Our people

3,004 TOTAL EMPLOYEES

78 LIGHT-RAIL OPERATORS*

576 MECHANICS, CLEANERS & OTHER BUS/RAIL POSITIONS*

1,498 BUS DRIVERS

670 CLERICAL/ADMIN. STAFF

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

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

Communicating with customers

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

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

81.4 million rides

70.4 MILLION RIDES

10.95 MILLION RIDES

87° BUS

13° RAIL

% OF TOTAL RIDES

13° RAIL

907 SQ. MILES AREA SERVED

7+ COUNTIES

90 CITIES

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

metrotolink.org/transit

612-373-3333

/metrotransitMN

Brian Lamb, General Manager

metrotransit.org/facts

through Dec. 31, 2013

serving the Minneapolis/St. Paul area

Lost & Found

22,274 ITEMS PROCESSED

4,940 ITEMS RETURNED

Metro Transit: 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
### Bus
- 570 40-FOOT DIESEL BUSES
- 132 HYBRID-ELECTRIC BUSES
- 41 COACH BUSES
- 169 60-FOOT ARTICULATED BUSES

### METRO Blue Line
- 27 BOMBAUDIER LIGHT-RAIL VEHICLES
- 31 SIEMENS LIGHT-RAIL VEHICLES*

### Northstar Commuter Rail
- 6 COMMUTER RAIL LOCOMOTIVES
- 18 COMMUTER RAIL CARS

### Rideshare
- 30,645 RIDESHARE ACCOUNTS
- 606 AVERAGE VANPOOL USERS
- 233,300 AVG. BUS WEEKDAY BOARDINGS

### Bike
- 268 BIKE LOCKERS

---

**Fare incentive programs for schools & employers**

- **275** PARTICIPATING EMPLOYERS
- **43,571** METRO PASSES 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**

- **LOCAL FUNDING PARTNERS/OTHER** 14.8%
- **FEDERAL GRANTS/CMAQ** 14.2%
- **COUNTIES TRANSIT IMPROVEMENT BOARD** 6.0%
- **STATE GENERAL FUND** 1.6%
- **FARES** 28.4%
- **MOTOR VEHICLE SALES TAX (MVST)** 48.0%
- **UTILITIES & OTHER EXPENSES** 8.6%
- **CENTRAL SUPPORT** 6.2%
- **FUEL, MATERIALS & SUPPLIES** 14.2%
- **SALARIES & BENEFITS** 71.0%

**$322.5 MILLION** TOTAL REVENUE

**$322.5 MILLION** TOTAL EXPENSES