



METRO HIGHLIGHTS

METROPOLITAN TRANSIT AUTHORITY
OF HARRIS COUNTY, TEXAS



S O U T H S I D E P L A C E

E L L A G O M I S S O U R I C I T Y

U N I N C O R P O R A T E D H E D W I G
H A R R I S C O U N T Y V I L L A G E

T A Y L O R L A K E V I L L A G E

P I N E Y P O I N T V I L L A G E

M E T R O

C I T Y O F H O U S T O N

K A T Y B E L L A I R E

H U N T E R S C R E E K V I L L A G E

B U N K E R H I L L
V I L L A G E

S P R I N G
V A L L E Y

H U M B L E

V I L L A G E

H I L S H I R E V I L L A G E

W E S T U N I V E R S I T Y P L A C E

METRO 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.





ABOUT METRO

Find out who we are, what we do, how we are funded, and our plans for the future of Houston-area transportation. **(Pages 5-17)**



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 18-27)**



PARK & RIDE AND HOV/HOT LANES

27 Park & Ride facilities allow suburban commuters to enjoy express service to employment centers on High Occupancy Vehicle lanes. **(Pages 28-31)**



METRORAIL

Three light-rail lines provide a fun and convenient way to visit many of Houston's major attractions, workplaces, medical facilities, and universities. **(Pages 32-35)**



METRO STAR VANPOOL

Vanpools of five to 15 riders safely and comfortably transport members to and from workplaces in an eight-county area. **(Pages 36-37)**



ACCESSIBILITY & METROLIFT

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 38-41)**



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 42-49)**



MAJOR EVENTS

METRO is essential in helping Houston host major events, making bigger and safer attendance possible. **(Pages 50-51)**



WHAT'S NEXT

The future is coming! With the help of all stakeholders, METRO explores innovative solutions for a new regional transit plan. **(Pages 52-56)**

METRO SERVICES AT A GLANCE



LETTER FROM OUR CHAIR

It's funny how often people ask me what, exactly, METRO does. Sometimes they are genuinely bewildered. Sometimes they are expressing skepticism about the willingness of Houston to embrace mass transit.

I'm actually glad when this happens because it gives me a chance to tell people a story that many of them do not know; a story about the extent to which the Houston region has expanded, improved, innovated and completely redesigned its mass transit system. In fact, METRO has made such dramatic and successful improvements over the last few years that 28 other cities, from Los Angeles to Auckland, New Zealand, have sent their transit designers here to see what they can learn from us.

Once viewed as simply a necessary municipal service, mass transit is now considered an essential amenity without which no major city can compete or prosper. It's a subject of global study and the confluence of the most cutting-edge developments in science, technology, engineering, sustainability, and energy. And as we learned during Hurricane Harvey, METRO is also critical to the first-response network with vehicles, drivers, police, and call centers capable of rapid deployment during an emergency.

Mass transit connects employees to jobs, students to education, families to health care, residents to museums and theaters, and sports fans to stadiums. If you're a business on a bus or rail line, mass transit literally brings customers to your door. Stated simply, mass transit connects people, businesses, and cities to their futures. It's been clear for a long time that every dollar spent on mass transit is a dollar wisely invested.

Houston-area growth is a gift, but it's a gift we cannot take for granted. It requires that the region be responsive to the changing needs and preferences of the people who live and work here.

METRO has been listening and learning, developing a new regional transit plan to build on past successes and keep people and traffic moving. It's called METRONext, and I invite you to read about it in these pages. Also read about "The Reimagining" of our area bus system, the Heroes of Harvey and, while we have your attention, take a look at our awards and financials. We think you'll be impressed.

What does METRO do? It keeps people moving further, faster, and more efficiently every single day.

Sincerely,

Carrin F. Patman

CARRIN F. PATMAN

Chair, Metropolitan Transit Authority
of Harris County, Texas



LETTER FROM OUR CEO

From bus operators to accountants, METRO employees work every day to create a public transportation system worthy of our community. We take pride in driving our neighbors to doctor's appointments, students to school and our diverse workforce to jobs throughout the region. We are customer-focused and community-driven.

In the past year, METRO employees accomplished some truly remarkable milestones. We carried a record-breaking number of people to Super Bowl LI events, working around the clock to ensure customers from home and from around the world were delivered safely to their destinations. We also broke ridership records transporting fans to the Astros' World Series victory parade. When a national spotlight shined on the Houston region, METRO demonstrated what a great regional transportation system is capable of doing.

And when disaster struck during Hurricane Harvey, METRO moved into action, providing lifesaving and essential services to a stunned region. We harnessed the knowledge and best practices of how to keep a region moving, and leveraged our fleet to move people out of harm's way. The "Houston Strong" catchphrase only scratched the surface — our employees showed what true community service looks like.

We aren't done yet. We're looking at every aspect of the customer experience, your experience, to make public transit even better.

METRO is investing in infrastructure like bus shelters and sidewalks to improve not only our customers' experience, but to improve the communities where we operate.

We're enhancing safety features by using the latest Bluetooth technology to launch a pilot program to alert pedestrians of a METRORail train entering an intersection.

We continue to look outside the world of public transit to partner with our local universities and area transportation partners to design service that meets the needs of today's and tomorrow's riders.

Every day METRO employees go to work for you. Thank you for giving us the opportunity to pursue our passion for public service.

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



CINDY SIEGEL
(Multi-Cities)
Second Vice-Chair



TROI TAYLOR
(City of Houston)
Secretary



DON ELDER JR.
(Multi-Cities)



LEX FRIEDEN
(City of Houston)



**LISA GONZALES
CASTAÑEDA**
(Harris County)



TERRY MORALES
(City of Houston)



SANJAY RAMABHADRAN (RAM)
(City of Houston)

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**



TOP ROW: Sofia Simien, Jerome Gray, John Garcia, Thomas J. Jasien, Cydonii Fairfax, Roberto Treviño, Arthur C. Smiley III, Kimberly Williams, Alva I. Treviño
BOTTOM ROW: Rosa Diaz, Thomas C. Lambert, Debbie Sechler, Timothy H. Kelly

THOMAS C. LAMBERT
President & Chief Executive Officer

TIMOTHY H. KELLY
*Executive Vice President, Operations,
Public Safety & Customer Service*

THOMAS J. JASIEN
Deputy CEO

DEBBIE SECHLER
Executive Vice President, Administration

ROSA DIAZ
Director, Board Support

ARTHUR C. SMILEY III
Chief Financial Officer

CYDONII FAIRFAX
*Executive Vice President &
General Counsel*

ALVA I. TREVIÑO
Executive Vice President, Special Projects

JOHN GARCIA
Interim Vice President & Chief Auditor

ROBERTO TREVIÑO
*Executive Vice President, Planning,
Engineering & Construction*

JEROME GRAY
*Executive Vice President &
Chief Communications Officer*

KIMBERLY WILLIAMS
Chief Innovation Officer

EXECUTIVE OFFICE STAFF

SOFIA SIMIEN
Executive Assistant to the President

NICOLE STUTTZ*
Project Manager for the Executive Office

**Not pictured*

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.



In 2017, METRO provided about 113 MILLION rides!



Nearly one-third of downtown's employees rely on METRO to get to work every day.



38.7 percent of METRORail riders are taking 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)



"METRO has an excellent transit system. It provides safe, efficient, reliable, cost-effective service to stakeholders in and around Houston and the 14 municipalities in the service area."

State of Texas Quadrennial Performance Audit
performed by Milligan & Company, Fiscal Years
2012-2015

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.

113 MILLION RIDES IN 2017 AND COUNTING

	BUS	58.2 MILLION
	RAIL	18.4 MILLION
	PARK & RIDE	7.7 MILLION
	PARATRANSIT	1.9 MILLION
	VANPOOL	2 MILLION
	HOV/HOT	25.4 MILLION



How do we know? This handy pair of eyes is an Automatic Passenger Counter (A.P.C.), which is located above the doorways of METRO buses and rail. This technology allows us to count the number of passengers who ride with us. Humans 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 number of jobs in the Houston-Galveston Area Council eight-county region will increase to 4.47 million, a 63 percent increase since 2010.

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

THE PLAN



METRO is working on a new regional transit plan to keep the Houston area moving. That plan is called METRONext, designed to build upon the successes of the 2003 METRO Solutions Referendum.

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. 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




WE ARE AN AWARD-WINNING TRANSIT SYSTEM




In 2015, METRO was named Transit Agency of the Year by the American Public Transportation Association (APTA), an international organization that has been representing the transit industry for more than 100 years. The Texas Transit Association (TTA)

selected METRO as the 2017 Outstanding Metropolitan Transit System and in 2018, the U.S. Department of Transportation selected METRO as the Region Six Transit System of the Year. METRO also received the 2018 APTA Bus Safety & Security award.

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.

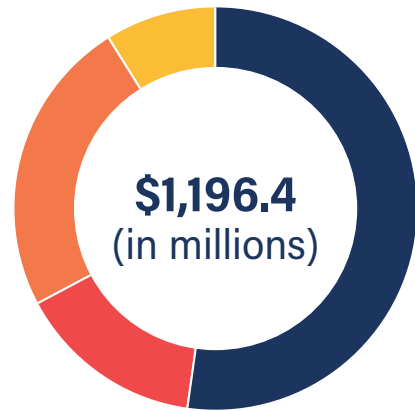
 A 25 percent rebate goes to the city of Houston, Harris County, and the Multi-Cities for their own mobility-related projects. This rebate, known as the General Mobility Program (GMP), so far has rebated more than \$3.2 billion in funds for bridges, sidewalks, bike trails, and drainage, in addition to 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.



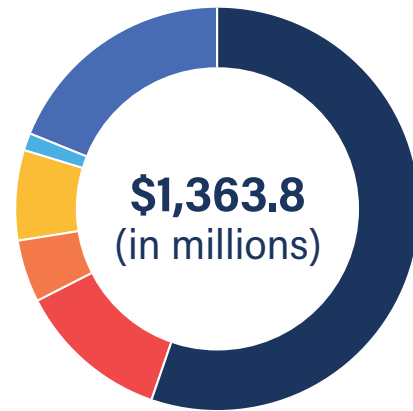
HOW METRO IS FUNDED

FY2019 Budget



- Operating \$626.2
- Debt Service \$104.2
- Capital \$286.0
- GMP Transfer \$180.0

FY2019 Sources of Revenue



- Sales Tax Fund \$754.7
- Balance \$256.9
- Other \$17.5
- Borrowing \$97.7
- Farebox \$67.5
- Grants \$169.5

FINANCIALS, CHECKBOOK, AND ALL BOARD MEETINGS ARE POSTED ONLINE

YOU'RE INVITED TO ATTEND OUR BOARD OF DIRECTORS MONTHLY MEETINGS

WHEN: Typically the fourth Thursday of each month at 10 a.m.

WHERE: The Lee P. Brown METRO Administration Building at 1900 Main on the 2nd floor

RSVP: If you cannot join us in person, please attend by streaming video from our website RideMETRO.org

MORE INFO: Online, visit RideMETRO.org, see Board Meetings & Notices or call 713.739.4834. Working committee meetings are also posted online and open to the public.

METRO

METRO IS A FINANCIALLY PRUDENT AND TRANSPARENT STEWARD OF TAXPAYER FUNDS

Our FY2019 budget of approximately \$1 billion is comprised of the following categories: \$626.2 million in operating expenses; \$286.0 million in capital expenditures; \$180.0 million to the city of Houston, Harris County and the smaller cities for their specific mobility needs; and \$104.2 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), the Texas Public Interest Research Group (which gave METRO an "A" grade for spending transparency), and Milligan & Company (which found in its three-year performance audit that METRO is an excellent transit system).

Rating agencies concur, giving METRO bond ratings of AA+ (Standard and Poor's) and Aa2 (Moody's), and categorizing METRO's ratings as "stable." After Hurricane Harvey, Moody's observed: "The transit authority's ability to quickly resume service and assist with recovery efforts highlights its strong operational practices."



Government Finance Officers Association

METRO recognized for 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



Moody's

Aa2 rating



Standard & Poor's

AA+ rating



Texas Comptroller Transparency Star

METRO receives honors for transparency in traditional finances and debt obligations



LOCAL BUS NETWORK

METRO's bus service is the heart of our system, with 114 fixed routes, 8,964 stops, 2,143 shelters, 21 Transit Centers (sheltered waiting areas where multiple bus and/or rail routes converge), and 58.2 million rides in 2017.

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.

Our local bus service provided 58.2 million rides in 2017.

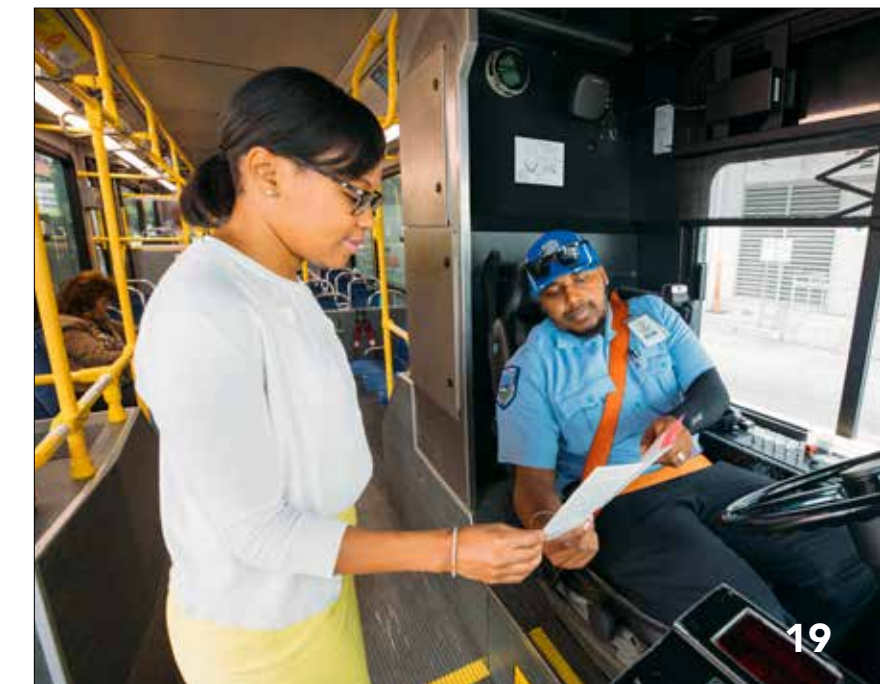
As a result, local bus ridership has increased, defying national trends. 28 cities in the United States and abroad are now reimagining their own bus systems using METRO's process as a model.

METRO also uses smaller vehicles and customized service tailored to specific communities or route needs. For example, METRO provides Community Connector service in certain neighborhoods with unique transit needs and Quickline Signature Service that offers expedited bus service to the Texas Medical Center along the popular 2 Bellaire route. METRO also operates the free Greenlink circulator buses that move people among 18 downtown stops.

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.



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





METRO's "reimagining" process was so successful it now serves as a model for 28 other cities in the U.S. and as far away as New Zealand.

IN 2015, METRO "REIMAGINED" ITS FIXED-ROUTE NETWORK



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 our 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,

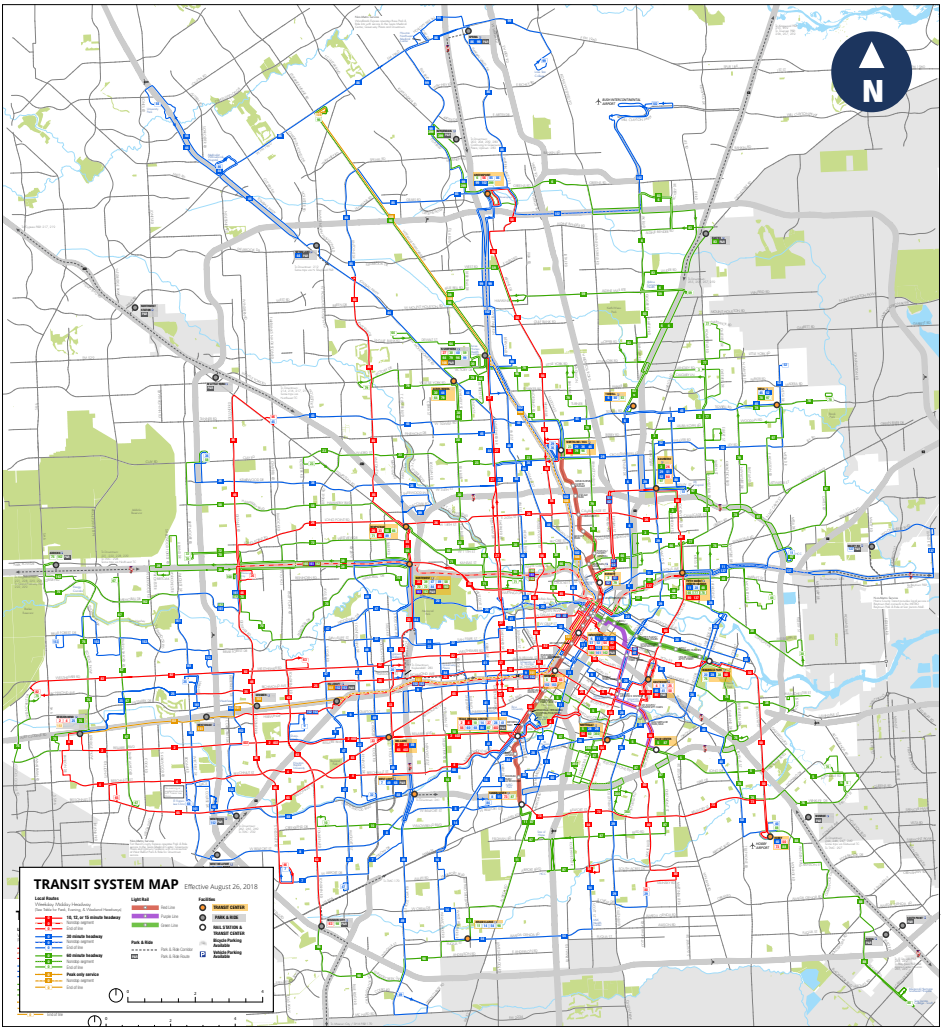
Houston-area METRO riders awoke to discover that they had a whole new, improved, customer-focused bus network.

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 now serves as a model for 28 other cities including Los Angeles and Auckland, New Zealand, as they work to update their aging transit systems. 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'S LOCAL BUS NETWORK



FARES FOR LOCAL BUS

<p>\$ \$1.25</p> <p>Includes free transfers good for three hours in any direction ✓</p>	<p>50% Off</p> <p>Seniors 65-69* ✓</p> <p>Students* ✓</p> <p>Medicare Cardholders* ✓</p> <p>Disabled riders* ✓</p>	<p>FREE</p> <p>Seniors 70+ * ✓</p> <p>Qualified veterans* ✓</p> <p>Qualified METROLift enrollees* ✓</p> <p>Children under 5 ✓</p>
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For details about fare purchases, discounts, rider tools, schedules, and maps, please visit us online at RideMETRO.org or in person at the METRO RideStore, 1900 Main.

* With appropriate METRO fare cards

METRO SERVICE

COMMUNITY CONNECTOR: A WORKING MODEL

METRO's Community Connector provides curb-to-curb service in zones where missing sidewalks, narrow streets, and roadside ditches make it difficult for residents to access regular bus service. Residents inside the zone can call for a ride up to an hour ahead or schedule a ride. The cost is the same as regular bus service.



METRO's Community Connector has its own dedicated dispatch team and drivers, so there is a very real sense of community. 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.



GREENLINK DOWNTOWN SHUTTLE

The Greenlink makes 18 stops downtown, putting you within steps of more than 40 popular destinations. Downtown Houston is a great place to work and play. Day or night, seven days a week, use the Greenlink to sightsee or just catch a ride back to your office after running an errand. The fare? It's FREE. Greenlink is a partnership between the Downtown District and Houston First, and is operated by METRO. The bus fleet runs on Compressed Natural Gas (CNG), making it a cleaner transportation alternative.



SPEAKING OF GREEN



*Transit Cooperative Research Program (TCRP) transit benefits calculator

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 Veteran's 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 Veteran's 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.

METRO Life Changers — Leang and Frank

"Human lives — we should be grateful for our lives and helping each other."



Meet Leang "Terry" Ear, METRO Rail traction power technician and part-time superhero. Born in Cambodia, Ear joined METRO in early 2017 and has a degree in electronics from DeVry University in Pomona, California. He and his family fled the Pol Pot regime when he was seven. That early experience with determination and grit stood him in good stead on the Monday before Thanksgiving. At five feet, seven inches and 150 pounds, it was sheer determination that enabled Leang to pull two barely conscious adults, both heavier than he, out of a burning car that had crashed into a pole.

"You just keep moving forward to help people. You don't look back."

Meet METRO street supervisor, Frank Gonzales. After 28 years with METRO, he knows how to step up. During Harvey, his own house flooded with 18 inches of water, but as soon as the roads were passable, he reported to NRG Center to help with relief efforts — and worked for two consecutive weeks without a day off. He coordinated daily shuttles from NRG to Wal-Mart, Target, and the Workforce Commission.



METRO SERVICE

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 27 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.

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.

METRO provided 7.7 million Park & Ride commuter bus rides in 2017.

An additional 25.4 million people used HOV/HOT lanes operated by METRO in 2017.

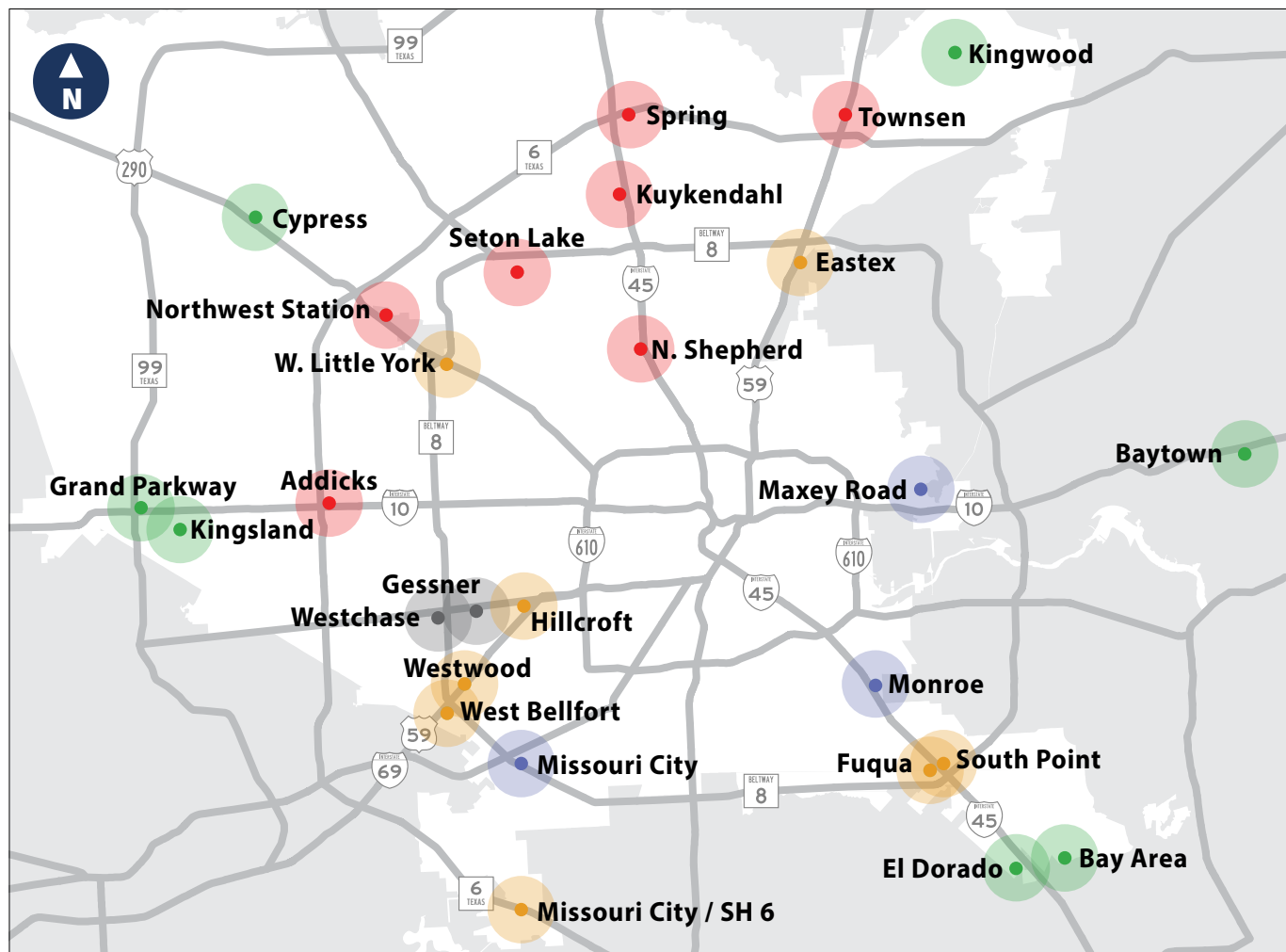
Commuter buses eliminate 20,000 trips each day, easing traffic on congested freeways.



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



PARK & RIDE MAP



FARES FOR PARK & RIDES

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

HOT LANES

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

For details about fare purchases, discounts, rider tools, schedules, and maps, please visit us online at RideMETRO.org, or in person at the METRO RideStore, 1900 Main.

* With appropriate METRO fare cards

Meet Martina and Jeff



"Riding the Park & Ride bus has made a big impact on my life."

Meet Martina, one of our "My METRO" video stars. Martina started using Park & Ride service 10 years ago for various reasons, but the main reason was the desire to improve her health by reducing stress. Using public transportation relaxes her before work, and on the way home. Martina's Park & Ride commute buddies include smart phone gamers, mobile office devotees, and more than a few nappers. But Martina just likes to sit back, enjoy letting someone else drive, and know she's saving money.

"I just rolled across the street, jumped on the Park & Ride bus, and it was stress-free."

Meet Jeff, one of the voices of our "My METRO" radio spots. Jeff is a combat veteran who lost a leg in a motorcycle accident. He's also a METRO rider. When he moved to Houston, his car broke down the first week he was here. There was a Park & Ride nearby. So Jeff just rolled across the street, boarded the bus and he's been riding METRO ever since. He hasn't lost his appetite for speed and adventure, though. He found hand cycling by way of Achilles International and recently participated in his third Chevron Houston Marathon. METRO is proud to have the opportunity to take Jeff where he wants to go.



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 18.4 million rides in 2017. Our fleet consists of 76 light-rail vehicles.

METRORail gave 18.4 million rides in 2017.



The Red Line opened in 2004 as the Main Street Line and today is 12.8 miles long. It carries 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.



The Red Line is 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

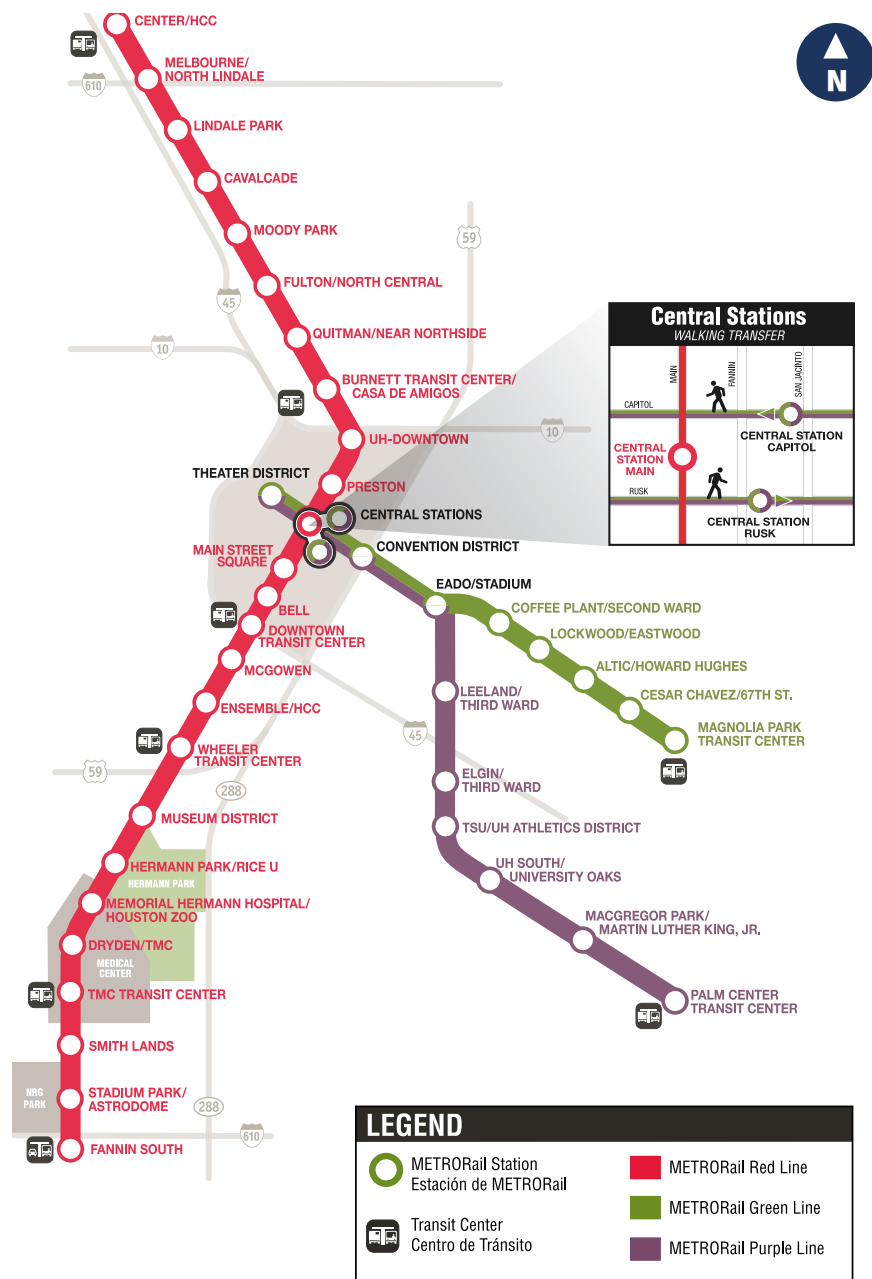
- Seniors 65-69*
- Students*
- Medicare Cardholders*
- Disabled riders*

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 the METRO RideStore, 1900 Main.

* 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.

METRO facilitated 2 million vanpool rides and more than 700 active vanpools in 2017.

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, 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, 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.

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.

METROLift gave 1.9 million rides in 2017.



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

 FARES	
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."

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 almost 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)

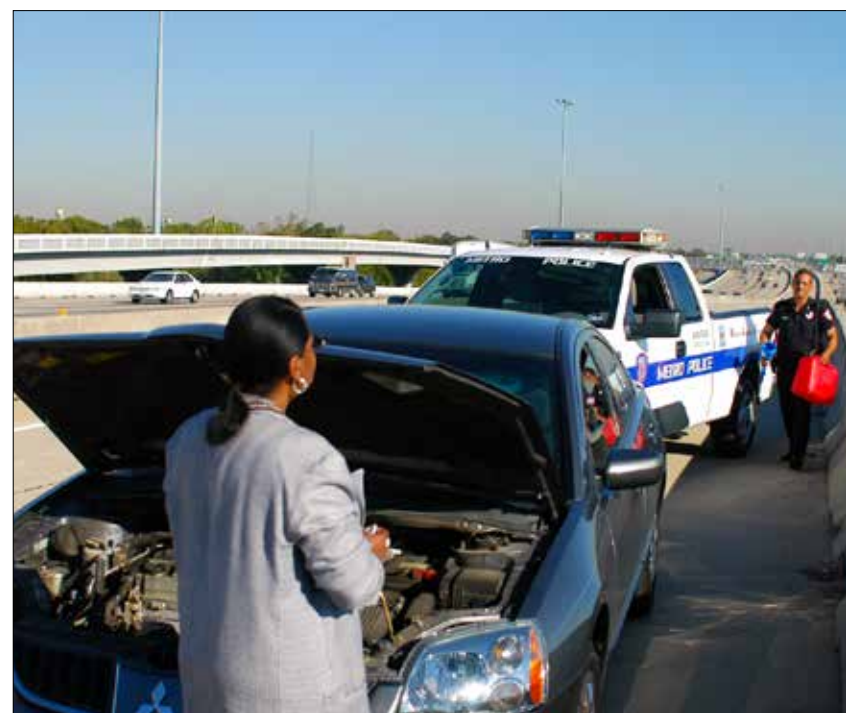
MPD Connect:
Live chat with
MPD or file a
report.

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. Hurricane Harvey is the most recent example. As rain 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.



THE MOTORIST ASSISTANCE PROGRAM (M.A.P.)

M.A.P. has helped more than 100,000 stranded motorists since 1989. Vehicles patrol approximately 150 miles of freeway around Houston from 6 a.m. to 10 p.m. weekdays and are equipped with gasoline, water, hand tools, jumper cables, and push bumpers. Dial 713-225-5627 (723-CALL-MAP) to report a stalled vehicle or an accident. Verizon Wireless phone customers can also call *627 (*MAP). The M.A.P. operator will contact the city of Houston's SafeClear program if additional services are required.

HURRICANE HARVEY

HIGHLIGHTS AND HEROES!



When Hurricane Harvey came, METRO was prepared. A mile-long convoy of 120 buses was moved to high ground, ready to be deployed after the storm.

METRO employees and leadership worked night and day to keep people, supplies, and information flowing.



All told, METRO moved 15,000 people out of harm's way, and transported them to safety.



"We would have not been able to get people to the various shelters without the help of METRO. We certainly appreciate them. They have gone over and above."

Sylvester Turner,
City of Houston Mayor



Heroes of Harvey

METROLift contract driver Ramonia McCarty stayed with her elderly and disabled passenger for 18 hours — engaging her in conversation, encouraging her to move around, and reassuring her that she would not be abandoned in their stranded vehicle. Her heroism was recognized by Mayor Sylvester Turner, who declared October 10 to be Ramonia McCarty Day! McCarty was also honored as driver of the year by the International Association of Transportation Regulators.

“ I tried to think of her as my grandmother or mother, and what I would want someone to do for her.”



“It was hard to tell where a roadway began and ended. Everyday objects like electrical boxes and fire hydrants became underwater hazards. The hidden dangers also included a swamp of submerged cars.”

Despite the danger, METRO master mechanic Carlester Chatmon navigated treacherous Harvey floodwaters in a high-water military rescue vehicle. Chatmon and his three HPD partners pressed on, rescuing families all over the Houston area.

METRO Leadership Honored After Hurricane Harvey



Left to right: Harris County Commissioners Steve Radack, Jack Morman, County Judge Ed Emmett; METRO Board Chair Carrin F. Patman; METRO First Vice-Chair Jim Robinson, METRO President & CEO Thomas Lambert, METRO Board Member Sanjay Ramabhadran, Harris County Commissioners Rodney Ellis, and R. Jack Cagle.

Group Photo Courtesy of Joe Strange of The Harris County Attorney's Office

Harris County Commissioners Court honors METRO's leadership for its emergency response role during and after Hurricane Harvey.

METRO's ability to restore normal service in amazingly short order played a major role in helping area residents start the process of recovery. It also caught the attention of Moody's Investor Service, which renewed METRO's Aa2 bond rating, citing METRO's impressive Harvey performance as evidence of "strong operational practices."

“During the storm, METRO was outstanding. We couldn't have asked for a better partner.”

Ed Emmett,
Harris County Judge

**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.



In 2017, TranStar reduced travel delays by almost 21.6 million vehicle hours and reduced fuel consumption by 40 million gallons.*



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

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.



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

*Texas A&M Transportation Institute



MAJOR EVENTS IN THE REGION

When the Houston region hosts a major event, METRO is there to connect people to the biggest events in the city or in the nation.

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.



OFFICE OF INNOVATION

In 2016, METRO established its own think tank within the agency called the Office of Innovation (O.O.I.).

The office's mission is comprehensive, but simple: think big. Think different. Think ahead.

Study the latest, greatest innovations in mobility and figure out how they might work for us. Find new and better ways to move people. Find best practices in procurement, operations, analytics, and accounting. The O.O.I. hit the ground running.

The O.O.I. was instrumental in securing Texas as a recognized Autonomous Vehicle Proving Ground. This designation allows the use of METRO's High Occupancy Vehicle lanes to develop, test and refine new transportation technology in real life conditions.

METRO is the team leader for Houston in the Texas Innovative Alliance, a program in which cities across the state tackle mobility challenges. Each city has a "team" of stakeholders. Houston's team includes ten agencies, among them, the City of Houston, the Texas Medical Center, the University of Houston, Texas Southern University, and five other government agencies including the Houston-Galveston Area Council and Port of Houston.



This is a rendering of a Post Oak/Uptown bus rapid transit platform.

In 2017, METRO hosted the 2nd Texas Mobility Summit showcasing mobility projects from around the state, where participants looked at transit solutions like platooning buses and driverless cars. No word yet on flying cars, but if someone out there has a good prototype, we'd love for you to get in touch.

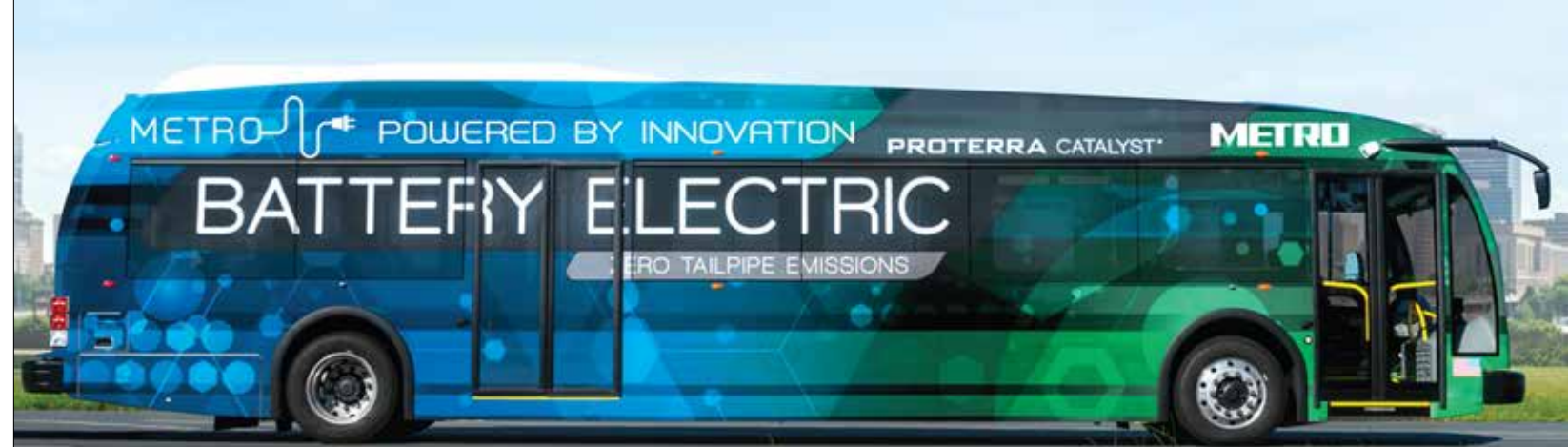
HIGH CAPACITY TRANSIT/ BUS RAPID TRANSIT

As our region grows, some travel challenges can only be met by higher capacity transit technologies like light rail, commuter rail, and bus rapid transit – transit modes that carry more people than conventional buses.

Combined with dedicated lanes that separate transit from traffic, these technologies deliver fast, reliable, comfortable, and safe transit service.

High capacity transit works best in dense environments, where lots of people need to connect to concentrated employment centers – like Downtown, Uptown, Midtown, and elsewhere.

METRO is testing and evaluating vehicles and technologies that will move people and traffic faster and more efficiently. These services require significant capital investments. METRONext will explore where such improvements deliver the most bang for the buck.



All future transit options are closely evaluated for environmental impact.

PLATOONING BUSES ARE AN INTRIGUING SOLUTION

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.

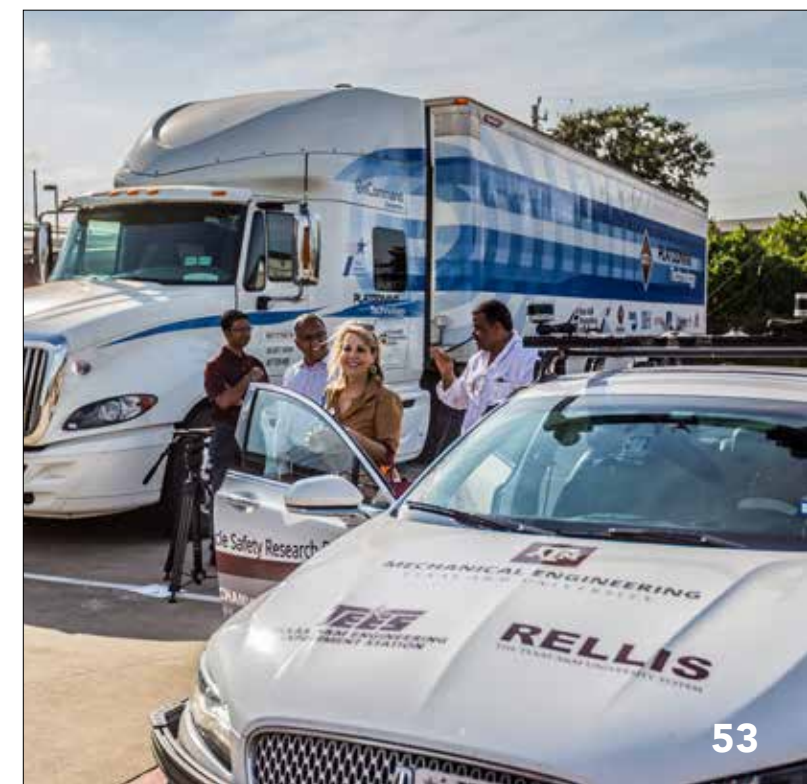
High capacity, rapid bus transit uses existing freeways and infrastructure.



Rendering of Platooning buses

Our "Autonomous Vehicle Proving Ground" designation allows the use of HOV lanes to test driverless technology.

METRO continues to look for new and innovative transit options. Board Chair Carrin Patman takes a test ride in an autonomous vehicle at the Texas Mobility Summit.



WHAT'S NEXT

METRONEXT: HELP US PLAN FOR THE FUTURE!

Just as we reimagined our bus network to better serve our region, METRO is now reimagining its entire system to plan for our region's future.

Our region's population will reach ten million by 2040, a 50 percent increase, adding the combined populations of San Antonio, Dallas, Austin, Corpus Christi, and Arlington. These numbers take on real world significance when applied to how we live, work, access medical care and education, play, and transport even larger numbers of people in a crisis.

Consider the effects of Hurricane Harvey on mobility. Did you spend stressful hours in gridlock traffic because of flooding, road closures, and drivers diverting to residential routes to avoid water on main thoroughfares? Without proactive transit expansion, the impending population boom will cause the same result.

In collaboration with the Houston-Galveston Area Council and other community partners, METRO is developing a Regional Transit Plan,

which we are calling METRONext, to meet our region's current and future transit needs.

We want to know what you think. What kind of transit system would meet the needs of you and your family, and best serve residents, communities, businesses and visitors?

We hope you will participate in our robust community involvement process, which includes public meetings and online input at RideMETRO.org. We are open to all ideas about the "corridors" (connections between points) and sections of town that need enhanced service, and the type of transit best suited for a given corridor or area. Regular buses, bus rapid transit (buses with amenities of rail cars), enhanced HOV lanes, light rail, commuter rail, autonomous buses, and all other feasible options for moving large numbers of people are on the table.

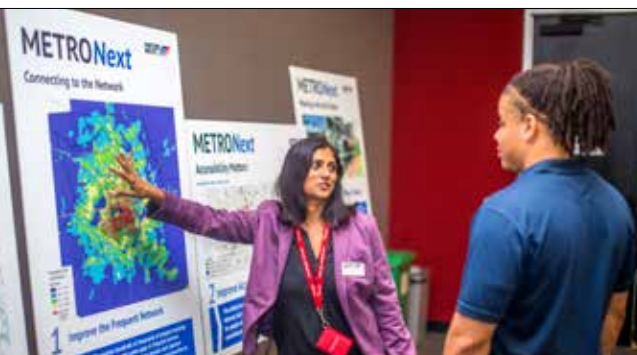
And as we plan, we are always focused on enhancing the ridership experience by adding bus shelters and other amenities, enhancing safety, and improving accessibility for those with impaired mobility.



Board Chair Carrin Patman greets attendees.



President & CEO Tom Lambert and board member Lex Frieden discuss how to make transit work for everyone – now and in the future.



METRO invited the public to 25 community meetings and open houses in 2017.



METRONEXT REGIONAL TRANSIT PLAN: NEXT STEPS

In 2017, we reached out to riders and residents, business and community leaders, young people and senior citizens, newcomers and lifelong Houstonians. We held 25 community meetings and open houses hosted by METRO Board Chair Carrin Patman and METRO President & CEO Tom Lambert along with other board members and employees.

We invited people to take a survey on our website and we communicated via social media. Now we are in the process of analyzing the information and formulating a new transit plan that will make sure the region is prepared for the coming explosive growth in population, jobs, and residents.

When the draft plan is ready for review and comment, METRO will again solicit input from all stakeholders to make sure the plan will:

- Improve Mobility
- Enhance Connectivity
- Support Vibrant Communities
- Ensure a Return on Investment

The future is coming. And with your help, METRO is going to get it right!



METRO Wants Your Input



METRO is serious about wanting to know what you think.

— visit METRONext.org.



713.635.4000 | RIDEMETRO.ORG