

# METRO HIGHLIGHTS



METROPOLITAN  
TRANSIT AUTHORITY OF  
HARRIS COUNTY, TEXAS



SOUTH SIDE PLACE

EL LAGO MISSOURI CITY

UNINCORPORATED HEDWIG  
HARRIS COUNTY VILLAGE

PINEY POINT VILLAGE

**M E T R O**

CITY OF HOUSTON

KATY BELLAIRE

HUNTERS CREEK VILLAGE

BUNKER HILL SPRING  
VILLAGE VALLEY

HUMBLE VILLAGE

HILSHIRE VILLAGE

TAYLOR LAKE VILLAGE

WEST UNIVERSITY PLACE

## VISION

Through collaborative relations and innovative approaches, METRO will be an industry leader in delivering timely, efficient and accessible service that is transformative by providing multi-modal interactions for communities to connect to everyday work and life opportunities.

## METRO MISSION

METRO's mission is to provide safe, clean, reliable, accessible and friendly public transportation services to our region.



# METRO SERVICES AT A GLANCE



## ABOUT METRO

Find out who we are, what we do, how we are funded and our plans for the future of Houston-area transportation. Also learn how we've responded to the challenges of the pandemic. **(Pages 5-23)**



## LOCAL BUS SERVICE

More than 80 regular local bus routes in the METRO service area, as well as bus service tailored to specific communities, make it easy to get around town or connect with other METRO transportation services. **(Pages 24-29)**



## PARK & RIDE AND HOV/HOT LANES

28 Park & Ride facilities allow suburban commuters to enjoy express service to employment centers on High Occupancy Vehicle lanes. **(Pages 30-33)**



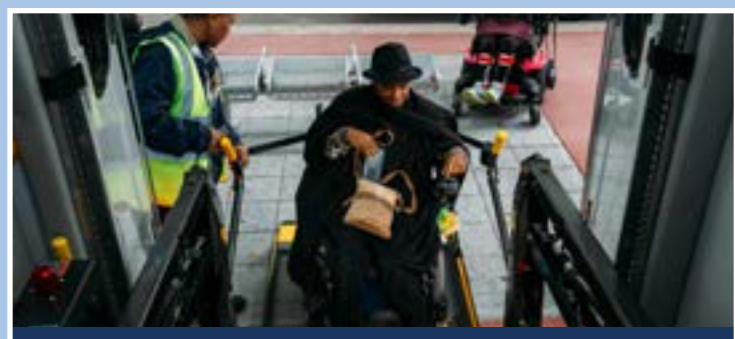
## METRORAIL

Three light-rail lines provide a fun and convenient way to access workplaces, medical facilities, educational institutions, and many of Houston's major attractions. **(Pages 34-37)**



## METRO STAR VANPOOL

Vanpools of five to 15 riders safely and comfortably transport members to and from workplaces in an eight-county area. **(Pages 38-39)**



## METROLIFT, ACCESSIBILITY & MORE

All METRO vehicles are 100 percent accessible. For disabled riders who cannot access regular service stops or vehicles, METROLift provides curb-to-curb service. **(Pages 40-45)**



## SAFETY, SECURITY & DISASTER RESPONSE

METRO's police patrol the service area, partner with TranStar to coordinate day-to-day incident and accident management, and help manage regional emergency response. **(Pages 46-51)**



## MAJOR EVENTS

METRO is essential in helping Houston host major events, making bigger and safer attendance possible. **(Pages 52-53)**



## KEEPING YOU CONNECTED

METRO is innovating travel, taking you to work, school, leisure activities and much more. Contactless ticketing makes it easy to purchase fares from your smartphone or computer and service alerts help you plan travel. **(Pages 54-57)**



## METRONEXT/BUSINESS NOW

The future is here! Find out about the \$7.5 billion METRONext Moving Forward Plan and how to do business with us. **(Pages 58-66)**



## WATCH METRO IN ACTION

Videos highlighting services, plans and people. Plus, facts you may not know. **(Page 67-68)**



## LETTER FROM OUR CHAIR

As we begin a new year, METRO has continued on its journey to implement METRONext, which will transform travel in the Houston region.

Of course, during 2020, the COVID-19 pandemic changed life as we knew it for everyone.

METRO kept you moving — tailoring service to match increased demand on certain routes and decreased demand on others, making safety changes recommended by the Centers for Disease Control and Prevention to “flatten the curve,” and fulfilling our role as a great community partner in relief efforts.

Uncertain times reaffirm the critical role mass transit plays in the region’s economy and in residents’ lives — getting essential workers (including our heroes in the medical center) to their jobs, and everyone to critical locations like grocery stores, doctors’ offices, and pharmacies.

It is also important to responsibly deliver on our long-range regional transit plan, METRONext, for which nearly 70% of the voters approved bonding authority in November 2019.

A comprehensive transit plan for the future, taking into account our region’s explosive population growth, was one of my top priorities when I became METRO Chair. With your help, the METRO Board and staff developed 500 miles of travel improvements using all modes of transit.

What’s down the road? There will certainly be challenges, given economic and other conditions caused by COVID-19.

METRO will always respond appropriately both in terms of service and responsible and careful stewardship of tax dollars and all of our sources of funding.

With our population expected to nearly double by 2040, it is crucial to keep looking to the future while operating effectively in the present.

The future looks faster — with 75 miles of METRORapid service running to key areas like Bush Intercontinental Airport, two-way HOV lanes, even better local bus service, light rail extensions including to Hobby Airport, and much more.

The future is also about adapting to life in uncharted waters.

Our goal is to navigate them by moving you farther, faster, and more efficiently than ever — and to do it just as safely as possible.

I invite you to read all about METRO in these pages to learn about everything we have to offer and how we are using innovation to enhance our services.

Sincerely,

*Carrin F. Patman*

**CARRIN F. PATMAN**

Chair, Metropolitan Transit Authority of Harris County, Texas



## LETTER FROM OUR CEO

Our goal every day is to make sure public transportation works for you.

Like so many Americans, we at METRO rolled into 2020 with big plans, but soon found ourselves in a sea of uncertainty — all of us taking the helm to protect ourselves, our families, friends, coworkers, community, and country.

The commitment of METRO's Board of Directors and its 4,000 employees to provide service you can rely on was steadfast.

Our team didn't miss a beat, and I'm so proud of the work done across the system during the COVID-19 crisis so you could have access to health care, jobs, grocery stores, household supplies, medicine and make other necessary trips.

We saw you doing your part to follow guidelines from public health officials, and we hope you saw us doing ours.

Safety has always been the top priority.

We marked our 40<sup>th</sup> anniversary in 2019 by taking you on a trip through history to learn where we've been, where we are, and where we may be going.

Our videos spanned the years — from METRO's creation to the present — demonstrating how a fledgling bus system turned into an organization utilizing technology to revolutionize the way you ride.

From using Bluetooth to guide you to the nearest bus stop or rail platform, to partnering with Texas Southern University to launch the region's first autonomous shuttle, to offering WiFi onboard — everything we do is all about you.

We want to know what you think. What you say matters, and we're always listening.

2020 brought big challenges. Tough challenges. But the Houston region is equally tough. The people who call it home are resolute in their resolve to weather any type of storm, together.

In a post-pandemic world, our commitment to public service will keep driving us to improve the customer experience — your experience.

Our goal is to move you, in more ways than one.

We thank you for the opportunity.

Sincerely,

**THOMAS C. LAMBERT**

President & CEO, Metropolitan Transit Authority of Harris County, Texas

**METRO  
BOARD OF DIRECTORS**



**CARRIN F. PATMAN**  
*(City of Houston)*  
**Chair**



**JIM ROBINSON**  
*(Harris County)*  
**First Vice-Chair**



**DON ELDER JR.**  
*(Multi-Cities)*  
**Second Vice-Chair**



**TROI TAYLOR**  
*(City of Houston)*  
**Secretary**



**LEX FRIEDEN**  
*(City of Houston)*



**BOB FRY**  
*(Multi-Cities)*



**CHRISTOPHER G. HOLLINS**  
*(Harris County)*



**TERRY MORALES**  
*(City of Houston)*



**SANJAY RAMABHADRAN (RAM)**  
*(City of Houston)*

[CLICK HERE TO LEARN ABOUT OUR BOARD MEMBERS](#)

METRO's board includes five members appointed by the City of Houston, two appointed by Harris County, and two appointed by the smaller cities (known as Multi-Cities) in the METRO service area.

**METRO  
EXECUTIVE LEADERSHIP**



**THOMAS C. LAMBERT**  
*President & Chief Executive Officer*



**THOMAS JASIEN**  
*Deputy Chief Executive Officer*



**ROSA DIAZ**  
*Director of Board Support*



**VERA BUMPERS**  
*Chief of Police*



**ALAN C. CLARK**  
*Chief Strategy Officer*



**CYDONII V. FAIRFAX**  
*Executive Vice President & General Counsel*



**JOHN GARCIA**  
*Vice President & Chief Auditor*



**JEROME GRAY**  
*Executive Vice President & Chief Communications Officer*



**SANTIAGO OSORIO**  
*Chief Safety Officer*



**SHRIKANTH J. REDDY**  
*Executive Vice President, Planning, Engineering, & Construction*



**DEBBIE SECHLER**  
*Executive Vice President, Administration*



**ANDREW SKABOWSKI**  
*Executive Vice President & Chief Operating Officer*



**ARTHUR C. SMILEY III**  
*Chief Financial Officer*



**ALVA I. TREVIÑO**  
*Executive Vice President, Special Projects*



**KIMBERLY J. WILLIAMS**  
*Chief Innovation Officer*

[CLICK HERE TO LEARN ABOUT OUR EXECUTIVE LEADERSHIP](#)

**EXECUTIVE OFFICE STAFF**

**SOFIA SIMIEN**  
*Office Manager/EA to the President & CEO*

**LILLIAN MAYO**  
*Projects Manager, Executive Office*

**CHENA KAREGA**  
*Projects Manager, Executive Office*

# ABOUT METRO

## AT METRO, WE MOVE PEOPLE

Public transportation is the backbone of our region — moving people to jobs, health care, education, recreation, and all of the opportunities our region offers.

You know METRO for our buses and light rail, but we are so much more. We are an extensive transit network combining different types of service tailored to varying needs.

We serve the region's major employment centers and our neighborhoods, and we are a vital partner in welcoming visitors, promoting safety, and helping with natural disasters.

We have adapted to the challenges of the COVID-19 pandemic, maintaining essential service while implementing safety protocols to keep our riders and staff safe. (For more details on how METRO and our customers have stepped up in this challenging time, see pp. 18-23).



In 2019, pre-pandemic, METRO provided more than 115 million rides, 250,000 each weekday. Even during the pandemic, METRO provided more than 100,000 essential trips every weekday.



During normal times, nearly one-third of downtown's employees rely on METRO to get to work every day.



Pre-pandemic, 38.7 percent of METRORail riders took it to or from work.



### WHAT OTHERS ARE SAYING ABOUT METRO



"METRO's dynamic transit system is essential to Houston's ability to get the job done. Moving Houstonians to and from work, no matter where they are in the region, is essential to the upward mobility of our people and ultimately, Houston's success as a great global city."

Bob Harvey, President and CEO, Greater Houston Partnership (GHP)



"Partnering with METRO, they've been with us on every initiative, every step of the way, providing transport of food and other supplies to people who are transportation challenged."

Sylvester Turner, Houston Mayor

## PUBLIC TRANSIT IS A SOUND INVESTMENT: THE CASE IS MADE

**METRO has proven itself** — not only as an award-winning transit agency, but also as an economic multiplier for the entire region.

- Every \$1 invested in public transportation generates approximately \$4 in economic returns.
- Every \$1 billion invested in public transportation supports and creates more than 50,000 jobs.
- Every \$10 million in capital investment in public transportation yields \$32 million in increased business sales.
- Using public transportation can save you as much as \$10,000 a year.

*American Public Transportation Association (APTA)*



**According to the American Public Transportation Association, 87 percent of public transit trips impact the economy.**

**Transit also enhances property values.** A Harris County Appraisal District three-year comparative study of property values within a one-mile radius of METRO rail lines reflected a 31 percent increase in value, from \$58 billion to \$76.3 billion.

**Thus, high-capacity transit** — bus rapid transit, enhanced HOV lanes, various types of rail where appropriate, and all other feasible options for moving large numbers of people — is a sensible, comparatively cost-effective, and in fact, critical part of our region's future.

**Transit accessibility is one of the most influential factors when choosing a neighborhood,** according to the National Association of Realtors.

### METRO RIDERSHIP

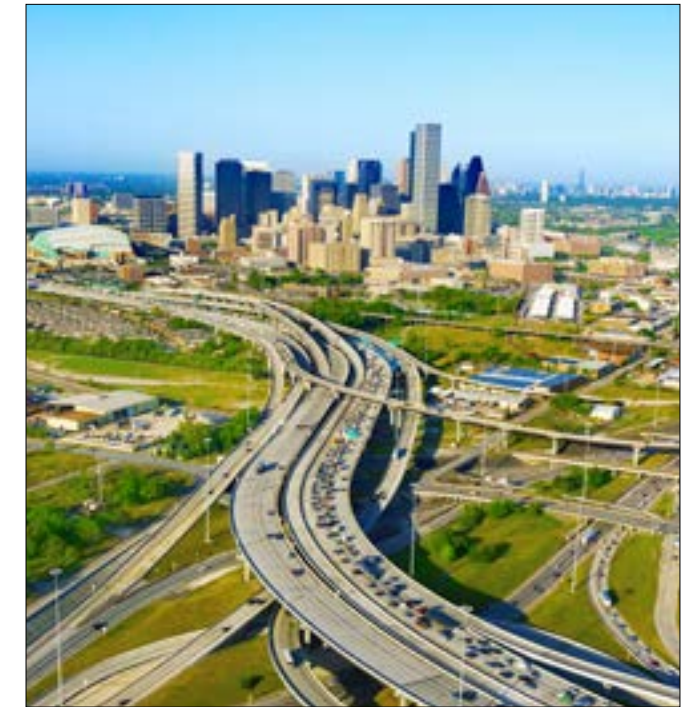
	2019 (pre-pandemic)	2021 (during pandemic)
BUS	59.5 MILLION	33.1 MILLION
RAIL	18.5 MILLION	8.8 MILLION
PARK & RIDE	7.8 MILLION	1.3 MILLION
PARATRANSIT	2 MILLION	1.2 MILLION
VANPOOL	1.8 MILLION	0.3 MILLION
HOV/HOT	25.1 MILLION	9.6 MILLION
METRORAPID	Not in service	0.2 MILLION



**How do we know?** This handy pair of eyes is an Automatic Passenger Counter (A.P.C.), located above the doorways of METRO buses and rail, which counts the number of passengers who ride with us. In normal times, humans also conduct manual samples a minimum of 50 times per year to ensure counts are accurate.

## THE GEOGRAPHY

**Our service area covers more than 1,303 square miles.**



## THE FORECAST

**By 2040, the population of the eight-county Houston region is expected to nearly double, to 10 million people.** It's estimated there will be 4.2 million jobs, a more than 60 percent increase since 2010.

**Expanding our affordable, fast, and efficient transit system is key to continued economic success.**



## THE PLAN



METRONEXT is our long-range regional transportation plan overwhelmingly approved by voters in November 2019.

The plan will reflect what all studies and surveys have shown:

**Houston-area residents, whether they live in the urban core, a city neighborhood, or a suburb, want fast, efficient, affordable mass transportation.**



# CREATION, FUNDING, AND GOVERNANCE

In 1973, the Texas State Legislature authorized localities to create separate transit authorities. In 1978, Houston-area voters created METRO, approving a one-cent sales tax for its funding. METRO opened for business in 1979.

In the years since, METRO has built an award-winning, state-of-the-art transit system serving 1,303 square miles — including the City of Houston, much of unincorporated Harris County, and fourteen smaller cities — and using multiple types of transit that work together to take people where they need to go.

METRO's current budget is funded primarily by sales tax revenue, with lesser amounts funded by fare box revenues and grants. Up to one-fourth of METRO's sales tax revenue is rebated to the City of Houston, Harris County, and the 14 smaller cities for their own discretionary mobility projects like roads and traffic signals.

METRO has a nine-member board of directors comprised of five members appointed by the City of Houston, two appointed by Harris County, and two appointed by the smaller cities (called the "Multi-Cities"), which include:

- Bellaire
- Bunker Hill Village
- El Lago
- Hedwig Village
- Hilshire Village
- Humble
- Hunters Creek Village
- Katy
- Missouri City
- Piney Point Village
- Southside Place
- Spring Valley Village
- Taylor Lake Village
- West University Place

## METRO GROWS UP AND KEEPS GROWING — 3.5 BILLION RIDES IN THE PAST 40 YEARS



## METRO MAKES EVERY TAXPAYER PENNY GO A LONG WAY



METRO's one-cent sales tax funding has made us a formidable people-moving machine. But transportation isn't just about buses and trains. It's also about infrastructure that promotes safe and reliable access.



A rebate of up to 25 percent goes to the city of Houston, Harris County, and the Multi-Cities for their own mobility-related projects. This rebate, known as the General Mobility Program (GMP), so far has rebated more than \$3.7 billion in funds for bridges, sidewalks, bike trails, and drainage, in addition to roads and traffic signals.

GMP projects like sidewalks and signals make access easier and safer by keeping pedestrians and waiting passengers safely separated from traffic.



## IN THE WALL STREET SPOTLIGHT FOR MAXIMIZING SAVINGS



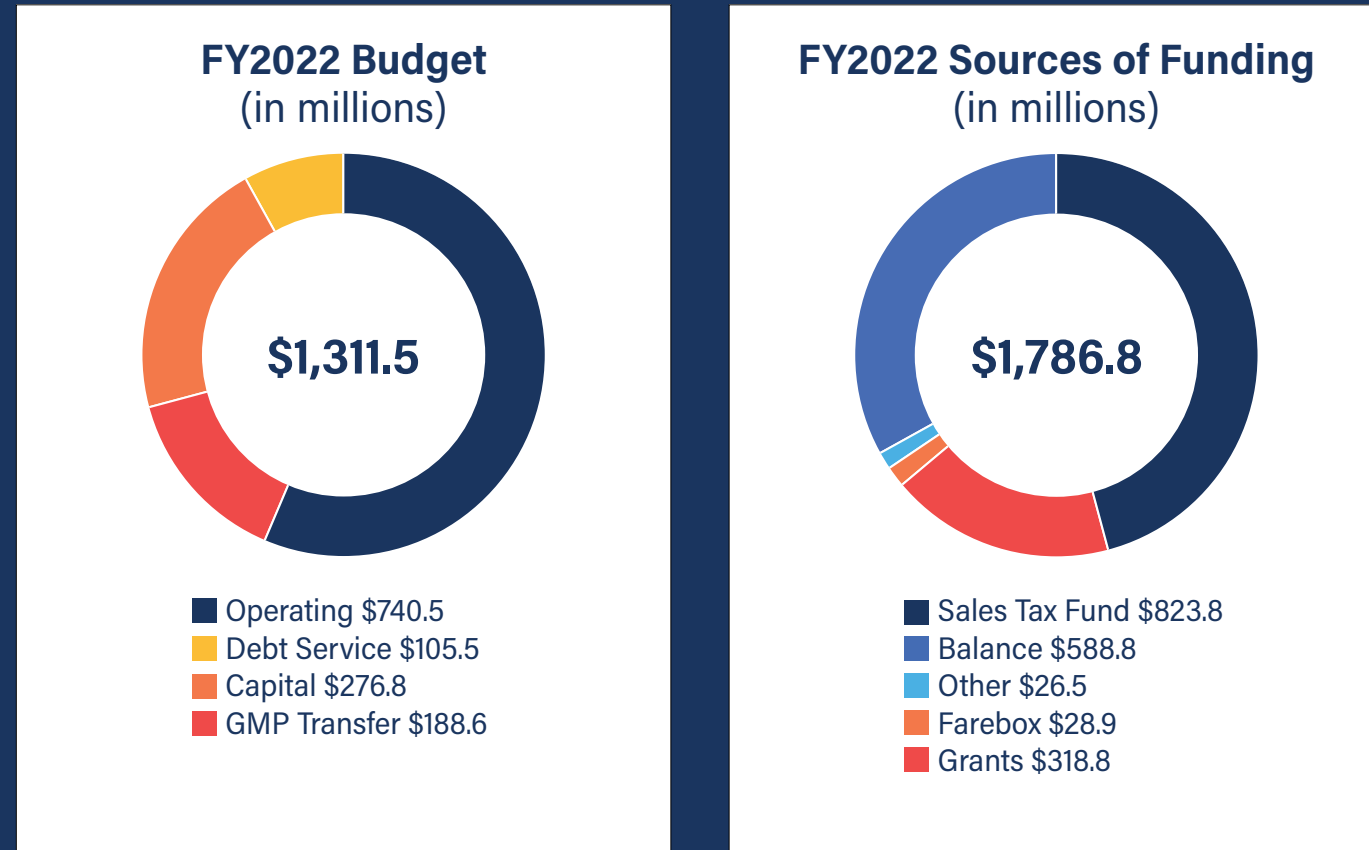
METRO's name was in the Wall Street spotlight to celebrate a deal that means \$72.3 million in savings for the Authority. The successful pricing of its 2020A bonds for \$304 million capitalized on market conditions to maximize savings on debt repayment.

## BEST TRANSIT AGENCY IN NORTH AMERICA



The American Public Transportation System (APTA) honored METRO with this prestigious industry award for a third time.

## HOW METRO IS FUNDED



**FINANCIALS, CHECKBOOK, AND ALL BOARD MEETINGS ARE POSTED ONLINE. VIRTUAL MEETINGS WERE HELD DURING THE PANDEMIC.**



# METRO IS A FINANCIALLY PRUDENT AND TRANSPARENT STEWARD OF TAXPAYER FUNDS

**Our FY2022 budget of approximately \$1.3 billion is comprised of the following categories:** \$740.5 million in operating expenses; \$276.8 million in capital expenditures; \$188.6 million to the City of Houston, Harris County and the smaller cities for their specific mobility needs; and \$105.5 million in debt service.

**We use conservative assumptions** in our budgeting and maintain prudent reserves.

**METRO's sound financial management and transparency have been recognized repeatedly**, including by the Government Finance Officers Association (which has given METRO a Certificate of Achievement for Excellence in Financial Reporting), the Texas Comptroller's office (which has included METRO in its Leadership Circle), and the Texas Public Interest Research Group (which gave METRO an "A" grade for spending transparency).

**Rating agencies concur**, giving METRO bond ratings of AAA (Standard and Poor's) and AAA (KBRA), and categorizing METRO's ratings as "stable." The Authority was also recognized for its rigorous but achievable standards for operational performance, experienced leadership team, track record of successfully managing its system, and transparent public reporting of financial and operating performance and plans.

**METRO is proud of its record of fiscal responsibility.**

**During the pandemic, METRO successfully secured federal COVID-19 response funding** that helped the authority further increase public safety measures while continuing to provide vital transportation services to essential workers and others.



**Government Finance Officers Association**  
METRO recognized for Distinguished Budget Presentation and Excellence in Financial Reporting



**Texas Comptroller Leadership Circle**  
METRO recognized for sound financial practices, openness, and transparency



**Texas Public Interest Research Group**  
METRO receives "A" for spending transparency



**KBRA**  
AAA rating



**Standard & Poor's**  
AAA rating



**Texas Comptroller Transparency Star**  
METRO receives honors for transparency in traditional finances and debt obligations



# A NEW NORMAL

At METRO, nothing has ever mattered more than the safety of our customers, our community and our employees.

COVID-19 has changed the way Americans live, work and socialize. We have changed our operating procedures to adapt.

As we all navigate a post-pandemic world, our commitment to safety is stronger than ever as we continue providing vital transportation services to help keep the Houston region running.

Public transit is one of the critical components for economic recovery, sustainability and growth.



Masks were made mandatory for all METRO operators and plastic shields separated operators from passengers.



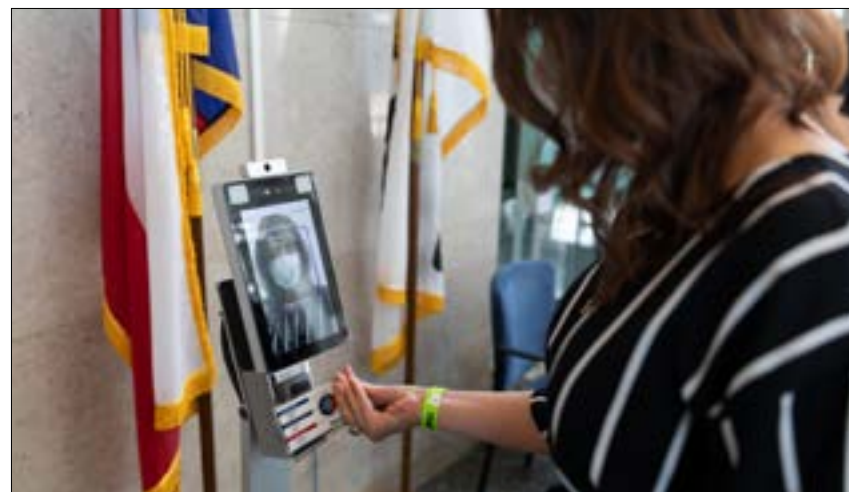
Public health messages, including social distancing, were posted across the METRO system. Seats were marked unavailable on METRO vehicles to further encouraging spacing.



METRO stepped up already rigorous daily cleaning of vehicles and implemented midday cleaning – while focusing on frequently-touched surfaces and disinfecting all facilities.



All employees, contractors, visitors and others were required to be screened for COVID-19 symptoms and have their temperature taken before entering any METRO facility.



Armbands were given to everyone cleared to enter METRO facilities and social distancing was encouraged at all facilities.

## THE COVID-19 RESPONSE

In the early days of the coronavirus response, even before a pandemic was declared, METRO moved swiftly to ramp up prevention initiatives.

We were distributing hand sanitizer to employees and stepping up our already rigorous cleaning and other safety measures, while working closely with public health officials to respond appropriately in terms of service and other changes.

We enhanced daily bus and rail cleaning, and as the pandemic unfolded, added midday cleaning of vehicles and disinfecting of all METRO facilities, while focusing on frequently touched surfaces like handrails, handholds and seats.

We temporarily suspended fares to eliminate unnecessary touches and displayed guidelines from public health officials across the METRO system about ways to stop the spread of germs and the importance of social distancing.

Seats were marked unavailable as we reduced capacity by approximately 50 percent, allowing increased spacing. Rear-door boarding and exiting, except for the mobility impaired, was temporarily implemented on buses, and mesh barriers and plastic shields separated operators from passengers.



We also encouraged spacing by adding buses to our busiest routes.

At an early stage we made masks mandatory for police, rail and bus operators, worked to provide them to riders who didn't have one, and provided brochures on how to make your own. As soon as legally allowed, we established a "no mask, no ride" policy.

Daily temperature checks for employees, shields around drivers' seats, and hand sanitizer on vehicles became added safety measures.

## WE KEEP MOVING ESSENTIAL WORKERS

We asked people to take only essential trips, while continuing to get essential workers to essential jobs, assist in flattening the curve, and reaffirming our commitment to be a great community partner.

Service to the TMC was never reduced, and METRO consistently provided more than 100,000 rides a day for health care, grocery, pharmacy and other workers caring for our community all over our service area.

People also relied on us to get to doctors' offices, stores and other places they needed to go.

Our METROLift service kept providing thousands of rides a day for the disabled.



## COMMUNICATING THE MESSAGE

We printed and distributed well over a half of a million safety messages system-wide, ran safety announcements on bus and rail platforms, put safety messaging on bus destination signs and partnered with local TV and radio stations to run METRO public service announcements (PSAs).

Along with safety messages, service and other changes were continuously communicated to the public in news releases, email blasts, a special landing page on RideMETRO.org and on our social media platforms and podcasts.



## GOING THE EXTRA MILE

METROLift drivers teamed up with the Mayor's Office for People with Disabilities to make thousands of grocery deliveries to those in need.

We provided relief buses at testing sites, worked to show ongoing appreciation for frontline employees and acted as a leader in the industry.

At least 12 transit agencies reached out, asking us to share our best practices and educational materials.



## SOUNDING THE HORNS

METRO joined tributes to transit workers on the front lines.

Our bus and rail operators teamed up with colleagues across America, honoring heroes moving heroes — those making sure essential employees could get to work to care for our country.

METRO operators also sounded horns in a separate show of gratitude for their colleagues here and for all frontline workers in the Houston region.

## THE BUSINESS OF METRO

We continued the business of METRO through virtual Board and committee meetings, and virtual events to educate companies about how to do business with us on METRONext projects.



As the region recovers, we will ramp up service to meet demand. Whether it's COVID-19 or another threat down the road — we'll always stay in step with public health officials to make sure we're delivering the right services, in the right way, at the right time.

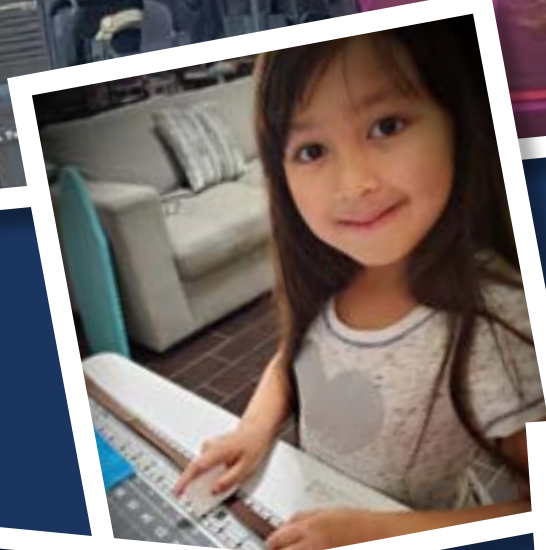
COVID-19 may have brought about a new normal, but one thing will never change — that is our mission to keep you moving as quickly, efficiently, and safely as possible.

# Service Runs in the Family



MPD officer Ng's wife, Vanessa saw a need and started sewing with her super helpers - the couple's children and grandma.

They made masks for every MPD officer - more than 200 in all - to wear over the METRO issued N95 masks as additional protection for officers and the public.



# Heroes Moving Heroes



METRO's frontline employees are committed to making sure other frontline workers can get to their jobs and you can travel anywhere you need to go.

# LOCAL BUS NETWORK

**METRO's bus service is the heart of our system**, with 114 fixed routes, 9,033 stops, 2,139 shelters, 21 Transit Centers (sheltered waiting areas where multiple bus and/or rail routes converge), and 59.5 million rides in 2019.

**In 2015, METRO "reimagined" its entire fixed-route network** from scratch to ensure that it was providing optimal service in light of changes in population, job centers, and other factors, and meeting current riders' needs. The redesign increased the number of routes offering frequent service (a bus coming every 15 minutes or better), provided weekend service on all local routes, connected bus routes with new rail lines, and adopted a more efficient grid-based system.

**Pre-pandemic, our local bus service provided 59.5 million rides in 2019. During the pandemic in 2021, local bus provided 33.1 million rides.**

## NORTHWEST TRANSIT CENTER

The new and improved Northwest Transit Center is now the "gold standard" for accessibility for everyone - regardless of their age, size, or ability. Located between Loop 610 and Highway 290, it is a vital connection hub for commuters.



**As a result, during normal times our local bus ridership has increased, defying national trends.** Cities in the United States and abroad are now reimagining their own bus systems using METRO's process as a model.

**METRO also uses smaller vehicles and customized service tailored to specific communities or route needs.** For example, METRO Curb2Curb is a shuttle service in some neighborhoods with unique transit needs. Quickline Signature Service offers expedited bus service to the Texas Medical Center along the popular 2 Bellaire route.

**During normal times, we have 22 high-frequency routes with buses that come every 15 minutes or less, seven (7) days a week, that form a grid across the busiest parts of the city.**

## BIKES ON METRO

METRO is bike-friendly — load your bike onto a bus bike rack, on a rail car, or into a Park & Ride bus baggage compartment.



## INTRODUCING METRORAPID

**It's the bus that runs like rail!**

**Experience the METRO Rapid Silver Line**, traveling from the new Lower Uptown Transit Center, through Uptown to the newly renovated and expanded Northwest Transit Center.

**The purpose of the Uptown segment is to facilitate northwest and southwest suburban commuters' seamless connection to employment centers in Uptown.** Once some or all employees return to working on-site, we anticipate ridership will increase. The line will also connect to other METRO Rapid corridors in the METRO Next Moving Forward Plan.

**With buses traveling in their own lanes through bus-friendly traffic signals, METRO Rapid moves you faster**, bypassing traffic in one of the busiest areas of Houston.



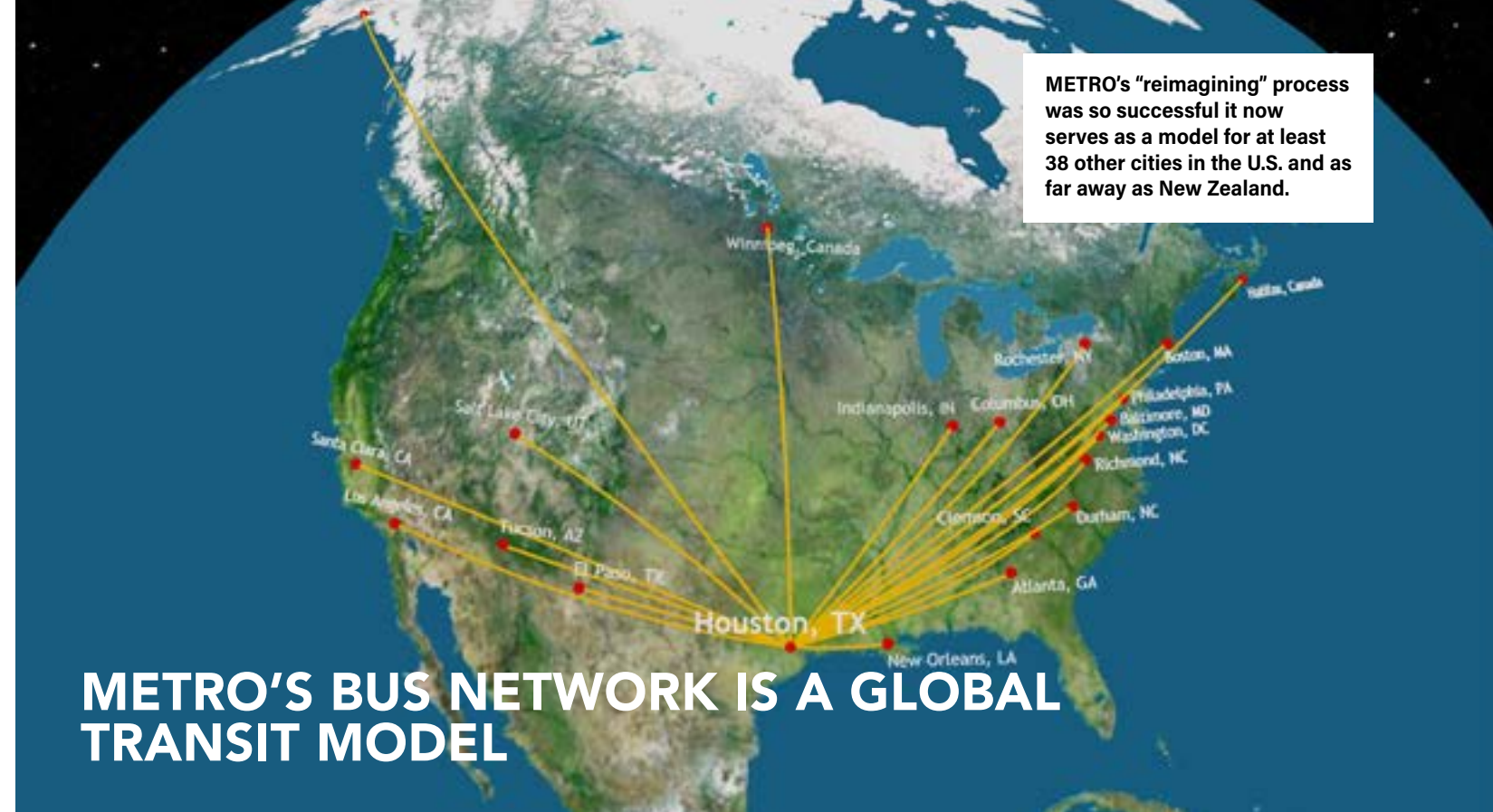
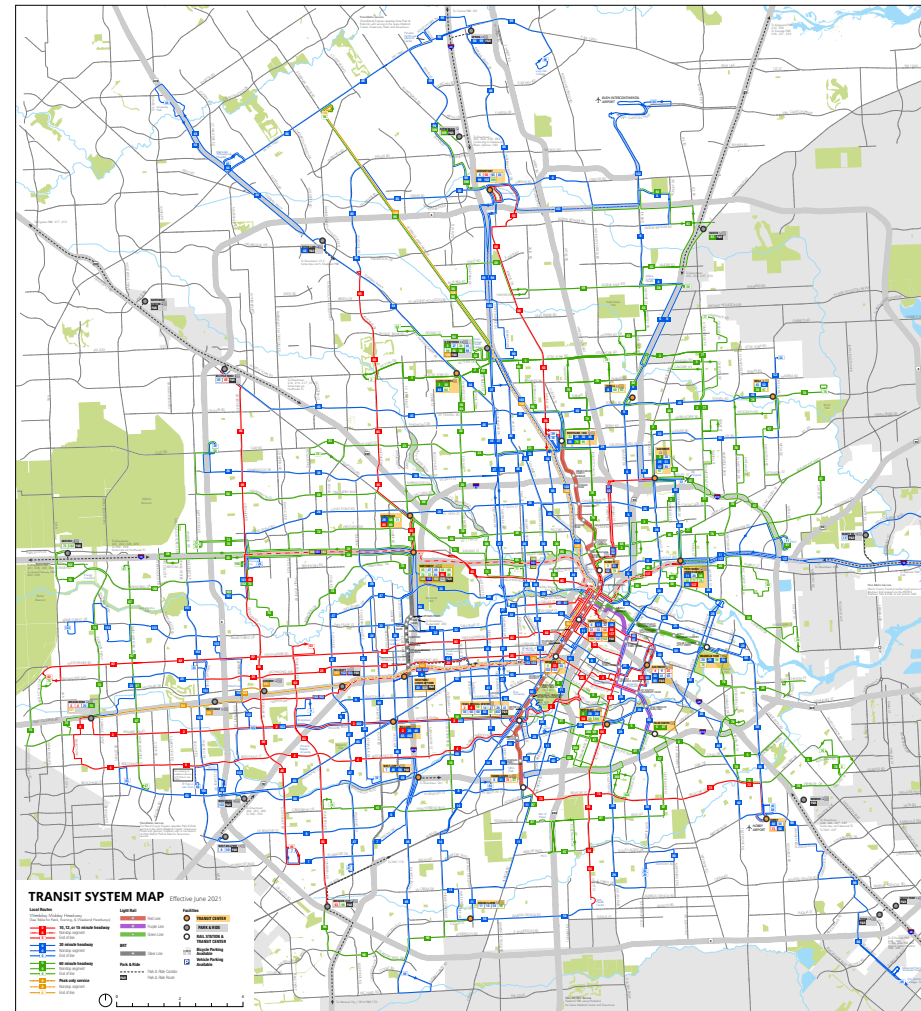
**Constructed by the Uptown District and operated by METRO**, METRO Rapid provides a smooth ride offering universal accessibility, wider doorways, precision docking at lighted stations, protected crosswalks and reliable connections to METRO Rail, Park & Ride, and the entire METRO System.

**And, it's so convenient!**

**Buses arrive every 10 minutes, every day from 5 a.m. until 12 a.m.**



## METRO'S LOCAL BUS NETWORK



METRO's "reimagining" process was so successful it now serves as a model for at least 38 other cities in the U.S. and as far away as New Zealand.

## METRO'S BUS NETWORK IS A GLOBAL TRANSIT MODEL

### FARES FOR LOCAL BUS/METRORAPID

**\$ \$1.25**

Includes free transfers good for three hours in any direction ✓

**50% Off**

- Seniors 65-69\* ✓
- Students\* ✓
- Medicare Cardholders\* ✓
- Disabled riders\* ✓

**FREE**

- Seniors 70+ \* ✓
- Qualified veterans\* ✓
- Qualified METROLift enrollees\* ✓
- Children under 5 ✓

For details about fare purchases, discounts, rider tools, schedules, and maps, please visit us online at RideMETRO.org or in person at a METRO RideStore.

\* With appropriate METRO fare cards



METRO President & CEO Thomas Lambert with local bus rider. "The best way to find out what your customers want is to ask them."

Beginning in 2014, METRO redesigned its entire local bus network from top to bottom, reevaluating every individual route, and redrawing the whole system to take into account changes in population, job centers and other factors.

The New Bus Network was instituted literally overnight. One morning in August 2015,

Houston-area METRO riders awoke to discover that they had a whole new, improved, customer-focused bus network.

Weekend ridership spiked immediately and Houston was one of only four major cities in 2016 to see an increase in ridership.

METRO's "reimagining" process is being modeled by New York, Los Angeles and dozens of other cities in the U.S. and around the globe. Chalk it up to the power of reimagination.

- First top to bottom revision of the bus system since 1978
- Enhanced 7-day-a-week service on all local routes
- More high-frequency bus routes
- Integrated local bus service with new rail lines for better connectivity

## METRO SERVICE

# CURB2CURB: A WORKING MODEL

**METRO's Curb2Curb Service (formerly Community Connector)** operates in neighborhoods where missing sidewalks, narrow streets, and roadside ditches make it difficult for residents to access regular bus service. Residents inside the zone can call up to seven days in advance, and as late as 15 minutes ahead of time, to schedule a ride. The cost is the same as regular bus service. The METRO Curb2Curb app lets you book a ride on one of our shuttles, on demand, on your smartphone. The program has seen a steady increase in ridership and is a possible model for other neighborhoods with limited access to regular service.



**METRO also uses smaller vehicles and customized service tailored to specific needs.**



## METRO SERVICE

# QUICKLINE SIGNATURE

**Another tailored bus service is the Quickline Signature Service**, which provides express service with limited stops along the 2 Bellaire route. The Quickline is a frequent service route with buses every fifteen minutes or less.



# GULFTON CIRCULATOR

**METRO's Gulfton Circulator serves one of the most densely-populated communities in the region** where many residents rely on transit.

It provides convenient access to employment, healthcare, education, grocery stores and other critical locations.





# PARK & RIDE BUSES AND HOV/HOT LANES

**METRO's Park & Ride service provides stress-free commutes to and from the suburbs.** Riders park a car at one of METRO's 28 Park & Ride lots, board a 45-foot commuter bus, and travel on an HOV (High Occupancy Vehicle) express lane to downtown, the Texas Medical Center and other major employment centers. At the end of the workday, a Park & Ride bus carries commuters back to their cars.

**Pre-pandemic, METRO provided 7.8 million Park & Ride commuter bus rides in 2019. During the pandemic in 2021, METRO provided 1.3 million rides.**

**Working late or leaving early? No problem.** Park & Ride routes now offer midday service, late evening service and a guaranteed ride home in case of emergency.

**METRO also operates about 100 miles of the region's HOV lanes – all but those on the Katy Freeway.** During off-peak hours METRO's HOV lanes become "HOT" lanes – "T" for "toll" – that allow one-passenger vehicles to use the lanes for a small fee.

**In 2021, during the pandemic, 9.6 million people (in addition to Park & Ride bus riders) used the HOV/HOT lanes. In 2019, pre-pandemic, 25.1 million people (over and above Park & Ride bus riders) used HOV/HOT lanes operated by METRO.**



**HOV/HOT lanes maximize the utility and value of existing freeway lanes by allowing riders and vehicles to move faster and bypass heavy traffic.**



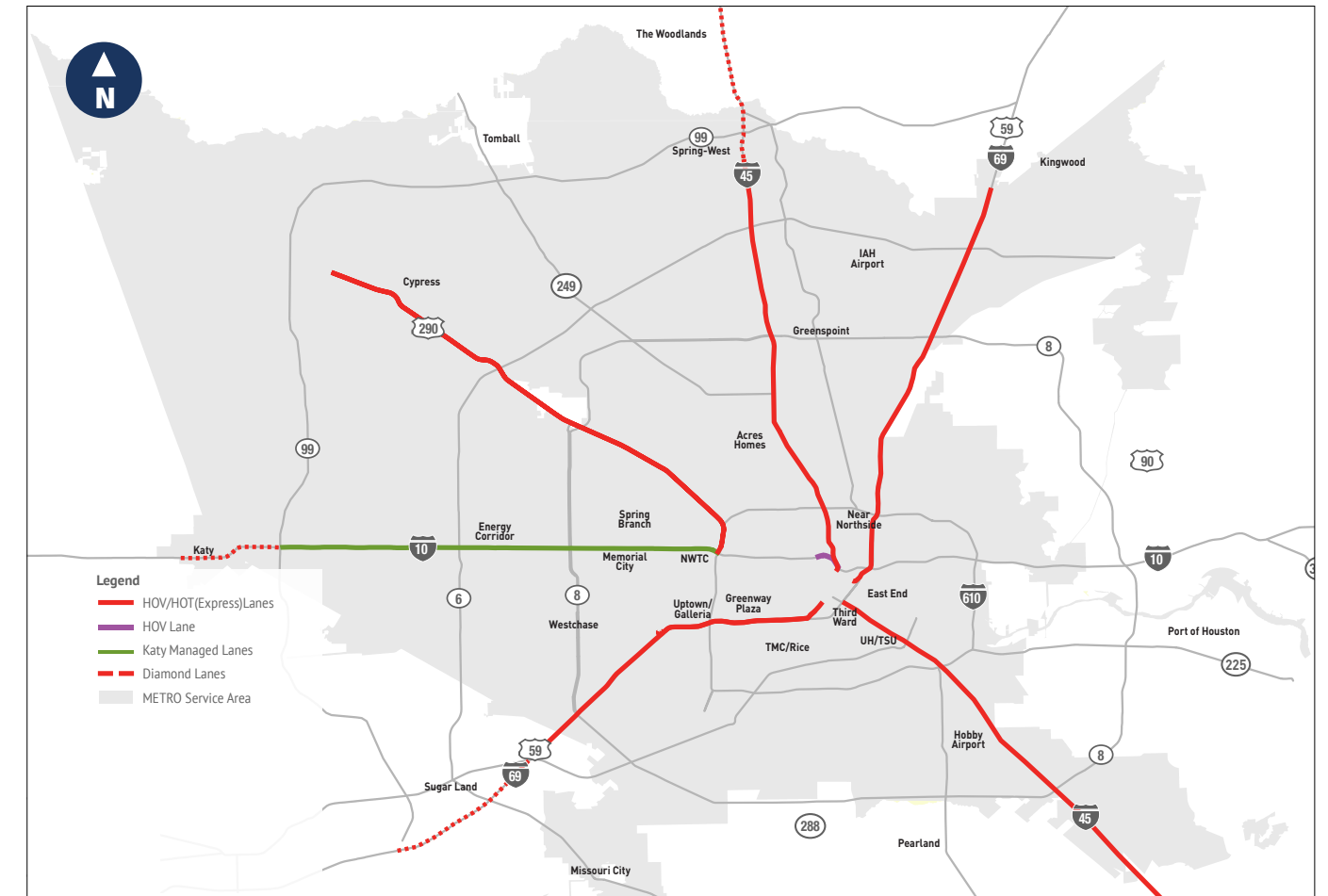
**Commuter buses eliminate 20,000 trips each day, easing traffic on congested freeways.**



## PARK & RIDE MAP



## HOV



### FARES FOR PARK & RIDES

Fares	50% Off	FREE
<ul style="list-style-type: none"> <li>Zone 1: \$2.00/one way</li> <li>Zone 2: \$3.25/one way</li> <li>Zone 3: \$3.75/one way</li> <li>Zone 4: \$4.50/one way</li> </ul>	<ul style="list-style-type: none"> <li>Seniors 65-69* ✓</li> <li>Students* ✓</li> <li>Medicare Cardholders* ✓</li> <li>Disabled riders* ✓</li> </ul>	<ul style="list-style-type: none"> <li>Seniors 70+ * ✓</li> <li>Qualified veterans* ✓</li> <li>Qualified METROLift enrollees* ✓</li> <li>Children under 5 ✓</li> </ul>

### HOT LANES

Tolls
<p>Tolls are based on time of day and congestion level. Rates are prominently displayed at each entrance.</p>

For details about fare purchases, discounts, rider tools, schedules, and maps, please visit us online at [RideMETRO.org](http://RideMETRO.org), or in person at a METRO RideStore.

\* With appropriate METRO fare cards

# METRORAIL

**METRORail quickly connects people to the most-frequented destinations in the city,** traveling through downtown and serving, in part, the Texas Medical Center, Museum District, University of Houston and Texas Southern University campuses, and the historic East End.

**METRORail consists of three light-rail lines:** the Red Line, Green Line (East End) and the Purple Line (Southeast), totaling more than 22 miles of rail, with 18.5 million rides in 2019. Our fleet consists of 76 light-rail vehicles.

**Pre-pandemic, METRORail gave 18.5 million rides in 2019. 8.8 million rail rides were provided in 2021 during the pandemic.**

**The Red Line opened in 2004 as the Main Street Line** and today it is 12.8 miles long. Pre-pandemic, it carried an average of 52,000 passengers daily to and from major destinations, making it one of the nation's most traveled lines based on boardings per track mile."

**The Purple Line (6.6 miles) and the Green Line (3.3 miles) opened in May 2015.** The last mile of the Green Line was added with the opening of the Harrisburg overpass, extending the line to the Magnolia Park Transit Center in early 2017.

**Houston has seen more than \$8 billion in new development along the Red Line since it opened in 2004 — with more to come.**



**Pre-pandemic the Red Line was one of the highest performing rail lines in the country.**



**METRORail relieves traffic congestion and parking pressures for downtown-area events.**

## FARES FOR METRORAIL

**\$ 1.25**

Includes free transfers good for three hours in any direction

**50% Off**

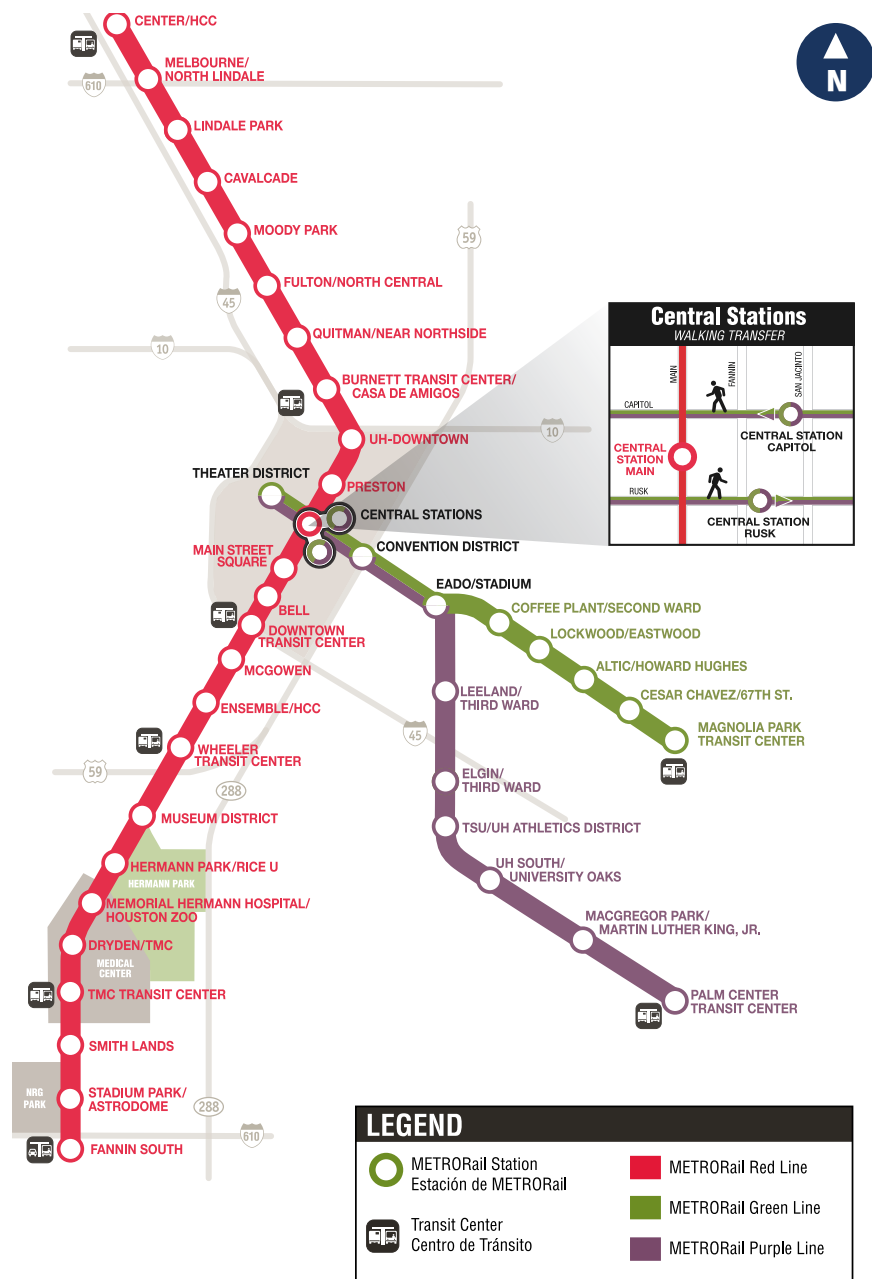
- Seniors 65-69\*
- Students\*
- Medicare Cardholders\*
- Disabled riders\*

**FREE**

- Seniors 70+ \*
- Qualified veterans\*
- Qualified METROLift enrollees\*
- Children under 5

For details about fare purchases, discounts, rider tools, schedules, and maps, please visit us online at RideMETRO.org or in person at a METRO RideStore.

\* With appropriate METRO fare cards



## Meet Catherine

**"I rely on METRORail... without it, I wouldn't be able to pursue my passion for ballet."**



Meet Catherine, one of the "My METRO" video stars. Catherine dances at a ballet academy downtown and is a ballerina in training. Every day, she says, "I practice. And I practice. I amaze. Then I do it all over again." That's the kind of dedication it takes to be a dancer. Catherine got her first METRO fare card at age 12. She's been taking METRORail to ballet class ever since. METRO is honored to help her achieve her dream.

## Arts in Transit



METRORail's Arts in Transit program is one of the largest public art projects undertaken in the area. It included input from hundreds of community groups, neighborhood residents, local businesses, and passionate art fans.

Many METRORail stations are now art installations, exhibiting unique themes, images and inspiration taken from the surrounding neighborhoods.



# METRO STAR VANPOOL

**METRO's STAR Vanpool is a cost-effective public transit option** that serves not only Harris County, but Brazoria, Chambers, Fort Bend, Galveston, Liberty, Montgomery and Waller Counties.

**Riders (usually 5 to 15 per vanpool) share the cost** of the van, fuel, maintenance, parking and tolls. Employers often help defray these costs.

**A dedicated METRO STAR team works directly with riders to design a route** tailored to their commute, using HOV and diamond lanes to reduce travel times, and to help commuters find others interested in the program. METRO also works with employers to promote and support STAR routes.

**In 2021 during the pandemic, 300,000 vanpool rides were provided. METRO facilitated 1.8 million vanpool rides and more than 700 active vanpools in 2019 before the pandemic.**

**Registered riders are eligible for a guaranteed ride home** in case of emergency. For information on how to start or join a vanpool, email us at [STAR@ridemetro.org](mailto:STAR@ridemetro.org), call 713-224-RIDE, or fax us at 713-652-8962.



**Only two transit agencies in the United States have more vanpool trips than METRO's STAR Vanpool.**



## VANPOOLS BENEFIT EMPLOYERS AND EMPLOYEES

**Attention employers!** Encouraging your employees to share a ride will help them arrive on time, reduce their drive-time stress, and ease congestion on the road and in your company's parking lot. There are also tax benefits to you and your employee when you share the cost of the ride. Launching your company's program is free and easy. Just contact us at [STAR@ridemetro.org](mailto:STAR@ridemetro.org), and we'll take it from there.

**Attention employees!** On average, it will cost you \$4 to \$6 per day to ride in a METRO STAR Vanpool (even less if your employer provides a transportation benefit). This estimate is based on the number of miles from the STAR Vanpool meeting place to your work site and includes van lease, liability insurance, 24/7 roadside assistance, routine maintenance and repairs, gasoline, parking and toll costs.

**In normal times, STAR vanpools reduce vehicle miles traveled in the Houston region by 60 million miles per year.**

### VANPOOLS ARE A



No wonder people like it. Passengers can text, listen to music, sleep, or just enjoy a bit of time to focus on the day ahead instead of traffic. Vanpools are easy on you, easy on your budget, and easy on the environment.



# SERVING OUR ELDERLY AND DISABLED COMMUNITIES

One of METRO's most important missions is providing our disabled community access to employment, health care, and all of our region's assets and opportunities.

100 percent of METRO vehicles are accessible under the standards of the Americans with Disabilities Act (ADA).

Additionally, our METROLift program provides curb-to-curb service in ADA-accessible vans

for disabled subscribers who, because of their disability, cannot access regular METRO bus routes and train stops.

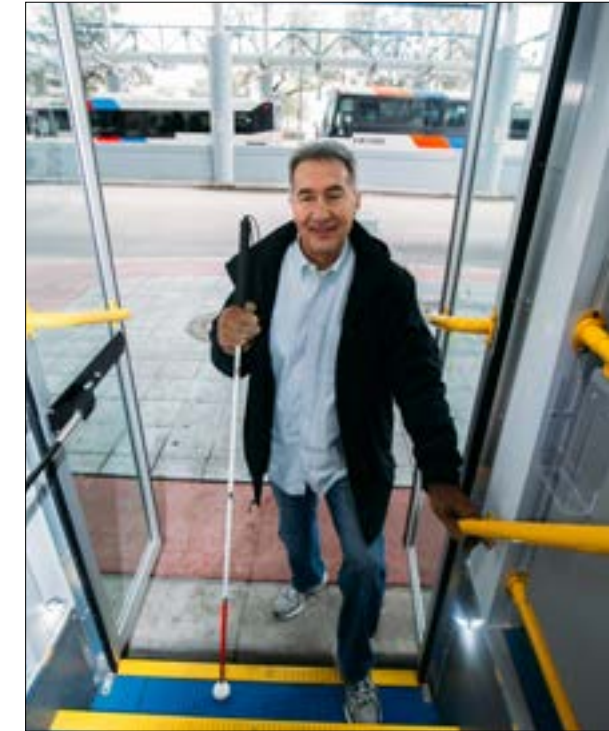
METRO local bus, rail, and commuter bus service is free for riders over 70, METROLift Freedom Q Card holders and qualified veterans.

METRO local bus, rail, and commuter bus service is discounted 50 percent for disabled riders who are not enrolled in METROLift, and seniors 65-69.

In 2019, before the pandemic, METROLift gave 2 million rides. During the pandemic in 2021, METROLift provided 1.2 million rides.



All METRO vehicles are ADA-compliant and also have designated seating for elderly or disabled riders, and spaces for wheelchairs.




Remember, METROLift is a shared-ride service, so you may see a familiar face or a good friend when you board.



METROLift is one of the most efficient transit programs for the disabled in the country.



## METROLIFT FARES

 <b>FARES</b>	
Base Fare Single Trip	\$1.25
Premium Fare Single Trip	\$2.50
Ticket Book 11 Single Tickets	\$12.50
Monthly Pass	\$47.25
Annual Pass	\$418.50
Freedom Q® Card	FREE

## HOW TO APPLY



For information on how to apply for, and receive, your appropriate discount fare card, please visit us:

- **Online:** RideMETRO.org
- **Call:** 713-635-4000
- **In Person:** Come to the METRO RideStore at 1900 Main Street, Monday - Friday, 8 a.m. - 5 p.m.

## TRAVEL TRAINING



METRO's free Travel Training Program is intended to coach and educate participants on how to ride METRO's local bus routes and the METRORail system. Individual or group training sessions can be scheduled by calling 713-750-4234 or emailing metrotraveltraining@ridemetro.org. The Travel Training class is open to people who enjoy the benefits of multiple travel options. Plus there is no age restriction or disability requirement – anyone can attend.

## Meet Ileana



Meet Ileana, another real-life METRO rider and "My METRO" participant. She is an architectural designer and accessibility specialist. Ileana swam for Team U.S.A. in the 2012 London Paralympics. Since then, her life hasn't slowed down. Ileana rides both METRO's 82 Westheimer route and METRORail for business, time with friends, swim practice and wherever the day takes her. She's a true believer in public transit and looks forward to seeing where METRO is taking the Houston region next.

**"I ride METRO's 82 Westheimer route...and with my METROLift Freedom Q Card, I ride all METRO buses and light-rail FREE."**

# METRO Changes Lives

**"My real dream is to go from the Thunder Soul to the Ocean of Soul at TSU. And METRO's going to take me there."**



Meet Zack, one of our "My METRO" video stars. Zack's mom works, so every day, Zack rode METRO's #52 bus to Kashmere High School where he was the drum major for the Thunder Soul Marching Band. He was a star there, too, known for his commitment and high energy. His real dream? To attend TSU and be part of the Ocean of Soul. Zack's hard work did not go unnoticed. At the homecoming game during his senior year, TSU presented him with a scholarship! Sometimes dreams are just a bus ride away.



**"The Veterans Pass was a lifesaver for me and it's something I offer every veteran who comes through the door."**



April Moreland is a Certified Peer Support Specialist at the Michael E. DeBakey VA Medical Center where she helps fellow veterans transition back into civilian life. The Air Force veteran was once on the street herself. One of the many items of assistance the VA provided to Moreland was a Qualified METRO Veterans Pass (MVP). Because she was a disabled veteran, the pass gave her free, unlimited rides on METRO's light-rail, local bus, and Park & Ride service. With it, she was able to get to doctor's appointments, group therapy sessions, the grocery store, and more. "Mobility is so important when you're in recovery," she says.

# Bus Operators Rescue Driver from Burning Vehicle



An ordinary day took a dramatic turn in March 2019 with these METRO bus operators rushing to save a man's life.

When his car hit a retaining wall, flipped over and caught fire — they worked quickly to put out the flames, rescue the driver and divert traffic.

Their heroic actions were recorded by the camera on their shuttle bus, shared on social media, and honored publicly by METRO leadership.

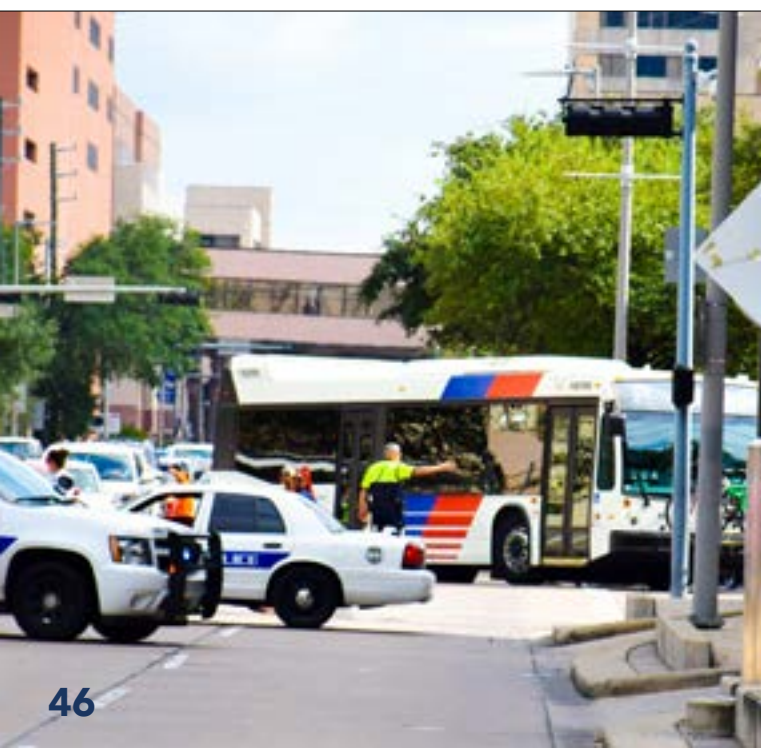


# SAFETY AND SECURITY IN NORMAL TIMES AND TIMES OF EMERGENCY

**METRO is an active and important partner in providing safety and security not only for METRO's system, but for our region.**

**METRO's more than 200 police officers, who are licensed by the Texas Commission on Law Enforcement, help ensure safety on METRO's system.** MPD officers also participate in the Motorist Assistance Program (M.A.P.), helping stranded drivers on the freeways.

**METRO also partners with the City of Houston, the Texas Department of Transportation, and Harris County in Houston TranStar,** the regional transportation and emergency management center for the greater Houston area. TranStar is home to METRO Police Communications, which include the camera surveillance of Park & Ride lots, police dispatch, and coordination with the City of Houston's SafeClear towing program.



**Emergencies:**  
Call 911

**METRO Police:**  
713-224-COPS (2677)

**MPD Connect:**  
Live chat with MPD or file a report.

**Every day METRO police officers patrol area streets, roadways and all METRO facilities including Park & Ride lots and Transit Centers.** Plainclothes officers ride buses and trains, and bicycle officers watch over high traffic areas.

**And when disasters strike our region, METRO is right there. Tropical Storm Imelda and Hurricane Harvey are the most recent examples.** As rain from Harvey pummeled our region, METRO moved 15,000 people into shelters, helped Red Cross supplies reach their destinations, and provided transit for essential services.

**As the flood waters receded, METRO committed its resources to the recovery,** moving people to temporary housing or back home, transporting many students back to school, and resuming regular service quickly to get the region back to work and to a semblance of ordinary life.

**For those who lost cars or whose parking garages flooded, METRO was a new lifeline.**



MPD Chief Vera Bumpers attends anti-human trafficking event in Washington, D.C. with then U.S. Secretary of Transportation Elaine Chao.

## FIGHTING HUMAN TRAFFICKING

**For more than a decade, METRO has partnered with the Houston Mayor's Office and other organizations to help fight human trafficking.**

**We're raising awareness and educating people how to spot this crime** through signage on our system and social media.

**Training is mandatory for METRO police and fare inspectors.**

**Less than an hour after getting the description of one suspected victim, MPD officers helped locate the young woman** and a coordinated effort with the Harris County Sheriff's Office made it possible for her to return home to Ohio.

# METRO DELIVERS DURING WINTER STORM

When snow, ice, and dangerous cold, in the single digits, descended on the Houston area during Winter Storm Uri, METRO kept people connected to vital resources.

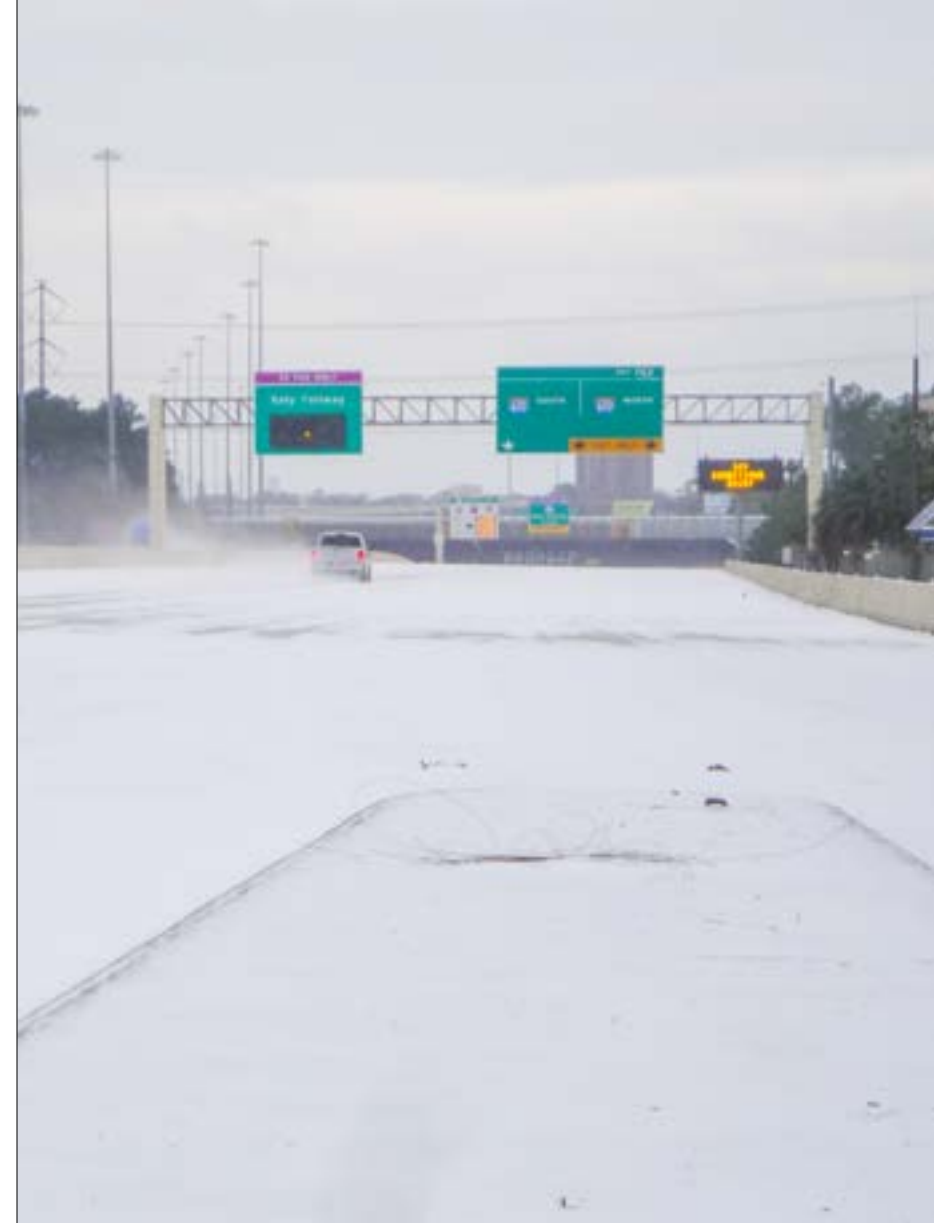
Travel was nearly impossible, the weather forcing METRO to suspend all services for three days before resuming limited and then full service as soon as it was safe.

In the meantime, METRO answered the call for help from the City of Houston and community organizations, transporting hundreds of people and their pets to warming centers.

In addition, METROLift provided more than 2,000 passenger trips to people needing to get to and from medically essential, life-sustaining care and delivered food and water to seniors and those living with disabilities.

**"I just want to say thank you. The point is, in the City of Houston, we leave no one behind. Okay. If you can't get to us, we'll find a way to get to you."**

Houston Mayor, Sylvester Turner



**METRO  
PARTNER**

# TRANSTAR

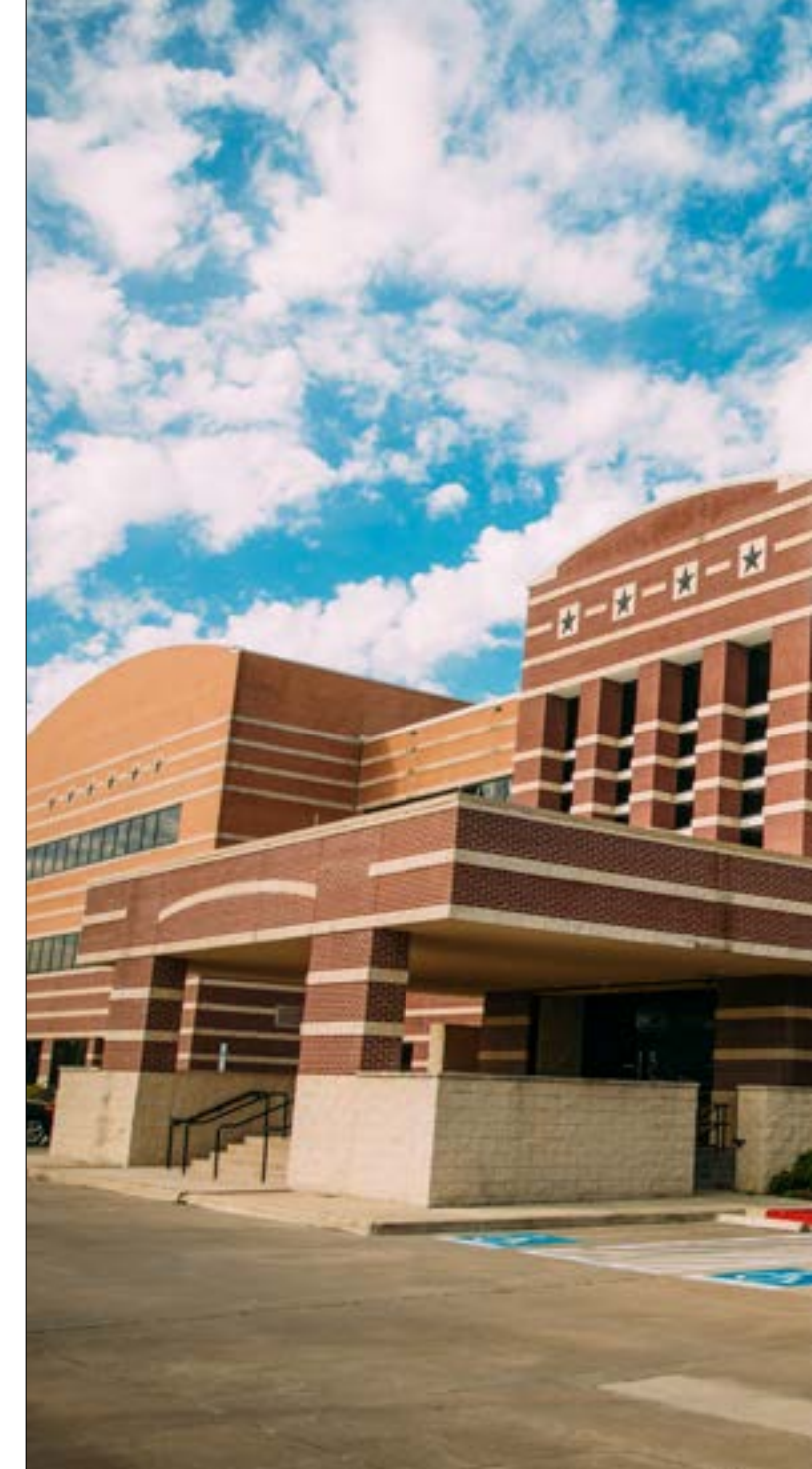
**TranStar is a state-of-the-art transportation management center** responsible for bus and rail dispatch, traffic signal systems, and the supervision of freeways and incident programs.

**Nearly 1,000 closed-circuit cameras are monitored by representatives from the City of Houston, Harris County, METRO, and TxDOT** to actively manage an average 230 traffic incidents each day, and provide timely information to frontline responders, the media, and motorists.

**During emergencies, TranStar is the primary coordination and response site for state, county and local agencies.** TranStar was the first center in the nation to combine transportation and emergency management, and the first to bring four agencies together under one roof.

**TranStar keeps motorists informed, roadways clear, and saves lives during emergencies.** METRO is proud to be a TranStar partner.

**Since its inception in 1997, TranStar has saved commuters \$6 billion in reduced travel delays and fuel costs.\***



## **SOCIAL MEDIA TEAM DELIVERS**

**METRO social media specialists based at TranStar** monitor bus and rail operations bringing you real-time information.

**They send out dozens of service alerts every day** and answer thousands of your questions every month.

**Sign up for service alerts at [RideMETRO.org](http://RideMETRO.org)**

**For every \$1 spent on Houston TranStar, the region realizes a benefit of \$19.50.\***

\*Texas A&M Transportation Institute

**TranStar emergency management activities and warnings have decreased the number of injuries, deaths, and extensive property damage caused by floods and other weather-related and/or man-made events.**



# MAJOR EVENTS IN THE REGION

When the Houston region plays host, METRO is always ready – connecting people to the big events in the local, state or national spotlights.

**The Astros weren't the only ones making Houston history in 2017.**

Fans who chose METRORail to get to the Astros World Series Parade set a new record for single day ridership. METRORail tallied 125,000 boardings on Friday, Nov. 3.

METRO adjusted train schedules, reworked detours and added trains to accommodate the record-breaking ridership, parade route changes and congested downtown streets. The work to keep the region moving continued behind the scenes. On Friday, METRO customer service agents fielded more than 5,000 calls, nearly double a typical Friday, and the social media team handled nearly a thousand mentions and comments.

When Super Bowl LI's New England Patriots and Atlanta Falcons descended on the Houston region, METRO was there to provide transit for visitors and locals. With major events staged at Discovery Green, the recently opened METRORail Green and Purple Lines, as well as the established METRORail Red Line, were vital to transporting hundreds of thousands to the game and events. Ridership during the nine-day period shattered all previous records with more than 700,000 boardings.

**METRO's employees and ambassadors make sure riders know how to get to the big events.**

The World Series and Super Bowl LI built upon METRO's previous experience with large-scale events including the NCAA Final Four Tournaments in 2011 and 2016, as well as the annual Houston Livestock Show and Rodeo.



**Mayor Sylvester Turner celebrates at the Astros' 2017 World Series Victory parade.**



**Astros fans set a new record for single-day ridership — 125,000 METRORail riders on Friday, Nov. 3, 2017.**

**METRO employees filled 800 volunteer shifts during the Super Bowl LI festivities.** Among them were METRO Board Chair Carrin Patman, pictured at right. At left, President & CEO Tom Lambert directs Super Bowl fans wearing METRO's signature yellow vest, red cap, and big smile.



# GET THE RIDEMETRO APP

This is a toolkit with everything you need to ride METRO. It's a must-have whether you're a new rider or have been riding for years.



THE APP PROVIDES  
INFORMATION  
ABOUT:

- Services
- Payment options
- How and where to purchase tickets
- Paying on bus or rail
- Planning a trip
- Local bus, METRORail and Park & Ride schedules
- Service alerts
- Contact METRO Police directly
- Link directly to other METRO apps for trip planning and mobile ticket purchases
- Track Your Bus feature allows you to use Next Bus Texting to see when the next bus will arrive.



Download the RideMETRO App



## Celebration of Service



The transit Authority helped with remembrances for two very special Houstonians, beloved by so many.

METRO shuttles transported tens of thousands of people paying their respects to both President George H.W. Bush and First Lady, Barbara Pierce Bush, who died seven months apart in 2018.

In a tribute to these extraordinary leaders, METRO employees joined other mourners in wearing the colorful socks he was so fond of, and the pearls that were her trademark."



## CUSTOMER SERVICE

# METRO CUSTOMER SERVICE WORKS FOR YOU

**We've been putting you first for 40 years** and that's a METRO commitment you can always count on.

**We're all about helping** you whenever and however we can.

**Before you leave home or while you're in transit,** we're delivering the information you need, when you need it.

### DID YOU KNOW?



You can call us until 8:00 every night, seven days a week. Call 713-635-4000.



### WE WORK FOR YOU!

#### Calls Pre-pandemic

- More than 2,000 a day
- More than 60,000 a month
- At least 725,000 a year

#### Calls During Pandemic

- More than 1,000 a day
- More than 30,000 a month
- At least 370,000 a year

**"Helping people get to their destination in an effective and timely manner is priceless."**

Troye Benjamin, METRO Customer Service Representative

### CONSTANTLY CONNECTED

We are always monitoring traffic across the region and the METRO system to give you continuous updates.

**So check in by phone or online** and let us serve you on your schedule.

### FEELING SOCIAL?

- **Tweet us @METROHouston**
- **Follow us Facebook.com/RideMETRO**
- **We're here for you!**

## FORWARD THINKING

# ON THE VANGUARD OF INDUSTRY INNOVATION



At METRO we're all about delivering in the present while focusing on the future and innovation.

The Office of Innovation, established in 2016, was instrumental in partnering with TSU on the Houston region's first autonomous vehicle.

The 12 passenger "EasyMile" shuttle is designed to run along the famed "Tiger Walk" on campus with the goal of eventually connecting to METRORail and the Eastwood Transit Center. We're testing this technology to gauge the potential for better service by connecting smaller neighborhoods and hard-to-reach-areas to public transportation.

In 2017 METRO hosted the 2<sup>nd</sup> Texas Mobility Summit showcasing mobility projects around the state, and we're the team leader for Houston in the Texas Innovative Alliance which tackles mobility challenges statewide.

Other innovations include a pilot project for WiFi on buses with plans to expand the program and we're testing a robot to enhance security.

**My Stop technology** guides you from where you're standing to the nearest bus or rail platform by using Bluetooth beacons on all bus stops and rail platforms to communicate with your smartphone.

**And Next Bus Arrival texting** allows you to text your bus stop number to find out when the next bus will arrive.

### PLATOONING BUSES ARE AN INTRIGUING SOLUTION



Rendering of Platooning buses

**Platooning buses use autonomous driving technology,** allowing a caravan of driverless vehicles to synchronize braking and accelerating - saving both fuel and time.

**During peak traffic hours, several buses can platoon, moving large numbers of passengers like a train.**

**In off-peak hours, buses can separate and redeploy where they are needed.**

**High capacity, rapid bus transit uses existing freeways and infrastructure.**

# MOVING FORWARD RESPONSIBLY

**You spoke and we listened.**

**With the population of the Houston Region expected to nearly double by 2040 and add millions of jobs, we knew we needed to vastly expand the METRO system to keep up with anticipated growth.**

**We went to you to find out what you needed, gathering input for more than two years during hundreds of open houses, public meetings, community events and consultations with elected officials.**

**We also engaged in an intensive study of best transit technologies all over the world to determine what would work best here.**



Chair Carrin Patman and other METRO leaders travel to Cleveland to see bus rapid transit in action as METRORapid was being developed

**The result was the \$7.5 billion METRONext Moving Forward Plan.**

**In November 2019, nearly 70% of voters approved giving METRO \$3.5 billion in bonding authority to combine with federal and local funding sources to finance the plan with NO NEW TAXES!**

**Now, with your continued help, we're embarking on more than 500 miles of travel improvements to move you faster, more efficiently, and to more places while supporting vibrant communities.**

**For a summary, click to see a brief video, "METRONext; The Voters Have Spoken":**  
<https://www.youtube.com/watch?v=rtzU6hMXxx0>

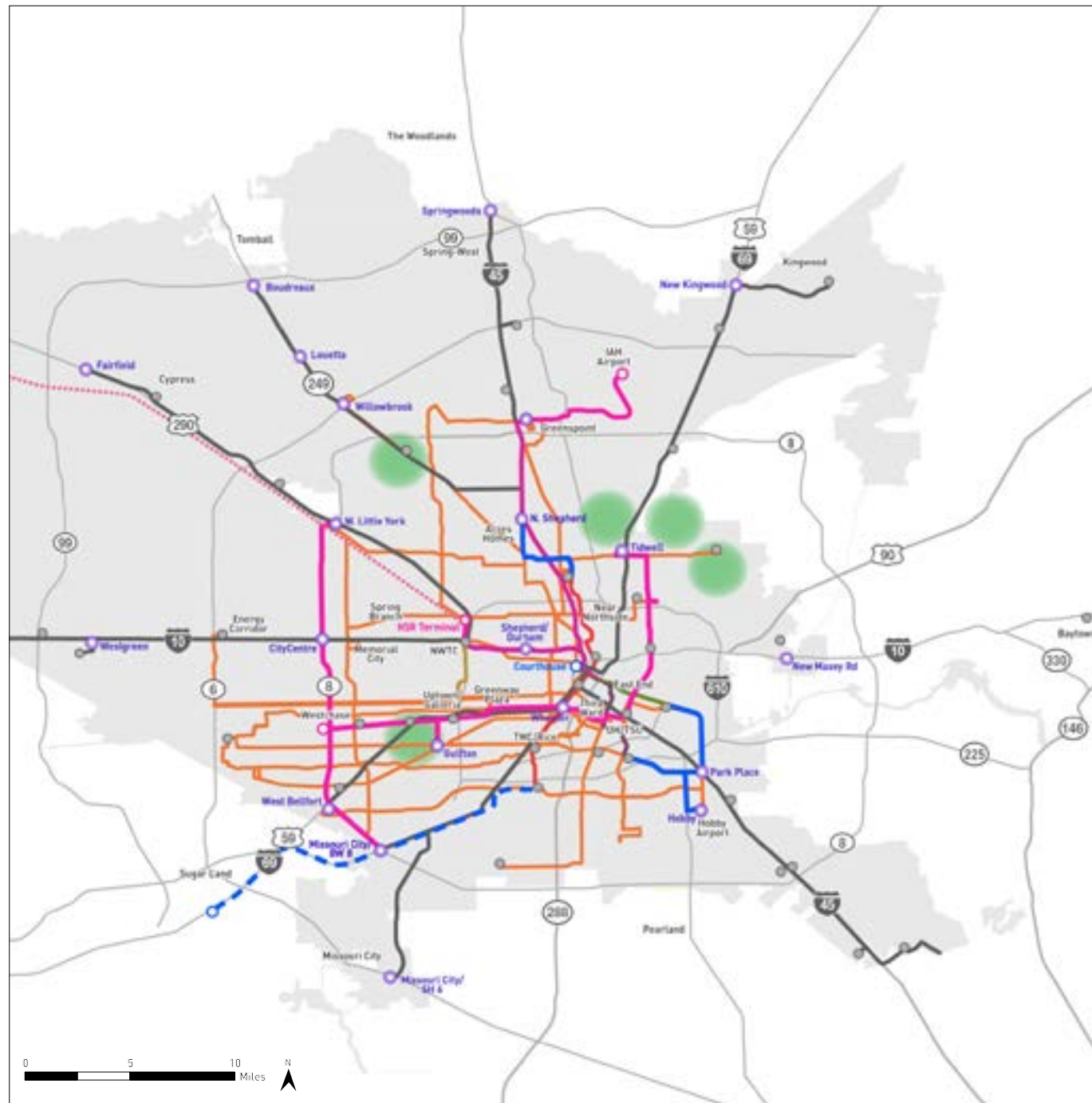


**Thank you for helping draft a blueprint that will carry us into the future!**



**We'll continue our conversation with you every step of the way while implementing METRONext.**

# METRONEXT MOVING FORWARD PLAN MAP



## PROPOSED INVESTMENTS

- METRORapid (BRT) Corridor
- Regional Express Network
- METRORail (LRT) Corridor
- METRORail Potential Partnership
- BOOST Corridor
- - - Proposed High-Speed Rail
- Community Connector/Circulator (additional locations to be determined)
- ⊙ New or Improved Transit Center/Park & Ride
- ⊖ METRORail/METRORapid End of Line

## EXISTING/PROGRAMMED

- Station, Transit Center, or Park & Ride
- METRORail/METRORapid Lines
- METRO Service Area

## METRORAPID (BRT)

- Interstate Highway 45 North to George Bush Intercontinental Airport and Greenspoint
- Inner Katy Corridor to Northwest Transit Center / Proposed High Speed Rail / Uptown
- University Corridor between Westchase and Tidwell
- Uptown Corridor extension to Gulfton
- West Houston Corridor between West Little York Park & Ride and Missouri City

## METRORAIL (LRT)

- Connecting the Green Line and Purple Line and extending the combined lines to William P. Hobby Airport
- Extensions of Green and Purple Lines to the City of Houston Municipal Courthouse
- Extension of Red Line to North Shepherd

## SYSTEM ENHANCEMENTS

- Approximately 21 new or improved Park & Rides, and Transit centers
- Approximately 10 new Community Connectors / circulators
- Systemwide route improvements
- Bus stop enhancements, such as new shelters, accessibility upgrades, and enhanced passenger information
- Bus Operating Facility
- Downtown, Midtown, and Texas Medical Center transit improvements
- Park & Ride service enhancements
- Accessibility and usability improvements and other investments designed to reduce barriers for seniors, the disabled and other users of METRO's transit system, including METROLift services
- Improvements to facilitate portions of a rider's trip before and after use of METRO's transit system (First Mile/Last Mile)
- Safety and security enhancements

## REGIONAL EXPRESS

- United States Highway 90A Two-Way HOV
- Interstate Highway 10 West Two-Way HOV
- Interstate Highway 45 North Two-Way HOV
- United States Highway 59/Interstate Highway 69 South Two-Way HOV Downtown to Edloe
- State Highway 249 Two-Way Diamond Lanes/ HOV
- 4 Off-Peak Direction Diamond Lane Corridors

## BOOST & SIGNATURE SERVICE

- 17 Corridors
- Westheimer Signature Bus Service



# PLAN HIGHLIGHTS



## METRORAPID

### “The Bus That Runs Like Rail”

Buses operate in their own lane and operate from platforms for easy on/easy off.

- 75 miles of new service along 5 corridors
- Downtown to Bush Airport
- Inner Katy to Northwest Transit Center and Uptown
- Uptown to Gulfton
- Westchase to Tidwell
- West Little York Park & Ride to Missouri City



## METRORAIL



- Approximately 16 additional miles
- Red Line extension to new multimodal center at North Shepherd Park & Ride
- Green and Purple lines combine for extension to Hobby Airport and to the Houston Municipal Courthouse

## LOCAL BUS GETS A BOOST WITH SERVICE UPGRADES

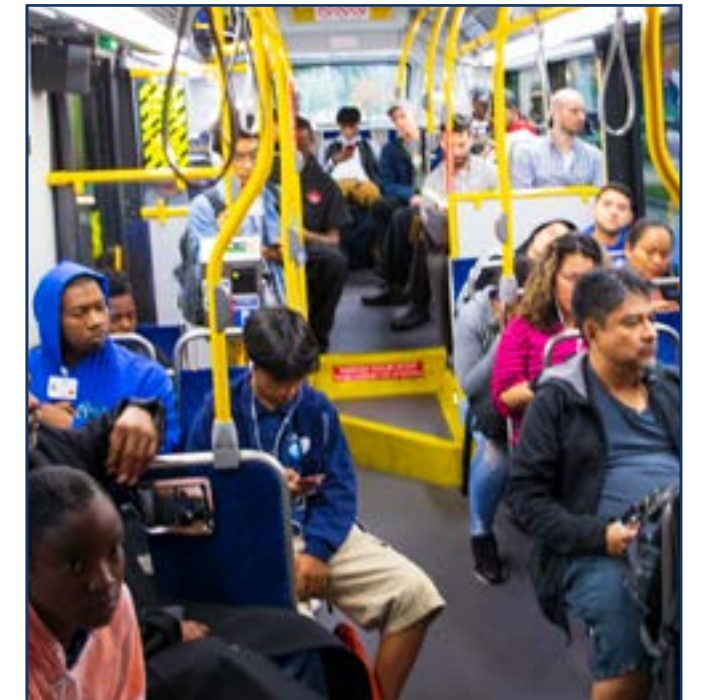
*(17 of our most popular routes)*

**A better walk.** New or improved sidewalks and improved crosswalks, enhancing accessibility for all.

**A better stop.** Improved safety with lighted shelters. Real-time bus arrival information and new ramps for wheelchairs and strollers.

**A better ride.** Easy traffic flow, streamlined stops, traffic signal improvements and improved bus speed and reliability.

**290 miles of service enhancements** including new routes and new and improved amenities for a better customer experience



- Bus stop relocation
- New shelters
- Accessibility upgrades
- Transit signal priority
- Real-time passenger information



# PLAN HIGHLIGHTS CONTINUED



## **PARK & RIDE ("REGIONAL EXPRESS")**

Approximately 21 new or improved Park & Rides and transit centers

Better HOV/Regional Express service will enhance commuter bus connections to METRORail and METRORapid in Uptown, Downtown and in the Texas Medical Center.



## **METRO CURB2CURB/ CIRCULATORS**



**METRO Curb2Curb Service (formerly Community Connector)** provides personalized transportation within specific community "zones," connecting you with the larger transit system.

Shuttles can pick you up at home and take you to anywhere within the zone and key anchor points where you can transfer to other METRO services.

## **NEW WESTHEIMER SIGNATURE BUS SERVICE**

Will use a new two-way HOV facility on Hwy. 59/I-69 South between Midtown and Edloe to provide faster connections between downtown, Greenway Plaza, Uptown, Westchase and West Oaks (Hwy. 6)

## **SERVICE FOR ALL**

We're working hard to provide **Universal Accessibility system-wide** and usability improvements to reduce barriers for seniors, the disabled and other users of METRO services including METROLift.



## **HOV/REGIONAL EXPRESS**



- Highway 90
- I-10 West
- I-45 North
- U.S. 59/I-69 South

110 miles of new or improved service including two-way HOV lanes 7 days a week.

## **GENERAL MOBILITY PROGRAM (GMP)**

**METRO will continue to fund roadway projects through 2040**, as part of its General Mobility Program with local governments.

# METRONEXT BUSINESS NOW

Let us share with you what we are doing NOW, so that you know what we are building on!

We're holding events in-person and virtually, to educate companies about how to do business with METRO.

With 40 plus projects in METRONext, there is a lot of work to go around.

There are more than 100 design and construction opportunities in the next ten years alone.

We'll continue our conversation with you every step of the way while implementing METRONext. Check METRONext.org or RideMETRO.org/SmallBusiness to learn how your company can be considered.



## INTERESTED IN DOING BUSINESS WITH METRO?

Click here to find current and upcoming procurements and much more.

<https://webapps.ridemetro.org/procurement/default.aspx>



# WATCH METRO IN ACTION

Check out these videos for additional information on our services, how they operate, improvements being made, and exciting things down the road. They're all about you!

**"METRONext: The Voters Have Spoken"**

<https://www.youtube.com/watch?v=rtzU6hMXxx0>

**"Introducing METRO's Boost Network"**

<https://www.youtube.com/watch?v=tDxDMKG3y54>

**"Year in Review: METRO's COVID-19 Response"**

<https://www.youtube.com/watch?v=nIkSv88OV8I>

**"MPD Employees Save Two Men after Fiery Crash"**

<https://www.youtube.com/watch?v=CtvaRILGe9o&t=5s>

**"METRO Behind the Wheel: Audrey Taylor"**

<https://www.youtube.com/watch?v=14-EOfbY94>

**"Super Duty Training - Rise and Excel as a Bus Mechanic"**

<https://www.youtube.com/watch?v=uRE5013eKDc>

**"METRO Employees Work Safe"**

<https://www.youtube.com/watch?v=ukCCCY1zdXA>

**"Contactless Fares with the METRO Q Ticketing App"**

<https://www.youtube.com/watch?v=iRIIVwAhdqs>

**"Family Makes Face Masks For METRO Police Officers"**

<https://www.youtube.com/watch?v=ErRoadLDmhl&t=1s>

**"METRO's Frontline Heroes Answering the Call of Duty"**

<https://www.youtube.com/watch?v=d2wcHzMGNNY>

**"METRO Rapid Silver Line Ribbon Cutting"**

<https://www.youtube.com/watch?v=O4gcYtfkqsg>

**"METRO Rapid Silver Line Rider Reactions"**

<https://www.youtube.com/watch?v=uqTix2oSLYg>

**"Discover METRO's Community Connector Service"**

<https://www.youtube.com/watch?v=NriJBvPjYw>

**"The New Gold Standard for Accessibility, Northwest Transit Center"**

[https://www.youtube.com/watch?v=q2zwS4Av\\_eA&t=7s](https://www.youtube.com/watch?v=q2zwS4Av_eA&t=7s)

**"METRO Delivers 1000 Meals in Winter Storm Relief Effort"**

<https://www.youtube.com/watch?v=UohLYur65s>

**"METRO Rises to the Occasion During Winter Storm Uri"**

[https://www.youtube.com/watch?v=GI4M\\_y31Xvw](https://www.youtube.com/watch?v=GI4M_y31Xvw)

**"Super Duty Jobs"**

<https://www.youtube.com/watch?v=-5qyJ5E7-cU>

**"METROLift Going the Distance to Feed Our Neighbors"**

<https://www.youtube.com/watch?v=kFXxMW3stNI>

**"Passenger Captures Amazing Act of Kindness"**

<https://www.youtube.com/watch?v=i3aNQfYIXuQ>

**"MPD Investigates: Surveillance"**

<https://www.youtube.com/watch?v=kH25rZEYbHA>

**"We Got 'Em: Solid Policing & Surveillance Delivers Results"**

<https://www.youtube.com/watch?v=rPYZHQB8qxE>

**"METRO Police Team up with Area Youth"**

<https://www.youtube.com/watch?v=6f2TGGDJ25E>

**"RideMETRO App for Your Smartphone"**

<https://www.youtube.com/watch?v=pyhSCSN6TCg>

**"Customer Service: Putting YOU First"**

[https://www.youtube.com/watch?v=iSvhh\\_s1JKs&t=1s](https://www.youtube.com/watch?v=iSvhh_s1JKs&t=1s)

**"On Board with the Board: Sanjay Ramabhadran"**

[https://www.youtube.com/watch?v=69uSHAw7\\_Ko](https://www.youtube.com/watch?v=69uSHAw7_Ko)

**"On Board with the Board: Troi Taylor"**

<https://www.youtube.com/watch?v=av1qAgwR8hk>

**"It's All Para Ti: METRO's Gulfon Circulator"**

<https://www.youtube.com/watch?v=YXHAehbG3SY>

# FAST FACTS

METRO's modern fleet features more than 400 clean-running, diesel-electric hybrid buses.

METRO helps reduce greenhouse gases by 700 million pounds each year.\*

More than 115 million rides in 2019.

115M

METRO's number one priority is the safety of our customers, community, and employees.

METRO vehicles are 100% accessible.

METRO's 50 Compressed Natural Gas (CNG) buses are currently the least costly to operate due to reduced fuel costs.

\*Transit Cooperative Research Program (TCRP) transit benefits calculator



[RideMETRO.org](https://www.RideMETRO.org)

METROPOLITAN  
TRANSIT AUTHORITY OF  
HARRIS COUNTY, TEXAS