

METRO Bus

With an extensive network of routes and convenient Park & Ride facilities helping to ease rush-hour commuters, METRO's Bus System keeps the Houston region moving.

Since 2003, METRO has actively worked to improve the air we breathe employing state-of-the-art hybrid technology that reduces nitrogen oxide emissions by as much as 50 percent, while also using less fuel. Hybrid technology is METRO's current choice for vehicles. This is part of METRO's fleet replacement plan.

Today, METRO has a fleet of 90 transit diesel-hybrid buses and 52 commuter diesel-hybrid buses. During 2009, METRO also plans to purchase an additional 50 commuter buses and 50 transit buses for its growing hybrid fleet.

METRO Rail

The 7.5-mile METRO Rail Main Street rail line features 16 stations offering access to Downtown, Midtown, the Museum District, Hermann Park / Houston Zoo, the Texas Medical Center and the Reliant Park complex.

Star Vanpool

As of December 2008, the Regional Vanpool Program, known as Star, had more than 760 vanpools with more than 8,200 riders serving Harris and its seven surrounding counties. Participation in the Star Vanpool has continued to thrive with a significant increase in ridership from the previous year. As the rebranding efforts continue throughout 2009, Star is ready to help citizens of the region with an efficient way to get to and from work.

Telephone Numbers

METRO Line 713-635-4000
Administration Office . . 713-739-4000
Customer Service 713-658-0180
Hearing and Speech
Impaired 713-635-6993
Lost & Found 713-658-0854
Media Information 713-739-4040
Community Outreach . . . 713-739-4018
METRO Police 713-224-COPS
METRO Lift Customer
Service 713-225-0119
METRO Lift
Scheduling 713-225-6716
Star Vanpool 713-224-RIDE
Motorist Assistance
Program 713-CALL-MAP
Web site www.ridemetro.org



Metropolitan Transit Authority of Harris County Facts & Figures

EFFECTIVE MAY 2009

Since first offering service in 1979, METRO has worked to make public transportation available to all citizens. By providing an alternative to automobile travel, METRO helps relieve traffic congestion and air pollution.

METRO continues to expand existing services, including light rail, to foster regional mobility.

Services

- Local
- METRO Lift
- Park & Ride
- Ride Sponsor
- METRO Rail
- Ride Share
- Star Vanpool

FY 2008 Passenger Boardings

Total Passenger Boardings	125,003,481
Local and Express	75,261,230
Park & Ride	9,286,145
METRORail	11,799,699
Fixed Route Bus & Rail	96,347,074
METROLift	1,418,647
Star Vanpool	2,505,653
HOV, Car/Vanpool	24,732,107

FY 2008 Service Indicators

Passenger Miles	902,705,987
Fare Recovery Ratio	18.1%
Average Weekday Ridership (Total System Boardings)	447,811

FY 2009 Budget

Operating	\$330,000,000
General Mobility	\$163,758,000
Capital	\$520,556,000
Debt Service	\$10,559,000

Passenger Amenities

Bus Stops	9,960
Passenger Shelters	2,048
Transit Centers	20
Park & Ride Lots	28
Routes	132

Employees

Total Employees **3,600***

Vehicles

Buses	1,216
METRORail	18
METROLift Vans	128

Total **1,362**

* *Approximate number*

METRO Solutions

The comprehensive transit plan, approved by Houston-area voters in

2003, provides a range of technologies and services to address the varying needs of specific corridors and the community at large. Phase 2 of the METRO Solutions Plan covers improvements until the year 2012 including:

- Approximately 30 miles of light-rail**
 - Extension of the Main Street rail line
 - Development of light-rail in:
 - University Corridor
 - North Corridor
 - East End Corridor
 - Southeast Corridor
 - Uptown Corridor
- About 40 miles of Signature Bus Service**
- Advance work toward approximately 28 miles of commuter-rail transit**

Add new intermodal facilities & transit centers

Add 4 new park & rides lots

Development of HOV/HOT Lanes

Origin

In 1978, Houston-area voters created the Metropolitan Transit Authority of Harris County (METRO) and approved a one-cent sales tax to fund METRO's operations. The 1,285-square-mile METRO service area covers the City of Houston, major portions of unincorporated Harris County, and 14 municipalities collectively known as the Multi-Cities. The METRO Board of Directors is comprised of five representatives from the City of Houston, two representatives from Harris County and two representatives from the Multi-Cities.