



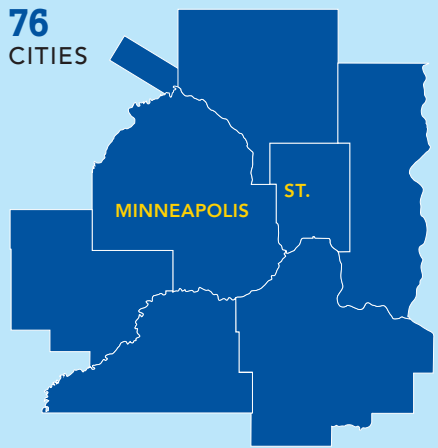
# METRO TRANSIT FACTS

THROUGH DEC. 31, 2024

## AREA SERVED

7+ COUNTIES

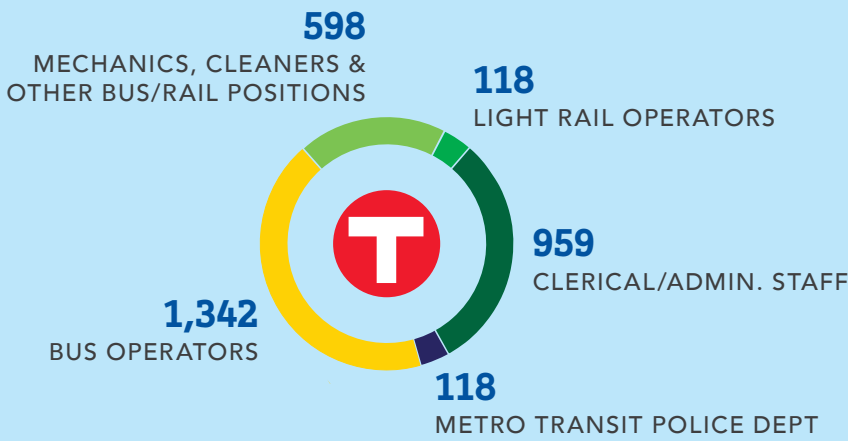
76 CITIES



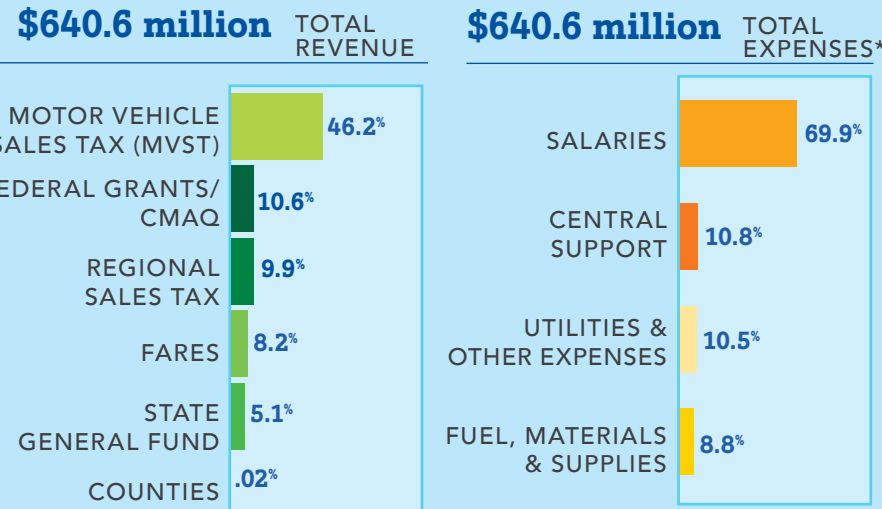
## OUR PEOPLE



3,167  
TOTAL EMPLOYEES



## OPERATING REVENUE & EXPENSES



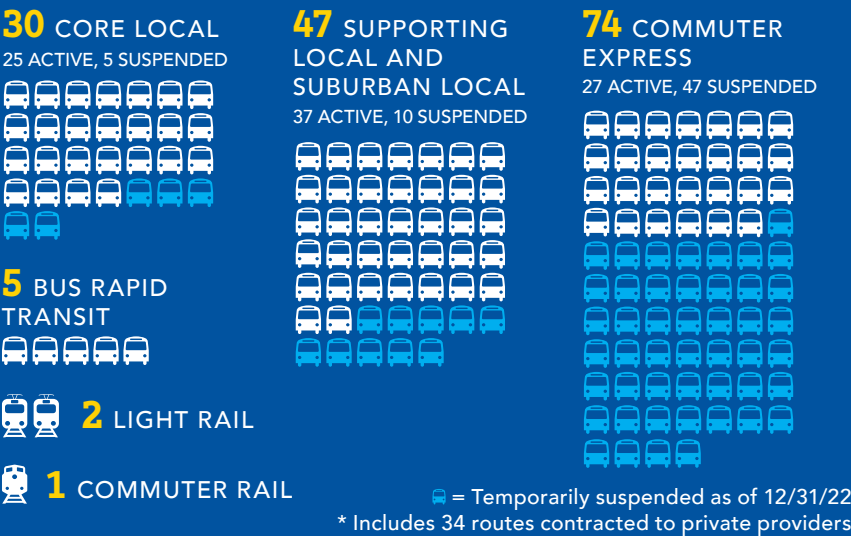
\*Includes a planned use of reserves/federal relief funds

## 47.5 million TOTAL RIDES

143,696 AVERAGE WEEKDAY RIDERSHIP

	TOTAL	AVERAGE WEEKDAY
LOCAL AND EXPRESS BUS	23,757,990	74,748
GREEN LINE	9,131,638	26,946
BRT	8,183,904	24,100
BLUE LINE	6,357,556	17,467
NORTHSTAR	127,369	435
METRO MICRO	67,287	304

## 159 ROUTES\* 23.6 million IN-SERVICE MILES



## OUR CUSTOMERS

- 80% TRIPS ARE FOR SOMETHING OTHER THAN A PEAK COMMUTE
- 55% BLACK, INDIGENOUS, PEOPLE OF COLOR
- 52% RIDERS WITH NO CAR
- 51% AGES 18-34
- 43% MAKE LESS THAN \$35K ANNUAL HOUSEHOLD INCOME
- 23% ERRANDS/SHOPPING

Source: 2022 Travel Behavior Inventory

## ENGAGING WITH CUSTOMERS

- 1.97 million TRIPS PLANNED AT METROTRANSIT.ORG
- 379,830 TRIPS PLANNED BY PHONE (612-373-3333)
- 13,803 TRIPS PLANNED BY SMS/TEXT
- 8,715 TRIPS PLANNED BY WEBCHAT
- 47,662 CUSTOMER RELATIONS CONTACTS
- 10,332 TEXT FOR SAFETY CONVERSATIONS
- 711,633 SHOW MY BUS REQUESTS
- 2,256,870 NEXTRIP VIA TEXT
- 1,166,606 NEXTRIP VIA WEB
- 378,711 NEXTRIP IVR
- 3,154 LANGUAGE LINE CONTACTS
- 3,706 RIDER ALERT SUBSCRIBERS
- 7,514 RIDER ALERTS SENT

## PERFORMANCE

- 75% BUS ON-TIME PERFORMANCE
- 86% BLUE LINE ON-TIME PERFORMANCE
- 66% GREEN LINE ON-TIME PERFORMANCE
- 93% NORTHSTAR ON-TIME PERFORMANCE

AVERAGE MILES BETWEEN SERVICE CALLS

Mode	Miles
LRT	46,515
BUS	6,504

## PRESENCE BY THE NUMBERS

- 550,000 FARE INSPECTIONS BY TRANSIT RIDER INVESTMENT PROGRAM (TRIP) AGENTS AND COMMUNITY SERVICE OFFICERS (TRIP AGENTS BEGAN WORKING ON TRANSIT ON FEB. 27, 2024)
- 60+ TRIP AGENTS WORKING ON TRANSIT
- 15,626 CONTACTS BY COMMUNITY-BASED ORGANIZATIONS CONTRACTED THROUGH THE TRANSIT SERVICE INTERVENTION PROJECT
- 6% IN REPORTED CRIME ON TRANSIT COMPARED TO 2023
- 73,579 CALLS FOR POLICE SERVICE; 58% OF CALLS PROACTIVE

## LOST & FOUND

12,790 ITEMS PROCESSED 2,718 ITEMS RETURNED

## FARE INCENTIVE PROGRAMS

METROPASS	1.51 million RIDES	8,960 PASSES IN USE	318 PARTICIPATING EMPLOYERS
STUDENT PASS	1.05 million RIDES	4,908 PASSES IN USE	45 PARTICIPATING HIGH SCHOOLS
COLLEGE PASS	258,225 RIDES	1,469 PASSES IN USE	34 PARTICIPATING COLLEGES
UNIVERSAL TRANSIT PASS	2,782,194 RIDES	40,701 PASSES IN USE	OFFERED AT U OF MN PLUS 5 OTHER PARTICIPATING SCHOOLS
ACCESS PASS	2.39 million RIDES	7,556 PASSES IN USE	6 PARTICIPATING ORGANIZATIONS
TRANSIT ASSISTANCE PROGRAM (TAP)	1.08 million RIDES	11,567 PASSES IN USE	

## OUR FLEET

- 380 40-FOOT DIESEL BUSES
- 152 60-FOOT ARTICULATED BUSES
- 37 HYBRID-ELECTRIC BUSES
- 25 COACH BUSES
- 8 60-FOOT ELECTRIC BUSES
- 18 COMMUTER RAIL CARS
- 6 COMMUTER RAIL LOCOMOTIVES
- 27 BOMBARDIER LIGHT RAIL VEHICLES
- 91 SIEMENS LIGHT RAIL VEHICLES

## FACILITIES

- 22 TRANSIT CENTERS
- 9,887 BUS STOPS
- 793 BUS SHELTERS
- 87 BUS RAPID TRANSIT STATIONS
- 37 LIGHT RAIL STATIONS
- 7 NORTHSTAR STATIONS
- 46 PARK & RIDES
- 17,170 PARK & RIDES SPACES

