** **22,237** OFFERED AT U OF MN
RIDES PASSES IN USE PLUS 5 OTHER
PARTICIPATING SCHOOLS

ACCESS PASS **2,104,790** **6,820** **6** PARTICIPATING
RIDES PASSES IN USE ORGANIZATION

**TRANSIT
ASSISTANCE
PROGRAM (TAP)** **985,097** **3,606** **106**
RIDES PASSES IN USE PARTICIPATING

OUR FLEET

920 TOTAL

453 40-FOOT
DIESEL BUSES

102 HYBRID-
ELECTRIC BUSES

207 60-FOOT
ARTICULATED BUSES

59 COACH BUSES

8 60-FOOT
ELECTRIC BUSES

27 BOMBARDIER
LIGHT RAIL VEHICLES

64 SIEMENS
LIGHT RAIL VEHICLES

FACILITIES

24 TRANSIT CENTERS

11,972 BUS STOPS

810 BUS SHELTERS

86 BRT STATIONS

37 PARK & RIDES - BUS

11,739 PARK & RIDES
SPACES - BUS

9 PARK & RIDES - RAIL

2,564
PARK & RIDES SPACES -
BLUE LINE

3,033
PARK & RIDES SPACES -
NORTHSTAR

ENGAGING WITH CUSTOMERS

1.94 million
TRIPS PLANNED AT
METROTRANSIT.ORG

467,769
TRIPS PLANNED
BY PHONE
(612-373-3333)

6,204
TRIPS PLANNED
BY SMS/TEXT

4,668
TRIPS PLANNED

49,000
FACEBOOK FOLLOWERS

33,000
TWITTER FOLLOWERS
+ 1,200 FOR ALERTS PAGE

7,232
INSTAGRAM
FOLLOWERS

49,104
RIDER ALERT
SUBSCRIBERS

808,811
SHOW MY BUS REQUESTS

1,317,048
NEXTRIP VIA TEXT
REQUESTS

879,892 NEXTRIP VIA WEB

409,928 NEXTRIP IVR

1,986
LANGUAGE LINE
INTERPRETATION SERVICE
CONTACTS

52,609 CUSTOMER
RELATIONS CONTACTS

TRANSIT POLICE



6 K9S

81,707 CALLS FOR SERVICE



76 MARKED AND UNMARKED
SQUADS, CSO AND ADMIN VEHICLES



4,000+
LIVE-STREAMING SECURITY CAMERAS

LOST & FOUND

11,595
ITEMS PROCESSED

1,634
ITEMS RETURNED