



Board of Trustees

July 27, 2016

Committee Meetings & Board Packet

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

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

DATE: July 20, 2016

RE: MONTHLY UPDATE

Due to there being no business to transact the METRO Board of Trustees will not meet on July 27th.

Month	Cash Sales Tax 2014	Cash Sales Tax 2015	Cash Sales Tax 2016	OVER (UNDER)	Percent
Jan	3,269,410.04	3,581,215.27	3,841,753.97	260,538.70	7.28%
Feb	3,453,521.03	3,528,319.09	3,602,929.61	74,610.52	2.11%
Mar	4,332,293.03	4,487,866.45	4,560,452.70	72,586.25	1.62%
Apr	3,020,739.28	3,133,426.60	3,190,477.28	57,050.68	1.82%
May	3,002,621.18	3,109,527.19	3,252,123.31	142,596.12	4.59%
Jun	3,504,378.71	3,801,088.04	4,470,105.24	669,017.20	17.60%
Jul	3,589,732.56	3,640,092.96	3,690,063.41	49,970.45	1.37%
Aug	3,592,300.74	3,757,991.65		(3,757,991.65)	-100.00%
Sep	3,756,672.68	3,902,861.21		(3,902,861.21)	-100.00%
Oct	3,221,156.82	3,640,575.90		(3,640,575.90)	-100.00%
Nov	3,690,096.44	3,818,020.13		(3,818,020.13)	-100.00%
Dec	3,735,615.23	3,789,375.25		(3,789,375.25)	-100.00%
Total	42,168,537.74	44,190,359.74	26,607,905.52	(17,582,454.22)	-39.79%
	2014	2015	2016		
Jan - Jul	24,172,695.83	25,281,535.60 4.59%	26,607,905.52 5.25%	1,326,369.92	

July 2016 cash sales tax receipts are up by just under \$50,000/1.37% higher than July 2015. Year-to-date receipts are 5.25% ahead of last year at this time. Preventable accidents at METRO are 16% higher year-to-date compared with the same period in 2015 (29 v. 25); 40% higher for June 2016 compared with June 2015 (7 v. 5). The vast majority of accidents have been on Line Service.

Year-to-date ridership of 2.52 million for 2016 is 1.11% lower than ridership for the same period last year (2.55 million). Total rides carried through June 2015 were 4.83% lower than the 2.68 million carried through June 2014. That means our ridership decline has slowed down in 2016. Having said that, June 2016 ridership of 419,238 is still 4.49% lower than the 438,970 carried in June 2015.

Leadership Team Update

July 9th through 13th, METRO Board President Sandra Foster, HR Generalist/EEO Specialist Lori Stokes and I attended the Conference of Minority Transportation Officials (COMTO) 45th National Meeting & Training Conference in Dallas, TX. Highlights included my attending the CEO Summit with leaders of transit systems from Dallas, Houston, Los Angeles, Atlanta, Chicago, San Diego and St. Cloud, MN. The recent tragedy in Dallas several days before our arrival gave a greater sense of urgency to our discussions, which ranged from crisis/emergency management and safety to the importance of maintaining good media relations. Following that session, I texted a commendation message to Molly Becker for establishing and maintaining such good relations with METRO's media partners, including Akron Beacon Journal. The CEOs all agreed that media reports can destroy the image and reputation of an organization or any of its leaders, should it choose to highlight or emphasize a company's negative events. Molly has done an outstanding job because there was no negative press on METRO's recent spate of accidents. The other significant thing about the conference was having so many transit professionals on hand to support to Gary Thomas, head of the Dallas system. As you may recall DART's police officer was the first of five to fall in the tragedy that occurred just several days before our arrival.

Planning staff has continued to provide strong direction and community involvement with the Driving METRO Forward system redesign project. It is very commendable that all departments are supporting this effort with METRO employees providing input as well. Included in the Marketing and Planning section of this package is a detailed summary of the latest round of meetings. Some of the changes being proposed are substantial and we want to give Board members the opportunity to review details about what the public, our stakeholders and employees are saying about the proposals. That way, if you are approached with questions, you will have accurate information. In most of the meetings I attended we were pleased to hear positive comments about the changes from a number of attendees. All Driving METRO Forward background material, including research and public meeting powerpoint presentations, may be found at <http://www.akronmetro.org/driving-forward.aspx>.

Related to Driving METRO Forward, I attended a meeting of the Lakemore Township Planning Committee at the request of Lakemore Mayor Rick Justice. The Township wants to reopen a private road at its Tri-County Plaza, one that METRO buses once used. I shared that our Driving METRO Forward proposals included reducing service within Lakemore due to low ridership. I shared detailed information and data on the route proposals including ridership by stop in Lakemore, showing very little ridership. This was disappointing to the Mayor and the other officials present. They understood METRO's need to improve cost-efficiency but asked that METRO reconsider the proposal as they did not want to see their residents without transit service. I suggested one option to explore, which is to institute a Call-A-Bus service for Lakemore and nearby areas, in order to preserve some service to Lakemore. This was something they said they would like to know more about but felt the current \$4.00 fare would make it unaffordable for those who need transit. METRO Planning and Customer Service/Paratransit staff have been discussing the extension of Call-A-Bus service in the context of Driving METRO Forward and will evaluate it for Lakemore and elsewhere, METRO resources and contractual requirements permitting.

As part of METRO's ongoing efforts to improve service safety and efficiency while providing better service to customers, we will be making a change to the path taken by Route 1 West Market buses. Beginning this Fall, they will no longer enter, travel through and exit the Summit Mall via Ghent Road. Instead, they will remain on W. Market St. thereby minimizing potential conflicts with automobiles and greatly improving schedule adherence. We understand that passengers will have to walk a bit farther between the stop and the front of the mall, but the Avail real-time bus arrival information will enable customers to time their departure from the mall and avoid long waits at the stop. Customers have told us that METRO needs to operate more reliably and quickly in order to remain or become a viable travel option for them. This is a minor service modification that does not require a public meeting. However, METRO will give notice to customers well in advance of the change which will go into effect August 21st.

On Tuesday, July 5th I attended a roundtable discussion that METRO was invited to attend hosted by Sen. Sherrod Brown. There were nearly 20 attendees including Mayor Dan Horrigan. The discussion allowed the Senator to learn what the important issues were for our community and what we needed from him to achieve our goals. Attached is the information I provided to Senator Brown about METRO's needs.

On July 7th I attended the final review meeting with the Transportation Security Administration for its Base Review/Risk Assessment of METRO. This process started several months ago and was ably coordinated by Shawn Metcalf, METRO's Security Supervisor. METRO is one of a very few transit systems to undergo this voluntary review, which follows a stringent set of guidelines for evaluating an organization's readiness to handle emergencies and crises. The review identified over a dozen areas where METRO will focus in coming months and years to prepare/update procedures for improving security and reducing risk to employees, riders and METRO assets. The investigator and her supervisor both commended us on how cooperative and knowledgeable Shawn and all of the METRO staff they met with in Operations, HR and other departments; they look forward to working with us in the future.

METRO held a celebratory ice cream social on Friday, July 8 to commemorate the fine teamwork by all departments and employees in providing service to the two major events held in Cleveland and Akron for the CAVS NBA Championship win. (At COMTO, I shared with the other transit CEOs our success with that transportation challenge; Phil Washington, CEO of LA METRO, jokingly noted how I slipped in a mention of our win over his area's basketball team, the Golden State Warriors.) Most importantly, while adding extra service for the celebrations METRO maintained high-quality service to regular customers.

There were two noteworthy events on July 19th. The first was a meeting I was invited to that was arranged by Kris Liljeblad, which was a Driving METRO Forward briefing for City of Akron Planning Director Jason Segedy. Also attending was Alex Harnocz, METRO Transit Service Planner who is responsible for data collection, analysis and translating that information, along with input from all those interviewed, into the Driving METRO Forward service proposals. Our discussion focused on how the strategic placement of transit hubs might support the City's priority for improving neighborhoods. We spent time on specific areas, noting where City-owned land might facilitate creating a hub/layover. METRO's interest in potentially helping fund mixed-use development around hubs was also discussed. A second topic we briefly covered was Stark State University's Akron Campus building layout.

The second noteworthy event was a reception hosted by American Public Transportation Association (APTA) at Cleveland City Hall as part of the Republican National Convention. METRO Board Vice President and Finance Committee chairman Scott Meyer joined me in attending. Along with Joe Calabrese, my counterpart at GCRTA, numerous other dignitaries attended including Akron Mayor Dan Horrigan, Cleveland Mayor Frank Jackson and APTA Chair and GCRTA Board Member Valarie McCall.

For the month of June, the Operations Department reports:

- 1945 training hours
 - 14 New hires received 896 hours
 - 9 SSO's are currently training for full time line service per the CBA; received 1008 hours
 - Return to work training 32 (for Operators away from the job for 3 months or longer)
 - Artic Bus Training- 1 trainee for a total of two (2) hours
 - MCI Bus Training- 1 trainee for a total of one(1) hour
 - Trainer David Sanzone - received six (6) hours of recertification training in Columbus, Ohio on June 1, 2016; program was presented by the Central Ohio Department of Aging
- June 2nd - met with The University of Akron to discuss security measures and protocol for Students and Operators associated with the forthcoming *DASH* downtown circulator
- Throughout the month of June Operators were permitted to wear Cleveland Cavaliers attire on game days of the NBA Finals
- June 5th - first day of Summer Sign Up
- June 10th - The Working Women's Committee (WWC) in conjunction with Transport Workers Union (T.W.U.) Local #1, were authorized to sell and wear the *That's How We Roll* T-Shirts beginning on the first Friday the Summer Sign Up and every Friday during the Summer Sign Up. Proceeds will benefit future special events held by the Committee and T.W.U.
- June 6th - met with Stephanie Myers of the LeBron James Family Foundation to discuss parking for LBJ Family Reunion at the RKPTC on August 16th
- June 6th - met with HR contractor Jim Sabat to discuss salaried staff concerns, suggestions, etc., that involve various departments, policies and procedures. This information will be reviewed for inclusion in the revised Salary Handbook
- June 12th - Seven new hires began operating independently
- June 15th - The Director of Operations and Chief Dispatcher served lunch for the Annual Employee Appreciation Picnic. This was a wonderful opportunity to interact with Operators, Mechanics, Retirees and other Staff that we are not always able to meet with often
- June 16th - The Director of Operations and Chief Dispatcher attended the Annual Dump the Pump Party which was held at the RKPTC. We were able to network with staff from PARTA, SARTA and other community organizations during this well-attended, energetic event.
- Several meetings were attended during the month of June including The Administrative Building Design Committee, the Operator Handbook Committee and Service Planning Committee.
- June 21 - The Chief Dispatcher met with Stephanie Myers of The LeBron James Family Foundation, Members of the Akron Public Schools, Members of Goodyear Tire and Rubber and Shawn Metcalf to review the parking logistics on-site for the August 16th Family Reunion event
- June 22nd - METRO provided additional trips on the North Coast Express Service for those attending the Cleveland Cavaliers Championship Parade
- June 23 - METRO provided additional service in Summit County for those attending the Akron Celebration and Recognition of LeBron James and the "I Promise" participants. Service was free after 5 pm for passengers excluding NCX and SCAT
- June 23rd - SARTA visited METRO to conduct Safety Audits also known as Ghost Riders. Details of the visit will be provided in July's report
- June 29 - The Director of Operations and Chief Dispatcher presented Operator Lester McMasters at the June Board Meeting with an award for 25 years safe driving

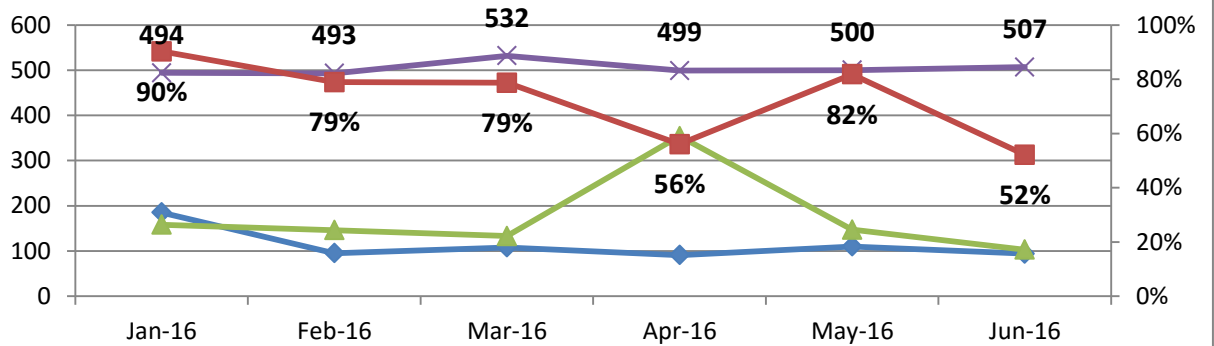
See attached for reports from the Maintenance and Customer Service departments.

METRO MAINTENANCE

July 2016 Update

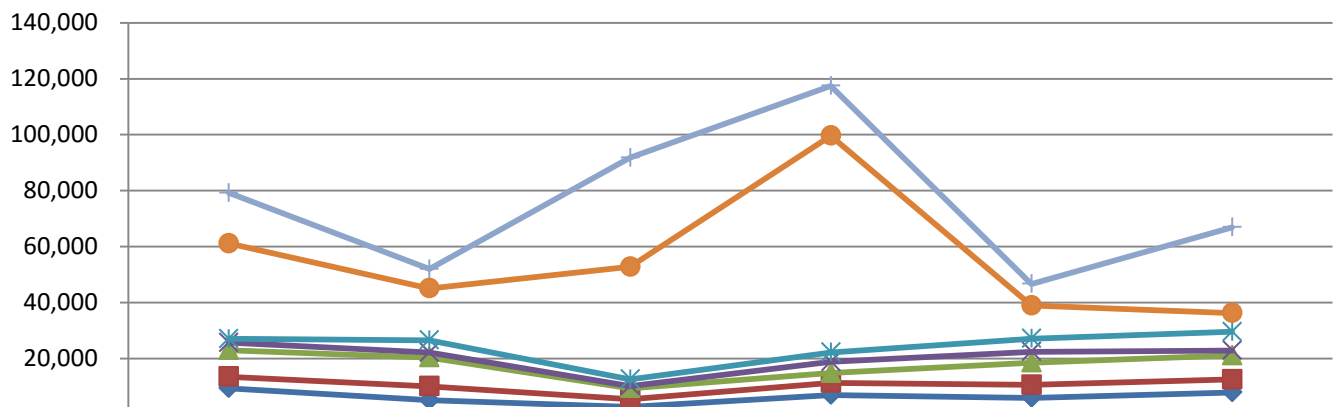
- CNG Station Scheduled to Open 8/31/2016
- Construction Work Continues on the South Barn Expansion
- Vehicle Inspection Performance and Fleet Road Call data is included below
- 4 Apprentice Mechanics Started in June

Vehicle Inspection Performance



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
◆ Total Inspections	185	95	108	91	110	94
▲ Average Mileage Late	158	146	133	354	147	103
✕ Total Mileage (100,000)	494	493	532	499	500	507
■ On-Time Percentage	90%	79%	79%	56%	82%	52%

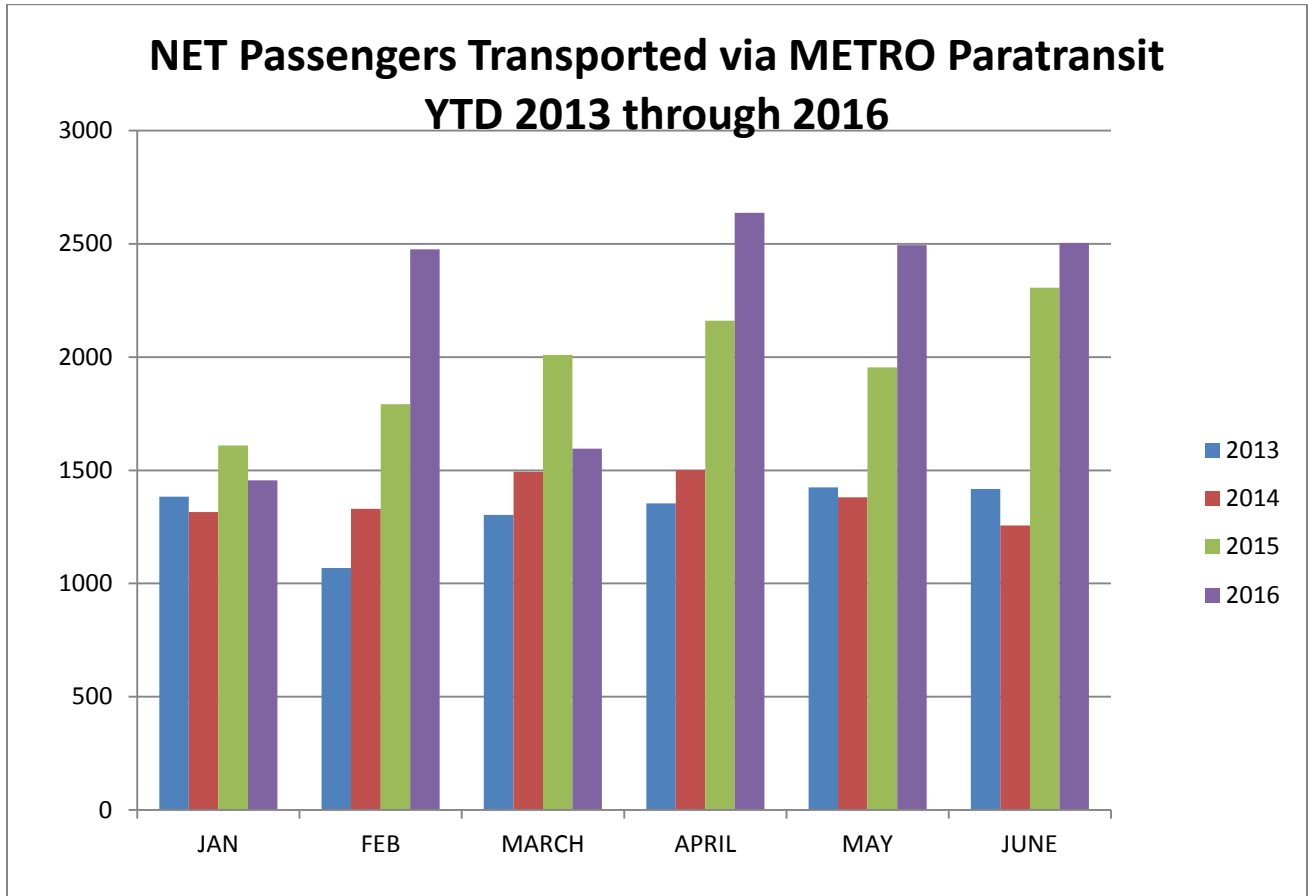
Miles Between Road Call by Fleet



	Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15
◆ Ford SCAT	18,046	6,912	39,025	17,838	7,709	30,663
● Chevy SCAT	34,123	18,534	40,168	77,422	11,812	6,697
✱ New Flyer 60	1,330	4,406	2,400	3,370	4,720	6,698
✕ New Flyer 40	2,682	1,812	806	4,000	3,913	1,738
▲ MCI	9,504	10,278	3,966	3,495	7,916	8,576
■ Gillig Diesel	4,133	4,955	2,742	4,375	4,626	4,652
◆ Gillig CNG	9,369	5,094	2,682	6,946	5,952	7,891

July 2016 Board Report covering Customer Service and Paratransit activities in June 2016:

In June we were advised that we successfully passed our annual audit with The Department of Job and Family Services for the Non Emergency Transportation (NET) contract. The amount of passengers METRO has served under this contract continues to climb as METRO offers medical transportation to and from Medicaid-covered services for eligible Medicaid recipients.



We are preparing for our annual audit with Direction Home/Area Agency on Aging to be conducted in July. METRO carries a Title III contract with this agency to provide trips for eligible participants.

Several months ago we hosted TARTA and held an informal Eligibility and Assessment Seminar for their employees. We recreated that Seminar for SARTA last month and shared best practices.

I participated in The Growing Older Adult System sessions held by Akron Community Foundation and Direction Home. The purpose of the three part sessions was to identify challenges and opportunities to create improvements for older adults. Challenges identified included transportation, financial, health, safety and spiritual well-being, aging at home and education/awareness of existing services. BAM

Akron METRO Regional Transit Authority

Summit County, Ohio

Akron METRO Regional Transit Authority provides bus and paratransit service within Summit County, Ohio, which has a population of 541,943 (2014) and covers 420 square miles. With 386 employees, 227 buses, 34 routes and 2,356 bus stops, METRO annually carries over 5 million trips for those working, visiting and living in the City of Akron and its 30 surrounding Summit County jurisdictions. Interagency agreements allow free transfers between the transit systems in Summit, Stark, Portage, Medina, Cuyahoga, Lake and Lorain Counties.

METRO shares similar challenges as other legacy transit systems, which create big obstacles for us as we plan for the future. They include maintaining and modernizing aging maintenance, operating and administrative facilities and updating our transit route network.

Constantly rising labor, material and revenue vehicle costs are an added burden as Federal funding has not kept pace with needs and State funding in Ohio remains nearly non-existent. For example, each new 40-foot bus typically costs over \$500,000. Balancing infrastructure and vehicle replacement with demand for service expansion is very challenging.

While METRO's operating budget is currently in good shape and capable of sustaining current service levels, it's difficult to plan for expanded service when funding sources reflect such instability. For example, our ½% countywide sales tax receipts of \$45.7 million (2016 est.) provide over 80% of METRO's operating revenue. Medicaid laws will soon enable Ohio to reduce County and transit system sales tax receipts in 2017. For METRO, the estimated loss will be 8%, which will hinder our ability to add service in response to greater customer needs, especially for immigrant/refugee, senior citizen and mobility-challenged populations.

METRO will continue updating its transit network to better meet modern travel patterns. But over the past 50+ years we've seen unconstrained job and residential growth in suburban areas largely designed for automobiles and not transit. Without stronger incentives that can attract businesses and residents to relocate to traditional downtown areas and major urban arterials, METRO and other legacy transit systems will remain greatly challenged. For transit to more effectively serve growing numbers of people who either cannot drive or would otherwise prefer a transit-first, environmentally-friendly lifestyle, also calls for more resources devoted to infrastructure renewal and wise investment in emerging technology.



Over 3,000 customers use the Robert K. Pfaff Intermodal Transportation Center each weekday. The heart of METRO's network, RKPTC also berths Greyhound, ODOT GO rural transit, PARTA and SARTA buses. Opened in 2009, it earned a LEED Gold Certification. Shown are "I Promise" program participants preparing to board 65 coaches chartered by the LeBron James Family Foundation for its 2015 Family Reunion at Cedar Point.

**MONTHLY BOARD MEETING AGENDA
VERNON LANE ODOM BOARD ROOM
WEDNESDAY, JULY 27, 2016
9:00 A.M.**

MEETING CANCELLED

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 Wednesday 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 Wednesday of the month as stated within Resolution 2013-46 unless otherwise noted.

Becky Dager, Chapel Hill Towers

ITEM 3: RECOGNITION:

ITEM 4: BOARD MINUTES:

*Approval of Board Meeting Minutes of June 29, 2016

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:

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ITEM 8: OFFICERS' REPORT:

- President
- Executive Director

ITEM 9: CALL FOR ADJOURNMENT:

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

Next scheduled meeting – August 31, 2016

**METRO RTA
BOARD MINUTES
WEDNESDAY, JUNE 29, 2016**

Trustees Present: Sandra Foster, Stephan Kremer, Elizabeth Britton, Chuck Rector, Will Lutz, David Prentice, Renee Greene, Robert De Journette, Jack Hefner, Nicholas Fernandez

Trustees Absent: Scott Meyer

Staff Present: Richard Enty, Dean Harris, Kris Liljeblad, Bambi Miller, Molly Becker, Mike Davis, Christine Hoffer, Roger Bacon, Alex Harnocz, De Havilland McCall, Jamie Saylor, Phil Richardson, Yvonne Briggs

Guests Present:

CALL TO ORDER

Ms. Foster called the meeting to order at 9:00 a.m.

AUDIENCE PARTICIPATION

None

RECOGNITION

Operator Lester McMasters was recognized for Twenty-Five Years of Safe Driving He was presented with a Plaque and a monetary gift by Ms. De Havilland McCall, Director of Operations. He also had his picture taken by the Communications Department. Ms. McCall announced that Operator McMasters is retiring in September, 2016 and said METRO thanks him for his many years of service which was performed safely.

APPROVAL OF MINUTES

Ms. Foster asked for a motion to approve the May 25, 2016 minutes. Mr. Kremer made a motion for approval, seconded by Ms. Britton. The minutes were unanimously approved by the Board.

FINANCE COMMITTEE

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

Resolution 2016-09 authorizing the filing of applications with the Ohio Department of Transportation for FY 2017 transportation grants. These grants may include but not limited to the Ohio Elderly and Disabled Transit Fare Assistance Program, the Urban Transit Program, the Urban Capital Program, and any other programs as designated by ODOT was presented for approval. Mr. Hefner made a motion for approval, seconded by Mr. Lutz. Resolution 206-09 was unanimously approved by the Board.

Resolution 2026-10 authorizing the filing of applications with the United States Department of Transportation, for grants under the Federal Transit Administration Act of 1964, as amended was presented for approval. Mr. Hefner made a motion for approval, seconded by Mr. Prentice. Resolution 2026-10 was unanimously approved by the Board.

Resolution 2016-11 authorizing the filing of a proposal with the Akron Metropolitan Area Transportation Study (AMATS) by METRO Regional Transit Authority (METRO) for grants through the US DOT Federal Transit Administration (FTA), as authorized under Federal Transit Laws, as codified, 49 USC Section 5310 as the Enhanced Mobility of Seniors and Individuals with Disabilities Program and executing a contract with AMATS and the local designated recipient upon project approval was presented for approval. Mr. Hefner made a motion for approval, seconded by Ms. Greene. Resolution 2026-11 was unanimously approved by the Board.

Resolution 2016-12 authorizing the disposal or transfer of certain assets owned by the METRO Regional Transit Authority was presented for approval. Ms. Britton made a motion for approval, seconded by Mr. Hefner. Resolution 2026-12 was unanimously approved by the Board.

Resolution 2016-13 requesting approval by the Board of Trustees of the METRO Regional Transit Authority designating a public depository for the public funds of the authority for the present period to the ending of August 31, 2021 was presented for approval. Mr. Hefner made a motion for approval, seconded by Ms. Britton. Resolution 2026-13 was unanimously approved by the Board.

MARKETING AND SERVICE PLANNING COMMITTEE

The Marketing and Service Planning Committee did meet. Updates from both Departments were presented.

RAIL OPERATIONS COMMITTEE

Mr. Kremer said the Rail Committee met. No action necessary at this time.

SAFETY COMMITTEE

Mr. Prentice said the Safety Committee did meet. No action necessary.

HUMAN RESOURCES

The Human Resources Committee did meet. Up to date information was included in the Board Packet.

EXECUTIVE SESSION:

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 9:25 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**

Finance Committee

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CONSOLIDATED INCOME STATEMENT REPORT

SCHEDULED & SCAT SERVICES

METRO Regional Transit Authority

June-16

CURRENT MONTH				YEAR TO DATE						
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	YTD % CHANGE	
335,014	378,000	369,047	-11.4%	Passenger Fares	2,077,698	2,147,000	2,123,422	-3.2%	-2.2%	
37,467	39,000	53,393	-3.9%	Advertising Revenue	229,778	229,000	238,486	0.3%	-3.7%	
<u>372,481</u>	<u>417,000</u>	<u>422,440</u>	<u>-10.7%</u>	Total Operating	<u>2,307,476</u>	<u>2,376,000</u>	<u>2,361,908</u>	<u>-2.9%</u>	<u>-2.3%</u>	
42,983	39,400	26,974	9.1%	Non-Transportation	675,667	306,600	848,377	120.4%	-20.4%	
2,011	5,000	508	-59.8%	Rail Related Revenue	36,201	29,000	28,884	24.8%	25.3%	
				Local Subsidy						
3,727,337	3,755,000	3,676,493	-0.7%	METRO Tax	22,996,113	22,630,000	21,917,704	1.6%	4.9%	
104,973	75,000	88,475	40.0%	Local Contracted Services	537,031	355,000	368,163	51.3%	45.9%	
13,829	14,000	14,164	-1.2%	State Subsidy	83,579	84,000	92,351	-0.5%	-9.5%	
0	575,000	0	0.0%	Federal Subsidy	41,196	575,000	637,977	-92.8%	-93.5%	
<u>4,263,614</u>	<u>4,880,400</u>	<u>4,229,054</u>	<u>-12.6%</u>	TOTAL REVENUES	<u>26,677,263</u>	<u>26,355,600</u>	<u>26,255,364</u>	<u>1.2%</u>	<u>1.6%</u>	
				EXPENSES						
1,824,185	1,832,802	1,637,320	-0.5%	Wages and Salaries	10,418,125	10,627,710	9,719,168	-2.0%	7.2%	
1,127,014	1,040,086	1,010,613	8.4%	Fringe Benefits	6,495,239	6,474,544	5,619,921	0.3%	15.6%	
218,239	207,434	256,955	5.2%	Services	1,158,978	1,296,954	1,257,327	-10.6%	-7.8%	
237,063	256,766	260,941	-7.7%	Materials and Supplies	1,636,639	1,563,596	1,368,378	4.7%	19.6%	
119,534	195,417	209,713	-38.8%	Fuel	830,263	1,192,502	1,337,895	-30.4%	-37.9%	
101,830	73,900	93,267	37.8%	Utilities	461,879	493,400	418,398	-6.4%	10.4%	
102,644	118,100	125,661	-13.1%	Casualty and Liability	725,975	708,600	623,873	2.5%	16.4%	
147,209	113,100	93,731	30.2%	Purchased Transportation	868,010	678,600	550,042	27.9%	57.8%	
74,817	59,580	51,933	25.6%	Other Expenses	321,910	350,480	266,644	-8.2%	20.7%	
<u>3,952,535</u>	<u>3,897,185</u>	<u>3,740,134</u>	<u>1.4%</u>	TOTAL OPERATING EXPENSES	<u>22,917,018</u>	<u>23,386,386</u>	<u>21,161,646</u>	<u>-2.0%</u>	<u>8.3%</u>	
<u>311,079</u>	<u>983,215</u>	<u>488,920</u>	<u>-68.4%</u>	NET INCOME (LOSS) Before Depreciation	<u>3,760,245</u>	<u>2,969,214</u>	<u>5,093,718</u>	<u>26.6%</u>	<u>-26.2%</u>	
3,154	3,154	3,047	0.0%	Depreciation Operating	18,817	18,817	18,282	0.0%	2.9%	
797,606	797,606	681,790	0.0%	Depreciation Capital	4,609,182	4,609,182	4,145,845	0.0%	11.2%	
4,753,295	4,697,945	4,424,971	1.2%	TOTAL EXPENSES	27,545,017	28,014,385	25,325,773	-1.7%	8.8%	
<u>(489,681)</u>	<u>182,455</u>	<u>(195,917)</u>	<u>368.4%</u>	NET INCOME (LOSS) After Depreciation	<u>(867,754)</u>	<u>(1,658,785)</u>	<u>929,591</u>	<u>-47.7%</u>	<u>-193.3%</u>	

METRO Regional Transit Authority
Jun-16

CURRENT MONTH					YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	FRINGE BENEFITS	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE
346,602	352,640	305,680	-1.7%	P E R S	2,151,203	2,230,204	1,928,834	-3.5%
515,983	428,590	409,854	20.4%	HOSP-MEDICAL	2,930,418	2,571,540	2,358,345	14.0%
21,939	8,676	6,000	152.9%	DENTAL	89,366	52,056	35,473	71.7%
2,272	5,239	2,880	-56.6%	LIFE-INS	12,778	31,437	12,745	-59.4%
719	1,000	1,854	-28.1%	UNEMPLOYMENT	1,496	5,000	7,670	-70.1%
36,271	67,537	85,079	-46.3%	W. COMPENSATION	228,349	403,820	274,902	-43.5%
8,841	3,927	10,420	125.1%	SICK LEAVE	71,838	23,562	41,838	204.9%
32,312	44,583	27,307	-27.5%	HOLIDAY PAY	400,005	465,311	363,980	-14.0%
160,023	110,597	148,584	44.7%	VACATION PAY	533,352	577,832	525,375	-7.7%
1,317	16,477	12,248	-92.0%	UNIFORM ALLOWANCE	71,671	108,862	66,172	-34.2%
735	820	707	-10.4%	OTHERS *	4,763	4,920	4,587	-3.2%
1,127,014	1,040,086	1,010,613	8.4%	TOTAL FRINGE BENEFIT:	6,495,239	6,474,544	5,619,921	0.3%

* INCLUDES PHYSICALS & TUITION ASSISTANCE

METRO REGIONAL TRANSIT AUTHORITY
Balance Sheet
June-16

ASSETS	2016	2015	LIABILITIES AND CAPITAL	2016	2015
Current Assets:					
Cash	9,195,159.77	15,110,319.11	Accounts Payable	272,433.21	206,208.55
Short Term Investments	10,381,405.03	10,907,821.00	Accrued Payroll	2,240,360.86	1,954,144.35
Capital Fund (Restricted)	7,506,319.55	6,506,359.55	Accrued Payroll Liabilities	675,762.57	369,468.82
Rainy Day Fund (Restricted)	9,084,702.94	7,499,998.65	Capital Contract Payable	0.00	0.00
			Short Term Debt	0.00	0.00
Receivables:			Other	257,885.65	239,013.46
Trade, Less allowance	364,825.08	291,729.52	Total Current Liabilities	3,446,442.29	2,768,835.18
Federal Assistance	800,000.26	0.26			
State Assistance	6,460.99	0.00	Other Liabilities:		
Sales Tax Receivable	7,273,122.53	7,222,551.15	Long Term Debt	0.00	0.00
Material & Supplies	1,500,202.42	1,091,047.98	Net Pension Liability	19,171,267.00	0.00
Prepaid Expenses	2,106,456.52	1,794,879.06	Deferred Inflows	336,801.00	0.00
Total Current Assets	48,218,655.09	50,424,706.28	Deferred Revenue	15,570.00	0.00
			Other Estimated Liabilities	1,000.00	1,000.00
Property, Facilities & Equipment			Total Other Liabilities	19,524,638.00	1,000.00
Construction in Progress	10,300,661.22	16,451,583.90			
Land	4,283,301.36	4,283,301.36	Capital & Accumulated Earnings:		
Building & Improvements	45,144,709.46	34,227,127.18	Capital Grant: State & Federal	47,064,259.09	48,746,689.93
Transportation Equipment	73,702,061.20	64,656,737.00	Accumulated Earnings	78,263,366.77	84,369,712.54
Other Equipment	8,571,619.35	11,270,506.93	Total Grants & Accum Earnings	125,327,625.86	133,116,402.47
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	7,749,872.82	5,751,164.74			
Total	160,405,431.41	147,293,627.11			
Less allowance for depreciation	(63,838,904.33)	(61,960,567.48)			
Total	96,566,527.08	85,333,059.63			
Deferred Outflows	3,485,891.00	128,471.74			
Deferred Charges & Other Assets	27,632.98	0.00			
Total	3,513,523.98	128,471.74			
Total Assets	<u>\$ 148,298,706.15</u>	<u>\$135,886,237.65</u>	Total Liability and Earning	<u>\$ 148,298,706.15</u>	<u>\$ 135,886,237.65</u>

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Marketing & Service Planning Committee

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**June 2016
Performance Reports
Combined Service**

Current Month			Year to Date			
2016	2015	Percentage Changed		2016	2015	Percentage Changed
Service Day Data						
22	22	0.00%	Weekdays Operated	128	127	0.79%
4	4	0.00%	Saturdays Operated	26	26	0.00%
4	4	0.00%	Sundays Operated	26	26	0.00%
Passenger Data						
419,248	438,970	-4.49%	Total Passengers	2,528,673	2,557,109	-1.11%
16,582	17,387	-4.62%	Average Weekday Passengers	17,108	17,302	-1.12%
7,932	8,163	-2.83%	Average Saturday Passengers	7,601	8,177	-7.05%
4,297	4,557	-5.71%	Average Sunday Passengers	4,013	4,272	-6.07%
Service Level Data						
555,351	546,567	1.61%	Total Vehicle Miles	3,305,884	3,243,854	1.91%
471,066	494,407	-4.72%	Total Vehicle Revenue Miles	2,825,611	2,916,327	-3.11%
0.89	0.89	0.24%	Average Passengers per Vehicle Revenue Mile	0.89	0.88	2.06%
38,979	38,063	2.41%	Total Vehicle Hours	228,372	226,559	0.80%
35,915	36,427	-1.40%	Total Vehicle Revenue Hours	215,783	214,971	0.38%
11.67	12.05	-3.13%	Average Passengers per Vehicle Revenue Hour	11.72	11.90	-1.48%
Financial Data						
\$200,970	\$231,240	-13.09%	Cash Fares	\$1,219,756	\$1,316,571	-7.35%
\$134,044	\$137,807	-2.73%	Ticket and Pass Revenue	\$857,942	\$806,851	6.33%
\$104,973	\$88,475	18.65%	Other Fare Related Revenue	\$536,031	\$368,163	45.60%
11.1%	12.2%	-9.00%	Percentage Total Farebox Recovery	11.3%	11.8%	-3.95%
\$8.40	\$7.57	10.91%	Average Cost per Vehicle Revenue Mile	\$8.19	\$7.26	12.72%
\$110.14	\$102.76	7.18%	Average Cost per Vehicle Revenue Hour	\$107.20	\$98.52	8.81%
\$9.44	\$8.53	10.65%	Average Cost per Passenger	\$9.15	\$8.28	10.45%
Safety Data						
7	5	40.00%	Preventable Accidents	29	25	16.00%
1	8	-87.50%	Nonpreventable Accidents	25	38	-34.21%
8	13	-38.46%	Total Accidents	54	63	-14.29%

**June 2016
Performance Reports
SCAT/ADA Paratransit Service**

Current Month			Year to Date		
2016	2015	Percentage Changed	2016	2015	Percentage Changed
Service Day Data					
22	22	0.00%	128	127	0.79%
4	4	0.00%	26	26	0.00%
4	4	0.00%	26	26	0.00%

Passenger Data						
22,382	22,576	-0.86%	Total Passengers	137,463	133,665	2.84%
746	753	-0.86%	Average Passengers per Day	764	747	2.27%
74.0	73.5	0.68%	Average Saturday ADA Passengers	75.6	78.7	-3.96%
38.8	35.5	9.15%	Average Sunday ADA Passengers	33.3	30.0	11.17%
59.3	59.3	0.06%	Average Total ADA Passengers	57.0	57.8	-1.46%
6,021	4,184	43.91%	Total Purchased Transportation Pass.	36,090	24,850	45.23%

Service Level Data						
116,938	133,954	-12.70%	Total METRO Vehicle Miles	743,597	841,949	-11.68%
39,256	26,037	50.77%	Total Purchased Trans. Vehicle Miles	226,070	152,790	47.96%
156,194	159,991	-2.37%	Total Vehicle Miles	969,667	994,739	-2.52%
131,076	134,054	-2.22%	Total Revenue Miles	816,031	846,340	-3.58%
0.17	0.17	1.39%	Average Pass. per Revenue Vehicle Mile	0.17	0.16	6.66%
12,518	12,134	3.16%	Total Vehicle Hours	73,746	70,597	4.46%
9,845	9,917	-0.73%	Total Vehicle Revenue Hours	59,748	59,445	0.51%
2.3	2.3	-0.13%	Average Pass. per Vehicle Revenue Hour	2.3	2.2	2.32%
93%	94%	-1.06%	On-time Performance - METRO	94%	93%	1.26%
93%	93%	0.00%	On-time Performance - Purchased Transportation	94%	91%	2.37%

Financial Data						
\$47,707	\$42,280	12.84%	Cash Fares	\$280,524	\$262,507	6.86%
\$6,582	\$2,629	150.34%	Ticket and Pass Revenue	\$33,539	\$25,049	33.89%
\$54,973	\$35,566	54.57%	Other Fare Related Revenue	\$394,521	\$224,054	76.08%
14.9%	12.0%	23.82%	Percentage Total Farebox Recovery	16.0%	13.2%	21.59%
\$6.38	\$5.32	19.90%	Average Cost per Vehicle Revenue Mile - METRO	\$6.02	\$4.80	25.50%
\$3.75	\$3.60	4.17%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.82	\$3.60	6.21%
\$82.63	\$71.65	15.32%	Average Cost per Vehicle Revenue Hour - METRO	\$81.58	\$68.90	18.41%
\$53.41	\$49.44	8.05%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$53.28	\$49.26	8.18%
\$35.80	\$31.25	14.57%	Average Cost per Passenger - METRO	\$35.03	\$30.57	14.59%
\$24.45	\$22.40	9.14%	Average Cost per Passenger - Purchased Transportation	\$23.95	\$22.13	8.20%
2.8	2.0	40.00%	Average Small Bus Age	2.7	2.0	33.33%

Safety Data						
1	3	-66.67%	Preventable Accidents	6	7	-14.29%
0	1	N/A	Nonpreventable Accidents	8	4	100.00%
1	4	-75.00%	Total Accidents	14	12	18.07%

**June 2016
Performance Reports
Line Service**

Current Month

Year to Date

Current Month		Percentage Changed		Year to Date		Percentage Changed
2016	2015			2016	2015	
Service Day Data						
22	22	0.00%	Weekdays Operated	128	127	0.79%
4	4	0.00%	Saturdays Operated	26	26	0.00%
4	4	0.00%	Sundays Operated	26	26	0.00%

Passenger Data

396,866	416,394	-4.69%	Total Passengers	2,391,210	2,423,444	-1.33%
15,836	16,634	-4.80%	Average Weekday Passengers	16,344	16,556	-1.28%
7,858	8,090	-2.86%	Average Saturday Passengers	7,525	8,099	-7.08%
4,258	4,522	-5.83%	Average Sunday Passengers	3,980	4,242	-6.19%

Service Level Data

399,157	386,576	3.25%	Total Vehicle Miles	2,336,217	2,249,115	3.87%
339,990	360,353	-5.65%	Total Vehicle Revenue Miles	2,009,580	2,069,987	-2.92%
340,500	360,750	-5.61%	Total Scheduled Vehicle Revenue Miles	2,011,055	2,086,440	-3.61%
1.17	1.16	1.02%	Average Passenger per Revenue Vehicle Mile	1.19	1.17	1.64%
26,461	25,929	2.05%	Total Vehicle Hours	154,626	155,962	-0.86%
26,070	26,510	-1.66%	Total Vehicle Revenue Hours	156,035	155,526	0.33%
26,109	28,246	-7.56%	Total Scheduled Vehicle Revenue Hours	156,102	165,745	-5.82%
15.2	15.7	-3.08%	Average Passenger per Vehicle Revenue Hour	15.3	15.6	-1.65%
92%	86%	7.25%	On-time Performance	90%	88%	2.16%

Financial Data

\$153,263	\$188,959	-18.89%	Cash Fares	\$939,232	\$1,054,064	-10.89%
\$127,463	\$135,178	-5.71%	Ticket and Pass Revenue	\$824,402	\$781,802	5.45%
\$50,000	\$52,910	-5.50%	Other Fare Related Revenue	\$141,510	\$144,109	-1.80%
10.3%	12.3%	-16.31%	Percentage Total FareBox Recovery	10.2%	11.4%	-11.04%
\$9.48	\$8.53	11.09%	Average Cost per Vehicle Revenue Mile	\$9.31	\$8.36	11.42%
\$123.62	\$115.99	6.58%	Average Cost per Vehicle Revenue Hour	\$119.95	\$111.26	7.82%
\$8.12	\$7.38	9.97%	Average Cost per Passenger	\$7.83	\$7.69	1.74%
4.8	4.3	11.63%	Average Big Bus Age	4.7	4.3	9.69%

Safety Data

6	2	200.00%	Preventable Accidents	23	18	27.78%
1	7	-85.71%	Nonpreventable Accidents	17	34	-50.00%
7	9	-22.22%	Total Accidents	40	52	-23.08%

June 2016

Current Month		Line Service Categories		Year to Date		
2016	2015	Percentage Changed		2016	2015	Percentage Changed
URBAN (1 - 34)						
359,753	380,486	-5.45%	Total Monthly Passengers	2,176,987	2,213,231	-1.64%
30	30	0.00%	Service Days	181	179	1.12%
11,991.8	12,682.9	-5.45%	Average Daily Passengers	12,027.6	12,364.4	-2.72%
18.6	19.6	-5.45%	Passengers per Vehicle Hour	18.6	18.9	-1.58%
1.6	1.7	-5.45%	Passengers per Vehicle Mile	1.6	1.6	-0.08%
5.98	5.20	15.15%	Total Operating Cost Per Passenger	5.92	5.15	14.94%
SUBURBAN (101-104, 110)						
12,927	13,577	-4.79%	Total Monthly Passengers	72,847	76,284	-4.51%
22	22	0.00%	Service Days	129	127	1.57%
587.6	617.1	-4.78%	Average Daily Passengers	564.7	600.7	-5.99%
4.60	4.83	-4.79%	Passengers per Vehicle Hour	4.85	4.76	1.94%
0.20	0.21	-4.79%	Passengers per Vehicle Mile	0.20	0.20	-3.06%
25.54	25.22	1.27%	Total Operating Cost Per Passenger	26.98	25.08	7.59%
EXPRESS (60 & 61)						
9,247	10,011	-7.63%	Total Monthly Passengers	52,551	54,020	-2.72%
22	22	0.00%	Service Days	129	127	1.57%
420.3	455.0	-7.63%	Average Daily Passengers	407.4	425.4	-4.23%
9.8	10.6	-7.63%	Passengers per Vehicle Hour	9.5	10.0	-5.33%
0.4	0.4	-7.63%	Passengers per Vehicle Mile	0.4	0.4	-5.25%
14.84	13.51	9.81%	Total Operating Cost Per Passenger	15.96	13.98	14.13%
CIRCULATOR (50, 51, 53, & 59)						
7,778	8,677	-10.36%	Total Monthly Passengers	41,988	48,676	-13.74%
30	30	0.00%	Service Days	181	179	1.12%
259.3	289.2	-10.34%	Average Daily Passengers	232.0	271.9	-14.67%
4.5	5.1	-10.36%	Passengers per Vehicle Hour	4.2	3.7	14.07%
0.3	0.3	-10.36%	Passengers per Vehicle Mile	0.3	0.3	20.17%
25.56	28.41	-10.03%	Total Operating Cost Per Passenger	29.74	25.30	17.54%
GROCERY (91 - 95)						
1,758	1,900	-7.47%	Total Monthly Passengers	10,700	10,872	-1.58%
22	22	0.00%	Service Days	129	127	1.57%
79.9	86.4	-7.52%	Average Daily Passengers	82.9	85.6	-3.15%
6.6	7.1	-7.47%	Passengers per Vehicle Hour	2.6	7.3	-64.31%
1.5	1.6	-7.47%	Passengers per Vehicle Mile	1.2	1.7	-27.78%
49.15	55.60	-11.61%	Total Operating Cost Per Passenger	49.51	49.31	0.40%
Sunday Line Service						
17,033	18,087	-5.83%	Total Monthly Passengers	103,467	110,297	-6.19%
4	4	0.00%	Service Days	27	26	3.85%
4,258.3	4,521.8	-5.83%	Average Daily Passengers	3,832.1	4,242.2	-9.67%
13.0	13.8	-5.83%	Passengers per Vehicle Hour	12.4	12.9	-4.00%
1.1	1.1	-5.83%	Passengers per Vehicle Mile	1.1	1.1	2.71%
6.33	7.55	-16.12%	Total Operating Cost Per Passenger	7.59	7.79	-2.53%
Saturday Line Service						
31,433	32,359	-2.86%	Total Monthly Passengers	195,652	210,565	-7.08%
4	4	0.00%	Service Days	25	26	-3.85%
7,858.3	8,089.8	-2.86%	Average Daily Passengers	7,826.1	8,098.7	-3.37%
16.6	17.1	-2.86%	Passengers per Vehicle Hour	17.2	17.1	0.69%
1.4	1.4	-2.86%	Passengers per Vehicle Mile	1.5	1.4	5.04%
5.49	6.07	-9.62%	Total Operating Cost Per Passenger	5.62	5.89	-4.54%
Call-A-Bus						
138	131	5.34%	Total Monthly Passengers	935	1869	-49.97%
U of A ZipCard						
15716	16988	-7.49%	Total Monthly Passengers	113324	118527	-4.39%

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
June 2016

7/18/2016

ROUTE #/DESCRIPTION	FAREBOX REVENUE			EXPENSE			TOTAL PASSEN-	REV	REV	PEAK	PASSENGERS PER:		NET COST PER PASSENGER:			FAREBOX RECOVERY				
	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	PER REV HOUR	PER REV MILE	Allocation model	GENS	HOURS	MILES	VEHICLES	REV HOUR	REV MILE	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model		
1	West Market	\$ 18,969	\$ 15,267	\$ 34,237	\$ 222,014	\$ 189,966	\$ 192,631	47,059	1,799	20,081	6	26.2	2.34	\$ 3.99	\$ 3.31	\$ 3.37	15.4%	18.0%	17.8%	
2	Arlington	\$ 18,859	\$ 13,379	\$ 32,238	\$ 195,476	\$ 175,101	\$ 175,750	41,240	1,584	18,510	6	26.0	2.23	\$ 3.96	\$ 3.46	\$ 3.48	16.5%	18.4%	18.3%	
3	Copley/Hawkins	\$ 11,208	\$ 7,349	\$ 18,557	\$ 137,970	\$ 107,475	\$ 126,331	22,652	1,118	11,361	5	20.3	1.99	\$ 5.27	\$ 3.93	\$ 4.76	13.4%	17.3%	14.7%	
4	Delia/N Hawkins	\$ 5,046	\$ 2,824	\$ 7,870	\$ 65,323	\$ 58,124	\$ 71,949	8,706	529	6,144	4	16.5	1.42	\$ 6.60	\$ 5.77	\$ 7.36	12.0%	13.5%	10.9%	
5	East Market/Eillet	\$ 3,439	\$ 2,051	\$ 5,490	\$ 75,572	\$ 84,128	\$ 75,344	6,322	612	8,893	3	10.3	0.71	\$ 11.09	\$ 12.44	\$ 11.05	7.3%	6.5%	7.3%	
6	E. Market/Lakemore	\$ 6,833	\$ 5,643	\$ 12,476	\$ 122,694	\$ 127,335	\$ 121,572	17,395	994	13,460	5	17.5	1.29	\$ 6.34	\$ 6.60	\$ 6.27	10.2%	9.8%	10.3%	
7	Cuyahoga Falls Ave	\$ 5,437	\$ 4,554	\$ 9,991	\$ 100,435	\$ 79,867	\$ 94,646	14,037	814	8,443	4	17.3	1.66	\$ 6.44	\$ 4.98	\$ 6.03	9.9%	12.5%	10.6%	
8	Kenmore/Barberton	\$ 11,355	\$ 7,197	\$ 18,552	\$ 125,360	\$ 118,549	\$ 114,814	22,182	1,016	12,532	4	21.8	1.77	\$ 4.82	\$ 4.51	\$ 4.34	14.8%	15.6%	16.2%	
9	Wooster/East Ave	\$ 6,480	\$ 3,954	\$ 10,434	\$ 85,981	\$ 75,158	\$ 79,383	12,188	697	7,945	3	17.5	1.53	\$ 6.20	\$ 5.31	\$ 5.66	12.1%	13.9%	13.1%	
10	Howard/Portage Tr	\$ 8,971	\$ 7,507	\$ 16,479	\$ 132,370	\$ 126,024	\$ 119,893	23,140	1,072	13,322	4	21.6	1.74	\$ 5.01	\$ 4.73	\$ 4.47	12.4%	13.1%	13.7%	
11	South Akron	\$ 1,424	\$ 648	\$ 2,072	\$ 30,277	\$ 25,453	\$ 27,401	1,996	245	2,691	1	8.1	0.74	\$ 14.13	\$ 11.71	\$ 12.69	6.8%	8.1%	7.6%	
12	Tallmadge Hill	\$ 4,782	\$ 4,653	\$ 9,435	\$ 115,695	\$ 84,451	\$ 110,321	14,343	937	8,927	5	15.3	1.61	\$ 7.41	\$ 5.23	\$ 7.03	8.2%	11.2%	8.6%	
13	Grant/Firestone	\$ 6,652	\$ 4,696	\$ 11,348	\$ 96,864	\$ 70,908	\$ 91,160	14,474	785	7,496	4	18.4	1.93	\$ 5.91	\$ 4.11	\$ 5.51	11.7%	16.0%	12.4%	
14	Euclid/Barberton	\$ 10,871	\$ 7,187	\$ 18,058	\$ 197,611	\$ 177,471	\$ 170,654	22,153	1,601	18,760	5	13.8	1.18	\$ 8.11	\$ 7.20	\$ 6.89	9.1%	10.2%	10.6%	
17	Brown/Inman	\$ 8,454	\$ 5,330	\$ 13,784	\$ 111,754	\$ 94,486	\$ 109,950	16,430	905	9,988	5	18.1	1.64	\$ 5.96	\$ 4.91	\$ 5.85	12.3%	14.6%	12.5%	
18	Thornton/Manchester	\$ 7,849	\$ 4,648	\$ 12,498	\$ 95,794	\$ 96,290	\$ 88,353	14,328	776	10,179	3	18.5	1.41	\$ 5.81	\$ 5.85	\$ 5.29	13.0%	13.0%	14.1%	
19	Eastland	\$ 6,881	\$ 5,053	\$ 11,933	\$ 103,459	\$ 77,905	\$ 89,272	15,574	838	8,235	3	18.6	1.89	\$ 5.88	\$ 4.24	\$ 4.97	11.5%	15.3%	13.4%	
21	South Main	\$ 604	\$ 880	\$ 1,483	\$ 24,892	\$ 18,294	\$ 23,253	2,712	202	1,934	1	13.4	1.40	\$ 8.63	\$ 6.20	\$ 8.03	6.0%	8.1%	6.4%	
24	Lakeshore	\$ 1,587	\$ 1,293	\$ 2,880	\$ 35,219	\$ 22,358	\$ 36,181	3,985	285	2,363	2	14.0	1.69	\$ 8.12	\$ 4.89	\$ 8.36	8.2%	12.9%	8.0%	
26	Exchange/Whitepond	\$ 2,144	\$ 2,162	\$ 4,305	\$ 65,541	\$ 57,670	\$ 58,668	6,663	531	6,096	2	12.5	1.09	\$ 9.19	\$ 8.01	\$ 8.16	6.6%	7.5%	7.3%	
28	Merriman Valley	\$ 1,331	\$ 879	\$ 2,210	\$ 46,887	\$ 42,311	\$ 52,605	2,710	380	4,473	3	7.1	0.61	\$ 16.49	\$ 14.80	\$ 18.60	4.7%	5.2%	4.2%	
30	Goodyear/Darrow	\$ 5,047	\$ 3,068	\$ 8,115	\$ 89,302	\$ 81,180	\$ 82,222	9,457	724	8,581	3	13.1	1.10	\$ 8.58	\$ 7.73	\$ 7.84	9.1%	10.0%	9.9%	
33	State Rd/Wyoga Lake	\$ 2,246	\$ 1,593	\$ 3,839	\$ 46,973	\$ 49,533	\$ 47,251	4,909	381	5,236	2	12.9	0.94	\$ 8.79	\$ 9.31	\$ 8.84	8.2%	7.8%	8.1%	
34	Cascade Village/Uhler	\$ 6,917	\$ 4,898	\$ 11,815	\$ 132,909	\$ 109,702	\$ 117,335	15,098	1,077	11,596	4	14.0	1.30	\$ 8.02	\$ 6.48	\$ 6.99	8.9%	10.8%	10.1%	
50	Montrose Circulator	\$ 669	\$ 869	\$ 1,538	\$ 63,970	\$ 55,587	\$ 64,118	2,680	518	5,876	3	5.2	0.46	\$ 23.30	\$ 20.17	\$ 23.35	2.4%	2.8%	2.4%	
51	Stow Circulator	\$ 685	\$ 479	\$ 1,163	\$ 60,493	\$ 75,496	\$ 59,060	1,475	490	7,981	2	3.0	0.18	\$ 40.22	\$ 50.40	\$ 39.25	1.9%	1.5%	2.0%	
53	Portage/Graham	\$ 1,175	\$ 722	\$ 1,897	\$ 54,581	\$ 59,335	\$ 59,717	2,225	442	6,272	3	5.0	0.35	\$ 23.68	\$ 25.81	\$ 25.99	3.5%	3.2%	3.2%	
59	Chapel Hill Circulator	\$ 779	\$ 454	\$ 1,232	\$ 37,881	\$ 29,615	\$ 38,881	1,398	307	3,131	2	4.6	0.45	\$ 26.22	\$ 20.30	\$ 26.93	3.3%	4.2%	3.2%	
60	NC Express Chapel Hill	\$ 1,112	\$ 540	\$ 1,651	\$ 20,411	\$ 43,247	\$ 31,854	1,663	165	4,572	2	10.1	0.36	\$ 11.28	\$ 25.01	\$ 18.16	8.1%	3.8%	5.2%	
61	NC Express Montrose	\$ 9,445	\$ 2,460	\$ 11,906	\$ 96,354	\$ 180,648	\$ 116,694	7,584	781	19,096	5	9.7	0.40	\$ 11.13	\$ 22.25	\$ 13.82	12.4%	6.6%	10.2%	
101	Richfield/Bath	\$ 108	\$ 540	\$ 647	\$ 38,424	\$ 68,534	\$ 45,964	1,664	311	7,245	2	5.3	0.23	\$ 22.70	\$ 40.80	\$ 27.23	1.7%	0.9%	1.4%	
102	Northfield Express	\$ 100	\$ 1,167	\$ 1,267	\$ 92,778	\$ 197,402	\$ 97,713	3,597	752	20,867	2	4.8	0.17	\$ 25.44	\$ 54.53	\$ 26.81	1.4%	0.6%	1.3%	
103	Stow/Hudson	\$ 122	\$ 769	\$ 891	\$ 56,165	\$ 108,639	\$ 62,513	2,370	455	11,484	2	5.2	0.21	\$ 23.32	\$ 45.46	\$ 26.00	1.6%	0.8%	1.4%	
104	Twinsburg Creekside	\$ 167	\$ 891	\$ 1,058	\$ 83,003	\$ 154,716	\$ 91,662	2,745	672	16,355	3	4.1	0.17	\$ 29.85	\$ 55.98	\$ 33.01	1.3%	0.7%	1.2%	
110	Green/Springfield	\$ 151	\$ 828	\$ 978	\$ 45,937	\$ 62,353	\$ 48,930	2,551	372	6,591	2	6.9	0.39	\$ 17.62	\$ 24.06	\$ 18.80	2.1%	1.6%	2.0%	
91	Monday Grocery	\$ 533	\$ 87	\$ 619	\$ 7,735	\$ 2,830	\$ 17,978	267	63	299	2	4.3	0.89	\$ 26.65	\$ 8.28	\$ 65.01	8.0%	21.9%	3.4%	
92	Tuesday Grocery	\$ 1,339	\$ 71	\$ 1,410	\$ 4,682	\$ 2,630	\$ 16,299	219	38	278	2	5.8	0.79	\$ 14.94	\$ 5.57	\$ 67.99	30.1%	53.6%	8.7%	
93	Wednesday Grocery	\$ 924	\$ 140	\$ 1,065	\$ 6,147	\$ 6,520	\$ 17,766	433	50	689	2	8.7	0.63	\$ 11.74	\$ 12.60	\$ 38.57	17.3%	16.3%	6.0%	
94	Thursday Grocery	\$ 1,087	\$ 168	\$ 1,256	\$ 8,401	\$ 2,566	\$ 24,950	519	68	271	3	7.6	1.91	\$ 13.77	\$ 2.52	\$ 45.65	14.9%	48.9%	5.0%	
95	Friday Grocery	\$ 1,159	\$ 104	\$ 1,263	\$ 5,077	\$ 1,934	\$ 16,390	320	41	204	2	7.8	1.57	\$ 11.92	\$ 2.10	\$ 47.27	24.9%	65.3%	7.7%	
	BoE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	-	-	-	-	-	\$ -	\$ -	\$ -	-	-	-	
	JARC	\$ -	\$ 276	\$ 276	\$ 6,336	\$ 8,720	\$ 18,252	852	51	922	2	16.6	0.92	\$ 7.11	\$ 9.91	\$ 21.10	4.4%	3.2%	1.5%	
	ZONE	\$ -	\$ 184	\$ 184	\$ 43,809	\$ -	\$ 96,843	568	355	-	11	1.6	-	\$ 76.80	\$ 170.17	-	0.4%	-	0.2%	
	Loop	\$ -	\$ -	\$ -	\$ 20,366	\$ 13,715	\$ 20,017	26	165	1,450	1	0.2	0.02	\$ 783.31	\$ 527.50	\$ 769.90	0.0%	0.0%	0.0%	
	SCAT	\$ 47,707	\$ -	\$ 47,707	\$ 874,995	\$ 868,617	\$ 710,826	16,361	7,089	91,820	34	2.3	0.18	\$ 50.56	\$ 50.17	\$ 40.53	5.5%	5.5%	6.7%	
TOTALS:	Line Service	\$ 182,939	\$ 127,463	\$ 310,402	\$ 3,188,555	\$ 3,210,512	\$ 3,202,530	392,883	27	25,833	339,378	139	15.2	1.16	\$ 7.33	\$ 8.48	\$ 7.36	9.7%	9.7%	9.7%
TOTALS:	SCAT	\$ 47,707	\$ -	\$ 47,707	\$ 895,361	\$ 882,332	\$ 730,843	16,387	7,254	93,270	34	2.5	0.20	\$ 51.73	\$ 50.93	\$ 41.69	5.3%	5.4%	6.5%	

2016 MONTHLY RIDERSHIP BY ROUTE

Route#	Description	JAN	FEB	MAR	APR	MAY	JUNE	% Change	Jun-15	JUL	AUG	SEP	OCT	NOV	DEC
1	West Market	43,338	45,150	47,383	47,328	47,931	47,059	-5.2%	49,620						
2	Arlington	40,186	41,692	43,764	41,871	40,522	41,240	-6.8%	44,256						
3	Copley Rd/Hawkins	22,435	22,495	24,257	24,267	23,474	22,652	-1.5%	22,990						
4	Delia/N Hawkins	9,603	10,609	11,026	10,634	10,474	8,706	-13.2%	10,031						
5	East Market/Eilet	6,405	6,949	7,041	6,900	6,693	6,322	-11.9%	7,177						
6	East Market/Lakemore	16,042	17,558	18,074	17,390	18,632	17,395	-5.4%	18,390						
7	Cuyahoga Falls Ave	12,864	13,514	15,212	14,492	14,405	14,037	-2.3%	14,362						
8	Kenmore/Barberton	19,689	21,120	22,761	22,578	22,044	22,182	-2.9%	22,850						
9	Wooster/East Ave	12,485	12,964	12,974	12,690	12,830	12,188	6.7%	11,422						
10	Howard/Portage Trail	19,472	20,750	21,530	21,910	21,877	23,140	16.4%	19,885						
11	South Akron	1,914	1,964	2,417	2,020	2,141	1,996	-11.1%	2,246						
12	Tallmadge Hill	14,025	13,957	14,226	14,661	15,369	14,343	-15.4%	16,945						
13	Grant/Firestone Park	15,821	15,257	15,164	14,826	14,824	14,474	-11.7%	16,384						
14	Euclid/Barberton XP	19,311	20,519	22,202	21,953	22,329	22,153	-3.5%	22,960						
17	Brown/nman	15,745	17,588	18,340	18,455	17,221	16,430	-2.7%	16,878						
18	Thornton/Manchester	14,943	15,360	16,087	16,127	15,138	14,328	-8.7%	15,692						
19	Eastland	14,745	14,853	16,696	16,333	15,603	15,574	-19.9%	19,440						
21	South Main	303	1,250	2,374	2,566	2,328	2,712	N/A	N/A						
24	Lakeshore	4,153	4,321	4,023	4,380	3,995	3,985	-22.9%	5,168						
26	W Exchange/White Pond	6,387	6,545	6,863	6,456	6,427	6,663	-26.6%	9,081						
28	Merriman Valley	3,410	3,626	3,514	3,537	3,514	2,710	-4.8%	2,848						
30	Goodyear/Darrow	9,942	9,946	10,695	10,743	10,503	9,457	-19.1%	11,689						
33	State Rd/Wyoga Lake	4,480	4,412	5,035	4,944	4,921	4,909	-10.1%	5,459						
34	Cascade Village/Uhler	14,210	14,578	15,981	15,262	14,819	15,098	-11.0%	16,959						
50	Montrose Circulator	1,906	2,051	1,956	2,007	2,503	2,680	-4.8%	2,815						
51	Stow Circulator	1,088	1,493	1,434	1,314	1,478	1,475	-17.8%	1,795						
53	Portage/Graham	1,748	2,087	2,307	2,032	2,064	2,225	-4.1%	2,319						
59	Chapel Hill Circulator	1,077	1,353	1,468	1,409	1,431	1,398	-20.0%	1,748						
60	NCX Chapel Hill/Cleveland	1,632	1,830	1,803	1,800	1,708	1,663	-11.0%	1,868						
61	NCX Montrose/Cleveland	6,423	6,927	7,617	7,000	6,564	7,584	-6.9%	8,143						
101	Richfield/Bath	1,255	1,552	1,729	1,605	1,515	1,664	48.8%	1,118						
102	Northfield Express	2,579	3,028	3,385	3,035	3,036	3,597	6.2%	3,386						
103	Stow/Hudson	1,841	2,685	3,132	2,732	2,324	2,370	21.9%	1,945						
104	Twinsburg Creekside	2,697	2,573	2,720	2,267	2,354	2,745	6.4%	2,580						
110	Green/Springfield	2,208	2,342	2,524	2,361	2,370	2,551	10.8%	2,302						
TOTAL:		366,362	384,898	407,714	399,885	395,361	389,705	-5.6%	412,751						

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DRIVING METRO FORWARD PROJECT
Round 2 Outreach Summary – June 2016

The Project

Driving METRO Forward was launched by METRO in 2016 to evaluate the entire fixed route bus system for Summit County and to redesign the route network. The project is directed by METRO’s Board of Trustees to address a trend of flat to declining ridership and increasing costs. METRO staff is doing the work in-house, utilizing new data from the Automated Vehicle Location (AVL) system, which is providing detailed passenger counts and schedule adherence data. Staff is considering changes to all 36 regularly scheduled fixed routes, of which a few are proposed to be eliminated, many to be changed, and new routes are proposed to be created. The changes are planned for implementation in Fall 2017 following several rounds of outreach involving all METRO departments and employees, bus riders, and other community stakeholders.

Round 2 Outreach Process

A first round of stakeholder outreach was completed in April, introducing the project to the community and obtaining input on the project’s five guiding principles: 1) Match Service to Modern Travel Patterns; 2) Strengthen Network Structure; 3) Simplify the Routes; 4) Foster a Transit-First Lifestyle; and 5) Build Financial Stability. The 2nd round of outreach in June and July included the presentation of proposed bus system changes to address the five guiding principles. A map of routes with proposed frequency of service was shown for weekday daytime and evening with a comparison to the existing, and also a map showing areas where service frequency would be changed by improvement, reduction, or bus stop elimination. METRO invited input to the proposed changes at a series of public meetings, by e-mail, telephone and other means most convenient to commenters. Project information was made available on METRO’s website at <http://www.akronmetro.org/driving-forward.aspx>. A project-specific email box was created to collect comments at DrivingForward@akronmetro.org. Planning & Development Department staff held internal meetings with bus operators on June 14th, with METRO Road Supervisors on June 20th and with Transportation Worker’s Union representatives on June 21st. Project briefings were held with representatives of local jurisdictions on June 16th, social service agencies on June 17th, and with major employers on July 13th. Six public meetings were held in June as follows:

JUNE 22nd – WEDNESDAY

12:30 pm at Cuyahoga Falls Library
4:00 pm at Highland Square Library

JUNE 23rd – THURSDAY

11:00 am Akron-Summit Main Library

JUNE 27th – MONDAY

10:00 am RKP Transit Center
4:00 pm RKP Transit Center

JUNE 28th – TUESDAY

1:00 pm Ellet Branch Library

In the pages that follow, this Outreach Summary provides a compilation of staff’s summary notes of the attendees and the input obtained at each of those sessions, beginning with the public meetings. Although contact information was obtained by METRO for many attendees, it has been redacted from this report to protect the privacy of the participants. News articles and an editorial that were published in the Akron Beacon-Journal and Cuyahoga Falls News-Press are reproduced at the end of the report.

Q & A from Public Meetings on June 22nd, 2016

Cuyahoga Falls Library 12:30pm

Name	Phone Number	Contact Info	Routes Used
Brian Porter	330-926-9761	Redacted	Rider would use #19, works at city hospital. Bus does not run late enough to get home.
Brent Summy	330-252-7017	Redacted	10, 53
Betty Beaudry	330-923-8809	Redacted	53
Jessie Carduner	330-285-3947	Redacted	7,10,51,60,61

- METRO staff attending included Richard Enty, Kris Liljeblad, Robin Miller, Jason Popik, and Chris Spielman. Kris, Robin and Jason went through a Power Point presentation in about 30 minutes.
- 5 citizens were in attendance. One gentleman came in halfway through the presentation.
- Q. Are we going to go back to free transfers? A. Yes. Q. Can I get off sooner? A. Yes. The rider said he likes the idea as long as transfers are free and frequency is improved.
- Q. A rider asked for an explanation of evening headway improvements. A. Kris explained that evening service will also be improved to a clock face headway, most often more frequent than existing.
- Q. Jason asked the riders there how they were feeling about the proposed changes in frequency and clock face headways, with the new need for more transfers. Attendees agreed the potential to get from point A to point B faster was good, though with fewer one-seat rides.
- Q. An attendee said she liked the idea of new hubs or transfer points. Q. What is going to happen at Independence Turnaround (ITA)? A. Staff explained we have no specific recommended changes for the facility at this time; it already provides a place for off-street transfers and shelters for our customers, plus restrooms for Operators. Those are essential functions we will have to provide at the proposed new hubs. After gaining agreement on the proposed route changes the facility at ITA may get more attention.
- Q. Is your total driving mileage increasing, decreasing or staying the same? A. Kris pointed out that the proposed plan includes a 2% increase in revenue hours over the existing service level.
- Q. Riders were positive about smoothing out and simplifying the routes. They said they liked faster service vs. deviations from our current routes in order to get closer to the front doors of off-route destinations.

Highland Square Library 4:00pm

Name	Phone Number	Contact Info	Routes Used
Dave McCann	NA	Redacted	60, 61, 1
Roy Hruska	NA	Redacted	1, 61, 101
Anne Davis	NA	Redacted	1

- METRO Staff in attendance were Richard Enty, Kris Liljeblad, Robin Miller and Jason Popik. After a power point presentation by Kris, questions were encouraged from attendees.
- Q. Is METRO planning any kind of transit shuttle service to parks, including the valley, especially on weekends? He suggested this would allow park visitors to transfer from CVSR trains to METRO. A. Kris said METRO currently operates a Downtown Loop route that connects to scheduled CVSR trains through the summer and fall seasons. The Loop routinely has very low

ridership. METRO does not currently see much passenger boarding activity at bus stops where our routes are adjacent to parks. Expanded service to parks is not included in the proposal.

- Q. The presentation mentioned that the Board of Trustees stimulated the Driving Forward project. Who are the other stakeholders in this process? A. Kris said METRO has identified a number of stakeholders that we are trying to engage in the project, including our own staff – operators, road supervisors and union membership – local news media, local jurisdictions, social service agencies, large employers and temporary staffing agencies, and residential neighborhoods. We have already conducted briefings with some who have been interested, and we will continue to reach out and talk to anyone who wants to learn more about the project.
- Q. What effort has been invested in marketing and public relations in the suburban areas where bus service is currently unproductive, such as Northfield? A. The marketing of suburban service has included extensive advertising and community outreach. However, the development densities in most suburban areas like that along Route 102 is much lower than where most of our “Urban” routes (1-34) operate. We tend to carry employees from the urban neighborhoods out to suburban job sites like the Rocksino. While this is important, ridership is typically low except on selected trips that match up with work hour schedules.
- Q. Has any consideration given to serving major employers here in Akron in terms of the proposed system re-routing? A. Kris said that METRO has worked with some employers on solutions for their sites including the University of Akron where we’re initiating a new Downtown Area Shuttle (DASH) this August. It will be free for everyone. We’ve also recently met with Newell/Rubbermaid, ASW Global, Go Jo, Children’s Hospital, Summit County Department of Jobs and Family Services, temporary staffing agencies, and other employers and we expect to continue to do that.
- Q. Why is Rolling Acres Transit Center still being used, given that the Mall is closed? A. Kris replied that it serves a number of important functions including a transfer point and indoor waiting area for customers, a layover point for schedule recovery, and restrooms for our operators. It would be more ideal to have a vibrant urban neighborhood there, but we’re hoping that will improve in the future.
- Q. Will METRO consider moving the Rolling Acres Transit Center from Romig Road to a location that has coffee shops, food and other customer conveniences near the intersection of Vernon Odom and Hawkins? A. No change in location of Rolling Acres Transit Center is planned.
- Q. In Barberton on Norton Road there are bus stop signs showing that Route 8 serves the stops. A customer thought this was incorrect. A. Kris stated we would look into it. (Between 4th and 16th Streets, Norton Ave is currently served by both the #8 and #14, so the signage is correct.
- Q. The proposal would require a larger proportion of bus riders to transfer to get to their destinations. This worried the customer. A. Kris said that METRO staff recognizes that this is a trade off between the route system that we have now, which serves a lot of one-seat rides, versus greater frequency and reliability with the proposal. Staff expects to invest quite a bit of effort into making sure transfers work well for customers – that there is a waiting bus for you at the transfer point and that it stays on time and is dependable.
- Q. Will the # 60 be changed to begin service at the Independence Turnaround (ITA) as you proposed last year? A. Kris replied that this previous recommendation did not pan out because of a lack of public parking at ITA and congested intersections between ITA and the Blue Deck P&R where it now begins its route. No change is proposed in the current plan.
- Q. How are we approaching marketing to a younger generation to promote a carbon free society? How will we get more young people to take the bus? A. Kris said the contract with the University of Akron has just been renewed for 2016-2017 giving students, faculty and staff free

rides on METRO with use of their Zip Card ID. Part of that contract also provides University financial support for a new Downtown Area Shuttle (DASH) route that will begin in August 2016 operating every 10 minutes on weekdays between the campus and the RKP Transit Center, replacing the Roo Express West route. METRO has a contract in place with Stark State Community College to sell discounted transit passes to their students. In addition, METRO works with Akron Schools every year to carry students to middle and high schools all over the city. In order to address complaints of other passengers about disruptive behavior by youth riders, METRO has implemented proactive security at the RKP Transit Center and on specific routes where problems are identified. Jason and Richard explained that simplifying the schedule and increasing frequency will appeal to more people, young and old alike.

- Q. A University of Akron student said she would like to see more information available through a mobile phone application that would interface with the real time schedule function used by the U of A Roo Express. She said that more real time schedule information would help encourage more young people to ride the bus. A. METRO operates a real time schedule information system (called Avail) that can be accessed from the internet or mobile phones to determine when the next bus will be coming to any unique bus stop. It is similar to the system used by the University (called Double Map). It may be possible at some future point to link the two systems, but that is not a function that is currently available.

Q & A from Public Meetings on June 23rd, 2016

Akron-Summit County Main Library 11:00 am

Name	Phone Number	Contact Info
Nicki Conwell		Redacted
Jessica Cherok. Project Learn of Summit County	Redacted	Redacted
Stacey Davis. Summit DD		Redacted

- Richard Enty, Kris Liljebblad, Alex Harnocz, Robin Miller, and Jason Popik attended for METRO.
- Three citizens attended and participated in the meeting.
- Q. Nickie Conwell said she was concerned about overcrowding on Routes 1 and 2. She regularly rides the 1, 17, and 18, and sometimes the 13. She complained of overcrowding on the #2 at Triplet and Arlington. A. Alex said that most of the current overcrowding occurs at times when there are large schedule gaps, like 70 minutes between scheduled trips. This means that there is pent up demand by riders that have to wait a long time between trips. Our proposal should reduce overcrowding by increasing the number of scheduled bus trips on most urban routes, giving customers more choices on when to travel.
- Q. Jessica Cherok is representing Project Learn for Summit County. She is not a regular rider but is attending to get general information to pass on to her clients who use transit.
- Q. Stacey Davis is representing the Summit County DD. She said she also is attending to understand our proposals so she can share information with her DD clients.
- Q. Nickie requested an extension of Route 18 further south on Manchester Road beyond the Acme to the First Merit Bank (at the Portage Lakes Drive intersection). Alex said that we will

look into it, but the Acme layover is helpful and it constrains our routing to a degree. (The current 18 route turns around on Robinson and Cormany Roads, and the bus pulls into Acme to layover. Portage Lakes Drive is about one-third of a mile further south than Robinson. Kris pointed out that this is the location of a new Coventry High School now under construction, which might generate future ridership.)

- Q. Jessica asked if any changes are planned for transfers. A. Alex explained that currently no specific change is proposed, however, METRO will need to consider the options to avoid inconvenience and added costs for transferring riders. A majority of our riders now use Day Passes or other passes, and staff thinks encouraging greater use of the Day Pass rather than the cash fare would eliminate the need for transfers.
- Q. Stacy said she thinks the proposed re-design will be great for most riders, but she was concerned about getting the word out early enough for DD customers to understand and learn about the changes before they are implemented. This is especially a concern for some DD clients that grow extremely anxious over any changes to their accustomed routine. A. Kris replied that staff intends to do extra outreach before and during implementation, including posting METRO staff at transfer points for the first couple of weeks after the change to answer questions and direct customers to the proper bus to reach their destination.
- Q. Stacy agreed that extra efforts will be needed for the first couple of weeks to help customers figure out how to use the new system, and that would help address her concern.

Q & A from Public Meetings on June 27nd, 2016

RKP Community Room 10:00am

Name	Phone Number	Contact Info
Cindy Lou		Redacted
John Urham		Redacted
A. E. Brion		
Brian Thomas, representing AAA		Redacted
Kevin Thomas, representing AAA		Redacted
Kathy Edge	Redacted	
Tim Burton	Redacted	Redacted
Oscar McGhee		Redacted

- Eight members of the public attended.
- Kris Liljeblad, Alex Harnocz, Robin Miller, and Jason Popik represented METRO staff.
- Q. Your presentation referred to changes that riders have asked for. Did that come from the survey METRO did about a year ago? A. Yes, the requests from our riders have been pretty consistently repeated by surveys we've done over the past several years.
- Q. A passenger inquired about where the proposed hubs would be. A. Alex explained the proposed new hubs would work similar to Rolling Acres and Independence Turnaround. The proposed new transfer point locations are located at Wallhaven, North Hill, Portage Crossing, Goodyear Boulevard, and Downtown Barberton.

- Q. A passenger complained about overcrowding on route 17 and was concerned that the proposed would make it even more crowded. A. Alex said the 17 serves several schools that cause crowding around the school schedule times, but at other times of the day, most of the crowding is due to long gaps between the scheduled trips. Especially after 6 pm and on weekends, the trips are more than an hour apart. The proposal would improve on that.
- Q. A customer asked if there will be more buses between 11:00 pm and midnight on more routes. Now there are few routes with scheduled trips late at night. A. The simple answer is that we don't have a detailed schedule yet, and won't for several more months. However, there is a good chance that there will be quite an improvement in late scheduled trips on more routes.
- Q. Passenger inquired about the chances that METRO will implement 24/7 bus service. A. Alex said that is not in the current proposal. METRO starts service before 5 am on many routes to get people to work, but we don't think there are enough customers traveling between midnight and 5 am to offer cost effective bus service all night long.
- Q. Service start and stop was discussed related to the frequency at peak travel times. A. When we put a detailed schedule together we will try to replicate the existing scheduled trips that are most heavily used, because we want to hold on to our existing riders.
- Q. A rider from Studio City Apartments shared a concern about proposed service reduction on Route 59. A. Alex said the route has very low ridership in the evening hours and it is difficult to justify running the trips when there are very few riders.
- Q. Will route 14 continue to pull into the Akron Zoo from Euclid? A. The short answer is no. We do not see much passenger activity at the bus stop inside the Zoo parking lot, and it delays all our regular riders by several minutes to make that deviation. Occasionally the bus gets trapped in the parking lot traffic so other riders experience even more delay. This is still a preliminary proposal, but we'd prefer to keep the route on Euclid and not go into the Zoo property.
- Q. A customer asked if the Route 11 is proposed to be cut. A. Yes. Alex said it is hard to justify the cost of Route 11 as it is due to the low ridership and the fact that other route service is available within walking distance in most of South Akron on Routes 13, 17 and the new 21. The new 21 that we put in place to serve the new DJFS facility on S. Main Street took away some of the ridership that formerly used Route 11 because the 21 offers a more direct ride to the VA Outpatient Clinic on Waterloo Road. The section of the existing 11 on S. Main from Waterloo to the Interval Brotherhood Home would not have any alternative service as proposed.
- Q. Are there any proposed changes to the fare structure? A. We do not have a specific proposal at this time, but many of our riders have been shifting from single cash fares to day passes and other passes for a while now. We want to encourage that trend as the passes are more convenient for our riders and speed up the boarding process.
- Q. Are there any proposed changes to Route 9? A. There are no proposed changes at this time. Our proposal would keep that route intact, operating between RKP and Rolling Acres.
- Q. A passenger said he is very happy with the progress he has observed at METRO over a number of years that he has been riding the bus. He said he it has become a very professional organization; he loves Free Fare Fridays; we have made great strides with service improvements and he is excited to see what's coming next.

- Q. Will the Route 5 be eliminated? A. No, but we are proposing to shorten the route so it no longer goes all the way to the RKP Transit Center. Our proposal is to retain the neighborhood routing in East Akron, but to shorten it at E. Market Street and Goodyear Boulevard where we plan to create a new transfer point. The neighborhood route would meet a high frequency route on E. Market Street with 20-minute service, and you would have to transfer there to get to downtown or to continue to RKP.
- Q. A customer complained that METRO does not enforce a dress code for its passengers. He does not like having to see young men showing their underwear with their pants falling down. A. Although a few transit properties do attempt to enforce a dress code at their transit centers (on their own property), METRO does not. This is typically a difficult thing to do.
- Q. A passenger asked if METRO has rules about strollers on the bus? A. Yes we do. We ask people using strollers to collapse them or keep them out of the aisles to avoid obstructing other passengers. This is a typical problem in the industry and we need the help and understanding of our other customers because we need to serve everyone, including families with children.
- Q. A customer asked what is happening with rail service? A. Kris replied that although METRO acquired its railroad mileage for future commuter rail some years ago, there is currently no plan to start rail passenger service. We have active rail freight service on about half of our rail mileage, and we have been working with Summit Metro Parks to create recreational trails on another part of the rail mileage, including the Freedom Secondary northeast to Kent. That trail will be extended from Eastland down to the University of Akron along METRO’s rail property within a year. METRO is just starting a Rail Study that will provide further analysis of the costs and benefits of the railroad properties to help our Board of Trustees decide how best to use our railroad mileage in the future to benefit our county taxpayers.

RKP Community Room 4:00pm

Name	Phone Number	Representing
Debbie Westcott	Redacted	
Mary Davis	Redacted	
Joan Nole	Redacted	
Mavis Adkins	Redacted	
Meagan Greathouse	Redacted	
Mark Dance	Redacted	
Nate Colegrove	Redacted	
MaryAnn Colegrove	Redacted	Summit DD and your independence
David Klesic	Redacted	
Michael Ajrow	Redacted	The hearing challenged

- 11 adults and one child were in attendance from the public.
- Richard Enty, Kris Liljeblad, Alex Harnocz and Jason Popik represented METRO staff.
- Q. A customer in a wheelchair expressed a concern about being passed up by buses that are “full” but believes that able-bodied people are sitting in the front of the bus in the wheelchair priority seating area. Operators have told her that they are not legally allowed to tell other passengers they have to move to make room for her, leaving without her and making her wait

outside in the heat for the next bus. She said she is epileptic and the heat can trigger seizures. A. Kris asked her to try to record as many specifics about her trip as she can when this happens and report it to us: the route, trip time, bus number and operator description. He explained that legally operators can not force passengers to move but they are required to ask them politely to move to another seat to make room for wheel chair passengers. Then, if they cannot make room for you, they should call the Dispatcher so a Supervisor can arrange an alternative pick up.

- Q. A customer asked if the Route 3 would continue to operate on Cedar Street? A. Yes it would continue to operate on the current route except for the west end, where it would turn around on the Cordova loop and would no longer turn south on Hawkins. A new route is proposed to operate on Hawkins from Seven Stories on the north down to Rolling Acres Transit Center.
- Q. A rider complained about having a long walk down North Revere to get to the bus. She said she complained about it at our last meetings in April and no one has done anything to fix it yet. When are we going to fix this? A. Kris explained that the changes we are talking about with Driving METRO Forward are not planned for implementation until Fall 2017. This is because these are large scale changes that would benefit the majority of riders but will take a lot of time to get ready. Extending bus service to N. Revere Road is not in our plan.
- Q. A rider expressed concern about the fact that Route 9 does not run late enough. Also it has very difficult schedule connections that make it easy to miss the bus by a minute or two. A. Alex explained that in the proposed plan, Route 9 would be scheduled to run more trips later in the evening, and with greater frequency.
- Q. A rider asked what METRO's plans are for Route 101. A. Alex explained that we are proposing to end the route at the James Fisher Park and Ride on Ghent Road. This would continue to serve the heaviest ridership part of the route between RKP and Ghent Road, including Sterling Jewelers. The proposed route would no longer go up Brecksville Road through Richfield to Katherine Boulevard, which has very low ridership, on average only 3 to 4 riders per day. The rider stated that her home care clients live along that route and she would lose her ability to work for them. She said she sometimes has to pay a service for a ride on top of having to buy her monthly pass.
- Q. Is there any way that the Route 1 can be extended to run on Smith Road? Her client lives close to Smith and she now she has a 30 minute walk to reach the client's house. A. Last year METRO proposed to use Smith Road to serve the back of Summit Mall between West Market and Ghent Road. That proposal was opposed by both the City of Fairlawn and Summit Mall and we are no longer considering any route service on Smith.
- Q. A senior citizen rider expressed concern about strollers and grocery carts. She said they take space at the front of the bus that is supposed to be priority seating for elderly and handicapped riders. Most often the person with the stroller is capable of lifting it and moving but they don't. Other riders let their grocery bags occupy extra seats and are not polite enough to move them so other riders can sit down. The drivers need to make a greater effort to ask passengers to move for elderly or disabled riders, and to make more room for other riders by moving their shopping bags. A. Kris agreed with the customer that some other riders are inconsiderate and may need to be reminded by the operator and other passengers.

- Q. Have you guys ever thought about having bus monitors to assist with security and safety? She said she would be one. A. Alex said it is a great idea but METRO probably does not have room for it in the budget on a regular basis. He pointed out that METRO does conduct security spot checks to encourage good behavior.
- Q. A rider said that she loves our proposed system concept for the Akron area. The problem she has is that she would like to go to Cleveland occasionally for leisure, but our current commuter service is not convenient for evening or weekend trips to Cleveland for entertainment. A. Alex said the North Coast Expresses were specifically set up to serve work commuters, and that continues to be the primary purpose. There is no current plan to add evening or weekend trips.
- Q. Is Route 10 on Howard a busy route? A. Yes. Our proposed plan would increase the number and frequency of trips on Howard to just north of Uhler to serve the North Hill neighborhood. The State Road, Portage Trail and Tallmadge Ave parts of the #10 would also get more frequent service. We are proposing a high frequency corridor on N. Main Street, just a couple of blocks from Howard in North Hill, that would continue up State Road to a new hub at Portage Crossing.
- Q. Would Route 3 continue to run on Cedar? A. Yes – we are only proposing to change the western end of the route to end it at the Cordova Loop near the freeway. This would cut the part of the route that goes south on Hawkins, Vernon Odom and Romig Road to Rolling Acres. That part that is cut would be served by a proposed new crosstown route on Hawkins, running from Seven Stories down to Rolling Acres.
- Q. Would you require a transfer on Route 14 to get to Barberton? A. If you were going to Barberton from downtown Akron you would probably take the #8, which is proposed for a 20-minute high frequency route from 6 am to 6 pm on weekdays. Since we are proposing to break up the #14 into three parts, you would have to transfer if you chose to go that way.
- Q. Clarify “protected populations” and the pie charts. A. Alex explained that this refers to METRO’s federal guidance that requires us to analyze how our bus service affects people who are minorities, low income or elderly. The pie charts show that in most cases, our proposed service plan would improve access to our bus service for these populations, with the possible exception of the elderly, which we expect to correct in the months before implementation.
- Q. Are you planning to keep Route 51? A. Our proposal is to combine parts of Routes 51 and 53, maintaining service from Stow-Kent Plaza, down Front Street in Downtown Cuyahoga Falls, through Sutcliffe Towers and over to the Independence Turnaround.
- Q. Why does Route 17 run its loop only in the clockwise direction in the evening (after 6 pm)? A. Alex answered that he is not familiar with why the route was scheduled that way. In the proposal, the route would be scheduled to run the same way all the time, eliminating the current variations that make it hard to predict.
- Q. Several riders complained of long waits due to infrequent line ups. A. This is also an issue that we have heard complaints about from our Operators. While the current line ups help a lot of customers to transfer across our system, when a single bus is late, and a decision is made to hold the line up, it can inconvenience many customers at one time, and put pressure on the operators to try to make up time on their runs. Our proposal would allow for transfers at more locations outside of RKP, increase the number of bus trips on the most heavily used routes, and

permit all routes (that go to RKP) to meet at RKP every two hours. This should improve transfers for most of our customers as compared to the existing line ups.

Q & A from Public Meeting on June 28th, 2016

Ellet Branch Library 1:00pm

Name	Phone Number	Representing
Jim Weyrick	Redacted	Rider
Bob Panovich	Redacted	Veterans Service Commissioner
Larry Moore	Redacted	Veterans Service Commissioner

- Three members of the public attended the meeting.
- METRO staff in attendance included Richard Enty, Alex Harnocz, Robin Miller, Jarrod Hampshire, Michael Davis, and Kris Liljeblad.
- Q. Two Veterans Service Commissioners (VSC) objected to our proposed reduction of service for the #11 on Waterloo Road between S. Main and Goodwill, which links the VA Outpatient Clinic with veteran’s housing sites on E. Waterloo. The VA has to bus some vets from the Outpatient Clinic to local housing using transit passes and its own vehicles, and occasionally has to bus them to Wade Park in Cleveland. Cuts to METRO service could increase costs for them. A. Alex explained that the new #21 route which provides direct service from Downtown to DJFS and the VA Clinic has pulled riders from the #11, which already had poor productivity before. South Akron has very good service coverage with the combination of the #2, #13, #17, and #21. However, we recognize the burden that this gap in service could create for them along the Waterloo Road “Veterans Corridor.” Alex said that METRO could explore the possibility of turning the #13 or #17 at the VA Clinic instead of their current layover point at Goodwill. If there is reasonable cycle time available on either of these routes, it could offer a potential solution. If a solution for Waterloo Road cannot be found, the best option may be to use the #17 with a transfer to #21. This is a long, out of direction trip, but it could be sufficient for infrequent trips such as once or twice-a-month as many of their clients do to travel from VSC to VA Clinic.
- Q. A customer expressed interest in an express bus trip from E. Market to Summit Mall via W. Market Street. Also, an indoor transfer center on Market Street to accommodate east to west transfers on the north edge of downtown Akron would be great. A. The proposal would continue to run both the West Market and East Market buses through downtown Akron to RKP. Given increased frequency on both lines, it may be more convenient for some trips to make transfers on the north end of downtown rather than at RKP. This may support establishing more shelters along Market Street for the convenience of those customers.
- Q. A rider expressed interest in METRO continuing the X61 service to downtown Cleveland. He uses it to reach the Amtrak station. A. Although we are proposing to cut non-productive service on the North Coast route, we intend to continue our trips to Public Square in Downtown Cleveland. We propose to discontinue service east to Wade Park where GCRTA already provides high quality, frequent service.
- Q. A passenger inquired about the size of METRO’s shelters. A. Richard explained that most of the new shelters we are installing are small. This allows us to fit them in tight rights of way while still providing what our customers need.

- Q. A long-time customer expressed interest in special event service to Cleveland. A. Alex explained that we did this in the past but ran afoul of Charter regulations under FTA rules. Any line service must be regularly scheduled, open to the general public, and cannot tied to special events. He agreed that it may be worth researching how other systems operate similar services to satisfy the regulations. However, this would be a very expensive service given the long trip distance to Cleveland, and there is no guarantee we would have ridership support.

Transit Operator Input – June 14, 2016

The following comments were recorded by Robin Miller, Alex Harnocz and Kris Liljeblad from interactions with Operators in the Bull Pen between 6 and 10 am on June 14, 2016.

Summary Feedback:

- Re-route the X61 off Euclid, move it to Carnegie (though it would miss Cleveland Clinic and Cleveland State University stops).
- Re-route the X61 to E 6th Street on the return out of downtown Cleveland.
- Consider moving the proposed Portage Crossing hub to Stow Courthouse instead.
- Consider creating a park and ride near the SR 8 corridor and Steels Corner.
- Operate the 1 and 2 across the north side of downtown on Market Street without going south to the RKP Transit Center, and depend on the new, free Downtown Circulator to get to RKP instead
- Cut short the 1 at Summit Mall and extend the 50 east to Summit Mall.
- Add a West Market Express.
- Add two loops around Downtown Akron, one operating clockwise and one counter-clockwise to connect the neighborhoods around downtown.
- How will transportation for Operator relief happen to support new hubs or transfer points outside of RKP – for example at Portage Crossing, East Market or 2nd and Tuscarawas? Will METRO provide a vehicle, operate a shuttle, or pay mileage and/or travel time?
- We will need to provide security at hubs/transfer points – there are already concerns about Rolling Acres and Independence.
- We will need access to restrooms for operators at outside hubs/transfer points.
- We have existing riders who use the #2 to RKP, then do a single transfer to get to work at JR Wheel. This would be even harder if they are coming from Ellet or Goodyear Heights. Are we expecting them to transfer two or more times to get to work?
- Cutting suburban and circulator service frequency may be warranted, but those areas will want to see value for their sales tax contributions.
- We need to hold on to our existing riders on the suburban and circulator routes.
- Are we going to add service hours? That’s what the riders and the operators want.
- The 110 runs empty most of the time and is ripe for a cutback.
- The 102 should stay in north county as a circulator and connect to a hub or transfer point up north instead of going all the way down to RKP like it does now.

- Short-turning the long suburban routes is a proposal that makes a lot of sense.
- Use Call-A-Bus to fill in for the schedule cuts county-wide.
- We need to make more routine use of chasers to cover emergency needs.
- We should offer a briefing for Route Supervisors at about 11 am to 1 pm during their shift change.

METRO Road Supervisor Briefing Results - June 20, 2016

Attendees: Zeke Krizanic, Carl Ingram, Tony Jones, Michelle Herman, Alex Harnocz, Robin Miller, Jason Popik, Christopher Spielman and Kris Liljeblad

Summary Feedback:

- Long travel times on current system mentioned by social service agency staffs may be overstated; let's get more specifics before we accept the claims.
- Changes from heavily used line up times at RKP may be hard for some of our customers to adapt to. This will be a big change for regular riders who know the system.
- We need to be concerned about forcing our customers to transfer more; it may be inconvenient for many who have preferred a one-seat ride. There will be pressure to make sure the transfers work well.
- We need to work for 100% reliability for our customers, even if our adopted performance standard is lower.
- Forcing our customers to walk further to new stops may not be well-received – even if the service is more frequent. Some aren't physically able to go further.
- The demand for transit access to medical facilities at Arch and Upson is fairly heavy, and there are a lot of wheelchairs that we serve. We need to look carefully at how we can best serve these customers. E. Market Street may be too far away for some of them.
- Communicating the proposed changes to our riders will be very important and we will have to use all the available tools including staffing the transfer points during the changeover to assist customers.
- There was not much concern about the proposed cut to the 101 north of the Fisher Park and Ride lot. There was recognition that the northern part of the route is very lightly used.
- We might consider giving the small number of affected riders (by suburban cuts) a temporary monthly pass for use on Call a Bus, phased out after a set number of months.
- There was a suggestion for a crosstown route on Waterloo to provide for transfers to N-S routes. Since housing and job density is low in the surrounding areas, and there is no service there now (unlike Hawkins), ridership may be hard to attract. However, it could be part of a future expansion after we test the proposed Hawkins crosstown.
- There was concern about cutting duplicated service on N. Howard Street, forcing a walk to N. Main. We have proposed a 30-minute frequency on N. Howard up to a loop north of Uhler, which is better than existing service.
- We need to figure out where Operator relief will occur, at RKP or neighborhood hubs, and make sure facilities are available and that the schedule accommodates it.
- Changes at Summit Mall were discussed. There was support for pulling out of the stop behind the Mall and shifting service to W. Market Street.

Transportation Worker's Union Briefing - June 21, 2016

Attendees: Rick Spielman, Tony Barbitta, Alex Harnocz, Jason Popik, Robin Miller, Kris Liljeblad

Summary Feedback:

- Operator relief locations were a major concern. TWU noted that the contract currently only allows for relief at RKP and 416 Kenmore. They expressed concern that the plan would require either increased deadhead mile or relief at other locations.
- TWU was concerned with the availability of restroom facilities at hubs and other end-of-line locations. Planning noted that we know that identifying relief facilities is part of the contract and that it will be part of the discussion as we look for on- or off-street hub locations.
- TWU was concerned about requiring riders to transfer at the neighborhood hubs as compared to the current predominance of one-seat rides. Planning explained that fare policy would likely change in order to move more customers toward day passes, so paper transfers would not be required. That fact was welcomed, but their concern was more about the scheduling and operational challenges of making timed transfers work consistently at neighborhood hubs.
- Clockface headways were a concern. TWU is doubtful that trips can be operated on the same timetable consistently throughout the day.
- Total work hours were a concern. Planning explained that the proposal actually includes 1.5% growth in revenue hours at this preliminary stage. TWU was worried that if ridership did not materialize with the new system that trips and total hours would be cut.
- TWU was pleased to hear that issues such as deadhead time between 416 Kenmore and RKP could be studied and fixed as part of the planning process. They await detailed time proposals, especially for this piece of the system.
- Overall, TWU expressed displeasure at what they perceived as a disconnect between policy-level decision-making and the day-to-day reality of bus operations.

Local Jurisdiction Briefing – June 16, 2016: METRO Board Room

Attendees: Fred Guerra, Cuyahoga Falls; Valerie Wax Carr, City of Norton; Ernie Staton, City of Fairlawn; Chrissy Lingenfelter, City of Green; M Richardson, City of Hudson. METRO Staff: Richard Enty, Kris Liljeblad, Alex Harnocz, Robin Miller

Q & A Summary:

- Q. What are the expectations for the proposed new Transit Hubs like the one proposed at Portage Crossing? A. Alex said that at least one high frequency trunk route (every 20 minutes) would connect to one or more shorter neighborhood routes, allowing timed transfers between the routes. This would require space either on-street within the public right of way, or off-street in a commercial parking lot or property that METRO might acquire. It would be ideal if there are services available there for customers, and restrooms available for use by the bus operators. METRO would expect to place one or more bus shelters there along with route information, a bike rack, and trash receptacle.
- Q. How are you proposing to serve Downtown Cuyahoga Falls? Are you still planning to route buses through the existing pedestrian mall on Front Street? A. The current proposal would increase service frequency on North Main/State Road, Portage Trail and Tallmadge Avenue. Portage Trail through Downtown Cuyahoga Falls would have a bus every 30 minutes connecting between the proposed

new transfer hub at Portage Crossing and Independence Turnaround by Chapel Hill Mall. A new route would combine the 51 and 53, serving Sutcliffe Towers hourly, running through the existing mall on Front Street, up to Graham Road and out to Stow-Kent Gardens at Fish Creek Road.

- Q. How would service to the City of Norton and Norton Plaza change with the proposal? A. The proposal is to provide a new high frequency route on Kenmore Blvd from the RKP Transit Center to Downtown Barberton at 2nd and Tuscarawas. At a new transfer hub there, customers would transfer to a new route, scheduled to run every half hour north to Norton Road out to Norton Plaza, and south along Wooster Road to end at JR Wheel.
- Q. What changes are planned for route 110 in the City of Green? A. We have proposed to shorten the route at E. Market and Goodyear Boulevard where we are planning a transfer hub. This would require a transfer to a high frequency route on E. Market Street to get to Downtown Akron and the RKP Transit Center. Also, we propose to cut non-productive midday trips with poor ridership, making the 110 a commute-only route.
- Q. How will service change along the W. Market Street corridor in the City of Fairlawn? A. Route 1 is one of our two highest performing routes and it would remain mostly the same. However, we hope to standardize all service on W. Market Street rather than running into Summit Mall, to increase the frequency of service to every 20 minutes (6 am to 6 pm on weekdays), and to create a new transfer hub at Wallhaven to accommodate transfers to several neighborhood routes on Hawkins, to White Pond, and up into the Valley.
- Q. Will you continue to serve suburban job sites like those in Twinsburg, Macedonia and Northfield? A. Yes, it is our intent to preserve the most heavily used suburban commute trips and to cut the bus trips that are not being used. These are mostly in the midday. We intend to do more outreach to employers to try our best to match our commute schedule with worksite shift report times. Among the suburban routes, the 101 to Brecksville is the poorest performer, and we propose to eliminate it north of the James Fisher Park and Ride lot on Ghent Road.

Social Services Briefing - June 17, 2016; METRO Board Room

Attendees: Lola Coker, Akron Summit Community Akron; Glenda Smith, Akron Summit Community Action; Sue Lacy, Conexus; Montrella Jackson, Akron Municipal Court; Christina Hodgkinson – AMHA; METRO Staff: Richard Enty, Alex Harnocz, Kris Liljeblad

Q&A Summary:

- Q. Ms. Jackson noted that the Court was planning to construct a new building on South Broadway in downtown Akron that used to be occupied by the City Health Department. A. Planners expressed their appreciation that this facility would remain downtown where we already provide plenty of service.
- Q. Ms. Jackson noted that we do not currently serve the Crimson Terrace AMHA facility on Route 619 in Barberton, and that it is not included in the Driving Forward plan. This facility is approximately ½ mile from a #14 stop at 5th Street and Snyder Avenue. A. While we would like to directly serve all AMHA facilities, there is no clear way to turn the bus around, as this facility on the fringe of the Barberton street grid.
- Q. Ms. Jackson stated that more frequent and more direct travel times would be a welcome change in Barberton. Several of her clients travel from West Akron to the Barberton Court facility. Since they have to go into downtown Akron, wait for a transfer, and travel out to Barberton, this can take more than 2 hours. A simple appointment can turn into an all-day affair.

She was excited about and supportive of the proposed Hawkins Avenue crosstown route and the high-frequency network.

- Q. Ms. Hodgkinson noted that the proposal for the #33 eliminates the Graham/Prange diversion, which would leave the Honey Locust AMHA facility with a longer walk to transit service. A. We agreed to study if this routing could be preserved and weigh the decision along with existing ridership in the area. The stop outside of Honey Locust homes with a shelter averaged 4.5 boardings per day in April 2016.
- Q. Ms. Smith expressed a concern about how information about the changes to the system would be disseminated to existing riders, especially if this would be a dramatic change all at once. A. METRO staff shared some of the methods employed by other RTA's including: side-by-side trip planners, staff on hand at transfer locations, maps published in the newspaper, etc.
- Q. All attendees offered ideas on how to disseminate information to their clients. Ideas included:
 - Poster-sized notices at places like DJFS, County Health Dept., Job Center, etc.
 - Handouts distributed at AMHA tenant council meetings
 - AMHA can distribute information through site coordinators
 - It was noted that many of METRO's riders are in crisis situations which makes civic engagement a very low priority. It was suggested that *many* outreach efforts will be necessary to engage even a small percentage of this population.

Major Employer Briefing - July 17, 2016: METRO Board Room

Attendees: Tom Scarberry, Go Jo; Nick Mihiylov, ASW Global; Bennett Williams, Children's Hospital; Chip Preston, Spiral Brushes; and Kim Shafron, CVSR. METRO Staff: Kris Liljeblad, Alex Harnocz, Jason Popik

Q & A Summary:

- Q. Do riders have to pay a fare again when making transfers?
 - A. Kris explains no, part of the proposal is to move towards day passes which allows unlimited rides all day. Currently our day passes cost the equivalent of 2 rides (to a riders destination and back). It would make sense to purchase a day pass even if you do not plan to ride all day. A rider is paying the fare they would anyways and still gives them an opportunity to take other trips essentially for free even if they had not intended to go anywhere else. This concept that is currently available but underutilized is a great service and option for our customers.
- Q. How do we find out which routes are included in the 120 stops that are going to be eliminated?
 - A. Alex said you can see them on the maps we provided which are available in the handout and on our website. The majority of the stops eliminated would be on route 101 which is our most under performing route.
- Q. Nick said he has talked to bus riders at ASW and understands their patterns and shift times, and will discuss some options later with Alex. Some of them walk there from the surrounding job sites. A commuter type service could work. Rarely does someone get sick or need to go home early so empty daytime bus trips do not need to run.
- Q. Tom Scarberry said GoJo is primarily concerned with their site on State Rd and Steels Corners.

- A. Alex explained the adjustments to the routes during the daytime in that area, which currently do not serve the employees on the evening shift. Gojo said it looks like the day shifts will have better service and more options which is good.
- Q. When you say changes will be implemented in August 2017 does this mean phasing it in or a single big change all at once?
 - A. Alex explains that research from other agencies, including Omaha, which is about the same size as our system, suggests a single comprehensive change can be successful if it is well-planned. When we roll out the changes we will provide advance information and extra staff at RKP and other transfer points to answer questions and direct passengers to the right buses.
- Q. Tom Scarberry asked if our marketing efforts would include reaching out to employers with resources that would help their employees?
 - A. Alex said yes, this will be a multi-departmental rollout with extra outreach to assist.
- Q. Kim Shafron asked what METRO would be doing to encourage tourism. Will the Downtown Loop bus continue?
 - A. Kris said for a number of years now, the Downtown Loop bus has been scheduled around the CVSR train schedule, providing connections to Downtown, the Spaghetti Warehouse and the Zoo. The ridership has been historically very poor. A new Downtown Circulator called DASH will start running in August every 10 minutes during the day from the RKP Transit Center, through downtown to the University of Akron. Although it will not go to the Northside Station, it will serve much of the same area as the existing Downtown Loop. It may eventually replace the Downtown Loop route.
- Q. Kim said there is a lack of signage in the Northside Station area to assist visitors find their way to destinations in the city. This is not just a transit issue but a city issue.
 - A. Kris suggested that as activity grows at the new Marriott Hotel adjacent to the station, their new stairway up to the Luigi's restaurant level will help draw people up the hill, where they will be able to see the downtown skyline.
- Q. Does this proposed plan take into account the future state route 59 closure?
 - A. Alex said that while it is not current in the plan it is definitely a consideration. At the moment the City does not have a specific proposal for what will be developed in the reclaimed right of way or how it will change. So we will have to wait to plan for that change later.
- Q. In response to a statement that METRO staff want to reach out to anyone interested in discussing our proposed system changes, it was suggested that we might want to contact the Stow Chamber of Commerce for information and suggestions regarding businesses in their area.

[See also - *Cuyahoga Falls High School hosts Transition Fair Feb. 12* ([news%20local/2015/01/18/cuyahoga-falls-high-school-hosts-transition-fair-feb-12/?recommended=1](#))]

Driving METRO Forward is a project to redesign METRO's entire 35-route bus system to meet the changing needs of the Akron metropolitan area. Proposed changes will be implemented in Fall 2017. The goals of Driving METRO Forward are to match service to modern travel patterns, strengthen network structure, simplify routes, foster a transit-first lifestyle, and build financial stability.

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10 Shocking Things That You Can Donate To Charity
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(http://offbeat.topix.com/quiz/17197?utm_source=taboola&utm_campaign=17197&tpx_term=G3OJB7VJ7J8J228B&cvar=tm2i-4r3-6L06M2N6JTUICQAU&utm_source=taboola&utm_medium=referral)

96% Can't Pass 5th Grade English Quiz
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(http://futureof.news/episodes/amlie-ferris-rotman-2?utm_campaign=refdotonamlieferris2&utm_source=taboola&utm_medium=sctb_amlieferris_20160622)

Women journalists in Afghanistan refuse to be silent.
FutureOf.News

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10 Horrifying Wildlife Creatures That Will Give you Nightmares
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The Worst Heisman Trophy Winners to Ever Play in the NFL
Worthy.com

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15 Must Have Gadgets of 2015
Todaysinfo.net

(http://www.todayinfo.net/15-best-rated-smart-home-gadgets-of-2015?utm_source=taboola_gadgets&utm_campaign=taboola_gadgets)
(http://www.timetobreak.com/1164011/15-of-the-most-hilariously-ironic-pictures-ever?utm_source=taboola&utm_medium=referral)

15 Of The Most Ironic Pictures You Will Ever See
TimeToBreak

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NEED TO GET OUT OF THE HOUSE? CLICK HERE!

METRO Regional Transit Authority to host meeting at Cuyahoga Falls Library June 22

Published: June 17, 2016 3:14 PM

METRO Regional Transit Authority (METRO) is hosting a second phase of public meetings as part of its Driving Forward initiative, including one in Cuyahoga Falls June 22.

The meetings will be:

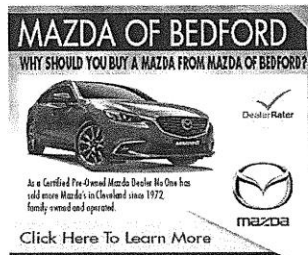
/ June 22, at 12:30 p.m. - Cuyahoga Falls Library, 2015 3rd St., Cuyahoga Falls

/ June 22 at 4 p.m. - Highland Square Library, 807 W. Market St., Akron

/ June 23 at 11 a.m. - Akron-Summit County Main Library, 60 S. High St., Akron

[See also - [Woodridge Local Schools to send Columbus second 'bill' for money lost to charter schools](#) (/news%20local/2016/01/17/woodridge-local-schools-to-send-columbus-second-bill-for-money-lost-to-charter-schools/?recommended=1)]

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/ June 27 at 10 a.m. - Robert K. Pfaff Transit Center, 631 S. Broadway St., Akron

/ June 27 at 4 p.m. - Robert K. Pfaff Transit Center, 631 S. Broadway St., Akron

/ June 28 at 1 p.m. - Ellet Branch Library, 2470 E. Market St., Akron.

Meetings will include a presentation of a first-draft service map and a discussion of project goals. There will be an opportunity to view proposed route changes and provide feedback to METRO staff. If community members are unable to attend, they are encouraged to contact METRO's Planning Department with comments and ideas at DrivingForward@akronmetro.org. To learn more about the project, visit www.akronmetro.org/driving-forward.aspx (<http://www.akronmetro.org/driving-forward.aspx/>). JJJ

1 of 2

No way out to the suburbs

Driven by a close examination of ridership, Metro RTA is refining plans for the regional bus system's first major route changes since 1998. In a recent series of public meetings, planners outlined sweeping changes focused on delivering more frequent service on core routes in Akron, Barberton and Cuyahoga Falls. Yet to deliver that improved service, Metro is looking at curbing costly, inefficient routes in the county's outer suburbs.

For some two-thirds of the system's riders, everyday tasks such as getting to work, school and appointments will become easier. Instead of waits between buses of 30 minutes to 40 minutes, most riders will experience a 20 minute wait, a frequency now achieved just on the most productive routes, along West Market Street to Montrose and along South Arlington Street into Green.

With its plan to upgrade service, Metro RTA exposes that gap between jobs and workers

Those riders will have more night and weekend hours of bus service, too. They will benefit from more efficient cross-town travel through transfer hubs, eliminating trips to the transit center in downtown Akron.

Although final plans are not expected to be unveiled until September, ridership and budget numbers appear to be steering Metro away from a decade of largely unproductive expansion into the growing suburbs. When new routes go into effect next year, the public transit options for those seeking destinations in the outer suburbs will be reduced or nonexistent. The likelihood is, about 5 percent of the system's

riders will be disadvantaged. (About 30 percent will see around the same level of service.)

The Metro choices reflect data on operator hours, the biggest costs and ridership. They show that the 77 percent of operator hours spent driving on core routes attracts 93 percent of the system's riders, while the 12 percent spent on purely suburban routes attracts just 2 percent, a money-losing proposition.

Unfortunately, while Metro's plans benefit the larger share of existing customers and may attract additional riders, the new routes leave many in the local workforce facing a familiar challenge. Studies by the Federal Re-

serve Bank of Cleveland and the Fund for Our Economic Future point to the growing and troublesome gap between urban workers and job opportunities, many of which are in the suburbs.

For such workers, a long bus ride or the expense of owning a car often poses an insurmountable barrier. A conversation on how better to connect workers with jobs must continue and extend beyond discussions about the bus system to include ways to reverse suburban sprawl and develop new jobs in the city.

To its credit, Metro RTA is reaching out to suburban businesses to learn more about the size of the workforce and shift times, with the potential to devise new options. The challenge is to think creatively about connecting workers to available jobs, the result being a healthier regional economy and quality of life.

OUR OPINION

Safety Committee

July 19, 2016

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

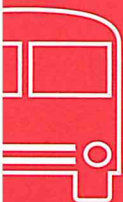
From: Christine Hoffer, Director of Human Resources

RE: June 2016 Safety and Security Report

METRO employees were involved in 8 accidents during June 2016, 1 from SCAT and 7 from line service. One (1) accident was classified as Non-Preventable and seven (7) as preventable. While 2 employees having preventable accidents were unavailable, the remaining operators met with Manager of Safety Quentin Wyatt. The onboard video of the accident was reviewed and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed. As a result of accidents in May and June, 4 operators will undergo refresher training on June 28th. In addition every employee received a letter discussing the increase in preventable accidents, safety tips and policy reminders.

Manager of Safety Quentin Wyatt attended the Risk Management Seminar sponsored by the America Public Transportation Association in Albany, NY, June 12-15. The seminar provided safety professionals with the latest developments in technology, markets and trends with updates on insurance issues as well as discussions on a variety of current topics through a series of interactive sessions and panel discussions.

In June the Akron Police and the Summit County Sheriff's responded to (12) documented incidents at the Transit Center. The incidents resulted in (4) adult arrests and (0) juvenile arrests. The arrests ranged from disorderly conduct and warrants. Akron Fire and EMS responded to the Transit Center on (5) occasions to assist passengers with medical issues. (2) individuals were transported to Detox from the Transit Center.



Human Resources Committee

July 19, 2016

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Saundra Foster, Board President
Board Members

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Rail Operations Committee

Other