



# METRO RTA

## annual report 2020

*METRO RTA is the premier public transportation provider serving residents and visitors of Summit County through our current and future mobility options, including fixed-route, demand response, and express routes to and from Cleveland.*

Serving  
**SUMMIT COUNTY**

[akronmetro.org](http://akronmetro.org) |

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# A Letter From Our Leadership



*Robert DeJournett*



*Dawn Distler*

**2**020 was a year of massive disruption, when service work and workers were solidified as essential and many in our community shifted from financial security to financial survival. Through it all, METRO never stopped. We slowed down a little, but we never stopped.

This is a testament to the commitment and passion of METRO's Board of Trustees and our team. We truly feel the members of our METRO team are s/heroes who show up every day and give their best to provide Summit County with essential transportation services. It has not always been easy; we have had to adapt our processes and make hard decisions. However, the result of those efforts is undeniable: we kept Summit County moving, even in the most challenging circumstances. The question is where do we go from here?

Our team worked diligently on developing METRO's Strategic Plan and spent the better part of 2020 laying out a new, bold roadmap our Board enthusiastically adopted in order to answer that question. And the answer is this: It is time for a shift in thinking. As a public transportation system, we tend to look at transportation barriers at the macro level, focusing on the number of rides we provide. It is a good benchmark, but it is not enough. People experience transportation barriers daily in neighborhoods and housing complexes, churches, schools, and workplaces. Moreover, we all recognize that just because the need is met in metropolitan neighborhoods does not mean it is met in suburban neighborhoods.

We are identifying the highest needs within our county by working with our passengers, stakeholders, and community partners. Our commitment to equity and inclusion demands that we serve all neighborhoods according to their needs, regardless of location. We will continue reinventing METRO as a mobility solutions provider and supply not just a ride, but an array of services that work in each neighborhood for each person. This new way of thinking embodies our vision for the community we serve, as a place in which all neighbors are empowered within an equitable transit system. We know that vision is attainable — when we work together. Are you with us?"

Sincerely,



*Robert DeJournett,  
Board of Trustees President*



*Dawn Distler,  
Chief Executive Officer*

# Public Transit in a Pandemic



*For more than 50 years, METRO has provided essential services to residents and visitors of Summit County, transporting people to work, school, and medical appointments. The essential nature of these services has never been more important than it was in 2020 when the COVID-19 pandemic arose. METRO's services were vital in keeping our community moving, even during the toughest of times.*

**T**hroughout the trials and tribulations of the pandemic, METRO's team continued showing up each and every day. Their unwavering dedication and commitment to serving the public overcame their personal feelings of concern regarding the ongoing crisis unfolding before them.

## Dedication to Safety

Above all else, METRO's highest priority is safety – safety of its team members, and safety of its passengers and community members. This dedication to safety is what allowed operations to continue throughout the pandemic.

METRO followed guidance from local, state, national, and global health organizations to implement safety measures on its buses and properties. Beginning April 29, 2020, face coverings became mandatory for team members and passengers. Personal protection equipment, such as masks, face shields, gloves, and hand sanitizer, was made available for all team members.

METRO switched to stronger cleaning solvents and its Vehicle Services team visited the Robert K. Pfaff Transit Center throughout the service hours to clean and disinfect bus interiors, focusing on stanchions, handrails, and fareboxes. Additionally, METRO filled four new vehicle detailer positions within the organization to enhance its sterilization and cleanliness efforts onboard.





### Thank You to Our Donors

METRO is thankful to the Women's Endowment Fund, Starbucks #2736, Summit County Public Health, and Summit County Division of Public Safety for donations of meals, beverages, and PPE for our essential team members. The METRO team is exceedingly grateful for the support and contributions of its community throughout the toughest of times.



METRO installed hand sanitizer dispensers on buses and encouraged social distancing when possible. With operator input, METRO also installed plexiglass barriers designed specifically for METRO buses. From March 17 to June 8, METRO also waived bus fares to help alleviate the financial burdens experienced by so many, in addition to limiting contact with fareboxes

### Transporting Essential Workers

During the lockdown, travel was limited to essential trips only. This included travel to and from work, grocery stores, and medical trips. The individuals providing these services are essential to our community: healthcare workers, grocery store employees, and other frontline workers like emergency responders. As essential frontline employees themselves, METRO bus operators had the privilege of transporting many of these essential workers to their workplace in order to provide vital services to the public.

### A Safe Way to Pay

Mobile ticketing offered passengers easy, safe, and contactless payment for METRO services. Passengers can purchase bus passes through EZfare, which is also available on Moovit, Uber, and Transit apps.

Mobile ticketing is an essential element of the safety protocols METRO has adopted since the pandemic began.



**O**n October 29, 2020, METRO and three of its team members were recognized with state-level awards from the Ohio Public Transit Association (OPTA) during an awards ceremony at the Robert K. Pfaff Transit Center. Congressman Tim Ryan, Minority Leader Emilia Sykes, and OPTA Executive Director Matt Carle were among attendants.

**The 2020 OPTA Excellence Award winners are:**

- ▶ *Valerie Shea, Director of Planning and Strategic Development; Four Under Forty Award recognizing Shea's achievements in transit and leadership within the community.*
- ▶ *Operators Sandra Guess and Amanda Jones; Community Impact Award for helping a lost child reunite with their family in January 2019.*
- ▶ *METRO RTA; Milestone Award for celebrating 50 years on the road, with 100 years of experience, in August 2019.*

During the ceremony, METRO also announced a \$450,000 grant award from the Federal Transit Administration's HOPE Program. METRO is one of 25 recipients to be awarded this competitive grant.

The HOPE (Helping Obtain Prosperity for Everyone) Program targets projects with potential to introduce innovative solutions to address the challenges faced by areas of persistent poverty. METRO, in partnership with the City of Akron, will utilize this planning grant to evaluate the feasibility of transit-oriented development within the city to leverage existing transit investment and create job and housing opportunities.

In September, METRO also received a Certificate of Merit for Bus Security from the American Public Transportation Association (APTA) 2020 Bus and Rail Safety & Security Excellence Awards.



# Achievements



The Women's Transportation Seminar (WTS) Northeast Ohio Chapter awarded METRO the Employer of the Year Award in 2020. The award recognizes METRO's commitment to strengthening the transportation industry through recruiting, retaining, and advancing women within the industry, providing career development and opportunities for professional growth within their organization and supporting WTS.



METRO is part of a team led by NEORide that was awarded a \$1.9 million Integrated Mobility Innovation (IMI) grant by the Federal Transit Administration. The multi-year grant, shared by 10 other transit providers, funded the purchase and installation of validators for use with the EZfare mobile ticketing platform and ticketing integration with Transit app, data collection, and survey research. Funding will also support the development of an innovative alternative payment application that will enable users to pay for transit and other transportation services using their phone or a "smart card" rather than cash.



# A New Direction

**2**020 was full of promise and excitement for METRO RTA. With plans to begin a multi-step strategic planning process, METRO hit the ground running. The process began with a series of public outreach and employee inreach events, surveys, and conversations, including the kickoff of “Buses & Brews,” where METRO sought public input by bringing conversations about the future of public transit to local coffee shops and breweries.

Of course, the world had other plans. The COVID-19 pandemic halted the Buses & Brews series and forced us to focus on the situation at hand. Every team member dedicated 100% of their time and energy to keeping the community safe, and although METRO faced many uncertainties, one thing became clear: transit is essential. This provided an even greater focus for METRO’s Strategic Plan.

*Nine new Gillig buses featuring a new, sleek design and added amenities joined METRO’s fleet in 2020.*



## Grant Funding

RECEIVED  
**\$12.6 million**  
IN FEDERAL AND  
STATE GRANTS

*\*excludes CARES funding*

APPLIED FOR  
**10 grants**  
TOTALING  
**\$27 million**

**14** ONGOING  
PROJECTS USING  
FEDERAL, STATE,  
AND LOCAL  
GRANTS



*In December, METRO completed construction of its Independence Transit Center at 1280 Independence Avenue in Akron.*





METRO was able to move forward knowing its plans for the future must include continuing to provide equitable access for the community, as well as improved connections for essential employees and transit loyal passengers.

METRO began to re-focus on the development of the plan, using lessons from the pandemic combined with its early outreach results to help shape the recommendations. Thankfully, we were able to gather community member feedback from in-person events and onboard surveys prior to the pandemic, and online surveys collected throughout the summer. By combining that feedback with a thorough review of agency data, METRO's team developed a series of strategies that offer an exceptional framework for its future.

On November 24, 2020, METRO's Board of Trustees officially adopted the Strategic Plan, setting the roadmap for METRO's next ten years. Through a variety of operational and supporting strategies, the plan places METRO on a sustainable path toward becoming Summit County's premier regional mobility provider. As METRO works to begin implementation of the Strategic Plan, a full operational analysis and transit-oriented development plan will assist with the development of and transition to new types of service.



## Bus Service

**36** FIXED ROUTES

**4** DEMAND RESPONSE SERVICES

**2** NEW MOBILITY PILOT PROGRAMS — FLEXRIDE AND METRO CONNECT

METRO is confident its Strategic Plan details a clear roadmap that will guide the organization into the future, but allow for redirection when the need arises. We are grateful for the support of our Board of Trustees, team members, and the community for supporting our vision. We are clear about the final destination, but there is much more to be determined about how our road trip will unfold. There is still much work to be done, but there is one thing we can be sure of: the future of public transportation in Summit County is a bright one!



## Happy Birthday Jackson!

In 2020, birthday celebrations became drive-by parties for persons of all ages. METRO was honored to be on the guest list for Jackson, METRO's biggest fan. Our bus led the caravan past Jackson's house to wish him a happy birthday. The birthday boy, age two, was also able to jump onboard the bus and celebrate in style. Jackson's grandma contacted METRO to thank us for always waving to her grandson as he excitedly waits for buses to pass by their home. Happy birthday to Jackson, future transit professional (we hope)!

# Ohio Loves Transit

*Ohio Loves Transit became a statewide initiative in 2017, celebrating Ohio's 61 rural and urban transit agencies.*



*With an Ohio Loves Transit button, people could receive a treat from Akron Coffee Roasters, Chameleon Cafe, Chill, Hamad's, The Peanut Shoppe, Stray Dog Cafe, Subway, or Sweet Mary's Bakery.*



**T**here was a special kind of love in the air in February 2020: a love for transit. On February 14, METRO celebrated Ohio Loves Transit Day, a statewide initiative highlighting how public transportation is the strong economic engine of Ohio's communities.

Hosted annually by the Ohio Public Transit Association (OPTA), Ohio Loves Transit provides an opportunity for Summit County to showcase how public transit is necessary for our economy and enhances mobility for all – especially through access to jobs and medical appointments.

Transit drives Ohio's economy, with national statistics showing that every \$1 invested in public transit generates \$4 in economic return. METRO riders use public transit to visit area shopping centers, libraries, parks, bike trails, and countless other leisure time destinations.

In celebration of Ohio Loves Transit Day, METRO provided free fares on all services and distributed Ohio Loves Transit buttons on its DASH buses. Anyone with a button was eligible to receive a special free treat from one of eight participating downtown Akron businesses, made possible by a collaboration with Downtown Akron Partnership.

METRO team members, dubbed "bus stop Cupids" for the week, traveled throughout the county distributing valentines with candy and bus passes to lucky riders. Local elected officials from from Akron City Council, Stow City Council, and Summit County Council also highlighted this important day of advocacy.

On Ohio Loves Transit Day, Summit County travelers spread the love for public transit by taking more than 17,500 trips!



## Connecting Communities

In September 2020, METRO debuted METRO Connect, a new mobility option serving designated areas within Cuyahoga Falls, Stow, and Tallmadge. METRO Connect is a pilot program.

Customers are encouraged to call ahead to schedule their trip, and will be picked up at the closest bus stop and transported to the stop closest to their destination. The designated service area is outlined on the METRO Connect map, viewable on [akronmetro.org](http://akronmetro.org).

METRO Connect is available Monday through Friday from 7 a.m. to 5 p.m. For a guaranteed pick-up time, reservations are encouraged one business day prior to the scheduled trip by calling (330) 376-5353. Customers with reservations will receive a 15 minute pick-up window. Regular bus fare applies.

This pilot program is an opportunity for METRO to explore a new mobility option to better serve customers traveling in the Cuyahoga Falls, Stow, and Tallmadge areas. As travel patterns change, METRO continues to look for innovative solutions to provide more efficient service to the communities it serves.

METRO Connect trips totaled 199 in 2020. METRO looks forward to continuing evaluation of this pilot program's success.



**2020: At a Glance**

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**161,689**  
SCHEDULED  
DEMAND  
RESPONSE TRIPS

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METRO VEHICLES  
TRAVELED OVER  
**5.2 million**  
MILES

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CUSTOMER CARE  
RESPONDED TO  
**266,533**  
INQUIRIES ABOUT  
FIXED-ROUTE  
AND DEMAND  
RESPONSE  
SERVICES.

# METRO Goes Green



Another eco-friendly accomplishment was the installation of water bottle refill stations on METRO properties. The water bottle refill stations were operational in November and encourage team members to replace disposable single-use water bottles with a refillable option, saving a limitless number of plastic water bottles from landfills and oceans.

Besides ensuring eco-friendly practices within the organization, METRO's Green Team is committed to serving the community. In September, the Green Team volunteered for a cleanup day in the Summit Lake neighborhood, removing and properly disposing of litter. METRO is appreciative of its partnership with the Ohio & Erie Canalway Coalition for assistance with coordination and donation of supplies to ensure the cleanup day's success.

**P**ublic transportation is environmentally friendly by nature, but METRO's commitment to sustainability means more than reducing traffic congestion. In 2020, METRO formed its Green Team, a group of team members whose goal is to educate, empower, and inspire others within the organization to establish and promote environmentally sustainable practices.

The Green Team's first success was adjusting printers' default settings to print double-sided. Next, they replaced liquid hand soap dispensers with foam soap, leading to increased water savings and decreased environmental waste.



**10,000**  
KILOWATT HOURS  
RECORDED AT  
THE PUBLIC  
ELECTRIC CAR  
CHARGING  
STATION

*(Located at 310  
Kenmore Blvd.)*

SOLAR PANELS  
CONTRIBUTED  
MORE THAN  
**244,000**  
KILOWATT  
HOURS OF POWER,  
SAVING ROUGHLY  
**\$95,000**

**4** WATER  
BOTTLE  
REFILL STATIONS  
INSTALLED IN  
METRO FACILITIES,  
SAVING **2,000**  
WATER BOTTLES  
FROM THE  
LANDFILL

*(November and  
December only)*

**83,000**  
GALLONS OF  
NATURAL GAS  
DISPENSED

ORDERED **2**  
ELECTRIC BUSES  
TO REPLACE **2**  
DIESEL BUSES

# Happy, Healthy, and Well: Our Journey Toward Healthier Living

## Tobacco-Free in 2020

Beginning January 1, 2020, all METRO properties became tobacco-free to create a clean and welcoming space. Not only did this reduce littering on properties, it also encouraged several of METRO's own team members to quit smoking!

**B**alancing health and wellness isn't always easy, especially given the circumstances surrounding the COVID-19 pandemic. That's why in 2020, METRO committed to offer engagement, motivation, support, and strategies to employees seeking healthier lifestyles.

### **METRO offers the following wellness incentives and resources year-round:**

- ▶ *Gym membership reimbursement for team members who visit a fitness center 100 or more times a year;*
- ▶ *A walking path at METRO's headquarters on Kenmore Blvd. for those seeking fresh air and movement;*
- ▶ *LifeServices Employee Assistance Programs, addressing topics such as counseling, finance, health and wellness, parenting, work-life balance, and more.*

In June, METRO launched its second annual Wellness Challenge. The challenge was comprised of wellness BINGO boards containing a series of physical and mental exercises, such as completing a watersport, meditating, walking a specific number of miles, listening to a podcast, etc. Those who

achieved one or more BINGOs were eligible to win prizes to further their commitment to wellness, such as sports store gift cards or water bottles.

METRO also participated in the SparkAkron 2020 Fit City Challenge. Team members who joined the challenge logged active minutes doing the physical activity of their choosing, such as walking, biking, swimming, playing sports, etc. The challenge ran from August 1 to September 1 and allowed organizations within the area to compete against one another. METRO was proud to place second on the company leaderboard, and two METRO participants each won a \$250 voucher for Vionic shoes.

METRO recognizes the importance of physical and mental health and wellness, and will continue their efforts in promoting healthier living through engaging programs.

# Our Commitment to Equity & Inclusion



Rachel Barnett,  
Operator

**O**n November 24, 2020, METRO's Board of Trustees unanimously voted in favor of Resolution 2020-33, a resolution adopting a Racial & Social Equity Statement as part of the Governing Principles of the METRO RTA Board of Trustees.

The Racial & Social Equity Statement was created by a committee of diverse METRO team members from various departments. Members of this committee shared openly and honestly, working together through difficult conversations to form a statement that honors inclusivity and equality. METRO commends the Equity Statement Committee for its hard work and collaboration.

METRO is also pleased by another team member's effort. Operator Rachel Barnett addressed racial equality and LGBTQ rights in two articles published in *Passenger Transport*, a national publication from the American Public Transportation Association. Her words spoke directly to public transit's role in racial and social equity.

METRO is proud of its progress regarding racial and social justice, but we acknowledge that our work is not yet finished. We will use our Racial & Social Equity statement to guide the organization as we promote racial equality and take steps toward enacting change, now and into the future.

## Racial & Social Equity Statement

### Together We Will...

METRO's team stands together in solidarity against racism and oppression. We will ensure equity and dismantle systemic processes that may impact Black, Indigenous, and People of Color each and every day. Uncomfortable conversations are needed and change is necessary. Being outraged is not enough and silence is not an option.

*We will listen.*

*We will speak openly.*

*We will stand up against racial and social inequities.*

*We will be intentional in our words and in our actions.*

*We will not be silent.*



### Disconnected: A Film

*Disconnected premiered on January 30, 2020. Featuring METRO Operator Judy Witherspoon, the short film is a meditation on loneliness and of not feeling connected in the modern world as reflected through strangers on a bus. The film was written and directed by Akron Soul Train's Jonathan Chiarle.*

# Art in Transit

In 2020, METRO seized new and creative opportunities to expand its Art in Transit program to further support the arts through partnerships, sponsorships, and community projects.

In August, Downtown Cuyahoga Falls Partnership hosted its inaugural Chalk It Up event, bringing a new chalk mural to the downtown district every week for six weeks. METRO sponsored local artist Zacharia Nelson to create a transit-themed chalk mural on the side of Flury's Café titled *The Fun Flows Here*.

As the entertainment industry adapted to virtual programming due to COVID-19, METRO partnered with ArtsNow to host a special edition of Live from the Living Room (Bus Edition!) featuring Dreamstates. The performance, on a moving bus, was live-

streamed for viewers to enjoy from their home.

In downtown Akron, METRO incorporated artful wraps on its new bus shelters on Main Street, made possible by support from Downtown Akron Partnership. The artwork is a collaboration between Alexandria Couch and Micah Kraus called *We Are*. The wraps have powerful overarching messages with multilingual educational and interactive components that passengers can engage in while waiting for their bus.

METRO is proud of the talent in Summit County, and these successes set the stage for future opportunities to enrich our communities through the arts.





# METRO RTA By the Numbers



## About METRO

**428**  
EMPLOYEES

**12** MEMBER  
BOARD OF  
TRUSTEES

**3,241,025**  
BOARDINGS

(\*4,960,026 in 2019)

*\*Disclaimer: The COVID-19 pandemic had a significant impact on public transportation. 2020 statistics do not accurately reflect typical travel patterns; as such, 2019 numbers are provided for comparison purposes.*

**5%**  
OF BOARDINGS  
UTILIZED THE  
EZFARE MOBILE  
TICKETING  
APPLICATION

**9** GILLIG 40-FOOT  
CNG BUSES WERE  
ADDED TO METRO'S  
FLEET IN 2020 FOR  
FIXED-ROUTE  
SERVICE

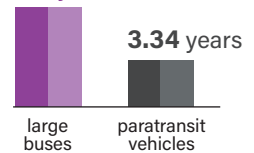
**140** LARGE BUSES

**91** PARATRANSIT  
VEHICLES

**231** VEHICLES

Average age of fleet:

**5.6 years**



## METRO Marketing

**1.1M**  
FACEBOOK &  
TWITTER  
IMPRESSIONS

**\$365,503**  
IN INTERIOR/  
EXTERIOR BUS  
ADVERTISING

### Social Handles:

- Akron METRO Regional Transit Authority
- @AkronMETROBus
- metrobus\_summitcounty
- AkronMETROBus
- SummitStories.org



# Spreading the Cheer: A 2020 Holiday Season

**2**020 may have canceled in-person events and gatherings, but it didn't cancel METRO's holiday spirit. METRO decorated a storefront on Kenmore Boulevard in conjunction with Kenmore Neighborhood Alliance's Light the Boulevard window contest. METRO team members also donated dozens of gifts to children through Open M Ministry's Christmas for the Love of Children. Of course, no holiday season would be complete without a recycled tree! METRO's



*Maintenance team members, Jarrod Hampshire and Eric Scott, drop off gifts curbside at Open M Ministry. There were so many, it took a paratransit vehicle to transport them in one trip!*



*METRO partnered with ACCESS Inc. to create this holiday tree, titled "Bling on the Holidays," made from repurposed jewelry and bus advertising signs.*

annual submission to the Akron Children's Hospital Virtual Holiday Tree Festival was also a show stopper. Throughout the challenges of 2020, METRO was grateful and happy to celebrate another year of successes.

*METRO decorated the storefront of Stone's Kenmore Mattress and Furniture with a special stop from Santa and his reindeer.*



# Testimonials



METRO has helped me immensely with the free fares during [COVID]. It helps get me to the grocery store and to work. Thank you for diligently keeping the buses clean and sanitized, and thank you to all your employees for working tirelessly being essential workers during this pandemic.

**Mallory**  
METRO Passenger

METRO SCAT services have been invaluable to the operation of our program for more than 40 years. Our experience has been one of mutual respect, care, and concern for the aging and disabled recipients of our shared services. With METRO, we have full confidence that transportation will be provided safely and with dignity. METRO SCAT services have been a key contributor to our ability to reach out and serve the greater Akron area and Summit County communities.

**Jim Mazzagatti**  
Director, Summit Adult Day Services  
Catholic Charities,  
Community Services of Summit County

There are many everyday heroes in these times. Today, my heart is lifted thinking about bus drivers like my nephew...they serve a population that can't get around any other way, making what they do so critical for those families. If you have a car, you probably have no idea what it's like to depend on public transportation for your lifeline, the people who get you to your doctors, your pharmacy, your grocery store, your workplace. These drivers can't do their job from home. They have to be out there on the front lines. To my nephew, his coworkers at Akron METRO Regional Transit Authority, and bus drivers everywhere: Thank you for your service to our community. May God keep you and your families safe and healthy.

**Paula**  
Community Member

I'm really appreciative of those who wipe down the buses so we can have a safe ride. Today, I thought to myself "it'd be nice to get on the bus and see different sites." It's nice to get out, ride, and feel safe! I'm glad I followed through.

**Ms. S.**  
METRO Passenger

METRO RTA has been a true friend to our senior and disabled population. From providing emergency transportation during a power outage to proactivity during the pandemic, I know I can rely on timely responses to our resident needs. Thank you!

**Brenna Herman**  
Resident Services Senior Manager  
Akron Metropolitan Housing Authority

METRO RTA has taken on new meaning. The reach and expertise of the METRO team under Dawn Distler is so much more than a siloed bus operation. METRO is willing and able to fully engage in the growth of Greater Akron as a strategic partner in economic and community development, thoughtful urban planning, and workforce solutions. They not only believe in the value of innovative solutions, they are driving them.

**Suzie Graham, President**  
Downtown Akron Partnership

The dialysis patients in Summit County are so very fortunate to have METRO transit, specifically SCAT and ADA services. Riders can depend on these two valuable programs to provide consistent transportation to their life-sustaining treatment, rain or shine (or snow)! Beyond the vehicle and the ability to schedule their trips, the drivers are the most valuable asset to the program. When you consider that the vast majority of dialysis riders haven't visited with friends and relatives over the past year, the drivers who assist them three times a week have become part of their social support network. The dialysis community truly is grateful to have this invaluable resource available!

**Lee Ann Vogelgesang, LISW-S**  
DaVita Summit Dialysis

# Our Partnerships

Adult Protective Services  
 Age Friendly Advisory Council  
 Akron Blind Center  
 Akron Metropolitan Housing Authority  
 Akron Public Schools  
 Akron-Summit County Public Library  
 Akron Urban League  
 American Public Transportation Association  
 Black Pages of Ohio - *Summit Magazine*  
 Bridges of Summit County Initiative  
 Bridges Out of Poverty  
 City of Akron Senior Commission  
 RENAMED TO: City of Akron Commission on Aging  
 CSE Credit Union  
 Cuyahoga Valley Scenic Railroad  
 Direction Home Advisory Council  
 Department of Jobs and Family Services  
 Downtown Akron Partnership  
 Elevate Greater Akron  
 Full Term First Birthday Community  
 Action Team  
 Goodwill Industries of Akron  
 Greater Akron Chamber



*METRO works closely with the Akron Police Department (APD). In September the APD conducted training exercises on METRO buses.*

Leadership Akron  
 Living Green Task Force  
 Local Emergency Planning Committee  
 NEORide  
 Northeast Ohio Travel Trainers  
 Ohio Department of Jobs and Family Services  
 Ohio Erie Canal and Railway  
 Ohio Public Transit Association  
 Ohio Transit Risk Pool  
 RAISE Good Jobs For Greater Akron  
 Safe Kids  
 Summit County Public Health Department  
 Senior Independent Living Center  
 Stark State College  
 Summit County Drug Task Force  
 Summit County Stand Down  
 Summit Metro Parks  
 Summit Lake CDC  
 Summit Probate Court  
 The University of Akron  
 United Way of Summit County  
 Women's Transportation Seminar

*In 2020, METRO introduced Book It on METRO, allowing Akron-Summit County Public Library cardholders to ride free on the first Thursday of every month.*



*In 2020, loyal METRO passenger Karen King passed away. Karen was a kind-hearted and dedicated volunteer. She attended every METRO event and was always willing to lend a helping hand. METRO extends its deepest condolences to Karen's family and friends. She will be missed.*

*Some photos in this report were taken prior to the COVID-19 pandemic; therefore, subjects may not be wearing masks.*



METRO RTA  
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Akron, OH 44301

