

2024



# METRO

AT A GLANCE





## COMMITTED TO OUR MISSION

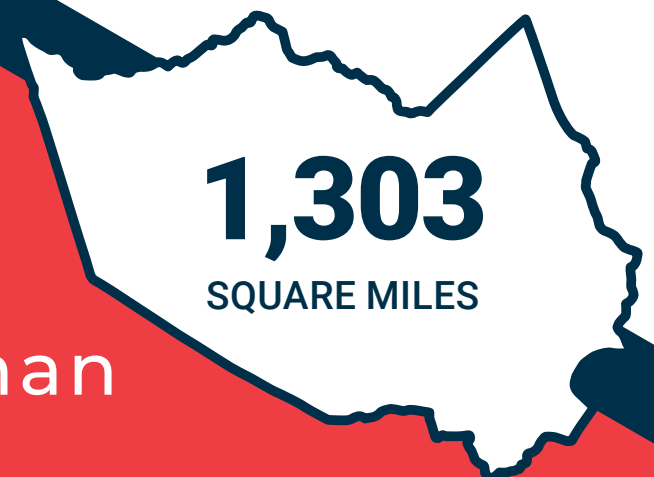
Providing safe, clean, reliable, accessible and friendly transportation services to our region.





# OUR SYSTEM

Serves more than



## FY23 Ridership

- Demand for METRO services continued to grow in 2023 as we moved away from pandemic constraints.
- METRO delivered almost **85 million rides in FY23** and continues to see ridership growth across the system.

## COMMITTED TO THE ENVIRONMENT

Taking delivery of **electric buses** and exploring **hydrogen fuel cell technology**

**Solar panels**

**Autonomous vehicles**

**METRO's Climate Action Plan calls for purchasing only zero-emissions vehicles by 2030.**

# HOW WE ROLL



## Local Bus

- » More than **80 local bus routes** including more than **20 high-frequency routes**
- » More than **9,000 stops**
- » **Quickline Signature Service** offers expedited trips to the Texas Medical Center along the popular 2 Bellaire route



## Park & Ride Bus

- » **28 facilities**
- » Buses use **HOV / HOT Express lanes for faster commutes**



## METRORail

- » Three lines (Red, Green, Purple)
- » Nearly **23 miles** of track
- » Serves **downtown, north, east, and southeast Houston**



## METRO Rapid

- » Dedicated **bus-only lanes**
- » Operates from platforms **like rail**
- » **The METRO Rapid Silver Line** serves two transit centers offering connections to entire METRO system through the Uptown area



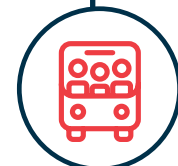
## METRO curb2curb

- » **“On-demand” service** delivering you door-to-door in some neighborhoods
- » Book and ride seven days a week at least 15 minutes in advance by phone or using the METRO curb2curb app



## METROLift

- » **Transports those living with disabilities** who are unable to access regular stops and vehicles



## METRO Star Vanpool

- » **Rideshare service** in Harris and seven surrounding counties



## HOV / HOT Express Lanes

- » Open seven days a week on I-45, U.S. Highway 290 and U.S. Hwy. 59 / I-69
- » **During HOV-Only hours** – free for 2+ occupants and motorcycles
- » **Outside HOV-Only hours** – single occupants can pay a toll

✓ **All METRO-owned transit vehicles are ADA accessible**

✓ **All buses and trains are “bike friendly”**



Scan for services route map

## GENERAL MOBILITY PROGRAM

METRO's General Mobility Program has rebated more than \$4.3 billion in funds to Harris County, the city of Houston, and 14 surrounding cities for their mobility-related projects. These include bridges, sidewalks, bike trails, drainage, roads, traffic signals, and other infrastructure improvements.





# DISCOUNT FARES

## Half Off

- ✓ Seniors 65-69
- ✓ Students
- ✓ Medicare Cardholders
- ✓ Disabled Riders

## FREE

- ✓ 70+
- ✓ Qualified Veterans
- ✓ Qualified METROLift enrollees
- ✓ Children under 5



Check [RideMETRO.org](https://www.metro.net/ride) for fares on other services including METROLift, Park & Ride and HOV / HOT Express lanes. They vary by service, location, and time of day.



# WAYS TO PAY



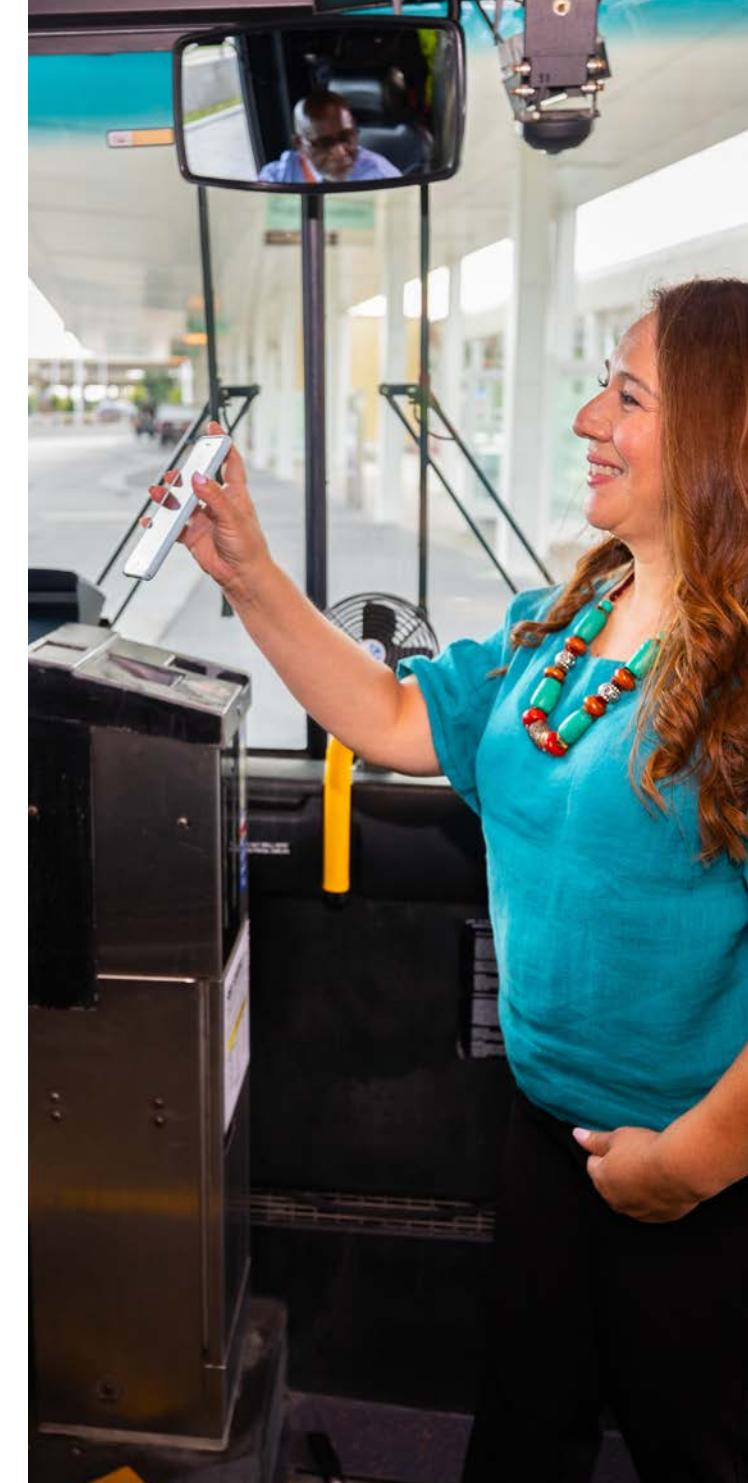
App



Cash

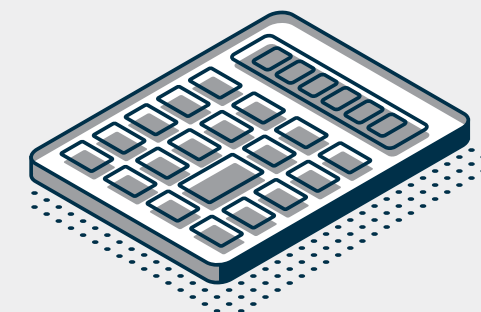


METRO Fare Cards



Transit Saves Time and Money

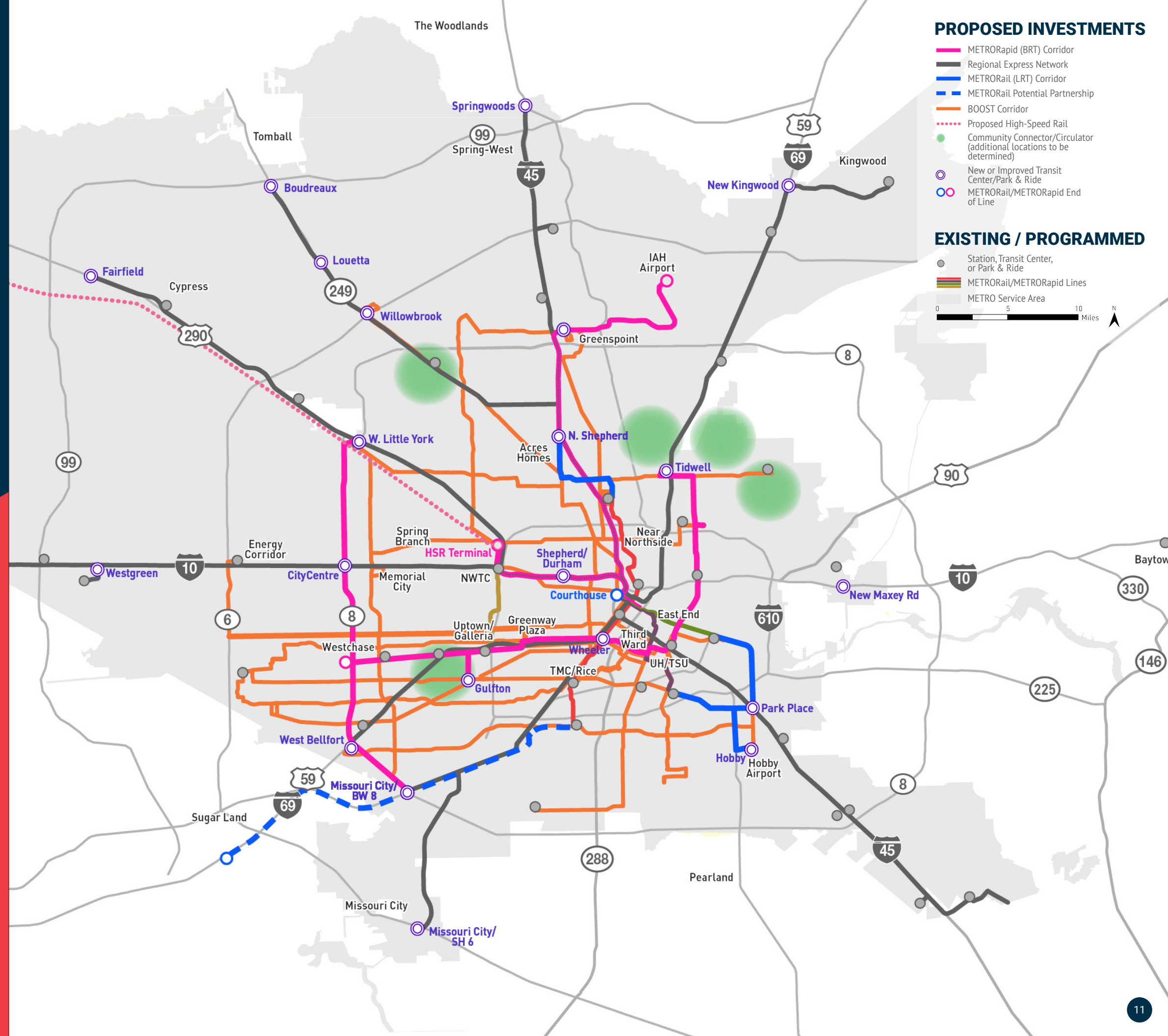
**“You can save \$10,000 a year by taking public transit.”**





# THE FUTURE LOOKS CONNECTED

The METRONext Moving Forward Plan was approved by nearly 70% of voters in 2019, and brings 500 miles of travel improvements to the region.



# PLAN DETAILS

METRORapid (BRT) ●	REGIONAL EXPRESS ●
<ul style="list-style-type: none"> <li>• IH 45 North to George Bush Intercontinental Airport and Greenspoint</li> <li>• Inner Katy Corridor to Northwest Transit Center / Proposed High Speed Rail / Uptown</li> <li>• University Corridor between Westchase and Tidwell</li> <li>• Uptown Corridor extension to Gulfton</li> <li>• West Houston Corridor between West Little York Park &amp; Ride and Missouri City</li> </ul>	<ul style="list-style-type: none"> <li>• US Highway 90A two-way HOV</li> <li>• IH 10 West two-way HOV</li> <li>• IH 45 North two-way HOV</li> <li>• US 59 / I 69 South two-way HOV Downtown to Edloe</li> <li>• SH 249 two-way Diamond Lanes / HOV</li> <li>• Four off-peak direction Diamond Lane corridors</li> </ul>
METRORail (LRT) ●	BOOST & SIGNATURE SERVICE ●
<ul style="list-style-type: none"> <li>• Connecting the METRORail Green and Purple lines and extending the combined lines to William P. Hobby Airport</li> <li>• Extensions of METRORail Green and Purple lines to the City of Houston Municipal Courthouse</li> <li>• Extension of METRORail Red Line to North Shepherd</li> </ul>	<ul style="list-style-type: none"> <li>• 17 Corridors</li> <li>• Westheimer Signature Bus Service</li> </ul>

## SYSTEM ENHANCEMENTS ●

- Approximately **21 new or improved Park & Rides, and transit centers**
- Approximately **10 new METRO curb2curb / circulators**
- **Systemwide route improvements**
- **Bus stop enhancements**, such as new shelters, accessibility upgrades, and enhanced passenger information
- New 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**

## Commitment to Small, Disadvantaged, Veteran and Disability-owned Businesses

**Goal of 35%** race / gender neutral Small Business annual goal on program eligible contracts.



# SAFETY IS JOB No. 1

# METRO POLICE ON DUTY

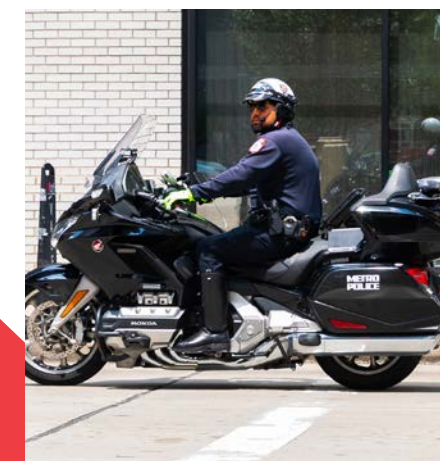
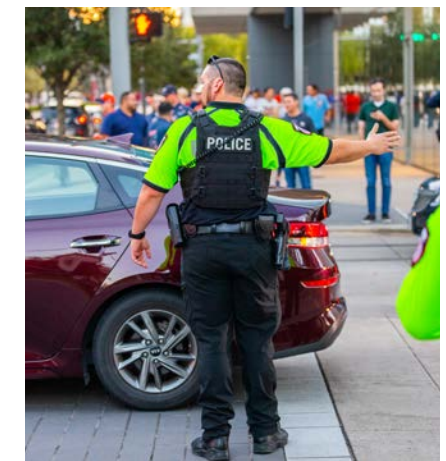


We've been putting you first for more than 40 years and nothing has, or ever will be, more important than the safety of our customers, employees, and the public.

More than 200 officers patrol the transit system and properties while helping other law enforcement agencies and stranded drivers through the Motorist Assistance Program (M.A.P).

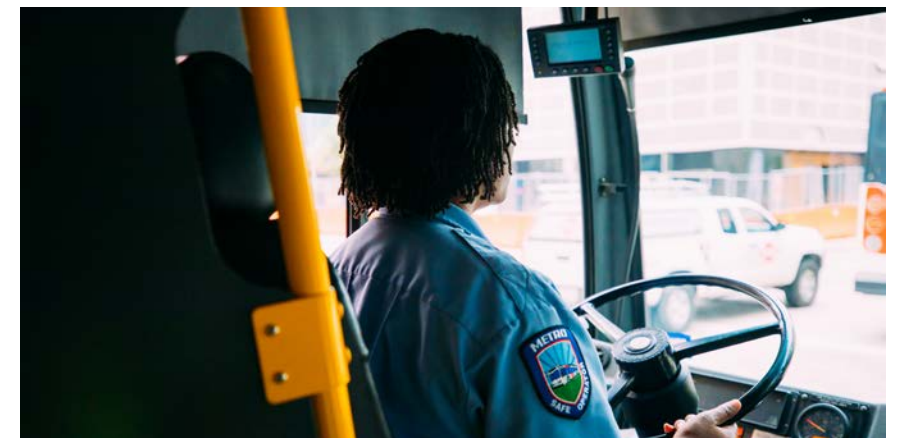
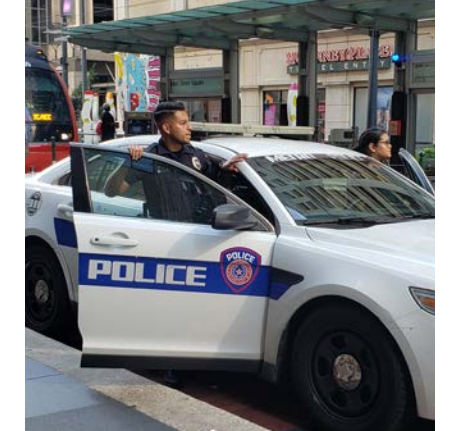
## Safety and Security

We're committed to making your ride even safer with security cameras on our transit vehicles, blue light call boxes at our bus and rail facilities and live monitors on many of our buses.





# READY FOR AN EMERGENCY



## Houston Transtar

METRO 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 is home to MPD police dispatch, surveillance camera monitoring and bus and rail controllers.



# MORE THAN 4,000 METRO EMPLOYEES WORKING FOR YOU!

# COMMITMENT TO COMMUNITY



**From responding to major disasters to helping host major events, METRO is here for the Houston region!**

During Winter Storm Uri METRO kept people connected to vital resources, provided transportation to warming centers, and helped deliver groceries.



All METRO employees are ready to serve the community in any way possible. The Crisis Assessment Response Engagement (C.A.R.E.) Team has a special focus on those living with homelessness or facing other challenges.

## Commitment to Collaboration



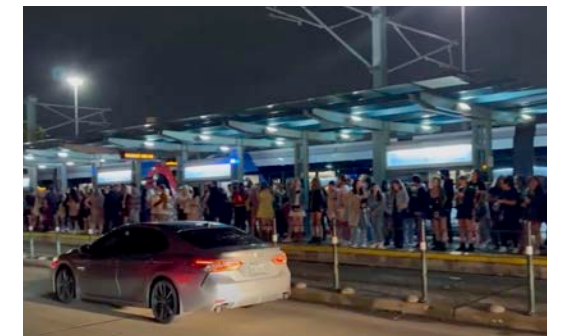
Beyoncé made a triumphant return to her hometown with two shows at NRG Stadium. METRO made sure to make it a night to remember by deploying "Beyhive" buses to support heavy rail ridership.

**METRO employees fill hundreds of volunteer shifts during events like the Super Bowl, World Series, Final Four, and more.**

METRO is always ready to help the Houston region play host — connecting people to big events in the local, state or national spotlights that contribute to the area economy.



METRO provided 1,507,014 rides to the Houston Livestock Show & Rodeo in March of 2023 — a 10% increase in ridership from March of 2022.



Thousands of "Swifties" were excited to "Shake It Off" using METRORail to beat the traffic and catch Taylor Swift's Eras Tour at NRG Stadium.

# FINANCIALS / AWARDS



## Best Transit Agency In North America

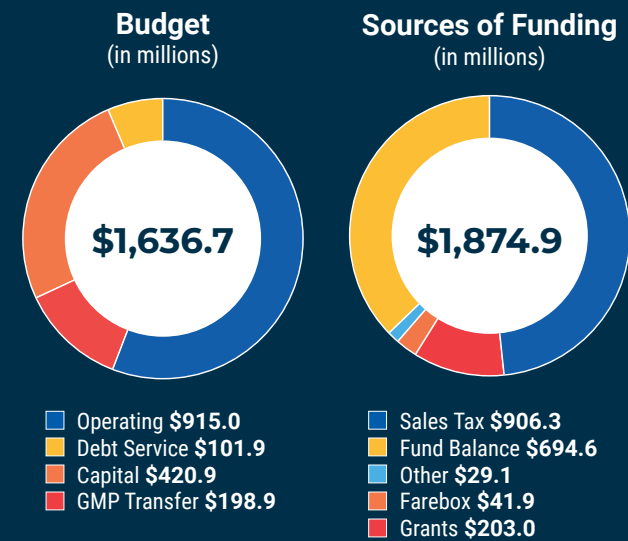
The American Public Transportation System (APTA) honored METRO with this prestigious industry award for a third time.



## Fiscally Responsible

Our fiscal responsibility and transparency have been repeatedly recognized, and METRO has been awarded AAA ratings from Standard and Poor's and KBRA.

### METRO FY2024



### Government Finance Officers Association

METRO recognized for Distinguished Budget Presentation and Excellence in Financial Reporting

### Moody's Investor Service

Aa1 (high) rating for sales and use tax bonds

### 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, debt obligations and public pensions.



# CONNECT WITH US



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Follow us in English & en Español  
@RideMETRO or @RideMETROEspañol



@METROHouston



Watch videos, including our METRO Matters TV show to learn more about our services  
[youtube.com/c/METROHouston](https://youtube.com/c/METROHouston)



MPD Connect: #MPD (#673)



Visit us at [RideMETRO.org](https://RideMETRO.org)

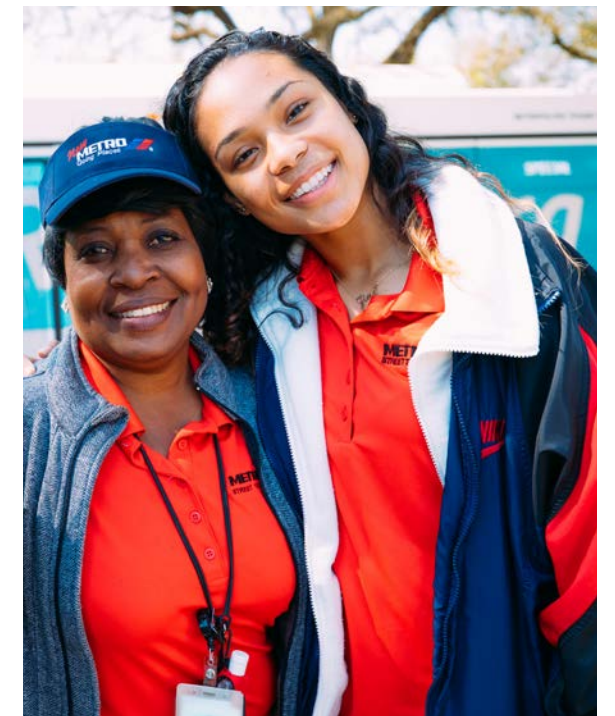


Sign up for our **METRO Connections newsletter** to stay informed



Call or text  
Customer Service at:

**713-635-4000**



**See you  
on board!**



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Call or text 713-635-4000

