



Board of Trustees

February 28, 2017

Committee Meetings
&
Board Packet

TO: Sandra M. Foster, President, and all other Board Members

FROM: Richard M. Enty, Executive Director/Secretary-Treasurer

DATE: February 21, 2017

RE: MONTHLY UPDATE

Month	Cash Sales Tax 2015	Cash Sales Tax 2016	Cash Sales Tax 2017	OVER (UNDER)	Percent
Jan	3,581,215.27	3,841,753.97	3,699,567.18	(142,186.79)	-3.70%
Feb	3,528,319.09	3,602,929.61	3,855,694.60	252,764.99	7.02%
Mar	4,487,866.45	4,560,452.70		(4,560,452.70)	-100.00%
Apr	3,133,426.60	3,190,477.28		(3,190,477.28)	-100.00%
May	3,109,527.19	3,252,123.31		(3,252,123.31)	-100.00%
Jun	3,801,088.04	4,470,105.24		(4,470,105.24)	-100.00%
Jul	3,640,092.96	3,690,063.41		(3,690,063.41)	-100.00%
Aug	3,757,991.65	3,725,602.49		(3,725,602.49)	-100.00%
Sep	3,902,861.21	4,282,103.74		(4,282,103.74)	-100.00%
Oct	3,640,575.90	3,954,973.56		(3,954,973.56)	-100.00%
Nov	3,818,020.13	3,828,091.77		(3,828,091.77)	-100.00%
Dec	3,789,375.25	3,807,198.45		(3,807,198.45)	-100.00%
Total	44,190,359.74	46,205,875.53	7,555,261.78	(38,650,613.75)	-83.65%
	2015	2016	2017		
Jan - Feb	7,109,534.36	7,444,683.58	7,555,261.78	110,578.20	
		4.71%	1.49%		

METRO’s monthly cash sales tax receipts for February 2017 of \$3.85 million were \$252,764/7 percent higher than for the prior February. As noted in earlier reports, continued low unemployment, very affordable gasoline prices and strong auto and truck sales continue to be the likely reasons for these elevated sales tax receipts.

January ridership is up 3.74% compared with last year at that time, a very noteworthy accomplishment!! We experienced 4 preventable accidents, all on Line Service. **CONGRATULATIONS! to our Paratransit operators for a preventable accident-free month!**

There are no resolutions to be considered at the upcoming Board meeting.

Leadership Team Update

From Saturday, February 11th through Wednesday, February 15th I attended American Public Transit Association's Transit CEO's Conference in San Diego, CA. I found a number of the more than 20 sessions very informative. The session on autonomous vehicles was led by a researcher in London who gave her presentation via Skype. She urged U.S. transit leaders to learn how to leverage this technology as it will substantially change the way that we travel. The very extensive session on collective bargaining provided information on labor trends and do's and don'ts for negotiations. Along with the detailed analyses of wage rates for all U.S. transit systems, this session was very timely given that both of METRO's collective bargaining agreements (International Brotherhood of Teamsters Local 348, Transport Workers Union of American Local 1) expire July 31st. Another particularly interesting session focused on the need to communicate locally and in Washington with our elected officials in order to ensure that Federal spending meets the levels authorized in the FAST Act. METRO will be preparing information to support such meetings with Congressional officials here in their respective districts. I will provide additional information about the seminar at the Board meeting.

Along with Leadership Team and other METRO staff whose jobs may put them in contact with the news media, I attended a training session arranged by Molly Becker, METRO Director of Communications and Marketing, presented by Hennis Communications (HC). HC provides crisis communications/management, litigation communications and media training services. The training was provided to a large group in the morning and a smaller group in the afternoon. The morning session focused on crisis communications generally, while the afternoon session provided in-front-of-the-camera training and practice for myself, Claire Merrick/Communications Specialist, Angie Neeley/Dir of Finance and Valerie Shea/Dir. of Planning & Development. This training was extremely helpful in helping us understand the importance of controlling how we as transit professionals project ourselves and how we can best represent METRO's best interests relative to information that the media tries to influence and control. Providing a consistent message in any given situation is critical.

The Leadership Team has completed all 2016 performance reviews, including development of performance initiatives for 2017. As part of the 2017 plans, the Team is continuing work on development of metric-based SmartGoals. At the February 21st Leadership Team meeting, we conducted an in-house workshop to continue development of these metrics, which will focus on Safety, Customer Service Quality and Cost-Effectiveness. We aim to have the initial set in place by the end of March so that we will have three quarters of data with them for 2017.

Earlier this month I met with Akron City Councilwoman Linda Omobien. The Councilwoman was recently appointed to the National League of Cities Transportation and Infrastructure Services Committee and had asked me to brief her on METRO's infrastructure needs.

As noted in the January Human Resources Department Safety and Security report, Ohio Transit Risk Pool conducted its annual Risk Management Audit with METRO. We received very good feedback on the policies and procedures that are in place and discussed ways to further improve our reduction of risk.

The House Committee of the Ohio Legislature released its substitute bill for the administration's Transportation Budget. The substitute bill maintains the additional \$10 million funding for transit.

Amendments to the bill can still be offered and are due tomorrow. We will continue to monitor the situation. The bill should be voted out of committee by the end of this week.

Due to an oversight the January 2017 updates from Operations, Maintenance and Paratransit/Customer Service were omitted from last month's Board report. They are being included this month.

I am also attaching the summary of sessions from last week's APTA CEO Seminar.

The Operations Department reports for the month of December:

Training Hours: 272

The training consisted of refresher training, line service training, MCI refresher training and mandatory training per the Preventable Accident Policy.

December 1	Meeting with Roetzel and Andress to discuss language in revised Operator Handbook.
December 5-7	Operator Vacation Sign Up for 2017.
December 9	Met with Akron Public Schools Staff to discuss and finalize the Student Pass Program beginning January, 2017.
December 11	Operations Department Staff Meeting.
December 12-14	Operations Department Vacation Sign Up for 2017.
December 14	Director of Operations and Chief Dispatcher served food to guests at the Annual Holiday Luncheon.
December 15	Conducted interviews for the position of Temporary Assignment (T.A).
December 20	Members of the Leadership Team and T.W.U. met with Legal Counsel to review the Operator Handbook.
December 28	Director of Operations and Chief Dispatcher meet with the new Director of Finance, Angie Neeley.
December 31	METRO provided service to First Night patrons.

METRO Instructor Bob Papa was selected to present a module on refresher training at the National Technical Institute in Rutgers in March 2017.

The Operations Department reports for the month of January 2017:

Training Hours: 384

The training consisted of refresher training, line service training, MCI refresher training and mandatory training per the Preventable Accident Policy.

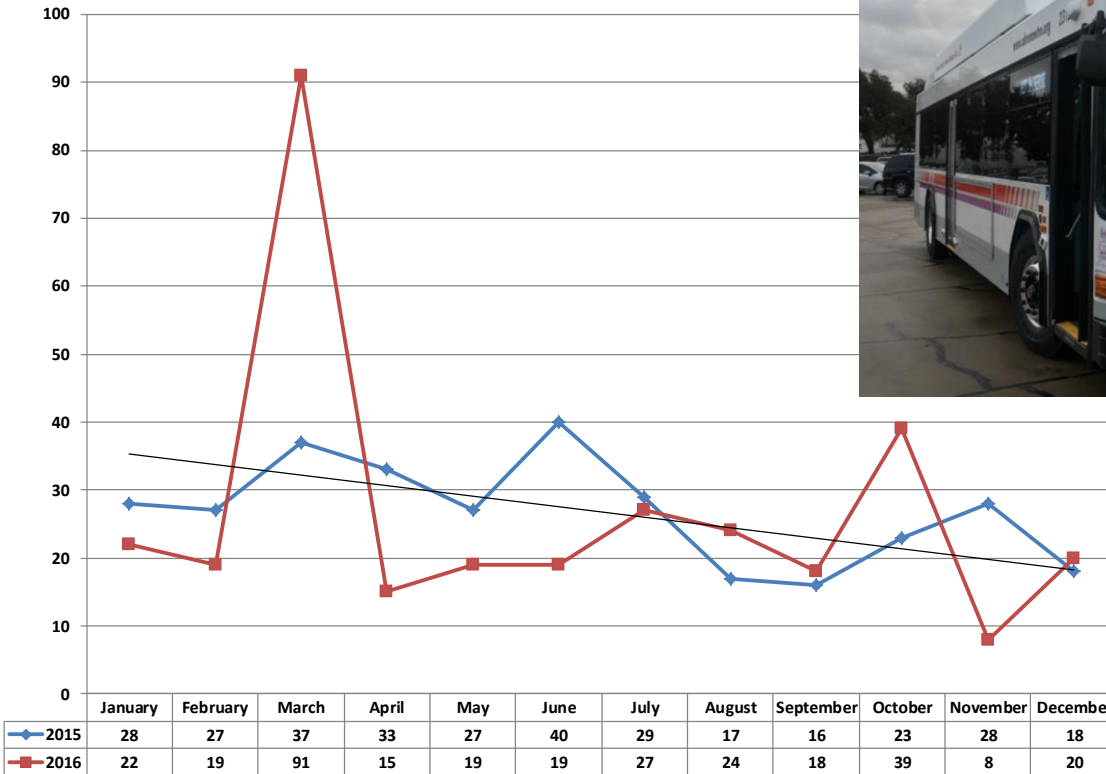
January 3-5	Winter Sign Up
January 6	SSO Winter Sign Up
January 15	Winter Sign Up began
January 16	Limited Line Service. Director of Operations, Chief Dispatchers and others from the Leadership Team attended the MLK Breakfast at the Akron Urban League.
January 17	Director of Operations and Chief Dispatcher Safety and Security Council Meeting.
January 25	Director of Operations and Chief Dispatcher attended the Retirement Luncheon for Dean Harris.

METRO MAINTENANCE

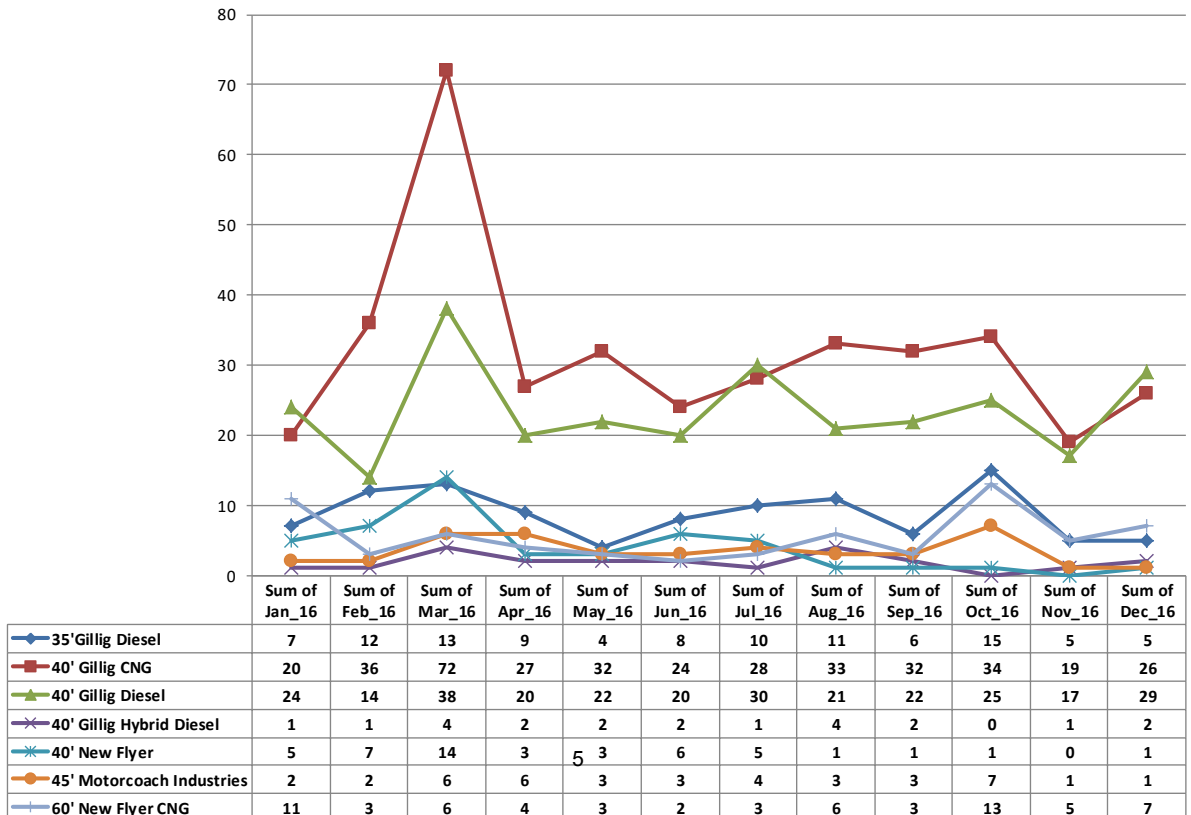
January 2017 Update

- Construction Work Continues on the South Barn and Transit Center – Transit Center Completion Schd. for July 2017
- 8 Transit Buses are Currently in Delivery from Gillig LLC, Expected In-Service 3/2017 (Pictured Below)
- Performance Data for Repeat Road Calls and Fleet Road Calls are Included Below

Repeat Road Calls - 2015 vs. 2016



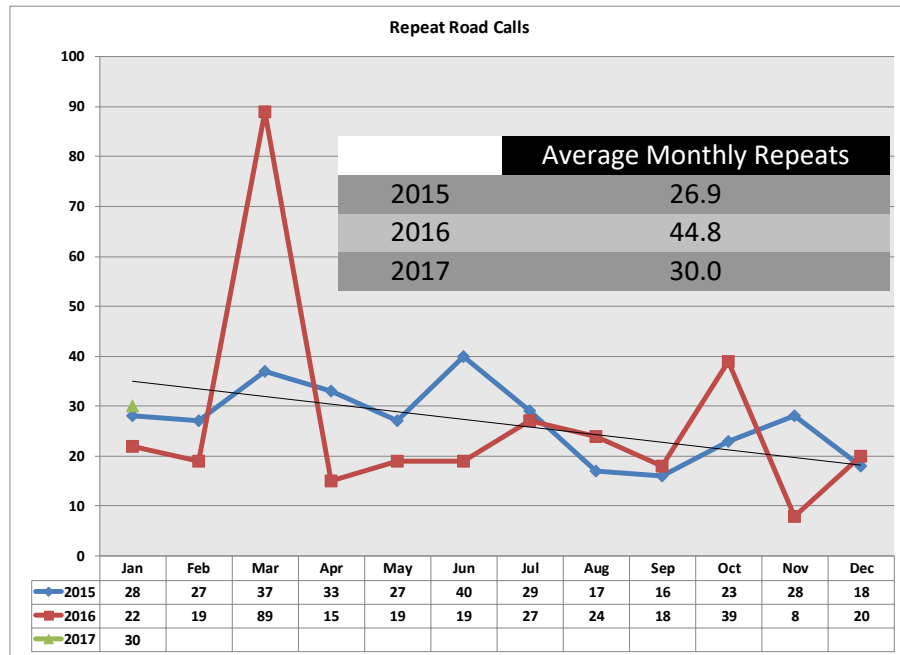
2016 Line Bus Road Calls by Fleet Type



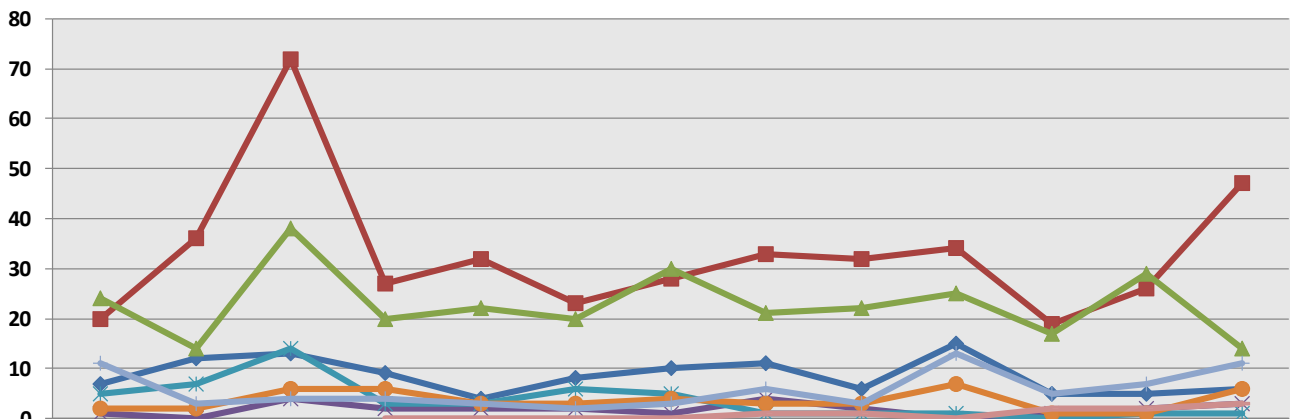
February 2017 Update



- Construction Work Continues on the South Barn and Transit Center – Transit Center Completion Sched. for July 2017 (Pictured Above)
- “8” New 40 Ft. Gillig CNG Buses, Numbered 2314-2321, Entered Service on 2/21/2017.



2016-17 Line Bus Road Calls by Fleet Type



35' Gillig Diesel	7	12	13	9	4	8	10	11	6	15	5	5	6	
40' Gillig CNG	20	36	72	27	32	23	28	33	32	34	19	26	47	
40' Gillig Diesel	24	14	38	20	22	20	30	21	22	25	17	29	14	
40' Gillig Hybrid Diesel	1	0	4	2	2	2	1	4	2	0	1	2	3	
40' New Flyer	5	7	14	3	3	6	5	1	1	1	0	1	1	
45' Motorcoach Industries	2	2	6	6	3	3	4	3	3	7	1	1	6	
60' New Flyer CNG	11	3	4	4	3	2	3	6	3	13	5	7	11	
35' Gillig CNG DASH				0	0	6	0	0	1	1	0	2	2	3

January 2017 Board Report – Customer Service and Paratransit activities during December 2016:

DECEMBER 2016 STATISTICS AND COMPARISONS – We transported 21,262 passengers on various Paratransit programs in the month of December. Comparing December 2012 passenger statistics to December 2016 numbers; we transported 26% more people in December 2016. Just looking at the month of December, where we typically experience a myriad of weather patterns over the years, we took a huge leap between 2012 and 2013 and 2013 and 2014, then somewhat leveled off.

PASSENGERS

TRANSPORTED VIA PARATRANSIT BY MONTH	TOTAL PASSENGERS TRANSPORTED
DEC. 2016	21,262
DEC. 2015	22,562
DEC. 2014	22,363
DEC. 2013	18,368
DEC. 2012	16,901

NET - NET (Non Emergency Transportation) medical service continues to increase with 2,984 passengers transported under this contract in December. Overall we had a 20% increase from NET passengers transported in 2015 vs. those transported in 2016; compared to a 72% increase comparing 2014 to 2016, reflecting the change in spenddown laws. We feel it is our responsibility to assist as many people to medical appointments as possible, whether through NET a contracted service with DJFS, SCAT Senior or SCAT Temporary. SCAT Senior and SCAT Temporary services are operated as goodwill programs for eligible persons in our community, outside of mandated ADA for persons with disabilities.

PASSENGERS TRANSPORTED VIA NET (NON-EMERGENCY MEDICAL TRANSPORTATION)	2015	2016	% INCREASE IN PASSENGERS TRANSPORTED FROM 2015 to 2016 BY MONTH
JAN	1,844	2,241	22%
FEB	1,792	2,476	38%
MAR	2,009	2,595	29%
APRIL	2,160	2,637	22%
MAY	1,954	2,494	28%
JUNE	2,306	2,504	9%
JULY	2,351	2,438	4%
AUG	2,266	2,698	19%
SEPT	2,277	2,492	9%
OCT	2,589	2,814	9%
NOV	2,170	2,862	32%
DEC	2,416	2,984	24%
TOTAL	26,134	31,235	20%

ON TIME PERFORMANCE – OTP remained constant from 2015 to 2016 and remains ahead of industry standards. Both 2015 and 2016 we averaged 94% OTP for METRO drivers and 93% for our subcontract drivers. This can only be accomplished with a true team effort between all those connected to these programs, our Specialists making the reservations, our Dispatchers, our Operators, our Contractor, our Software as well as our Passengers, as highlighted in the Ecolane System Evaluation.

ADA PASSENGERS - The total amount of ADA passengers transported under the Paratransit ADA mandated service remained fairly constant from 2015 to 2016, ending the year with a mild 2.6% increase. Many of these passengers are able to travel under different plans, in addition to ADA trips, which could explain the decreases in ridership in some months. As an example, some ADA passengers may also qualify for SCAT Senior, NET trips, or choose to ride line service.

ADA PASSENGERS TRANSPORTED BY MONTH	2015	2016	% INCREASE / DECREASE OF PASSENGERS TRANSPORTED UNDER ADA
JAN	1609	1456	-9%
FEB	1316	1625	24%
MAR	1847	1765	-4%
APRIL	1925	1858	-3%
MAY	1869	1767	-5%
JUNE	1779	1780	0.01%
JULY	1659	1763	6%
AUG	1778	1911	8%
SEPT	1783	1811	2%
OCT	1783	1746	-2%
NOV	1593	1848	16%
DEC	1713	1866	9%
TOTAL	20654	21196	3%

REDUCED FARE / SCAT / ADA APPLICATION PROCESS – The chart below shows a full year of applications received through our Customer Service Department. This represents the first full year we have tracked applications. In 2015 we only tracked five months, which gave us an average of 111 applications processed per month. In 2016, an average of 173 applications were processed per month. We have definitely experienced an increased in SCAT and ADA applications.

The chart below shows that 2,078 applications have been processed by the Customer Service Department in 2016. Applications are received from three separate services offered by METRO:

- Reduced Fare to ride the line service/fixed route/city bus at a discounted \$0.50 per ride for eligible residents of Summit County. There are no restrictions on the use of the line service bus.

- SCAT Temporary for eligible disabled residents of Summit County. Services available, depending upon eligibility are medical trips throughout Summit County, work with verifiable employment, and grocery in certain circumstances.
- ADA for qualifying persons with disabilities that are traveling within an active ADA line service bus route (pick up and drop off). Restrictions are based on line service hours.

2016 APPLICATIONS PROCESSED	SCAT TEMP	REDUCED FARE	ADA	RETURNED INCOMPLETE	TOTAL APPLICATIONS PROCESSED
JAN	61	31	16	42	150
FEB	82	20	17	44	163
MAR	83	45	23	90	241
APR	79	35	14	44	172
MAY	50	21	10	35	116
JUN	70	41	17	61	189
JULY	51	15	14	21	101
AUG	65	30	14	43	152
SEPT	67	38	14	52	171
OCT	62	81	15	66	224
NOV	87	45	11	51	194
DEC	90	36	17	62	205
YTD	847	438	182	611	2078

CARE CENTER CALLS – Customer Services operates two separate ‘Care Centers’, a center at 416 Kenmore Blvd where 10 Specialists focus is on making reservations for our paratransit customers. At the RKPTC we operate a walk up window that operates everyday METRO line service buses are on the road, with a crew of 6 working multiple shifts to sell tickets at the ticket window, answer questions and answer calls from line service riders. In 201 we answered 396,841 calls, averaging 33,070 per month. In 2015 we answered 416,326 calls, averaging 34,694 per month. In 2016 we answered 395,278 calls, averaging 32,940 calls per month. The emerging pattern, as we’ve expected, is a reduction of information calls, due to the onset of Avail, and an increase in paratransit calls.

METRO CARE CENTER CALLS HANDLED	2014	2015	2016	% INCREASE / DECREASE IN CALLS FROM 2014 TO 2015	% INCREASE / DECREASE IN CALLS FROM 2015 TO 2016	% INCREASE / DECREASE IN CALLS FROM 2014 TO 2016
INFO CALLS	203,955	191,650	167,890	-6%	-12%	-18%
SCAT CALLS	192,886	224,676	227,388	17%	1%	18%
TOTAL CALLS	396,841	416,326	395,278	5%	-5%	-0.39%

ECOLANE SYSTEM EVALUATION - A representative from Ecolane spent a week at METRO reviewing all aspects of the paratransit software, including meeting independently with various users of the software. The report was very thorough, constructive and overall very positive. The auditor had many positive individual reports for our Specialists (Reservationists), our Dispatchers and the management team in Customer Service. The evaluation highlighted several traditional paratransit key performance indicators, such as On Time Performance and Rides Per Hour. METRO performs above average

recommendations made that included tweaking parameters, reviewing geocoding of certain addresses, and addressing frequent no-show passengers. The majority of the issues centered on how drivers operate the system, including pull-outs performed late and from incorrect locations, inconsistent reporting of stop arrivals and departures and drivers communicating with Dispatch for stop order edits and inaccurate data, such as address corrections. The audit report has been shared with the TWU President and Vice President, as well as the Director of Operations and the Chief Dispatcher and the Paratransit Dispatchers. We will be looking at the recommendations to see how we can better serve our customers, but are very pleased at how well METRO was represented in the audit.

MOBILITY FUNCTIONS - The holiday month saw our Mobility Specialists perform 24 wheelchair weight and inspections. We gladly handed out webbing loops to ensure that these passengers were provided with a safe option for drivers to assist in securing their devices to the coach. There were four group trainings in the month. Both Mobility Specialists participated in the TCRP Webinar “Strategy Guide to Enable and Promote the Use of Fixed-Route Transit”, facilitated a field trip for Pleasant View staff so they could experience SCAT first hand to assist their residents in riding SCAT successfully, attended a CFLE (Children Family Leadership Exchange) committee meeting, attended several meetings at the International Institute, and meetings at a few of the senior buildings. There were a total of 54 courtesy calls made to new riders, checking on their first rides and answering any questions that new riders had about the service. They also filed 79 Service Desk Reports, capturing requests for service, concerns and compliments.

All in all a very busy holiday month for Customer Services and our passengers.
BAM

FEBRUARY 2017 PERFORMANCE FROM CUSTOMER SERVICE & PARATRANSIT FOR JANUARY ACTIVITIES

METRO transported a total of 21,387 people across all lines of paratransit; SCAT Temporary, SCAT Senior and contracted services. See table below:

YEAR	PASSENGERS TRANSPORTED VIA PARATRANSIT	% INCREASE OF PASSENGERS TRANSPORTED FROM 2014 DATA
JAN 2014	18,651	
JAN 2015	21,134	12%
JAN 2016	20,614	10%
JAN 2017	21,387	13%

NON-EMERGENCY TRANSPORTATION PASSENGERS: We continue to see a huge increase in the number of passengers transported to medical appointments via the DJFS NET contract. See table below:

YEAR	NET PASSENGERS TRANSPORTED
JAN 2013	1,106
JAN 2014	1,387
JAN 2015	1,844
JAN 2016	2,241
JAN 2017	3,326

AKRON PUBLIC SCHOOLS: Our IT Department has worked very closely with APS and digesting the data given to us in a very quick turnaround. Customer Service has then produced the METRO Photo IDs, as part of our contract with APS, for students where we were provided with a photo and student data to match up. We were able to provide to APS four (4) different batches of student/METRO Photo ID's totaling 676. Each of these batches were provided to APS with the appropriate METRO Route Schedule serving that high school, AVAIL "Your Bus" cards, "Rules" card for the RKPTC and a quick "How To Ride The Bus" sheet, for each Photo ID provided. I am very proud to share that our Customer Service team was able to provide each batch to APS within hours of receiving the information from our IT Department. We continue to work closely with APS staff as we work through challenges with Charter Schools.

STATISTICS: Customer Service performed 20 wheelchair weight and inspections and advocacy conversations, with 3 individual trainings occurring throughout the month and 4 presentations attended, and various external Committee meetings attended. Fifty (50) courtesy calls were made to new clients, 94 Service Desk Reports were filed and 168 applications were reviewed and processed.
BAM



2017 TRANSIT CEOs SEMINAR

SCHEDULE AT-A-GLANCE

Saturday Feb. 11	Sunday Feb. 12	Monday Feb. 13	Tuesday Feb. 14	
<p>12:30 – 4:30 p.m. Registration <i>Art Foyer</i></p> <p>1 – 2 p.m. Bus & Paratransit CEOs Committee Meeting <i>Gallery 1-2</i></p> <p>1 – 2 p.m. Commuter Rail CEOs & Rail Transit CEOs Subcommittee Meeting <i>Gallery 3</i></p> <p>2:15 – 3 p.m. Pending Governance and Bylaws Discussion <i>Gallery 1-2</i></p> <p>3 – 4 p.m. APTA CEO Search Discussion <i>Gallery 1-2</i></p> <p>4 – 4:30 Economics of Conference Planning <i>Gallery 1-2</i></p> <p>5 – 6 p.m. Welcoming Reception <i>Palm Terrace</i></p>	<p>7 a.m. – 11 a.m. Registration <i>Art Foyer</i></p> <p>7:30 – 9 a.m. President & CEO's Breakfast for Newer CEOs <i>Balboa 1</i></p> <p>8 – 9 a.m. Continental Breakfast - CEO Exchange <i>Art Foyer</i></p> <p>9:15 – 9:45 a.m. Opening Session Welcomes <i>Gallery 1-3</i></p> <p>9:45 – 10:15 a.m. Industry Perspectives <i>Gallery 1-3</i></p> <p>10:30 – 12 p.m. Future of Transit Challenges & Opportunities <i>Gallery 1-3</i></p> <p>12:00 – 12:15 Transit Ridership Trends <i>Gallery 1-3</i></p> <p>12:15 – 1:45 p.m. LUNCH BY SYSTEM SIZE: Executive Discussions <i>Balboa Foyer</i></p> <p>Small (100 buses or fewer) Medium (101 – 500 buses) Large (500+ and Multimodal)</p> <p>2 – 3:30 p.m. Generational Shifts in Transit Safety: New FTA and FRA oversight authority, Industry Implications Agency Case Studies <i>Gallery 1-3</i></p> <p>3:45– 5 p.m. Labor Relations Trends <i>Gallery 1-3</i></p> <p>6 – 8:30 p.m. TRANSIT CEOs SUNDAY NIGHT RECEPTION SPONSOR CUBIC STONE BREWINGTON WORLD BISTRO & GARDENS</p>	<p><u>DEPUTY CEOs TRACK:</u></p> <p>8 – 8:30 a.m. Continental Breakfast <i>Art Foyer</i></p> <p>8 – 10 a.m. Deputy CEO: President & CEO's Breakfast for Deputy Chief Executives <i>Gallery 3</i></p> <p>10:15 – 11:45 a.m. Deputy CEOs Session Federal Government Relations <i>Gallery 3</i></p> <p><u>CEOS TRACK</u></p> <p>8:30 – 10 a.m. CEOs Leadership Session: What's Your ROP? (Return on Purpose) <i>Gallery 1-2</i></p> <p>10:15 – 11:45 a.m. CEOs Professional Development Session Using Social Media to Improve the Customer Experience in Good Times and Bad <i>Gallery 1-2</i> <i>Sponsor E-Alerts</i></p> <p><u>GENERAL SESSIONS</u></p> <p>12 – 2 p.m. LUNCH PROGRAM Ditch the Pyramid: Reimagining Leadership for the 21st Century <i>Gallery 1-3</i></p> <p>2:15 – 3:45 p.m. 21st Century Transit Policing Community relations and inclusion <i>Gallery 1-3</i> <i>Sponsor E-Alerts</i></p> <p>4 – 5 p.m. Special Event Planning Operations, Security, Political Considerations, Media <i>Gallery 1-3</i></p>	<p>8 – 8:30 a.m. Continental Breakfast <i>Art Foyer</i></p> <p>8:30 – 10:15 a.m. Workforce Development: Strategic Discussion on Workforce Shortages Critical Maintenance and Engineering Talent <i>Gallery 1-3</i></p> <p>10:30 a.m. – 12 p.m. The Trump Administration and the New Congress <i>Gallery 1-3</i></p> <p>12:15 – 1:45 p.m. CLOSING LUNCHEON CEO Xchange: Key Takeaways & Lessons Learned <i>Gallery 1-3</i></p>	
<table border="1"> <tr> <td> <p>Room Key</p> <p>Art Foyer – 1st Floor, Omni San Diego Hotel</p> <p>Gallery 1-3 – 1st Floor, Omni San Diego, Hotel</p> <p>Palm Terrace – 6th Floor, Omni San Diego Hotel</p> <p>Balboa 1-5 & Foyer – 5th Floor, Omni San Diego Hotel</p> <p>Stone Brewing World Bistro & Gardens – Liberty Station San Diego, CA</p> </td> </tr> </table>				<p>Room Key</p> <p>Art Foyer – 1st Floor, Omni San Diego Hotel</p> <p>Gallery 1-3 – 1st Floor, Omni San Diego, Hotel</p> <p>Palm Terrace – 6th Floor, Omni San Diego Hotel</p> <p>Balboa 1-5 & Foyer – 5th Floor, Omni San Diego Hotel</p> <p>Stone Brewing World Bistro & Gardens – Liberty Station San Diego, CA</p>
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**MONTHLY BOARD COMMITTEE MEETING AGENDAS
VERNON LANE ODOM BOARD ROOM
TUESDAY, FEBRUARY 28, 2017
8:00 A.M.**

8:00 A.M. FINANCE COMMITTEE

- 1) February 2017 Finance Report
- 2) Other

8:10 A.M. MARKETING AND SERVICE PLANNING COMMITTEE

- 1) January 2017 Performance Report
- 2) Update on Planning Activities
- 3) Marketing Update
- 4) Other

8:25 A.M. RAIL OPERATIONS COMMITTEE

- 1) Update on Status of Rail Initiatives

8:30 A.M. SAFETY COMMITTEE

- 1) January 2017 Safety & Security Report
- 2) Transit Policing and Oversight
- 3) Other

8:40 A.M. HUMAN RESOURCES COMMITTEE

- 1) January 2017 Human Resources Report
- 2) Other

8:45 A.M. ADJOURN

**MONTHLY BOARD MEETING AGENDA
VERNON LANE ODOM BOARD ROOM
TUESDAY, FEBRUARY 28, 2017
9:00 A.M.**

ITEM 1: CALL TO ORDER:

ITEM 2: AUDIENCE PARTICIPATION:

Any individual or representative of a group may take two (2) minutes to address the Board on any topic on the agenda. Anyone desiring more time than provided herein, shall notify the Secretary-Treasurer by the Tuesday preceding the Board meeting so that he/she may be placed on the Agenda for a maximum of five (5) minutes. METRO's Board Meetings are held the last Tuesday of the month as stated within Resolution 2016-28 unless otherwise noted.

ITEM 3: RECOGNITION

ITEM 4: BOARD MINUTES:

*Approval of Board Meeting Minutes of January 31, 2017

ITEM 5: COMMITTEE REPORTS & RESOLUTIONS:

Finance Committee

Chair Report

Marketing & Service Planning Committee

Chair Report

Rail Operations Committee

Chair Report

Safety Committee

Chair Report

Human Resources Committee

Chair Report

ITEM 6: EXECUTIVE SESSION

ITEM 7: OTHER BUSINESS:

ITEM 8: OFFICERS' REPORT:

- President
- Executive Director

ITEM 9: CALL FOR ADJOURNMENT:

***Denotes items that need approval of the Board**

Next Scheduled Meeting – March 28, 2017

**METRO RTA
BOARD MINUTES
TUESDAY, JANUARY 33, 2017**

Trustees Present: Sandra Foster, Scott Meyer, Stephan Kremer, Donald Christian, Chuck Rector, Ross Widenor, Jack Hefner, Nicholas Fernandez, David Prentice, Robert De Journette

Trustees Absent: Renee Greene, Heather Heslop Licata

Staff Present: Richard Enty, Dean Harris, Bambi Miller, Mike Davis, Molly Becker, Jason Popik, Robin Miller, Claire Merrick, DeHavilland McCall, Jamie Saylor, Angela Neeley, Valerie Shea, Jarrod Hampshire, John Sutherland, Christine Hoffer, Quentin Wyatt, Dana Gibitz, Jessica Dreschel, Yvonne Briggs

Guests Present: Susie Graham, Downtown Akron Partnership, Barbara Rhoades, CEO, OTRP

CALL TO ORDER

Ms. Foster called the meeting to order at 9:05 a.m.

AUDIENCE PARTICIPATION

None

RECOGNITION

None

APPROVAL OF MINUTES

Ms. Foster asked for a motion to approve the November 30, 2016 minutes. Mr. Kremer made a motion for approval, seconded by Mr. De Journette. The minutes were unanimously approved by the Board with a change to be made to Ms. Foster instead of "Mr." Foster.

FINANCE COMMITTEE

Mr. Meyer said the Finance Committee did meet and all the financial affairs were in order.

Resolution 2017-01 appointing trustees to the Ohio Transit Risk Pool was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Kremer. Resolution 2017-01 was unanimously approved by the Board.

Resolution 2017-02 appointing trustees to the Health Transit Pool of Ohio was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Heffner. Resolution 2017-02 was unanimously approved by the Board.

Resolution 2017-03 appointing trustees to the “NEORide” Council of Government was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Fernandez. Resolution 2017-03 was unanimously approved by the Board.

Resolution 2017-04 authorizing the signatories on METRO’s checking and savings accounts was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-04 was unanimously approved by the Board.

Resolution 2017-05 authorizing a contract with the DOWNTOWN AKRON PARTNERSHIP (DAP) and METRO for the cleaning and safety along Main Street and the RKP Transit Center was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Christian. Resolution 2017-05 was unanimously approved by the Board.

Resolution 2017-06 authorizing the disposal or transfer of certain assets owned by the METRO Regional Transit Authority was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-06 was unanimously approved by the Board.

Resolution 2017-07 authorizing a discount on bulk ticket and pass purchase was presented for approval. Mr. Kremer suggested that this Resolution be tabled. He asked that the Finance Department come up with a tiered system and use a sliding scale for the amount of discount offered to the agencies involved. The Board President asked for a show of hands to accept this proposal. She went around the table asking members to agree or disagree, and all members were in favor of looking at this discount system. For example: If the agency purchases \$125,000 worth of tickets and passes, the discount would be 15%, if the agency purchases \$75,000 worth of tickets and passes, the discount would be 10%, and if the agency purchases \$50,000 worth of tickets and passes, the discount would be 5%. The Finance Department will bring this back to the Board next month. They will also look at the cost to METRO by using the sliding scale versus what was proposed in Resolution 2017-07.

MARKETING AND SERVICE PLANNING COMMITTEE

Mr. Christian said the Marketing and Service Planning Committee met. Performance and Communications updates were presented. No further business for discussion at this time.

RAIL OPERATIONS COMMITTEE

Mr. Kremer reported that the Rail Operations did meet. No business to discuss at this time.

SAFETY COMMITTEE

Mr. Prentice said the committee did meet. There were less preventables in this reporting period.

HUMAN RESOURCES

The Human Resources Committee did meet. No further business to discuss.

OTHER BUSINESS

None

OFFICERS' REPORT

President:

None

Executive Director:

None

ADJOURNMENT

There being no other business to come before the Board, the meeting was adjourned at 9:20 a.m.

CERTIFICATE OF COMPLIANCE

Pursuant to Section III, Article 3.2 of the Rules & Regulations of the METRO Regional Transit Authority, METRO has complied with the Notice and Notification to the public and news media.

SAUNDRA M. FOSTER
PRESIDENT

RICHARD M. ENTY, EXECUTIVE
DIRECTOR/SECRETARY-TREASURER

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Finance Committee

CONSOLIDATED INCOME STATEMENT REPORT

SCHEDULED & SCAT SERVICES

METRO Regional Transit Authority

January-17

CURRENT MONTH				YEAR TO DATE						
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	YTD % CHANGE	
342,486	314,000	304,610	9.1%	Passenger Fares	342,486	314,000	304,610	9.1%	12.4%	
18,454	38,000	21,081	-51.4%	Advertising Revenue	18,454	38,000	21,081	-51.4%	-12.5%	
<u>360,940</u>	<u>352,000</u>	<u>325,691</u>	<u>2.5%</u>	Total Operating	<u>360,940</u>	<u>352,000</u>	<u>325,691</u>	<u>2.5%</u>	<u>10.8%</u>	
80,951	57,900	41,903	39.8%	Non-Transportation	80,951	57,900	41,903	39.8%	93.2%	
21,770	5,000	20,991	335.4%	Rail Related Revenue	21,770	5,000	20,991	335.4%	3.7%	
				Local Subsidy						
3,894,641	3,495,000	3,639,323	11.4%	METRO Tax	3,894,641	3,495,000	3,639,323	11.4%	7.0%	
107,715	90,000	74,121	19.7%	Local Contracted Services	107,715	90,000	74,121	19.7%	45.3%	
10,100	14,000	13,800	-27.9%	State Subsidy	10,100	14,000	13,800	-27.9%	-26.8%	
0	0	0	0.0%	Federal Subsidy	0	0	0	0.0%	0.0%	
<u>4,476,117</u>	<u>4,013,900</u>	<u>4,115,829</u>	<u>11.5%</u>	TOTAL REVENUES	<u>4,476,117</u>	<u>4,013,900</u>	<u>4,115,829</u>	<u>11.5%</u>	<u>8.8%</u>	
				EXPENSES						
1,759,763	1,919,887	1,577,409	-8.3%	Wages and Salaries	1,759,763	1,919,887	1,577,409	-8.3%	11.6%	
1,248,789	1,178,644	1,077,611	6.0%	Fringe Benefits	1,248,789	1,178,644	1,077,611	6.0%	15.9%	
229,056	240,946	195,397	-4.9%	Services	229,056	240,946	195,397	-4.9%	17.2%	
236,479	281,452	277,027	-16.0%	Materials and Supplies	236,479	281,452	277,027	-16.0%	-14.6%	
318,682	158,833	213,930	100.6%	Fuel	318,682	158,833	213,930	100.6%	49.0%	
57,939	88,760	87,806	-34.7%	Utilities	57,939	88,760	87,806	-34.7%	-34.0%	
110,412	122,080	140,834	-9.6%	Casualty and Liability	110,412	122,080	140,834	-9.6%	-21.6%	
146,258	158,800	129,370	-7.9%	Purchased Transportation	146,258	158,800	129,370	-7.9%	13.1%	
45,469	60,450	47,627	-24.8%	Other Expenses	45,469	60,450	47,627	-24.8%	-4.5%	
<u>4,152,847</u>	<u>4,209,852</u>	<u>3,747,011</u>	<u>-1.4%</u>	TOTAL OPERATING EXPENSES	<u>4,152,847</u>	<u>4,209,852</u>	<u>3,747,011</u>	<u>-1.4%</u>	<u>10.8%</u>	
<u>323,270</u>	<u>(195,952)</u>	<u>368,818</u>	<u>-265.0%</u>	NET INCOME (LOSS) Before Depreciation	<u>323,270</u>	<u>(195,952)</u>	<u>368,818</u>	<u>-265.0%</u>	<u>-12.3%</u>	
1,424	1,424	3,047	0.0%	Depreciation Operating	1,424	1,424	3,047	0.0%	-53.3%	
762,706	762,706	769,091	0.0%	Depreciation Capital	762,706	762,706	769,091	0.0%	-0.8%	
4,916,977	4,973,982	4,519,149	-1.1%	TOTAL EXPENSES	4,916,977	4,973,982	4,519,149	-1.1%	8.8%	
<u>(440,860)</u>	<u>(960,082)</u>	<u>(403,320)</u>	<u>54.1%</u>	NET INCOME (LOSS) After Depreciation	<u>(440,860)</u>	<u>(960,082)</u>	<u>(403,320)</u>	<u>-54.1%</u>	<u>9.3%</u>	

METRO Regional Transit Authority

Jan-17

CURRENT MONTH

YEAR TO DATE

CURRENT MONTH				YEAR TO DATE				
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	FRINGE BENEFITS	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE
324,902	368,014	312,048	-11.7%	P E R S	324,902	368,014	312,048	-11.7%
555,428	496,175	478,533	11.9%	HOSP-MEDICAL	555,428	496,175	478,533	11.9%
14,897	16,317	11,200	-8.7%	DENTAL	14,897	16,317	11,200	-8.7%
2,261	2,307	1,800	-2.0%	LIFE-INS	2,261	2,307	1,800	-2.0%
0	833	0	0.0%	UNEMPLOYMENT	0	833	0	0.0%
23,058	52,946	35,292	-56.4%	W. COMPENSATION	23,058	52,946	35,292	-56.4%
9,881	4,525	10,176	118.4%	SICK LEAVE	9,881	4,525	10,176	118.4%
171,098	127,983	159,704	33.7%	HOLIDAY PAY	171,098	127,983	159,704	33.7%
142,505	107,089	67,052	33.1%	VACATION PAY	142,505	107,089	67,052	33.1%
4,017	1,595	1,088	151.8%	UNIFORM ALLOWANCE	4,017	1,595	1,088	151.8%
742	860	718	-13.7%	OTHERS *	742	860	718	-13.7%
1,248,789	1,178,644	1,077,611	6.0%	TOTAL FRINGE BENEFITS	1,248,789	1,178,644	1,077,611	6.0%

* INCLUDES PHYSICALS & TUITION ASSISTANCE

METRO REGIONAL TRANSIT AUTHORITY

Balance Sheet

January

ASSETS	2017	2016	LIABILITIES AND CAPITAL	2017	2016
Current Assets:					
Cash	10,903,278.89	26,181,106.87	Accounts Payable	494,088.96	421,767.62
Short Term Investments	11,729,884.18	0.00	Accrued Payroll	2,573,844.97	2,246,880.52
Capital Fund (Restricted)	7,506,319.55	7,506,359.55	Accrued Payroll Liabilities	154,697.01	969,455.81
Rainy Day Fund (Restricted)	9,043,288.76	8,993,165.89	Capital Contract Payable	0.00	0.00
			Short Term Debt	0.00	0.00
Receivables:			Other	102,606.33	95,329.62
Trade, Less allowance	245,194.41	332,142.24	Total Current Liabilities	3,325,237.27	3,733,433.57
Federal Assistance	164,842.00	0.26			
State Assistance	0.26	0.00	Other Liabilities:		
Sales Tax Receivable	7,431,050.43	7,185,108.59	Long Term Debt	0.00	0.00
Material & Supplies	1,410,068.38	1,451,091.45	Net Pension Liability	19,171,267.00	0.00
Prepaid Expenses	3,963,914.58	1,947,109.52	Deferred Inflows	336,801.00	0.00
Total Current Assets	52,397,841.44	53,596,084.37	Deferred Revenue	65,934.00	31,140.00
			Other Estimated Liabilities	1,000.00	1,000.00
Property, Facilities & Equipment			Total Other Liabilities	19,575,002.00	32,140.00
Construction in Progress	13,686,954.97	5,242,055.47	Capital & Accumulated Earnings:		
Land	4,288,301.36	4,283,301.36	Capital Grant: State & Federal	41,743,415.17	48,246,727.40
Building & Improvements	45,132,113.46	45,144,709.46	Accumulated Earnings	85,720,379.92	90,909,886.87
Transportation Equipment	70,082,155.20	67,701,662.60	Total Grants & Accum Earnings	127,463,795.09	139,156,614.27
Other Equipment	8,413,410.19	8,532,429.35			
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	7,669,000.44	7,702,622.82			
Total	159,925,141.62	149,259,987.06			
Less allowance for depreciation	(65,461,529.01)	(59,983,043.75)			
Total	94,463,612.61	89,276,943.31			
Deferred Outflows	3,485,891.00	0.00			
Deferred Charges & Other Assets	16,689.31	49,160.16			
Total	3,502,580.31	49,160.16			
Total Assets	\$ 150,364,034.36	\$ 142,922,187.84	Total Liability and Earning	\$ 150,364,034.36	\$ 142,922,187.84

Marketing & Service Planning Committee

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METRO RTA Planning Department Responsibilities

- Long-Range Planning (see Driving METRO Forward below)
- Route Scheduling and Short-Term Service Planning
 - Implemented through Regular Service Changes (4 times per year)
 - Maintenance of Service Policy Standards and Route Effectiveness Evaluations
- Performance Reporting
- Federal Title VI Plan Preparation and Ridership Sampling Compliance
- Bus Service Requests
- Bus Stop and Passenger Facilities Design/Management
 - Bus Stop Change Requests
 - Bus Stop Maintenance
 - Bus Stop Amenity Planning and Installation
 - Transit Hub Development
- Bus Route and Bus Stop Data Management
- Rail Asset Management
- Coordination with Local and Regional Partners
 - Boards and Committees
 - Planning Studies
 - Infrastructure Improvement Projects
- Conducting Public Meetings and Passenger Surveys
- Grant Application and Funding Request Preparation

Driving METRO Forward

Overview

Driving METRO Forward is a plan initiated by METRO staff with support from the Board of Trustees to address trends of flat and declining ridership and increasing costs. The goal of the project is to build a better bus system while being good stewards of public dollars. METRO staff is doing the work in-house, utilizing new data sources that were recently made available with the implementation of our Automatic Vehicle Location (AVL) system, especially more detailed passenger counts and schedule adherence. Additionally, METRO recently purchased Remix software which allows staff to quickly design routes and immediately understand the cost and demographic impact of the proposed change.

Guiding Principles

- Match Service to Modern Travel Patterns
- Stronger System Structure
- Simplify Routes
- Transit First Lifestyle
- Build Financial Stability

Project History

- March 2016 –Project kicks off and Guiding Principles are developed
- April 2016 - First round of public meetings to introduce project and Guiding Principles
- April-May 2016 – Analysis begins and an initial service proposal is developed (i.e. “first map”)
- June 2016 – Second round of public meetings to share the “first map” and get feedback
- June-September 2016 – Analysis continues and proposal is refined based on feedback
- (August 2017 – Original anticipated implementation of final plan)

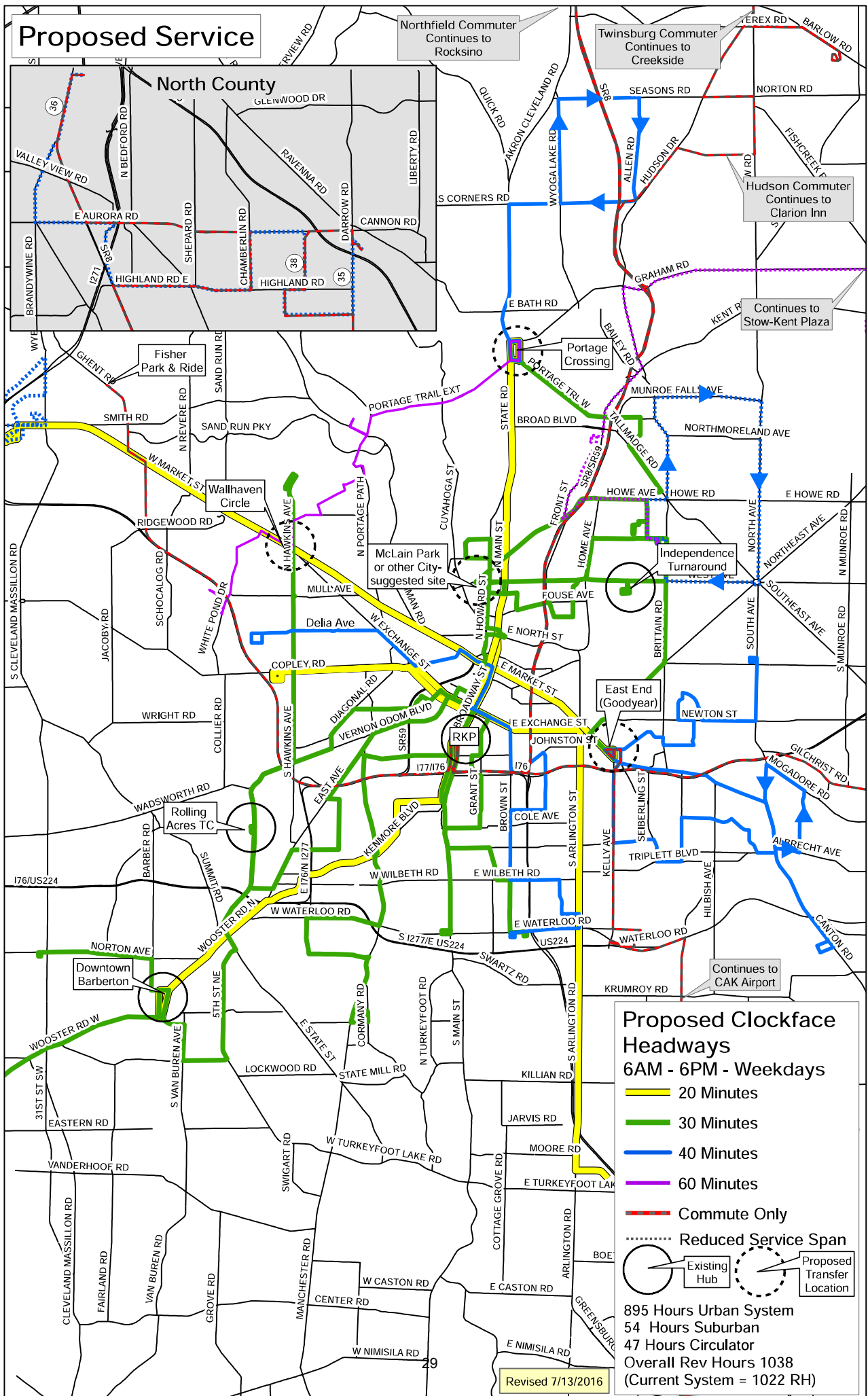
Project Status

- Staff has changed but Guiding Principles and previous analysis remain
 - New Director started in January 2017; in process of filling Senior Service Planner position
 - Revised project schedule will be developed in Q1 2017
- Evaluate alternatives and the costs/benefits of the corresponding level of investment
 - Categories of alternatives include:
 - *Do Nothing* – Business as usual
 - *Cost Neutral* – Reallocate operating costs from less productive services to our core routes
 - *Minor Investment* – Minimal capital costs and/or increases to operating costs
 - *Significant Investment* – Increased capital/operating costs to provide a more flexible system
 - Complete analysis using AVL data and Remix software
 - Gain feedback from internal and external stakeholders, riders, the public, external stakeholders and METRO Board
- In the meantime...
 - Small service efficiencies are being implemented with each Service Change
 - Schedule efficiencies
 - Combining routes to serve same destinations with less cost
 - Exploring and researching new and innovative ways to serve less dense areas of the County
 - Coordinating with external stakeholders on incorporating transit into their future plans

Project Website: <http://www.akronmetro.org/materials.aspx>

**Questions? Contact Valerie Shea, Director of Planning & Development,
at 330-564-2281 or Valerie.shea@akronmetro.org**

Proposed Service



Proposed Clockface Headways

6AM - 6PM - Weekdays

- 20 Minutes
- 30 Minutes
- 40 Minutes
- 60 Minutes
- Commute Only



895 Hours Urban System
54 Hours Suburban
47 Hours Circulator
Overall Rev Hours 1038
(Current System = 1022 RH)

Revised 7/13/2016

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**January 2017
Performance Reports
Combined Service**

Current Month

Year to Date

2017 2016 Percentage
 Changed

2017 2016 Percentage
 Changed

Service Day Data

2017	2016	Percentage Changed		2017	2016	Percentage Changed
22	20	10.00%	Weekdays Operated	22	20	10.00%
4	5	-20.00%	Saturdays Operated	4	5	-20.00%
5	5	0.00%	Sundays Operated	5	5	0.00%

Passenger Data

2017	2016	Percentage Changed		2017	2016	Percentage Changed
406,356	391,713	3.74%	Total Passengers	406,356	391,713	3.74%
16,196	16,473	-1.69%	Average Weekday Passengers	16,196	16,473	-1.69%
7,213	7,432	-2.95%	Average Saturday Passengers	7,213	7,432	-2.95%
3,089	3,747	-17.55%	Average Sunday Passengers	3,089	3,747	-17.55%

Service Level Data

2017	2016	Percentage Changed		2017	2016	Percentage Changed
542,648	522,986	3.76%	Total Vehicle Miles	542,648	522,986	3.76%
506,019	448,147	12.91%	Total Vehicle Revenue Miles	506,019	448,147	12.91%
0.80	0.87	-8.13%	Average Passengers per Vehicle Revenue Mile	0.80	0.87	-8.13%
42,172	35,451	18.96%	Total Vehicle Hours	42,172	35,451	18.96%
37,073	34,718	6.78%	Total Vehicle Revenue Hours	37,073	34,718	6.78%
10.96	11.28	-2.85%	Average Passengers per Vehicle Revenue Hour	10.96	11.28	-2.85%

Financial Data

2017	2016	Percentage Changed		2017	2016	Percentage Changed
\$198,485	\$182,576	8.71%	Cash Fares	\$198,485	\$182,576	8.71%
\$144,001	\$122,035	18.00%	Ticket and Pass Revenue	\$144,001	\$122,035	18.00%
\$107,715	\$73,122	47.31%	Other Fare Related Revenue	\$107,715	\$73,122	47.31%
10.8%	10.1%	7.59%	Percentage Total Farebox Recovery	10.8%	10.1%	7.59%
\$8.21	\$8.37	-1.89%	Average Cost per Vehicle Revenue Mile	\$8.21	\$8.37	-1.89%
\$112.06	\$108.01	3.74%	Average Cost per Vehicle Revenue Hour	\$112.06	\$108.01	3.74%
\$10.22	\$9.57	6.79%	Average Cost per Passenger	\$10.22	\$9.57	6.79%

Safety Data

2017	2016	Percentage Changed		2017	2016	Percentage Changed
4	5	-20.00%	Preventable Accidents	4	5	-20.00%
3	3	0.00%	Nonpreventable Accidents	3	3	0.00%
7	8	-12.50%	Total Accidents	7	8	-12.50%

**January 2017
Performance Reports
SCAT/ADA Paratransit Service**

Current Month			Year to Date		
2017	2016	Percentage Changed	2017	2016	Percentage Changed
Service Day Data					
22	20	10.00%	22	20	10.00%
4	5	-20.00%	4	5	-20.00%
5	5	0.00%	5	5	0.00%

Passenger Data						
21,387	20,614	3.75%	Total Passengers	21,387	20,614	3.75%
690	687	0.40%	Average Passengers per Day	690	687	0.40%
81.3	66.8	21.63%	Average Saturday ADA Passengers	81.3	66.8	21.63%
25.8	36.8	-29.89%	Average Sunday ADA Passengers	25.8	36.8	-29.89%
50.6	48.5	4.22%	Average Total ADA Passengers	50.6	48.5	4.22%
5,656	5,174	9.32%	Total Purchased Transportation Pass.	5,656	5,174	9.32%

Service Level Data						
140,530	114,077	23.19%	Total METRO Vehicle Miles	140,530	114,077	23.19%
37,502	34,499	8.70%	Total Purchased Trans. Vehicle Miles	37,502	34,499	8.70%
178,032	148,576	19.83%	Total Vehicle Miles	178,032	148,576	19.83%
152,271	126,422	20.45%	Total Revenue Miles	152,271	126,422	20.45%
0.14	0.16	-13.86%	Average Pass. per Revenue Vehicle Mile	0.14	0.16	-13.86%
11,237	10,696	5.06%	Total Vehicle Hours	11,237	10,696	5.06%
9,158	8,955	2.27%	Total Vehicle Revenue Hours	9,158	8,955	2.27%
2.3	2.3	1.45%	Average Pass. per Vehicle Revenue Hour	2.3	2.3	1.45%
93%	94%	-1.06%	On-time Performance - METRO	93%	94%	-1.06%
93%	93%	0.00%	On-time Performance - Purchased Transportation	93%	93%	0.00%

Financial Data						
\$46,138	\$41,271	11.79%	Cash Fares	\$46,138	\$41,271	11.79%
\$5,970	\$2,138	179.22%	Ticket and Pass Revenue	\$5,970	\$2,138	179.22%
\$61,315	\$55,575	10.33%	Other Fare Related Revenue	\$61,315	\$55,575	10.33%
15.3%	14.3%	6.95%	Percentage Total Farebox Recovery	15.3%	14.3%	6.95%
\$5.18	\$6.11	-15.28%	Average Cost per Vehicle Revenue Mile - METRO	\$5.18	\$6.11	-15.28%
\$3.90	\$3.75	4.00%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.90	\$1.41	177.11%
\$89.54	\$85.02	5.33%	Average Cost per Vehicle Revenue Hour - METRO	\$89.54	\$85.02	5.33%
\$57.92	\$55.05	5.22%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$57.92	\$55.05	5.22%
\$37.76	\$36.37	3.82%	Average Cost per Passenger - METRO	\$37.76	\$36.37	3.82%
\$25.86	\$25.00	3.42%	Average Cost per Passenger - Purchased Transportation	\$25.86	\$25.00	3.42%
2.0	2.0	0.00%	Average Small Bus Age	2.0	2.0	0.00%

Safety Data						
0	1	-100.00%	Preventable Accidents	0	1	-100.00%
1	1	0.00%	Nonpreventable Accidents	1	1	0.00%
1	2	-50.00%	Total Accidents	1	1	0.00%

**January 2017
Performance Reports
Line Service**

Current Month

Year to Date

Current Month		Percentage Changed		Year to Date		Percentage Changed
2017	2016			2017	2016	
Service Day Data						
22	20	10.00%	Weekdays Operated	22	20	10.00%
4	5	-20.00%	Saturdays Operated	4	5	-20.00%
5	5	0.00%	Sundays Operated	5	5	0.00%

Passenger Data

384,969	371,099	3.74%	Total Passengers	384,969	371,099	3.74%
15,506	15,786	-1.78%	Average Weekday Passengers	15,506	15,786	-1.78%
7,132	7,365	-3.17%	Average Saturday Passengers	7,132	7,365	-3.17%
3,063	3,710	-17.43%	Average Sunday Passengers	3,063	3,710	-17.43%

Service Level Data

364,616	374,410	-2.62%	Total Vehicle Miles	364,616	374,410	-2.62%
353,748	321,725	9.95%	Total Vehicle Revenue Miles	353,748	321,725	9.95%
354,138	321,951	10.00%	Total Scheduled Vehicle Revenue Miles	354,138	321,951	10.00%
1.09	1.15	-5.76%	Average Passenger per Revenue Vehicle Mile	1.09	1.15	-5.65%
30,935	24,755	24.97%	Total Vehicle Hours	30,935	24,755	24.97%
27,915	25,763	8.35%	Total Vehicle Revenue Hours	27,915	25,763	8.35%
27,915	25,763	8.35%	Total Scheduled Vehicle Revenue Hours	27,915	25,763	8.35%
13.8	14.4	-4.26%	Average Passenger per Vehicle Revenue Hour	13.8	14.4	-4.26%
78%	87%	-10.80%	On-time Performance	78%	87%	-10.80%

Financial Data

\$152,347	\$141,305	7.81%	Cash Fares	\$152,347	\$141,305	7.81%
\$138,031	\$119,897	15.12%	Ticket and Pass Revenue	\$138,031	\$119,897	15.12%
\$46,400	\$17,547	164.43%	Other Fare Related Revenue	\$46,400	\$17,547	164.43%
9.9%	9.1%	8.26%	Percentage Total FareBox Recovery	9.9%	9.1%	8.26%
\$9.64	\$9.50	1.46%	Average Cost per Vehicle Revenue Mile	\$9.65	\$9.51	1.50%
\$122.30	\$118.74	3.00%	Average Cost per Vehicle Revenue Hour	\$122.30	\$118.74	3.00%
\$8.87	\$8.24	7.58%	Average Cost per Passenger	\$8.87	\$8.24	7.58%
4.3	4.3	0.00%	Average Big Bus Age	4.3	4.3	0.00%

Safety Data

4	4	0.00%	Preventable Accidents	4	4	0.00%
2	2	0.00%	Nonpreventable Accidents	2	2	0.00%
6	6	0.00%	Total Accidents	6	6	0.00%

January 2017

Line Service Categories

Current Month

Year to Date

Current Month		Percentage		Year to Date		Percentage
2017	2016	Changed		2017	2016	Changed
URBAN (1 - 34)						
341,426	341,908	-0.14%	Total Monthly Passengers	341,426	341,908	-0.14%
31	30	3.33%	Service Days	31	30	3.33%
11,013.7	11,396.9	-3.36%	Average Daily Passengers	11,013.7	11,396.9	-3.36%
17.1	18.1	-5.42%	Passengers per Vehicle Hour	17.1	18.1	-5.42%
1.5	1.6	-5.24%	Passengers per Vehicle Mile	1.5	1.6	-5.24%
\$6.76	\$6.05	11.78%	Total Operating Cost Per Passenger	\$6.76	\$6.05	11.78%
SUBURBAN (101-104, 110)						
11,887	10,580	12.35%	Total Monthly Passengers	11,887	10,580	12.35%
22	20	10.00%	Service Days	22	20	10.00%
540.3	529.0	2.14%	Average Daily Passengers	540.3	529.0	2.14%
4.61	4.54	1.41%	Passengers per Vehicle Hour	4.61	4.54	1.41%
0.19	0.19	1.39%	Passengers per Vehicle Mile	0.19	0.19	1.39%
\$30.79	\$30.12	2.22%	Total Operating Cost Per Passenger	\$30.79	\$30.12	2.22%
EXPRESS (60 & 61)						
8,060	8,055	0.06%	Total Monthly Passengers	8,060	8,055	0.06%
22	20	10.00%	Service Days	22	20	10.00%
366.4	402.8	-9.04%	Average Daily Passengers	366.4	402.8	-9.04%
8.5	9.3	-8.86%	Passengers per Vehicle Hour	8.5	9.3	-8.86%
0.3	0.4	-9.57%	Passengers per Vehicle Mile	0.3	0.4	-9.57%
\$19.16	\$16.79	14.12%	Total Operating Cost Per Passenger	\$19.16	\$16.79	14.12%
CIRCULATOR (50, 51, 53, & 59)						
6,536	5,819	12.32%	Total Monthly Passengers	6,536	5,819	12.32%
31	30	3.33%	Service Days	31	30	3.33%
210.8	194.0	8.66%	Average Daily Passengers	210.8	194.0	8.66%
3.9	3.7	4.59%	Passengers per Vehicle Hour	3.9	3.7	4.59%
0.3	0.3	4.43%	Passengers per Vehicle Mile	0.3	0.3	4.43%
\$52.94	\$34.21	54.77%	Total Operating Cost Per Passenger	\$52.94	\$34.21	54.77%
DASH (54)						
8,238	N/A	N/A	Total Monthly Passengers	8,238	N/A	N/A
22	N/A	N/A	Service Days	22	N/A	N/A
374.5	N/A	N/A	Average Daily Passengers	374.5	N/A	N/A
1.1	N/A	N/A	Passengers per Vehicle Hour	1.1	N/A	N/A
6.3	N/A	N/A	Passengers per Vehicle Mile	6.3	N/A	N/A
\$13.74	N/A	N/A	Total Operating Cost Per Passenger	\$13.74	N/A	N/A
GROCERY (91 - 95)						
1,629	1,754	-7.13%	Total Monthly Passengers	1,629	1,754	-7.13%
22	20	10.00%	Service Days	22	20	10.00%
74.0	87.7	-15.62%	Average Daily Passengers	74.0	87.7	-15.62%
5.0	1.3	302.68%	Passengers per Vehicle Hour	5.0	1.3	302.68%
1.0	1.3	-27.70%	Passengers per Vehicle Mile	1.0	1.3	-27.70%
\$58.90	\$46.53	26.58%	Total Operating Cost Per Passenger	\$58.90	\$46.53	26.58%
Sunday Line Service						
15,316	18,549	-17.43%	Total Monthly Passengers	15,316	18,549	-17.43%
5	5	0.00%	Service Days	5	5	0.00%
3,063.2	3,709.8	-17.43%	Average Daily Passengers	3,063.2	3,709.8	-17.43%
9.7	12.1	-19.63%	Passengers per Vehicle Hour	9.7	12.1	-19.63%
0.1	1.0	-91.89%	Passengers per Vehicle Mile	0.1	1.0	-91.89%
\$11.51	\$9.62	19.65%	Total Operating Cost Per Passenger	\$11.51	\$9.62	19.65%
Saturday Line Service						
28,526	36,825	-22.54%	Total Monthly Passengers	28,526	36,825	-22.54%
4	5	-20.00%	Service Days	4	5	-20.00%
7,131.5	7,365.0	-3.17%	Average Daily Passengers	7,131.5	7,365.0	-3.17%
15.5	16.3	-4.78%	Passengers per Vehicle Hour	15.5	16.3	-4.78%
1.3	1.4	-2.63%	Passengers per Vehicle Mile	1.34	1.38	-2.63%
\$7.10	\$7.29	-2.65%	Total Operating Cost Per Passenger	\$7.10	\$7.29	-2.65%
Call-A-Bus						
139	157	-11.46%	Total Monthly Passengers	139	157	-11.46%
U of A ZipCard						
18962	18076	4.90%	Total Monthly Passengers	18962	18076	4.90%

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
January 2017

ROUTE # / DESCRIPTION	FAREBOX REVENUE		GENERAL FARE		TOT FAREBOX		PER REV HOUR		EXPENSE PER REV MILE		TOTAL PASSEN- GERS		REV HOURS		REV MILES		PEAK VEHICLES		PASSENGERS PER:		NET COST PER PASSENGER:		FAREBOX RECOVERY		
	\$		\$		\$		\$		\$		\$		\$		\$		\$		\$		(Per Hour)	(Per Mile)	Allocation Model	Allocation Model	
1	West Market	\$ 18,005	\$ 15,033	\$ 33,038	\$ 218,928	\$ 185,422	\$ 191,157	41,403	1,790	19,234	2.15	2.15	6	1,790	19,234	2.15	2.15	6	23.1	4.49	\$ 3.68	\$ 3.82	15.1%	17.3%	
2	Arlington	\$ 17,283	\$ 13,123	\$ 30,406	\$ 194,803	\$ 181,329	\$ 177,956	36,141	1,593	18,809	1.92	1.92	6	1,593	18,809	1.92	1.92	6	22.7	4.55	\$ 4.18	\$ 4.08	15.6%	16.8%	
3	Copley/Hawkins	\$ 10,802	\$ 7,742	\$ 18,544	\$ 145,793	\$ 115,871	\$ 132,061	21,322	1,192	12,019	1.77	1.77	5	1,192	12,019	1.77	1.77	5	17.9	5.97	\$ 4.56	\$ 5.32	12.7%	16.0%	
4	Delia/N Hawkins	\$ 5,253	\$ 3,551	\$ 8,803	\$ 67,384	\$ 63,833	\$ 74,157	9,779	551	6,621	1.48	1.48	4	551	6,621	1.48	1.48	4	17.7	5.99	\$ 5.63	\$ 6.68	13.1%	13.8%	
5	East Market/Eliet	\$ 3,161	\$ 2,238	\$ 5,398	\$ 74,881	\$ 85,733	\$ 76,409	6,163	612	8,893	1.01	1.01	3	612	8,893	1.01	1.01	3	10.1	0.89	\$ 11.27	\$ 11.52	7.2%	6.3%	
6	E. Market/Lakemore	\$ 5,916	\$ 4,172	\$ 12,084	\$ 124,773	\$ 133,220	\$ 125,192	17,014	1,020	13,819	1.23	1.23	5	1,020	13,819	1.23	1.23	5	16.7	6.62	\$ 7.12	\$ 6.65	9.7%	9.1%	
7	Cuyahoga Falls Ave	\$ 4,801	\$ 4,772	\$ 9,574	\$ 101,306	\$ 83,105	\$ 95,713	13,143	828	8,620	1.52	1.52	4	828	8,620	1.52	1.52	4	15.9	6.98	\$ 5.59	\$ 6.55	9.5%	11.5%	
8	Kenmore/Barborton	\$ 10,504	\$ 7,838	\$ 18,342	\$ 126,165	\$ 123,301	\$ 117,285	21,588	1,032	12,790	1.69	1.69	4	1,032	12,790	1.69	1.69	4	20.9	4.99	\$ 4.86	\$ 4.58	14.5%	14.9%	
9	Wooster/East Ave	\$ 5,929	\$ 4,188	\$ 10,118	\$ 86,884	\$ 78,066	\$ 80,828	11,535	710	8,098	1.42	1.42	3	710	8,098	1.42	1.42	3	16.2	6.66	\$ 5.89	\$ 6.13	11.6%	13.0%	
10	Howard/Portage Tr	\$ 8,109	\$ 7,040	\$ 15,149	\$ 133,377	\$ 130,831	\$ 122,628	19,389	1,091	13,571	1.43	1.43	4	1,091	13,571	1.43	1.43	4	17.8	6.10	\$ 5.97	\$ 5.54	11.4%	11.6%	
11	South Akron	\$ 1,154	\$ 765	\$ 1,919	\$ 30,000	\$ 25,939	\$ 27,454	2,108	245	2,691	8.6	8.6	1	245	2,691	8.6	8.6	1	8.6	0.78	\$ 13.32	\$ 12.11	6.4%	7.0%	
12	Tallmadge Hill	\$ 3,912	\$ 5,209	\$ 9,121	\$ 116,498	\$ 87,551	\$ 110,859	14,345	953	9,082	1.51	1.51	5	953	9,082	1.51	1.51	5	15.1	7.49	\$ 5.47	\$ 7.09	7.8%	10.4%	
13	Grant/Firestone	\$ 6,061	\$ 5,355	\$ 11,416	\$ 96,542	\$ 73,511	\$ 91,160	14,747	789	7,625	1.87	1.87	3	789	7,625	1.87	1.87	3	18.7	1.93	\$ 5.77	\$ 5.41	11.9%	15.5%	
14	Euclid/Barborton	\$ 10,022	\$ 7,686	\$ 17,708	\$ 199,407	\$ 183,789	\$ 174,428	21,167	1,630	19,064	1.11	1.11	5	1,630	19,064	1.11	1.11	5	13.0	8.58	\$ 7.85	\$ 7.40	8.9%	9.6%	
17	Brown/Inman	\$ 8,584	\$ 6,120	\$ 14,704	\$ 112,246	\$ 97,588	\$ 110,915	16,855	918	10,123	1.67	1.67	5	918	10,123	1.67	1.67	5	18.4	5.79	\$ 4.92	\$ 5.71	13.1%	15.1%	
18	Thornton/Manchester	\$ 6,765	\$ 4,991	\$ 11,757	\$ 94,938	\$ 99,427	\$ 89,663	13,747	776	10,313	1.33	1.33	3	776	10,313	1.33	1.33	3	17.7	6.05	\$ 6.38	\$ 5.67	12.4%	11.8%	
19	Eastland	\$ 6,451	\$ 5,508	\$ 11,960	\$ 104,681	\$ 80,588	\$ 90,456	15,171	856	8,359	1.81	1.81	3	856	8,359	1.81	1.81	3	17.7	6.11	\$ 4.52	\$ 5.17	11.4%	14.8%	
21	South Main	\$ 503	\$ 938	\$ 1,441	\$ 24,664	\$ 18,643	\$ 23,118	2,583	202	1,934	1.34	1.34	1	202	1,934	1.34	1.34	1	12.8	8.99	\$ 6.66	\$ 8.39	5.8%	7.7%	
24	Lakeshore	\$ 1,788	\$ 1,589	\$ 3,377	\$ 33,865	\$ 22,784	\$ 35,144	4,376	277	2,363	1.85	1.85	2	277	2,363	1.85	1.85	2	15.8	6.97	\$ 4.44	\$ 7.26	10.0%	14.8%	
26	Exchange/Whitepond	\$ 2,036	\$ 2,033	\$ 4,069	\$ 64,269	\$ 58,589	\$ 58,589	5,599	526	6,077	10.7	10.7	2	526	6,077	10.7	10.7	2	10.7	0.92	\$ 10.75	\$ 9.74	6.3%	6.9%	
28	Merriman Valley	\$ 1,188	\$ 1,623	\$ 2,811	\$ 46,458	\$ 43,118	\$ 52,485	4,471	380	4,744	11.8	11.8	3	380	4,744	11.8	11.8	3	11.8	1.00	\$ 9.76	\$ 9.02	11.1%	6.1%	
30	Goodyear/Darrow	\$ 4,186	\$ 3,706	\$ 7,893	\$ 90,231	\$ 84,295	\$ 83,913	10,208	738	8,744	1.17	1.17	3	738	8,744	1.17	1.17	3	13.8	8.07	\$ 7.48	\$ 7.45	8.7%	9.4%	
33	State Rd/Wyoga Lake	\$ 1,759	\$ 1,693	\$ 3,452	\$ 46,544	\$ 50,478	\$ 47,739	4,663	381	5,236	12.3	12.3	2	381	5,236	12.3	12.3	2	12.3	0.89	\$ 9.24	\$ 10.08	9.50	7.2%	
34	Cascade Village/Uhler	\$ 5,882	\$ 5,050	\$ 10,932	\$ 133,989	\$ 113,851	\$ 119,178	13,909	1,096	11,810	1.18	1.18	4	1,096	11,810	1.18	1.18	4	12.7	8.85	\$ 7.40	\$ 7.78	8.2%	9.6%	
50	Montrose Circulator	\$ 672	\$ 760	\$ 1,432	\$ 64,214	\$ 57,757	\$ 64,776	2,093	525	5,991	4.0	4.0	3	525	5,991	4.0	4.0	3	4.0	0.35	\$ 30.00	\$ 26.91	2.2%	2.5%	
51	Stow Circulator	\$ 525	\$ 494	\$ 1,019	\$ 58,818	\$ 76,937	\$ 59,855	1,360	481	7,981	2.8	2.8	2	481	7,981	2.8	2.8	2	2.8	0.17	\$ 42.50	\$ 55.82	33.20	3.3%	
53	Portage/Graham	\$ 1,108	\$ 659	\$ 1,767	\$ 54,081	\$ 60,467	\$ 60,213	1,815	442	6,272	4.1	4.1	3	442	6,272	4.1	4.1	3	4.1	0.29	\$ 28.82	\$ 32.34	43.26	2.9%	
54	DASH Downtown	\$ -	\$ -	\$ -	\$ 160,989	\$ 69,460	\$ 123,105	8,238	1,316	7,205	6.3	6.3	4	1,316	7,205	6.3	6.3	4	6.3	1.14	\$ 19.54	\$ 8.43	\$ 14.94	N/A	N/A
59	Chapel Hill Circulator	\$ 568	\$ 460	\$ 1,028	\$ 36,368	\$ 30,181	\$ 38,058	1,268	297	3,131	4.3	4.3	2	297	3,131	4.3	4.3	2	4.3	0.41	\$ 27.87	\$ 22.99	\$ 29.20	2.8%	3.4%
60	NC Express Chapel Hill	\$ 1,099	\$ 513	\$ 1,612	\$ 20,224	\$ 44,073	\$ 32,908	1,412	165	4,572	8.5	8.5	2	165	4,572	8.5	8.5	2	8.5	0.31	\$ 13.18	\$ 30.07	\$ 22.16	8.0%	3.7%
61	NC Express Montrose	\$ 8,337	\$ 2,414	\$ 10,751	\$ 95,472	\$ 184,095	\$ 121,529	6,648	781	19,096	8.5	8.5	5	781	19,096	8.5	8.5	5	8.5	0.35	\$ 12.74	\$ 26.07	\$ 16.66	11.3%	5.8%
101	Richfield/Bath	\$ 79	\$ 475	\$ 554	\$ 39,597	\$ 74,317	\$ 49,480	1,309	324	7,709	4.0	4.0	2	324	7,709	4.0	4.0	2	4.0	0.17	\$ 29.83	\$ 56.35	\$ 37.38	1.4%	0.7%
102	Northfield Express	\$ 72	\$ 1,006	\$ 1,078	\$ 91,929	\$ 201,169	\$ 104,247	2,771	752	20,867	3.7	3.7	2	752	20,867	3.7	3.7	2	3.7	0.13	\$ 32.79	\$ 72.21	\$ 37.23	1.2%	0.5%
103	Stow/Hudson	\$ 221	\$ 1,057	\$ 1,278	\$ 55,651	\$ 110,712	\$ 65,722	2,911	455	11,484	6.4	6.4	2	455	11,484	6.4	6.4	2	6.4	0.25	\$ 18.68	\$ 37.59	\$ 22.14	2.3%	1.2%
104	Twinsburg Creekside	\$ 263	\$ 978	\$ 1,241	\$ 82,243	\$ 157,669	\$ 96,095	2,693	672	16,355	4.0	4.0	3	672	16,355	4.0	4.0	3	4.0	0.16	\$ 30.08	\$ 58.09	\$ 35.22	1.5%	0.8%
110	Green/Springfield	\$ 204	\$ 800	\$ 1,004	\$ 46,234	\$ 63,543	\$ 50,475	2,203	378	6,591	5.8	5.8	2	378	6,591	5.8	5.8	2	5.8	0.33	\$ 20.53	\$ 28.39	\$ 22.46	2.2%	1.6%
91	Monday Grocery	\$ 449	\$ 90	\$ 538	\$ 9,784	\$ 5,182	\$ 18,973	247	80	538	3.1	3.1	2	80	538	3.1	3.1	2	3.1	0.46	\$ 37.43	\$ 18.80	\$ 74.63	5.5%	10.4%
92	Tuesday Grocery	\$ 927	\$ 89	\$ 1,016	\$ 5,799	\$ 3,350	\$ 16,537	245	47	348	5.2	5.2	2	47	348	5.2	5.2	2	5.2	0.71	\$ 19.52	\$ 9.53	\$ 63.35	17.5%	30.3%
93	Wednesday Grocery	\$ 1,232	\$ 136	\$ 1,368	\$ 7,613	\$ 8,305	\$ 18,559	375	62	862	6.0	6.0	3	62	862	6.0	6.0	3	6.0	0.44	\$ 16.65	\$ 18.50	\$ 45.84	18.0%	16.5%
94	Thursday Grocery	\$ 976	\$ 145	\$ 1,121	\$ 10,406	\$ 3,268	\$ 25,286	399	85	339	4.7	4.7	2	85	339	4.7	4.7	2	4.7	1.18	\$ 23.27	\$ 5.38	\$ 60.56	10.8%	34.3%
95	Friday Grocery	\$ 1,127	\$ 132	\$ 1,259	\$ 6,288	\$ 2,463	\$ 16,589	363	51	256	7.1	7.1	2	51	256	7.1	7.1	2	7.1	1.42	\$ 13.86	\$ 3.32	\$ 42.23	20.0%	51.1%
	BoE	\$ -	\$ 446	\$ 446	\$ -	\$ -	\$ -	1,227	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	\$ -	\$ -	-	-
	JARC	\$ -	\$ 224	\$ 224	\$ 6,278	\$ 8,887	\$ 18,007	617	51	922	12.0	12.0	2	51	922	12.0	12.0	2	12.0	0.67	\$ 9.81	\$ 14.04	\$ 28.82	3.6%	2.5%
	ZONE	\$ -	\$ 187	\$ 187	\$ 39,866	\$ -	\$ 90,932	516	326	1,450	1.6	1.6	11	326	1,450	1.6	1.6	11	1.6	-	\$ 76.90	\$ 175.86	\$ -	0.5%	0.2%
	Loop	\$ -	\$ -	\$ -	\$ 20,180	\$ 13,977	\$ 19,799	-	165	1,450	-	-	1	165	1,450	-	-	1	-	-	#DIV/0!	#DIV/0!	\$ -	N/A	N/A
	SCAT	\$ 46,138	\$ -	\$ 46,138	\$ 811,221	\$ 1,106,433	\$ 726,931	15,731	6,633	114,769	2.4	2.4	34	6,633	114,769	2.4	2.4	34	2.4	0.14	\$ 48.64	\$ 67.40	\$ 43.28	5.7%	4.2%
TOTALS:	Line Service	\$ 167,914	\$ 135,040	\$ 302,954	\$ 3,360,481	\$ 3,382,696	\$ 3,379,812	380,153	27,477	350,883	14.3	14.3	143	27,477	350,883	14.3	14.3	143	13.8	8.04	\$ 8.71	\$ 8.09	9.0%	9.0%	
TOTALS:	SCAT	\$ 46,138	\$ -	\$ 46,138	\$ 831,400	\$ 1,120,410	\$ 746,730	15,731	6,798	116,219	2.4	2.4	34	6,798	116,219	2.4	2.4	34	2.4	0.14	\$ 49.92	\$ 68.29	\$ 44.54	5.5%	4.1%

2017 MONTHLY RIDERSHIP BY ROUTE

Route #	Description	JAN	% Change	Jan-16	MAR	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
1	West Market	41,403	-4.5%	43,338										
2	Arlington	36,141	-10.1%	40,186										
3	Copley Rd/Hawkins	21,322	-5.0%	22,435										
4	Dalia/N Hawkins	9,779	1.8%	9,603										
5	East Market/Eliot	6,163	-3.8%	6,405										
6	East Market/Lakemore	17,014	6.1%	16,042										
7	Cuyahoga Falls Ave	13,143	2.2%	12,864										
8	Kennore/Barborton	21,588	9.6%	19,689										
9	Wooster/East Ave	11,535	-7.6%	12,485										
10	Howard/Portage Trail	19,389	-0.4%	19,472										
11	South Akron	2,108	10.1%	1,914										
12	Tallmadge Hill	14,345	2.3%	14,025										
13	Grant/Fir estone Park	14,747	-6.8%	15,821										
14	Euclid/Barborton XP	21,167	9.6%	19,311										
17	Brown/Inman	16,855	7.0%	15,745										
18	Thornton/Manchester	13,747	-8.0%	14,943										
19	Eastland	15,171	2.9%	14,745										
21	South Main	2,583	752.5%	303										
24	Lakeshore	4,376	5.4%	4,153										
26	W Exchange/White Pond	5,599	-12.3%	6,387										
28	Merriman Valley	4,471	31.1%	3,410										
30	Goodyear/Darrow	10,208	2.7%	9,942										
33	State Rd/Wyoga Lake	4,663	4.1%	4,480										
34	Cascade Village/Uhler	13,909	-2.1%	14,210										
50	Montrose Circulator	2,093	9.8%	1,906										
51	Stow Circulator	1,360	25.0%	1,088										
53	Portage/Graham	1,815	3.8%	1,748										
54	DASH Circulator	8,238	N/A	-										
59	Chapel Hill Circulator	1,268	17.7%	1,077										
60	NCX Chapel Hill/Cleveland	1,412	-13.5%	1,632										
61	NCX Montross/Cleveland	6,648	3.5%	6,423										
101	Richfield/Bath	1,815	44.6%	1,255										
102	Northfield Express	8,238	219.4%	2,579										
103	Stow/Hudson	1,268	-31.1%	1,841										
104	Twinsburg Creekside	2,693	-0.1%	2,697										
110	Green/Springfield	2,203	-0.2%	2,208										
TOTAL:		380,477	3.9%	366,362										

Safety Committee

February 20, 2017

To: Richard Enty, Executive Director
Saundra Foster, Board President
Board Members

From: Christine Hoffer, Director of Human Resources

RE: January 2017 Safety and Security Report

METRO employees were involved in 7 accidents during January 2017, one (1) from SCAT, and six (6) from line service. Four (4) accidents were classified as Preventable and three (3) as Non-Preventable. All operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

Ohio Transit Risk Pool (OTRP) conducted the annual Risk Management Audit on January 27th.

In January the Akron Police and Summit County Deputy Sheriffs responded to thirty-three (33) documented incidents at the Transit Center. The incidents resulted in twelve (12) adult arrests and two (2) juvenile arrests. The arrests included misconduct at a transit facility, theft, assault drug possession and felony warrants. Akron Fire and EMS responded to the Transit Center on eight (8) occasions to assist passengers with medical issues. Five (5) individuals were transported to detox from the Transit Center. The Random Stop Program conducted thirty-nine (39) random stops and one hundred and two (102) shelter checks.

Shawn Metcalf attended the OPTA Security Committee meeting in Columbus on January 27, 2017.



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Human Resources Committee

February 20, 2017



TO: Richard Enty, Executive Director
Saundra Foster, Board President,
and All Other Board Members

FROM: Human Resources

RE: February 2017 Human Resources Report

During January 2017, there was one (1) voluntary termination (retirement) at METRO RTA. We also welcomed one (1) new employee in the Planning Department.

METRO employees participated in 967.75 training hours during the month of January 2017.

<u>*OHSA Recordable Rate</u>		<u>**DART Rate</u>	
2016 YTD	10.78	2016 YTD	8.82
2017 YTD	6.05	2017 YTD	4.11

**OSHA – Occupational Safety & Health Administration*

***DART – Days Away, Restricted Transfer*

During the Month of January 2017, there were four (4) reported work-related injuries requiring medical treatment, two (2) resulting in lost time.

Upcoming Events

The next HR Days in the Bullpen will be on March 9th and at the Transit Center on March 15th.

Planning is underway for the Annual METRO RTA Picnic.



HUMAN RESOURCES MONTHLY REPORT
METRO REGIONAL TRANSIT AUTHORITY
January 31, 2017

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR Jan 2016	% CHANGE
409	409	0.00%	TOTAL EMPLOYEES	409	386	5.96%
271	271	0.00%	TOTAL OPERATORS	271	254	6.69%
247	247	0.00%	FULL-TIME OPERATORS	247	227	8.81%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
23	23	0.00%	SPECIAL SERVICE OPS	23	26	-11.54%
37	37	0.00%	MECHANICS	37	33	12.12%
16	16	0.00%	VEHICLE SERVICE	16	14	14.29%
68	68	0.00%	SALARIED STAFF	68	69	-1.45%
17	17	0.00%	OFFICE PERSONNEL	17	17	0.00%
158	159	-0.63%	MALE NON-MINORITY	158	152	3.95%
111	111	0.00%	MALE MINORITY	111	100	11.00%
41.26%	41.11%	0.37%	% MINORITY	41.26%	39.68%	3.99%
72	71	1.41%	FEMALE, NON-MINORITY	72	70	2.86%
69	69	0.00%	FEMALE, MINORITY	69	64	7.81%
48.94%	49.29%	-0.71%	% MINORITY	48.94%	47.76%	2.46%
44.01%	44.01%	0.00%	TOTAL MINORITY	44.01%	42.49%	3.58%
34.47%	34.23%	0.71%	TOTAL FEMALE	34.47%	34.72%	-0.71%

CURRENT MONTH	LAST YEAR Jan 2016	% CHANGE		Y-T-D 2017	Y-T-D 2016	% CHANGE
1	0	0.00%	NEW HIRES	1	0	#DIV/0!
1	1	0.00%	TERMINATIONS	1	1	0.00%
0	0		INVOLUNTARY TERM	0	0	
1	1		VOLUNTARY TERM	1	1	
0	0	0.00%	PROMOTIONS	0	0	0.00%
0	0	0.00%	TRANSFERS	0	0	0.00%
4	1	0.00%	ON-THE-JOB INJURIES	4	1	300.00%
4	1	0.00%	# WORKERS COMP CLAIMS	4	1	-9.00%
4	6	-33.33%	SIC/ACC CLAIMS	4	6	-33.33%
6.90%	6.76%	2.07%	% OP ABSENTEEISM	6.90%	6.76%	2.07%
967.75	847	14.32%	# TRAINING HOURS	967.75	846.50	14.32%
1.35%	1.46%	-98.65%	% TRAINING/WORKING HRS	1.35%	1.27%	6.22%
71,739	67,627	6.08%	TOTAL WORKING HOURS	71,739	66,448	7.96%

**TRAINING HOURS
JANUARY 2017**

CUSTOMER SERVICE

DISPATCHER/SPECIALIST TRAINING 72.5

OPERATIONS

REFRESHER TRAINING 360
RETURN TO WORK TRAINING 16
MCI/ECOLANE BUS TRAINING 2
COMMUNICATION SKILLS & EXPERIENTIAL LEARNING 6

MAINTENANCE

HVAC & COOLING SYSTEMS (VARIOUS EMPLOYEES) 33.5
TRANSMISSION REPAIR (VARIOUS EMPLOYEES) 16.5
ROAD CALLS & TROUBLESHOOTING (VARIOUS EMPLOYEES) 75.75
STEERING & SUSPENSION (VARIOUS EMPLOYEES) 17.25
BRAKE, ELECTRICAL AND BODY REPAIR 194.25
AXEL REPAIR 61.0
ENGINE REPAIR (VARIOUS EMPLOYEES) 80.5
WHEELCHAIR LIFT/RAMP REPAIR 2.5
EXHAUST SYSTEM REPAIR (VARIOUS EMPLOYEES) 9.25
INSPECTION (VARIOUS EMPLOYEES) 20.75

TOTAL FOR JANUARY 2017 967.75

YEAR-TO-DATE TOTAL FOR 2017 967.75

2016 Work Injury & Transitional Work Analysis

In 2016, METRO RTA had 22 work-related injuries and illnesses. Of the 22, seven remained at work and participated in the Transitional Work Program as an injured worker on restrictions. Below is a breakdown of the number of days the employee remained at work on restrictions:

EMPLOYEE	RATE PER HR.	# OF RESTRICTED 8 HR DAYS	\$TOTAL
1	\$27.71	1	\$221.68
2	\$27.71	1	\$221.68
3	\$27.71	72	\$15,960.96
4	\$27.71	28	\$6,207.04
5 ⁴⁵	\$28.10	60	\$13,488.00
6	\$27.71	16	\$3,546.88
7	\$27.71	7	\$1,551.76
GRAND TOTAL for 2016		185	\$41,198.00

2017 Work Injury & Transitional Work Analysis

For the first quarter of 2017, METRO RTA had 8 work-related injuries and illnesses. Of the 8, five remained at work and participated in the Transitional Work Program as an injured worker on restrictions. Below is a breakdown of the number of days the employee remained at work on restrictions:

EMPLOYEE	RATE PER HR.	# OF RESTRICTED 8 HR DAYS	\$TOTAL
1	\$28.13	47	\$10,576.88
2	\$28.13	2	\$450.08
3	\$28.13	47	\$10,576.88
4	\$28.13	21	\$4,725.84
5	\$28.29	24	\$5,431.68
GRAND TOTAL for 2017		141	\$31,761.36

Other

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY ATTENDANCE / LABOR

MTD 2017	MTD 2016	(VAR)	January	YTD 2017	YTD 2016	(VAR)
0	0	#N/A	NO PHYSICAL	0	0	#N/A
12	8	50.0%	RANDOM TESTS	12	8	50.0%
182	202	-9.9%	FMLA	182	202	-9.9%
61	30	103.3%	TEMP ASSIGN	61	30	103.3%
349	315	10.8%	SICK	349	315	10.8%
73	82	-11.0%	PERS LV	73	82	-11.0%
8	2	300.0%	LOA	8	2	300.0%
0	0	#N/A	TRADE	0	0	#N/A
8	10	-20.0%	BIRTHDAY	8	10	-20.0%
10	23	-56.5%	UNION BUS	10	23	-56.5%
3	26	-88.5%	SUSPENSION	3	26	-88.5%
9	3	200.0%	FUNERAL LV	9	3	200.0%
1	0	%	JURY DUTY	1	0	#N/A
0	0	#N/A	REPORT OFF	0	0	#N/A
0	0	#N/A	TRADE, UNION	0	0	#N/A
0	6	#N/A	OK OFFICE	0	6	#N/A
0	0	#N/A	LICENSE EXP	0	0	#N/A
0	0	#N/A	EXCUSED	0	0	#N/A
0	0	#N/A	WITNESS TIME	0	0	#N/A
3	0	#N/A	ADT POST ACCIDENT	3	0	#N/A
0	0	#N/A	TRANSIT AMBASSADOR	0	0	#N/A
55	0	#N/A	TRANSITIONAL WORK	55	0	#N/A
774	707	9.5%		774	707	9.5%
13	11	18.2%	MISS OUTS	13	11	18.2%
2,785	4,091	-31.9%	UNSCHEDULED OT	2,785	4,091	-31.9%
398	356	11.8%	SCHEDULED OT	398	356	11.8%
164	151	8.6%	PAD TIME	164	151	8.6%
28	99	-71.7%	MINIMUM DAILY GUAR	28	99	-71.7%
26,854	24,637	9.0%	PLATFORM LINE TIME	26,854	24,637	9.0%
9,039	8,437	7.1%	SCAT PLATFORM TIME	9,039	8,437	7.1%
1,206	1,125	7.2%	DEADHEAD TRAVEL	1,206	1,125	7.2%
83	118	-29.7%	BOE PLT	83	118	-29.7%
35,094	38,534	-8.9%	TOTAL LABOR	35,094	38,534	-8.9%
7.94%	10.62%		UOT/LABOR	7.94%	10.62%	
22	20	10.0%	WKDYS	22	20	10.0%
4	5	-20.0%	SUN	4	5	-20.0%
4	5	-20.0%	SAT	4	5	-20.0%
2,695	2,695	METRO	PULL OUT PERFORMANCE	1,824	2,032	SCAT
3	2	LATE		37	30	LATE
99.89%	99.93%	% ON TIME		97.97%	98.52%	% ON TIME