METRO TRANSIT FACTS THROUGH DEC. 31, 2018

serving the Minneapolis/St. Paul area

ENGAGING WITH CUSTOMERS

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.

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

METRO TRANSIT POLICE

117 FULL-TIME OFFICERS
56 PART-TIME OFFICERS
10 ADMIN. STAFF
3 COMM. SERV. OFFICERS

118 LIGHT-RAIL OPERATORS

706 MECHANICS, CLEANERS & OTHER BUS/RAIL POSITIONS

696 CLERICAL/ADMIN. STAFF

1,507 BUS OPERATORS

FARE INCENTIVE PROGRAMS FOR SCHOOLS & EMPLOYERS

12.84 million RIDES
37,650 PASSES IN USE
373 PARTICIPATING EMPLOYERS

METROPASS

3.37 million RIDES
14,835 PASSES IN USE
ONLY OFFERED AT UNIVERSITY OF MINNESOTA

U-PASS

1.45 million RIDES
4,506 PASSES IN USE
34 PARTICIPATING COLLEGES

COLLEGE PASS

3.95 million RIDES
10,426 PASSES IN USE
56 PARTICIPATING HIGHSchoolS

STUDENT PASS

OPERATING REVENUE & EXPENSES

$437.5 million TOTAL REVENUE

$445.5 million TOTAL EXPENSES*

<table>
<thead>
<tr>
<th>Source of Revenue</th>
<th>% of Total Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Vehicle Sales Tax (MVST)</td>
<td>55.8%</td>
</tr>
<tr>
<td>Fares</td>
<td>7.8%</td>
</tr>
<tr>
<td>State General Fund</td>
<td>8.5%</td>
</tr>
<tr>
<td>Other Funding Sources</td>
<td>7.2%</td>
</tr>
<tr>
<td>Federal Grants/ CMAQ</td>
<td>2.5%</td>
</tr>
<tr>
<td>Local Funding Sources</td>
<td>1.6%</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Source of Expenses</td>
<td>% of Total Expenses</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Salaries</td>
<td>70.8%</td>
</tr>
<tr>
<td>Fares, Materials &amp; Supplies</td>
<td>10%</td>
</tr>
<tr>
<td>Utilities &amp; Other Expenses</td>
<td>9%</td>
</tr>
<tr>
<td>Central Support</td>
<td>10.2%</td>
</tr>
</tbody>
</table>

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

ENGAGING WITH CUSTOMERS

240 HOW TO RIDE PRESENTATIONS

80,687 CUSTOMER RELATIONS CONTACTS

3.4 million NEXTTRIP VISITS VIA METROTRANSIT.ORG

3.6 million REAL-TIME DEPARTURES REQUESTED VIA TEXT MESSAGE

47,554 FACEBOOK LIKES

29,929 TWITTER FOLLOWERS

5,649 INSTAGRAM FOLLOWERS

22,924 ITEMS PROCESSED

4,787 ITEMS RETURNED

METROTRANSIT.ORG

612-373-3333

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Brian Lamb, General Manager