

2012 Facts



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@MetroTransitMN

/MetroTransitMN

612-373-3333

metrotransit.org/facts



serving the Minneapolis/St. Paul area

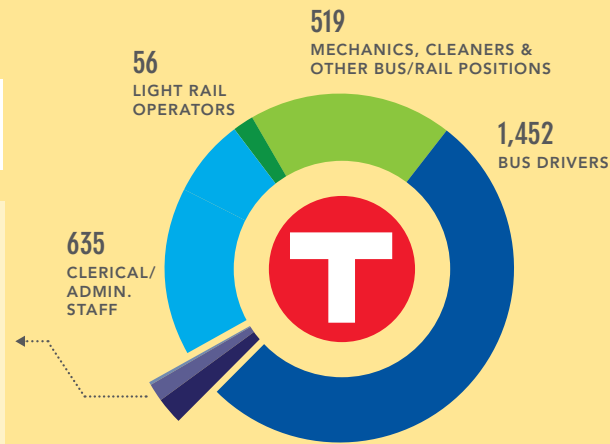


Our people

2,783
TOTAL EMPLOYEES

Transit Police:
keeping customers, employees and facilities safe

8 ADMIN. STAFF
45 PART-TIME OFFICERS
68 FULL-TIME OFFICERS



Communicating with customers



30 MILLION

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



6.5 MILLION

TRIPS PLANNED AT METROTRANSIT.ORG



1.2 MILLION

TRIPS PLANNED BY PHONE (612-373-3333)



9,597

FACEBOOK LIKES



5,904

TWITTER FOLLOWERS



Going green, saving green

Metro Transit's Go Greener initiative is saving energy and money. Compared to 2007, Metro Transit used an estimated 600,000 fewer gallons of fuel, saving \$2.1 million. Compared to 2008, utility costs have been cut in half, saving more than \$2 million in 2012. These efforts were recognized with a 2012 Continuous Improvement Award from Governor Mark Dayton.



Pictured: One of two next-generation industry-leading hybrid-electric buses added to service in 2012.

metrotransit.org/gogreener



Customer Relations

Customer Advocates presented to new riders an average of **1.8** HOW TO RIDE SESSIONS EACH WEEKDAY



Customer Relations Representatives managed more than **94,000** CUSTOMER CONTACTS



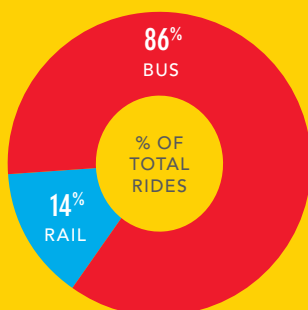
LOST & FOUND

21,197 ITEMS PROCESSED
4,999 ITEMS RETURNED

81 million rides

69.9
MILLION RIDES

11.1
MILLION RIDES



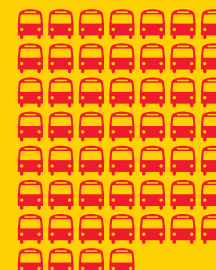
7+ COUNTIES | **90** CITIES

127 routes

66
URBAN LOCAL



53
EXPRESS



6
SUBURBAN LOCAL



1
LIGHT RAIL

1
COMMUTER RAIL

Bus

554 40-FT DIESEL BUSES



132 HYBRID-ELECTRIC BUSES



36 COACH BUSES



166 60-FT ARTICULATED BUSES



88.1%
BUS ON-TIME
PERFORMANCE

13,829
PARK & RIDE
SPACES

28
TRANSIT
CENTERS

12,360
BUS STOPS

2,228,961
TOTAL VEHICLE
IN-SERVICE HOURS

79
PARK & RIDE
LOTS/RAMPS

712
BUS SHELTERS

230,575
AVG. WEEKDAY
BOARDINGS

7,456
AVG. VEHICLE
MILES BETWEEN
SERVICE CALL

300+
MILES OF
BUS-ONLY
SHOULDER

Hiawatha Light Rail

29 LIGHT RAIL CARS



19 STATIONS

31,301 AVG. WEEKDAY BOARDINGS

93.7%
LIGHT RAIL
ON-TIME
PERFORMANCE

2,800
PARK & RIDE
SPACES

19,954
AVG. VEHICLE
MILES BETWEEN
SERVICE CALL

Northstar Commuter Rail

6 COMMUTER RAIL LOCOMOTIVES



18 COMMUTER RAIL CARS



7 STATIONS

2,377 AVG. WEEKDAY BOARDINGS

97.1%
COMMUTER
RAIL ON-TIME
PERFORMANCE

2,610
PARK & RIDE
SPACES

36,710
AVG. VEHICLE
MILES BETWEEN
SERVICE CALL

Rideshare

27,495
ACTIVE
RIDESHARE
ACCOUNTS

640
AVERAGE
VANPOOL
USERS



Bike

240
BIKE
LOCKERS



All buses and trains
have bike racks.

Fare incentive programs for schools & employers



270
PARTICIPATING
EMPLOYERS

33,754
METROPASSES
IN USE

12 MILLION
RIDES



51
PARTICIPATING
COLLEGES

17,823
COLLEGE
PASSES IN USE

3.24 MILLION
RIDES



44,133
U-PASSES IN USE

5.06 MILLION
RIDES



39
PARTICIPATING
HIGH SCHOOLS

5,672
STUDENT
PASSES IN USE

1.91 MILLION
RIDES

Operating Revenue & Expenses

