Our people

- **2,783** TOTAL EMPLOYEES
- **56** LIGHT RAIL OPERATORS
- **519** MECHANICS, CLEANERS & OTHER BUS/RAIL POSITIONS
- **1,452** BUS DRIVERS
- **635** CLERICAL/ADMIN. STAFF

Transit Police: keeping customers, employees and facilities safe
- **8** ADMIN. STAFF
- **45** PART-TIME OFFICERS
- **68** FULL-TIME OFFICERS

Going green, saving green

Metro Transit’s Go Greener initiative is saving energy and money. Compared to 2007, Metro Transit used an estimated 600,000 fewer gallons of fuel, saving $2.1 million. Compared to 2008, utility costs have been cut in half, saving more than $2 million in 2012. These efforts were recognized with a 2012 Continuous Improvement Award from Governor Mark Dayton.

Customer Relations

Customer Advocates presented to new riders an average of 1.8 HOW TO RIDE SESSIONS EACH WEEKDAY

Customer Relations Representatives managed more than **94,000 CUSTOMER CONTACTS**

Communication with customers

- **30 MILLION** REAL-TIME DEPARTURES REQUESTED VIA NEXTRIP (metrotransit.org/nextrip)
- **6.5 MILLION** TRIPS PLANNED AT METROTRANSIT.ORG
- **1.2 MILLION** TRIPS PLANNED BY PHONE (612-373-3333)
- **9,597** FACEBOOK LIKES
- **5,904** TWITTER FOLLOWERS

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81 million rides

- **69.9 MILLION** RIDES
- **11.1 MILLION** RIDES

127 routes

- **66** URBAN LOCAL
- **53** EXPRESS
- **6** SUBURBAN LOCAL
- **1** LIGHT RAIL
- **1** COMMUTER RAIL
### Fare incentive programs for schools & employers

- **270** participating employers using Metropasses
- **33,754** Metropasses in use
- **12 million** rides

- **51** participating colleges using Metropasses
- **17,823** college passes in use
- **3.24 million** rides

- **44,133** U-Passes in use
- **5.06 million** rides

- **39** participating high schools using Metropasses
- **5,672** student passes in use
- **1.91 million** rides

### Local Funding

- **6.8%** local transit improvement board
- **7.0%** federal grants
- **5.8%** state general fund
- **1.3%** state transit first

### Other

- **8.4%** utilities & other expenses
- **6.0%** central support
- **14.1%** fuel, materials & supplies

### Summary

- **$567,840** in ridership revenue
- **$31,861,000** in program revenue
- **$309.5 million** in total revenue
- **$309.5 million** in total expenses
- **18%** of revenue
- **82%** of expenses

### Bus

- **554** 40-ft diesel buses
- **132** hybrid-electric buses
- **36** coach buses
- **166** 60-ft articulated buses

### Hiawatha Light Rail

- **29** light rail cars
- **19** stations
- **51,301** avg. weekday boardings
- **93.7%** light rail on-time performance
- **2,800** park & ride spaces
- **19,954** avg. vehicle miles between service call

### Northstar Commuter Rail

- **6** commuter rail locomotives
- **18** commuter rail cars
- **7** stations
- **2,377** avg. weekday boardings
- **97.1%** commuter rail on-time performance
- **2,610** park & ride spaces
- **36,710** avg. vehicle miles between service call

### Rideshare

- **27,495** active rideshare accounts
- **640** average vanpool users

### Bike

- **240** bike lockers

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The image contains various statistics and data related to different transportation modes such as buses, Hiawatha Light Rail, Northstar Commuter Rail, and bike services. It also includes graphical representations and icons indicating the number of vehicles, ridership, and other key metrics. The text provides a detailed overview of the performance and financial aspects of these services.