

# Metro Transit Facts

## Metro Transit — the region's transit workhorse

Transit in the Twin Cities area has many faces — buses, trains, car and van pools, park-and-ride lots, transit hubs and high-occupancy-vehicle lanes. The heart of transit in the seven-county region is Metro Transit, carrier of nearly 90% of the region's total bus and rail passengers.

Metro Transit and other transit options play an important role in the regional economy. Transit gets workers to their jobs, eases traffic congestion, improves air quality, cuts commuting costs and reduces fossil-fuel consumption.

## Metro Transit at a glance

- Metro Transit is a service of the Metropolitan Council.
- Service area includes Minneapolis, St. Paul and dozens of suburban communities.
- In 2011, Metro Transit provided 80.9 million rides on 123 bus routes, one light-rail line and one commuter-rail line.
- Each weekday in 2011, customers took more than 250,000 trips on Metro Transit buses and trains. 80% of Metro Transit customer trips are for work or school.
- Most transit users own at least one car and about one-third have higher than median household income.
- 46% of train riders and 31% of bus riders say they would've driven alone were it not for transit service.
- 23% of bus riders and 10% of light-rail riders say that they could not have traveled to their destinations without Metro Transit service.
- 95% of Metro Transit customers say they would recommend the service to others.

## Transit fleet, staff and facilities

Metro Transit operates a fleet of 882 buses, 27 light-rail cars, 18 commuter-rail passenger cars and 6 commuter-rail locomotives. The bus fleet includes standard 40-foot buses (including 97 hybrid-electric buses), articulated "accordion-style" buses and coach buses. The entire fleet is equipped with wheelchair lifts or ramps, and bicycle racks.

As part of its "Go Greener" initiative, Metro Transit continues to add hybrid-electric buses to the fleet as standard diesel buses reach the end of their useful lives. Hybrid buses get up to 35% better fuel mileage and produce 90% fewer emissions than the buses they replace.

Metro Transit is in the midst of a multi-year program to reduce carbon emissions from its facilities, with a goal to reduce energy costs by 25%.

Metro Transit employs about 2,645 people as drivers, mechanics, administrative and support staff, and police officers. Facilities include five service garages, two rail operations centers, one fleet service center, an administrative building, a regional transit information center, an operations support center, three retail stores and its own police department.



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Metro Transit and its suburban transit agency partners also maintain an array of transit centers, passenger facilities and park-and-ride lots. The lots contain nearly 29,200 spaces, along both bus and rail routes. Capacity and usage have grown dramatically in the last decade. Since 1999, the number of spaces has more than doubled, and usage has tripled – from just fewer than 6,000 users on an average weekday in 1999 to about 18,000 in 2011. Many facilities are near, at, or over capacity.

The majority of park-and-ride users are from the seven-county metro area. However, about 15% drive from neighboring communities and beyond – even as far as St. Cloud, Rochester and Mankato.

### Bus and rail fares

Bus and light rail fares during the rush hours (Monday through Friday, 6 a.m. to 9 a.m. and 3 p.m. to 6:30 p.m.) are \$2.25 on local routes and \$3.00 on express routes. Non-rush-hour fares are \$1.75 and \$2.25, respectively. Seniors and youth pay only \$.75 for rides during non-rush hours; people with disabilities pay \$.75 regardless of the time of day. Transfers are good for unlimited rides for two and one-half hours.

Fares on Northstar Commuter Rail are based on distance traveled, and range from \$7 to \$3.50. Transfers to bus or light rail are free.

Metro Transit offers a number of discount fare programs to employers and educational institutions, including Metropass, Transit-Works!, U-Pass and Go-To College Pass.

Participation in Metropass is impressive and growing. More than 255 employers now make the unlimited-ride pass available to more than 177,000 total employees. Information about all Metro Transit's employer programs is accessible at [www.metrotransit.org](http://www.metrotransit.org).

### Website offers travel planning tools

Metro Transit offers a variety of online tools at [www.metrotransit.org](http://www.metrotransit.org) to make trip planning easy. Users can input their origin and destination points and desired departure or arrival time, and Trip Planner generates several travel options, including maps. NexTrip gives users real-time information about the departures of buses and trains from a particular location. Users may also purchase transit passes online.

Nearly 215,000 unique visitors accessed [metrotransit.org](http://metrotransit.org) per month in 2011, viewing pages on the site 88 million times. Users of mobile devices, like iPhones and BlackBerries, represented nearly one-third of those page visits. Customers received automated real-time and schedule information by phone more than 3.3 million times in 2011, and received personal trip planning information more than 1 million times from staff in the Regional Transit Information Center.

### For more information

- Visit [www.metrotransit.org](http://www.metrotransit.org) or, to get live or automated help by phone, call 612-373-3333 or TTY 612-341-0140.
- [Related fact sheets](#): Regional Transit Services, Hiawatha LRT, Metro Transit Rideshare, Metro Mobility and Transportation Planning