



# METRO TRANSIT FACTS

THROUGH DEC. 31, 2023

## AREA SERVED

**900** SQ. MILES  
**76** CITIES  
**7+** COUNTIES



## OUR PEOPLE

**2817** TOTAL EMPLOYEES

**621** MECHANICS, CLEANERS & OTHER BUS/RAIL POSITIONS  
**100** LIGHT RAIL OPERATORS  
**822** CLERICAL/ADMIN. STAFF  
**1,120** BUS OPERATORS

### METRO TRANSIT POLICE DEPARTMENT

**79** FULL-TIME OFFICERS  
**33** PART-TIME OFFICERS  
**11** COMMAND STAFF  
**18** SERGEANTS  
**13** COMMUNITY SERVICE OFFICERS

## 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\*

**23%** ERRANDS/SHOPPING\*

**52%** RIDERS WITH NO CAR

*\* Source: 2021 Travel Behavior Inventory*

## 45 million TOTAL RIDES

AVERAGE WEEKDAY RIDERSHIP **136,893**

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

**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

**LRT 30,000**

**BUS 6,591**



## TRANSIT POLICE

CALLS FOR SERVICE **89,686**

**5** K9S

**73** MARKED AND UN-MARKED SQUADS, CSO AND ADMIN

**3,125+** LIVE-STREAMING SECURITY CAMERAS

## FARE INCENTIVE PROGRAMS

**METROPASS** **1.55 million** **9,215** **331** PARTICIPATING  
RIDES PASSES IN USE EMPLOYERS

**STUDENT PASS** **1.31 million** **8,664** **50** PARTICIPATING  
RIDES PASSES IN USE HIGH SCHOOLS

**COLLEGE PASS** **241,785** **1,747** **20** PARTICIPATING  
RIDES PASSES IN USE COLLEGES

**UNIVERSAL  
TRANSIT PASS** **1,914,776** **44,806** OFFERED AT U OF MN  
RIDES PASSES IN USE PLUS 5 OTHER  
PARTICIPATING SCHOOLS

**ACCESS PASS** **2,162,306** **8,461** **6** PARTICIPATING  
RIDES PASSES IN USE ORGANIZATION

**TRANSIT  
ASSISTANCE  
PROGRAM (TAP)** **953,585** **10,064** **121**  
RIDES PASSES IN USE PARTICIPATING

## OUR FLEET

**854** TOTAL

**435** 40-FOOT  
DIESEL BUSES

**63** HYBRID-  
ELECTRIC BUSES

**171** 60-FOOT  
ARTICULATED BUSES

**59** COACH BUSES

**8** 60-FOOT  
ELECTRIC BUSES

**27** BOMBARDIER  
LIGHT RAIL VEHICLES

**91** SIEMENS  
LIGHT RAIL VEHICLES

## FACILITIES

**24** TRANSIT CENTERS

**10,745** BUS STOPS

**830** BUS SHELTERS

**86** BRT STATIONS

**37** LRT STATIONS

**7** NORTHSTAR STATIONS

**46** PARK & RIDES

**16,884**  
PARK & RIDES SPACES

## 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

**51,146**  
FACEBOOK FOLLOWERS

**32,903**  
X FOLLOWERS

**9,029**  
INSTAGRAM FOLLOWERS

**4,350**  
LINKEDIN FOLLOWERS

**52,393**  
RIDER ALERT SUBSCRIBERS

**869,388**  
SHOW MY BUS REQUESTS

**1,718,371** NEXTRIP  
VIA TEXT REQUESTS

**938,870** NEXTRIP VIA WEB

**384,993** NEXTRIP IVR

**4,202** LANGUAGE LINE  
INTERPRETATION SERVICE CONTACTS

**52,644**  
CUSTOMER RELATIONS CONTACTS

## COMMUNTER PROGRAMS

**219** AVERAGE MONTHLY  
RIDEMATCH ACCOUNTS

**279** TOTAL VANPOOL USERS

**798,000** TOTAL VANPOOL MILES

**154** AVERAGE MONTHLY  
CARPOOL PARTICIPANTS

**16,866** GUARANTEED RIDE  
HOME PARTICIPANTS