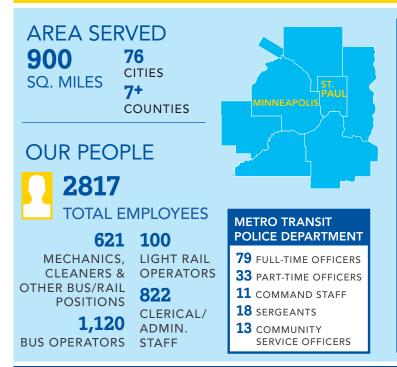
Image: Second state Image: Second state



OPERATING REVENUE & EXPENSES

\$558.4 million TOTAL REVENUE*

57.9[%] MOTOR VEHICLE SALES TAX (MVST)

18.5% FEDERAL GRANTS/ CMAQ

8.5[%] FARES

5.8[%] STATE GENERAL FUND

7.1[%] COUNTIES

1[%] LOCAL/OTHER

\$558.4 million TOTAL EXPENSES

69.5% SALARIES

11.6[%] UTILITIES & OTHER EXPENSES

10.5[%] CENTRAL SUPPORT

8.4[%] FUEL, MATERIALS & SUPPLIES

*Includes a planned use of reserves/federal relief funds

OUR CUSTOMERS

- **51%** AGES 18-34*
- \$ 43% MAKE LESS THAN \$35K ANNUAL HOUSEHOLD INCOME*
- 80% SOMETHING OTHER THAN A PEAK COMMUTE*
- **55%** BLACK, INDIGENOUS, PEOPLE OF COLOR*
- 1 23% ERRANDS/SHOPPING*
- 1 52% RIDERS WITH NO CAR

* Source: 2021 Travel Behavior Inventory

45 million TOTAL RIDES

AVERAGE WEEKDAY RIDERSHIP 136,893

	TOTAL	AVERAGE WEEKDAY
BUS	30,123,953	72,575
GREEN LINE	8,221,281	24,503
BLUE LINE	6,534,612	18,143
BRT	7,197,228	21,298
NORTHSTAR	97,264	373

21.8 million

IN-SERVICE MILES

159 ROUTES*

30 CORE LOCAL 25 ACTIVE, 5 SUSPENDED

47 SUPPORTING LOCAL AND SUBURBAN LOCAL 36 ACTIVE, 11 SUSPENDED

74 COMMUTER EXPRESS 27 ACTIVE, 47 SUSPENDED

5 BUS RAPID TRANSIT

2 LIGHT RAIL

1 COMMUTER RAIL

* Includes 34 routes contracted to private providers.

PERFORMANCE

76% BUS ON-TIME PERFORMANCE

- 83% BLUE LINE ON-TIME PERFORMANCE
- 66% GREEN LINE ON-TIME PERFORMANCE
- 94% NORTHSTAR ON-TIME PERFORMANCE

AVERAGE MILES BETWEEN SERVICE CALLS

> БUS 6,591







MARKED AND UN-MARKED SQUADS, CSO AND ADMIN



FARE INCENTIVE PROGRAMS

METROPASS	1.55 million RIDES	<mark>9,215</mark> PASSES IN USE	331 participating Employers
STUDENT PASS	1.31 million RIDES	<mark>8,664</mark> passes in use	50 participating high schools
COLLEGE PASS	241,785 RIDES	1,747 PASSES IN USE	20 PARTICIPATING COLLEGES
UNIVERSAL TRANSIT PASS	1,914,776 RIDES	44,806 PASSES IN USE	OFFERED AT U OF MN PLUS 5 OTHER PARTICIPATING SCHOOLS
ACCESS PASS	<mark>2,162,306</mark> RIDES	<mark>8,461</mark> passes in use	
TRANSIT ASSISTANCE PROGRAM (TAP)	953,585 RIDES	10,064 PASSES IN USE	121 PARTICIPATING

OUR FLEET	FACILITIES
854 total	24 transit centers
435 40-FOOT DIESEL BUSES	10,745 виз stops
63 HYBRID- ELECTRIC BUSES	830 BUS SHELTERS
171 60-FOOT ARTICULATED BUSES	86 brt stations
59 coach buses	37 LRT STATIONS
8 60-FOOT ELECTRIC BUSES	7 NORTHSTAR STATIONS
27 BOMBARDIER LIGHT RAIL VEHICLES	46 PARK & RIDES
91 SIEMENS	16,884

LIGHT RAIL VEHICLES

869,388

52,644

SHOW MY BUS REQUESTS

938,870 NEXTRIP VIA WEB

INTERPRETATION SERVICE CONTACTS

CUSTOMER RELATIONS CONTACTS

1,718,371 NEXTRIP VIA TEXT REQUESTS

384,993 NEXTRIP IVR

4,202 LANGUAGE LINE

COMMUNTER PROGRAMS

219 AVERAGE MONTHLY RIDEMATCH ACCOUNTS

279 TOTAL VANPOOL USERS

798,000 TOTAL VANPOOL MILES

PARK & RIDES SPACES

154 AVERAGE MONTHLY CARPOOL PARTICIPANTS

16,866 GUARANTEED RIDE HOME PARTICIPANTS



ENGAGING WITH CUSTOMERS

2.01 million TRIPS PLANNED AT METROTRANSIT.ORG

427,115 TRIPS PLANNED BY PHONE (612-373-3333)

10,519

TRIPS PLANNED BY SMS/TEXT

7,695 TRIPS PLANNED BY WEBCHAT

> 52,393 RIDER ALERT SUBSCRIBERS

FACEBOOK FOLLOWERS

INSTAGRAM FOLLOWERS

LINKEDIN FOLLOWERS

51,146

32,903

9,029

4,350

X FOLLOWERS