



Board of Trustees  
Committee & Board  
Packet  
**May 25, 2016**

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

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

DATE: May 18, 2016

RE: MONTHLY UPDATE

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		(3,801,088.04)	-100.00%
Jul	3,589,732.56	3,640,092.96		(3,640,092.96)	-100.00%
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%
<b>Total</b>	<b>42,168,537.74</b>	<b>44,190,359.74</b>	<b>18,447,736.87</b>	<b>(25,742,622.87)</b>	<b>-58.25%</b>
	<b>2014</b>	<b>2015</b>	<b>2016</b>		
Jan - May	17,078,584.56	17,840,354.60 4.46%	18,447,736.87 3.40%	607,382.27	

Cash sales tax receipts for May reflect continued growth and year-to-date receipts are ahead of last year at this time. As shown later in this report, for April 2016 METRO experienced 8 total accidents divided evenly between Line Service and Paratransit; just two were preventable, both on Line Service. In April 2015 METRO also had two preventable accidents, both on Line Service. Paratransit has had zero preventable accidents the past two Aprils. YTD total accidents are slightly down, 35 v. 36 in 2015; YTD preventables are up by 4 (36%) 15 v. 11 YTD in April 2016. April Line Service ridership is up by a small fraction. YTD total ridership is up very slightly with Paratransit showing a healthy 3% gain.

The following resolution will be presented at the May Rail Operations Committee meeting.

<u>Committee</u>	<u>Resolution Number</u>	<u>Authorizing</u>
Rail Operations	2016 – 8	Bergmann Associates to Conduct a Rail Visioning Study

### Leadership Team Update

METRO is pleased with the progress of the ongoing construction around its 416 Kenmore Boulevard campus. Concrete replacement of roadways around the immediate bus barn entrances is well underway. All departments are again pitching in on this effort with Operations and Maintenance working very closely together to coordinate the pull-in and pull-out bus routings which can often change several times in just one day. METRO’s Operators, Operations and Maintenance Leaders and Supervisors, Safety Manager and our contract workers are to be commended for their high degree of teamwork and attention to safety.

I attended eight of the thirteen Driving METRO Forward public meetings. I visited one of the two input METRO operator input sessions as well. METRO Planning staff led this effort and was assisted in hosting these meetings by staff from all departments. All are to be commended for the outstanding organization, teamwork and dedication to ensuring that all citizens and riders could voice their ideas on future changes. METRO’s website will continue to be an important way for two-way communication on this key initiative. A summary of what was heard at those meetings is included later in this report.

METRO continues preparations for launching one of its two Downtown Akron Circulator routes, in conjunction with University of Akron. Several weeks ago METRO Trustee Scott Meyer joined two University of Akron Vice Presidents and their transportation experts and METRO staff, in riding one of our new circulator buses along the route linking downtown with the University. Following the ride, all parties were satisfied that the route would go forward and subsequent meetings will be held to finalize the details. Molly Becker and Kris Liljeblad have jointly led this project and have engaged staff from various departments to bring it to this point, with De Havilland McCall and the Operations Department having a major part in the planning and implementation. Additional fundraising, promotion, branding, establishing stops and getting final approvals from the City of Akron are next.

With Summer approaching METRO is gearing up for a variety of events. Led by our Marketing & Communications Department they include nearly a dozen “Touch-a-Truck” and Safety Town events. METRO is also preparing for “Dump the Pump” week with a fare-free promotion during the week of June 13<sup>th</sup>. This will likely also include a challenge to “Ride Public Transit” for key employers, something that Akron Mayor Dan Horrigan expressed interest in participating.

Last week I held an informal meeting with Jim Frick, Sales Director at Greater Cleveland RTA responsible for signing up employers for their Commuter Advantage Program. Programs like that are supported by Federal tax law. Employees enroll in payroll deduction plans to prepay transit fares on a before-tax basis. They save on FICA and Federal and State payroll and income taxes on the amount established for transit fare media purchase. Employer's payroll cost is reduced as payroll taxes do not apply to the amount set aside, since it's treated as a benefit. More than 700 companies and organizations and nearly 14,000 employees now participate in Commuter Advantage, which includes a guaranteed ride home feature.

As METRO evolves into a transit system that more employees can use, especially downtown workers, something like RTA's Commuter Advantage Program can help grow ridership here. For more on that and other ridership boosting programs visit <http://www.riderta.com/programs/commuteradvantage>; <http://www.riderta.com/commuteradvantage/participants>

In last month's report I mentioned METRO's participation in the April 19-21 Ohio Public Transit Association Annual Meeting, including participation in a Legislative Day, where Dean and I met with Representative Emilia Sykes. Following our meeting with Rep. Sykes Dean Harris and Medina County Transit GM Mike Salamone met with Rep. Steve Hambley and I met with State Sen. Tom Sawyer. Rep. Sykes and Sen. Sawyer were updated on METRO activities and look forward to visiting our property as part of our Dump the Pump and/or new facility ribbon cutting ceremony. Conference sessions were well-attended and offered METRO staff opportunities to get better acquainted with ODOT and Federal Transit Administration officials. In one session, ODOT recognized De Havilland McCall, Director of Operations, and presented her with a certificate commemorating her 25 years of service to METRO.

You may recall from last month's report the mention of dozens of illegal trespassers crossing the CSX main line railroad tracks near the RKP Transit Center. This occurs because there is absolutely no way for pedestrians, or even motor vehicles, to cross these CSX tracks from E. Mill St. all the way to E. Thornton St., a distance of 3,600 feet/0.68 mi. This is the longest stretch of grade separated transportation right-of-way, highway or railroad, anywhere in downtown. In illegally crossing the CSX tracks near RKP pedestrians are simply taking the shortest route to Community Support Services buildings on Cross St. and Wolf Ledges. If they had to cross legally over the E. Thornton St. Bridge, it would be a distance of 2,750 feet/0.52 mi. Their distance to CSS across the tracks is just 360 feet/.07 mi. Timewise, this equates to a difference of 15 min. versus 5 min. for the legal and illegal crossings, respectively.

During the OPTA conference I spoke with AMATS Acting Director Curtis Baker and ODOT Administrator for Transit Chuck Dyer about possible funding for a solution to this very hazardous situation. (Prior to the conference I had contacted City of Akron Service Director John Moore to ensure that the City was not opposed to my holding such talks; John said the City was not opposed.)

To address this safety and quality of life matter would involve a range of options, all of which would include addition of signs warning against trespassing and new fencing along the railroad right-of-way. By just fencing the right-of-way, something that CSX has said it would support but not pay for, would force people to walk the longer distance via E. Thornton or ride the Route #13, which runs roughly every 20 or 40 min. depending on time of day. Two other options are to build a bridge over CSX, something that CSX in preliminary talks said it would support but not fund, or to build a surface/at-grade crossing, something CSX said it would not allow. The cost of just building the fence would be relatively minimal. To install fencing and an at-grade crossing would be at least \$250,000 and possibly as much as \$750,000. To install fencing and construct a bridge would cost on the order of about \$10 million, per preliminary cost estimates by GPD.

I recently spoke in person with former Interim Mayor/Councilman Jeff Fusco, who observed and was alarmed by this unsafe situation some months back. I informed him that METRO was going to contact the City through him about this, highlighting what is noted above about walk distances. I said that METRO would do what it could to support further steps but that METRO could no longer be the lead on this; the City would have to make this a priority in order to engage ODOT, PUCO, and CSX. Councilman Fusco said he would await our communication.

On May 15 – 18 six staff plus one Board member are representing METRO staff at the American Public Transportation Association 2016 Annual Bus and Paratransit Conference in Charlotte, NC. Besides numerous technical and committee sessions, this event includes the International Bus Operator Rodeo. It has been a few years since METRO has sent an operator to the Rodeo, largely because METRO could not hold one in order to select a champion due to construction at our 416 Kenmore Blvd. campus. Upon completion of construction, METRO can again hold its own Rodeo or may send an operator to a statewide Rodeo should that be re-established.

In closing, I'd like to report that the following individuals were elected by the OPTA Board and announced at the Conference as leading OPTA for the coming year:

The following persons were elected to a one year term effective immediately:

- |                                |   |
|--------------------------------|---|
| President                      | <b>Kirt Conrad, CEO</b> - Stark Area Regional Transit Authority               |
| Vice President                 | <b>W. Curtis Stitt, President/CEO</b> - COTA - Central Ohio Transit Authority |
| Secretary/Treasurer            | <b>Dwight Ferrell, CEO/General Manager</b> - SORTA/METRO                      |
| Vice Pres. Small Rural Systems | <b>Carrie Woody, Transit Director</b> - Lancaster-Fairfield Public Transit    |
| Vice Pres. Associate Members   | <b>Blair Taseff, Regional Sales Manager</b> - TESCO                           |
| 2nd Vice Pres. Assoc. Members  | <b>Barbara Rhoades, CEO</b> - Ohio Transit Risk Pool                          |

These newly-elected OPTA Executive Officers will hold their upcoming full board/member meeting on Monday, July 11, 2016 in Columbus, Ohio. Toledo Area RTA GM Jim Gee steps down after having led OPTA for the past 2 years.

#### The Operations Department reports for April:

Training hours: 2318

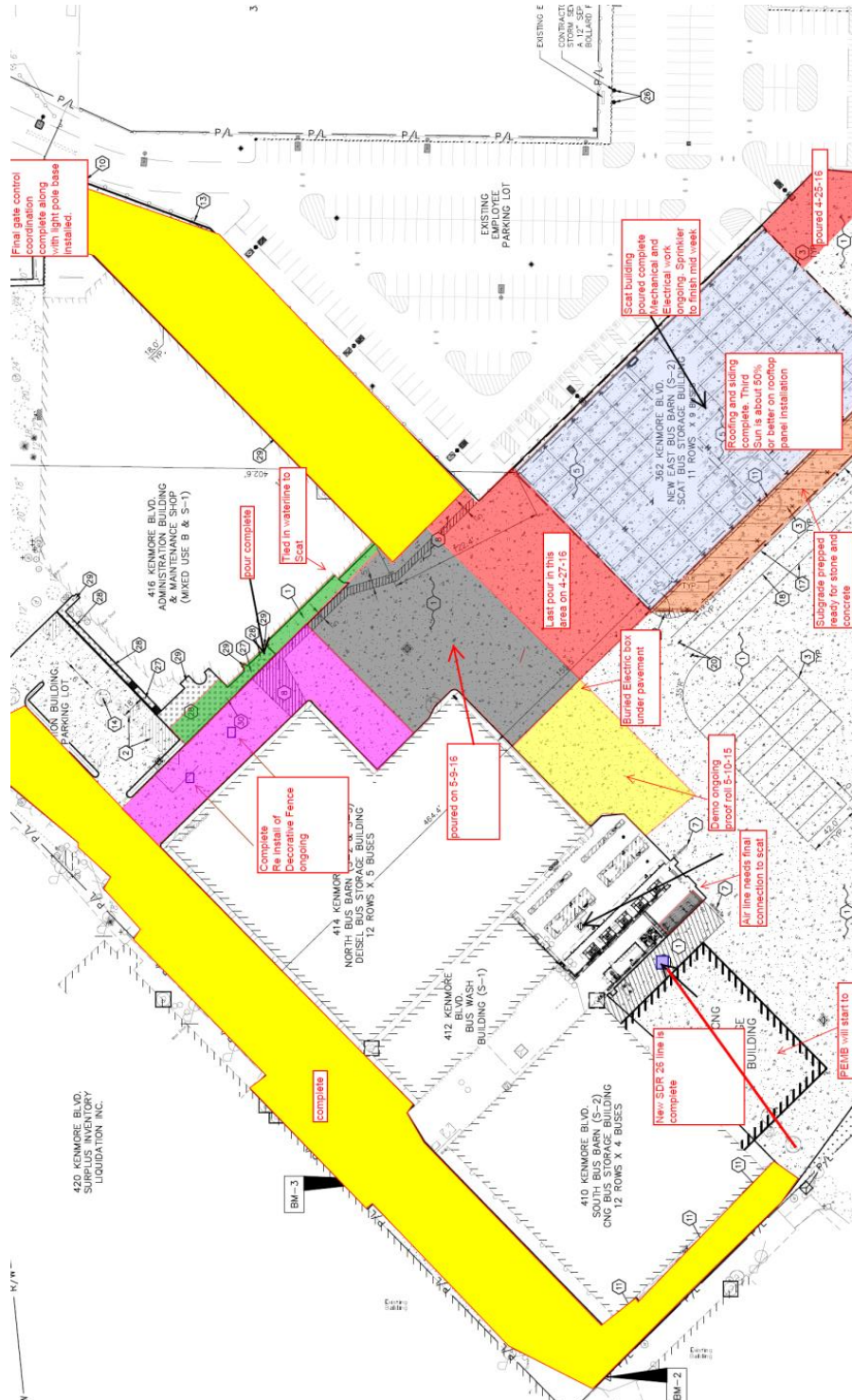
- > April 3 - First day of Spring Sign 2016 Up.
- > April 4 - Operator new hires first day. Class 4-16 is comprised of 14 student operators.
- > April 11 - Attended Montrose Layover meeting held by Planning Department.
- > April 13 - Attended Planning Days Days in the Bullpen.
- > April 13 - Attended Leadership Team Meeting in The Cabin at Cascade Plaza.
- > April 18 - Participated in RKP Transit Center Space Upgrade Meeting.
- > April 19-21 - Attended OPTA Conference in Columbus. Recognized by ODOT for 25 years of service.
- > April 24 - Operations Department Staff Meeting. Jarrod Hampshire, Dir. of Maint., was the Guest.
- > April 27 - Attended Urban League Scholarship Luncheon

Please see following pages for Monthly Reports for the Maintenance Department and the Customer Service/SCAT Department

# METRO MAINTENANCE

## MAY 2016 UPDATE

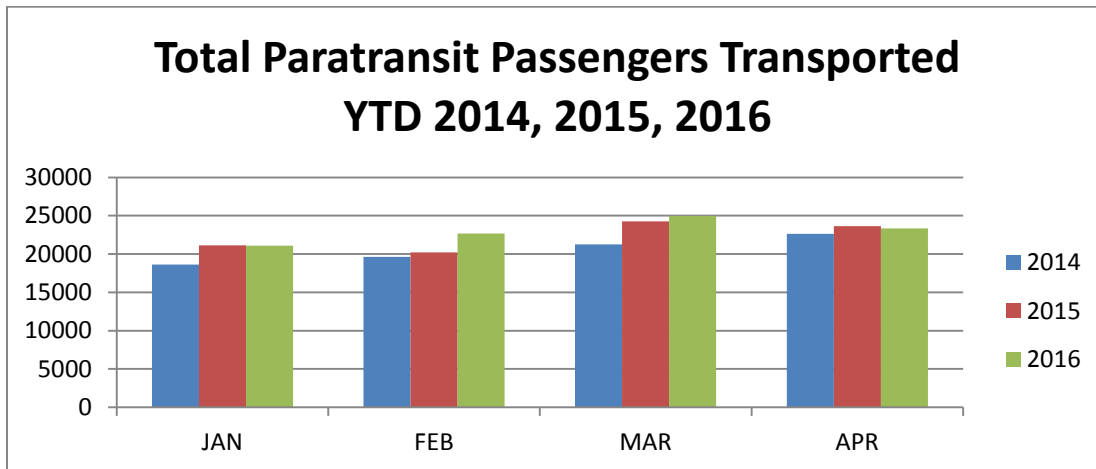
- Construction continues, below is a map showing the concrete phasing.
- The new east barn is currently being utilized for bus storage.
- Work continues on our public CNG fueling station – Est. Completion May 2016
- In coordination with Operations, Maintenance is working to help provide vehicle traffic alternatives during construction. This is truly a team effort as there has been no disruption in service.



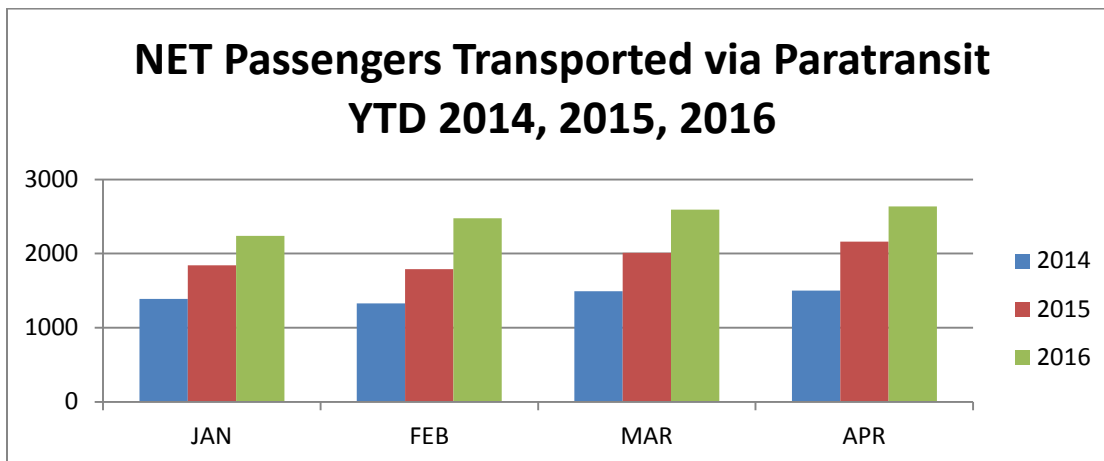
**May 2016 Board Report covering Customer Service and Paratransit activities in April 2016:**

During April 2016, we transported an average of 1,082 weekday passengers, in a 21 weekday month. In comparison, March 2016 was a 23 weekday month and we transported an average of 1,063 weekday passengers. Going back a year in April 2015, we transported an average of 1,049 weekday passengers, in a 22 weekday month. The need and desire for paratransit transportation continues to grow in Summit County; this trend is mirrored throughout the country.

The graph below shows total paratransit passengers transported in the first four months of 2014, 2015 and 2016. These passengers are transported under a number of different programs, including; ADA, SCAT Senior, SCAT Temporary, Title III, Summit County Developmental Disabilities Board, and the Non Emergency Transportation (NET) program through Department of Job & Family Services. **Please note:** for those who cannot see color, the bars are in consistent order 2014, 2015 and 2016 for each month.



This graph shows the growth in the NET (Non Emergency Transportation) program. Through a contract with DJFS we provide transportation to medical appointments for Medicaid eligible clients. The graph shows the increase in clients using this program during the first four months of 2014, 2015 & 2016:



As part of the NET contract, a representative from DJFS came out to perform our annual audit on our processes, and our policies and procedures for operating our paratransit service. The audit includes looking at random trips to ensure compliance to the contract. The paratransit passenger survey we conducted in 2015 was also reviewed by our DJFS Auditor. She was very pleased with the survey, as well as our results. She also suggested to another provider that they conduct a survey similar to ours.

Our Mobility Specialists performed 25 wheelchair weight and inspections, 9 trainings and presentations, conducted 32 courtesy calls to new paratransit riders and filed 80 Service Desk Reports. Overall within Customer Service in the month of April we developed new training programs and administered those programs totaling 48.25 hours in training our own Customer Service personnel.

Customer Service also promoted two internal candidates, Shannon Briggs was promoted from Customer Service Specialist to the Customer Service Supervisor at the RKPTC and Ynez Young was promoted from Customer Service Clerk to Customer Service Specialist. We also lost a Part-Time Customer Service Clerk, Michelle Felix, to the new class of Operators. We wish all three of our family the very best in their new positions. BAM



**MONTHLY BOARD COMMITTEE MEETING AGENDAS  
VERNON LANE ODOM BOARD ROOM  
WEDNESDAY, MAY 25, 2016  
8:00 A.M.**

**8:00 A.M. FINANCE COMMITTEE**

- 1) April 2016 Finance Report
- 2) Other

**8:05 A.M. MARKETING AND SERVICE PLANNING COMMITTEE**

- 1) April 2016 Performance Report
- 2) Status of *Driving METRO Forward* - Transit Network Update
- 3) Marketing Update
- 4) Other

**8:25 A.M. RAIL OPERATIONS COMMITTEE**

- 1) Resolution 2016 – 08 Authorizing the Bergmann Assoc. Rail Visioning Study Task Order
- 2) Akron Secondary Rehabilitation Update
- 3) Other

**8:35 A.M. SAFETY COMMITTEE**

- 1) April 2016 Safety & Security Report
- 2) Other

**8:40 A.M. HUMAN RESOURCES COMMITTEE**

- 1) April 2016 Human Resources Report
- 2) Draft Revision of METRO RTA Board of Trustees Bylaws
- 3) Other

**8:50 A.M. ADJOURN**

**MONTHLY BOARD MEETING AGENDA  
VERNON LANE ODOM BOARD ROOM  
WEDNESDAY, MAY 25, 2016  
9:00 A.M.**

**ITEM 1: CALL TO ORDER:**

**ITEM 2: AUDIENCE PARTICIPATION:**

Any individual or representative of a group may take two (2) minutes to address the Board on any topic on the agenda. Anyone desiring more time than provided herein, shall notify the Secretary-Treasurer by the 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.

**ITEM 3: RECOGNITION:**

**ITEM 4: BOARD MINUTES:**

\*Approval of Board Meeting Minutes of March 30, 2016

**ITEM 5: COMMITTEE REPORTS & RESOLUTIONS:**

**Finance Committee**

Chair Report

**Marketing & Service Planning Committee**

Chair Report

**Rail Operations Committee**

Chair Report

\*Resolution 2016-08 authorizing Bergmann Associates to conduct the Rail Vision Study to determine a suitable institutional structure outside of METRO for the disposition of METRO rail assets.

**Safety Committee**

Chair Report

**Human Resources Committee**

Chair Report

**ITEM 6: EXECUTIVE SESSION**

**ITEM 7: OTHER BUSINESS:**

**ITEM 8: OFFICERS' REPORT:**

- President
- Executive Director

**ITEM 9: CALL FOR ADJOURNMENT:**

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

*Next scheduled meeting – June 29, 2016*

**METRO RTA  
BOARD MINUTES  
WEDNESDAY, MARCH 30, 2016**

**Trustees Present:** Stephan Kremer, S. Meyer, Elizabeth Britton, Jack Hefner, Heather Heslop Licata, Will Lutz, David Prentice, Chuck Rector, Robert De Journette,

**Trustees Absent:** Saundra Foster, Nicholas Fernandez, Renee Greene

**Staff Present:** Richard Enty, Dean Harris, Kris Liljeblad, Chris Hoffer, Bambi Miller, De Havilland McCall, J. Saylor, Claire Merrick, and Jason Popik.

**Guests Present:** Reggie McGuire

**CALL TO ORDER**

Mr. Meyer called the meeting to order at 9:25 a.m.

**AUDIENCE PARTICIPATION**

None

**RECOGNITION**

Operator Martha McGuire was recognized for Twenty-Five Years of safe driving. She was presented with a plaque and had her picture taken with Mr. Richard Enty, Executive Director, Ms. De Havilland McCall, Director of Operations, and Mr. Jamie Saylor, Chief Dispatcher. Ms. McCall thanked her for her dedicated service to METRO.

**APPROVAL OF MINUTES**

Mr. Meyer asked for a motion to approve the February 24, 2016 minutes. Mr. Kremer made a motion for approval, seconded by Mr. Prentice. The minutes were unanimously approved by the Board.

## **FINANCE COMMITTEE**

Mr. Meyer said the Finance Committee did meet. The Finance Report for February 2016 was reviewed at the Committee meeting and everything was in order.

Resolution 2016-07 amending the University of Akron METRO Zip Agreement for the Downtown Circulator was presented for approval. Mr. Hefner made a motion for approval, seconded by Mr. Kremer. Resolution 2016-07 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. Mr. Lutz thanked Mr. Liljeblad and Ms. Merrick for their reports.

## **RAIL OPERATIONS COMMITTEE**

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

## **SAFETY COMMITTEE**

Mr. Prentice said the Safety Committee did meet. Mr. Prentice reported that there were nine accidents in February, six of them were non-preventable. No further action necessary.

## **HUMAN RESOURCES**

Ms. Licata said the Human Resources Committee did meet. Ms. Hoffer gave a brief summary of the Employee Survey.

## **EXECUTIVE SESSION:**

None

## **OTHER BUSINESS**

Mr. Kremer, who was Chairman of the Nominating Committee reported that it was agreed to keep the present slate. Ms. Foster remains as President, and Mr. Meyer, Vice President. Mr. Kremer made a motion to approve slate, seconded by Mr. Prentice. The decision was unanimously passed by the Board.

**OFFICERS' REPORT**

**President:** None

**Executive Director:** None

**ADJOURNMENT**

There being no other business to come before the Board, the meeting was adjourned at 9:30 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.

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**SCOTT C. MEYER**  
**VICE PRESIDENT**

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**RICHARD M. ENTY, EXECUTIVE**  
**DIRECTOR/SECRETARY-TREASURER**

# Finance Committee

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CONSOLIDATED INCOME STATEMENT REPORT

SCHEDULED & SCAT SERVICES

METRO Regional Transit Authority

April-16

CURRENT MONTH				YEAR TO DATE						
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	YTD % CHANGE	
336,415	353,000	344,543	-4.7%	Passenger Fares	1,382,033	1,391,000	1,385,350	-0.6%	-0.2%	
35,719	38,000	30,668	-6.0%	Advertising Revenue	140,086	152,000	140,342	-7.8%	-0.2%	
<u>372,134</u>	<u>391,000</u>	<u>375,211</u>	<u>-4.8%</u>	Total Operating	<u>1,522,119</u>	<u>1,543,000</u>	<u>1,525,692</u>	<u>-1.4%</u>	<u>-0.2%</u>	
407,734	92,600	187,165	340.3%	Non-Transportation	605,496	227,800	819,547	165.8%	-26.1%	
6,647	5,000	340	32.9%	Rail Related Revenue	33,433	19,000	28,035	76.0%	19.3%	
				Local Subsidy						
3,284,973	3,455,000	3,140,622	-4.9%	METRO Tax	14,753,518	15,020,000	14,401,728	-1.8%	2.4%	
80,322	60,000	58,756	33.9%	Local Contracted Services	354,230	220,000	219,745	61.0%	61.2%	
14,870	14,000	15,987	6.2%	State Subsidy	55,980	56,000	63,196	0.0%	-11.4%	
0	0	637,977	0.0%	Federal Subsidy	41,196	0	637,977	#DIV/0!	-93.5%	
<u>4,166,680</u>	<u>4,017,600</u>	<u>4,416,058</u>	<u>3.7%</u>	TOTAL REVENUES	<u>17,365,972</u>	<u>17,085,800</u>	<u>17,695,920</u>	<u>1.6%</u>	<u>-1.9%</u>	
				EXPENSES						
1,745,358	1,806,367	1,682,854	-3.4%	Wages and Salaries	6,862,819	7,135,392	6,477,923	-3.8%	5.9%	
1,172,692	1,129,712	938,560	3.8%	Fringe Benefits	4,376,371	4,297,665	3,317,384	1.8%	31.9%	
166,342	225,734	162,025	-26.3%	Services	789,945	916,536	806,856	-13.8%	-2.1%	
222,934	265,266	213,728	-16.0%	Materials and Supplies	1,119,433	1,051,564	935,682	6.5%	19.6%	
116,943	200,417	231,687	-41.7%	Fuel	596,165	801,668	961,732	-25.6%	-38.0%	
88,801	89,900	98,481	-1.2%	Utilities	318,071	360,600	262,203	-11.8%	21.3%	
97,923	118,100	107,088	-17.1%	Casualty and Liability	422,783	472,400	393,035	-10.5%	7.6%	
151,162	113,100	104,029	33.7%	Purchased Transportation	570,328	452,400	358,053	26.1%	59.3%	
58,313	59,580	45,631	-2.1%	Other Expenses	205,188	231,320	170,785	-11.3%	20.1%	
<u>3,820,468</u>	<u>4,008,176</u>	<u>3,584,083</u>	<u>-4.7%</u>	TOTAL OPERATING EXPENSES	<u>15,261,103</u>	<u>15,719,545</u>	<u>13,683,653</u>	<u>-2.9%</u>	<u>11.5%</u>	
<u>346,212</u>	<u>9,424</u>	<u>831,975</u>	<u>3573.7%</u>	NET INCOME (LOSS) Before Depreciation	<u>2,104,869</u>	<u>1,366,255</u>	<u>4,012,267</u>	<u>54.1%</u>	<u>-47.5%</u>	
3,368	3,368	3,047	0.0%	Depreciation Operating	12,509	12,506	12,188	0.0%	2.6%	
765,966	762,966	681,508	0.4%	Depreciation Capital	3,051,166	3,051,166	2,782,266	0.0%	9.7%	
4,589,802	4,774,510	4,268,638	-3.9%	TOTAL EXPENSES	18,324,778	18,783,217	16,478,107	-2.4%	11.2%	
<u>(423,122)</u>	<u>(756,910)</u>	<u>147,420</u>	<u>44.1%</u>	NET INCOME (LOSS) After Depreciation	<u>(958,806)</u>	<u>(1,697,417)</u>	<u>1,217,813</u>	<u>-43.5%</u>	<u>-178.7%</u>	

METRO Regional Transit Authority  
Apr-16

CURRENT MONTH					YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	FRINGE BENEFITS	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE
501,488	449,260	300,344	11.6%	P E R S	1,452,052	1,501,284	1,177,863	-3.3%
470,989	428,590	423,073	9.9%	HOSP-MEDICAL	2,059,451	1,714,360	1,436,010	20.1%
22,000	8,676	5,473	153.6%	DENTAL	52,200	34,704	23,473	50.4%
2,115	5,239	2,086	-59.6%	LIFE-INS	8,236	20,959	7,778	-60.7%
0	1,000	980	0.0%	UNEMPLOYMENT	776	3,000	4,592	-74.1%
51,917	66,843	84,006	-22.3%	W. COMPENSATION	156,651	269,267	105,777	-41.8%
10,740	3,927	4,002	173.5%	SICK LEAVE	52,763	15,708	23,784	235.9%
29,908	38,533	27,727	-22.4%	HOLIDAY PAY	265,623	302,057	246,363	-12.1%
79,730	105,347	88,684	-24.3%	VACATION PAY	268,139	357,138	281,342	-24.9%
2,703	21,477	1,478	-87.4%	UNIFORM ALLOWANCE	57,187	75,908	7,582	-24.7%
1,102	820	707	34.4%	OTHERS *	3,293	3,280	2,820	0.4%
<b>1,172,692</b>	<b>1,129,712</b>	<b>938,560</b>	<b>3.8%</b>	<b>TOTAL FRINGE BENEFIT:</b>	<b>4,376,371</b>	<b>4,297,665</b>	<b>3,317,384</b>	<b>1.8%</b>

METRO REGIONAL TRANSIT AUTHORITY  
Balance Sheet  
April

ASSETS	2016	2015	LIABILITIES AND CAPITAL	2016	2015
<b>Current Assets:</b>					
Cash	15,118,006.89	16,944,181.50	Accounts Payable	720,603.35	299,729.46
Short Term Investments	10,381,405.03	10,131,404.94	Accrued Payroll	1,861,515.43	2,339,915.15
Capital Fund (Restricted)	7,506,319.55	6,506,359.55	Accrued Payroll Liabilities	598,704.69	826,972.92
Bond Reserve Fund (Restricted)	0.00	105,000.00	Capital Contract Payable	0.00	0.00
Rainy Day Fund (Restricted)	9,074,196.43	7,509,596.57	Short Term Debt	0.00	0.00
Receivables:			Other	408,596.41	199,695.00
Trade, Less allowance	323,428.27	225,499.53			
Federal Assistance	0.26	0.26	Total Current Liabilities	3,589,419.88	3,666,312.53
State Assistance	0.00	0.00			
			Other Liabilities:		
Sales Tax Receivable	6,830,758.79	6,686,994.71	Long Term Debt	0.00	0.00
Material & Supplies	1,524,898.06	1,066,043.22	Other Estimated Liabilities	1,000.00	1,000.00
Prepaid Expenses	2,041,710.39	1,926,182.38	Deferred Capital grant	0.00	0.00
Total Current Assets	52,800,723.67	51,101,262.66	Total Other Liabilities	1,000.00	1,000.00
Property, Facilities & Equipment					
Construction in Progress	8,323,603.57	15,613,614.80			
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	47,264,929.57	50,110,268.81
Transportation Equipment	68,253,262.20	64,656,737.00	Accumulated Earnings	92,636,475.83	83,228,969.61
Other Equipment	8,571,619.35	11,270,506.93			
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	7,702,622.82	5,751,164.74			
Total	152,932,324.76	146,455,658.01	Total Grants & Accumm Earnings	139,901,405.40	133,339,238.42
Less allowance for depreciation	(62,274,580.37)	(60,656,279.72)			
Total	90,657,744.39	85,799,378.29			
Deferred Charges & Other Assets	33,357.22	105,910.00			
Total	143,491,825.28	137,006,550.95	Total	143,491,825.28	137,006,550.95

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# Marketing & Service Planning Committee

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**April 2016  
Performance Reports  
Combined Service**

Current Month			Year to Date			
2016	2015	Percentage Changed		2016	2015	Percentage Changed
<b>Service Day Data</b>						
21	22	-4.55%	Weekdays Operated	85	85	0.00%
5	4	25.00%	Saturdays Operated	18	17	5.88%
4	4	0.00%	Sundays Operated	17	17	0.00%
<b>Passenger Data</b>						
431,775	444,885	-2.95%	Total Passengers	1,682,514	1,680,802	0.10%
17,665	17,663	0.01%	Average Weekday Passengers	17,121	17,045	0.45%
7,623	8,495	-10.27%	Average Saturday Passengers	7,585	8,067	-5.98%
4,053	4,119	-1.60%	Average Sunday Passengers	3,863	4,187	-7.74%
<b>Service Level Data</b>						
549,783	558,612	-1.58%	Total Vehicle Miles	2,199,100	2,174,917	1.11%
472,411	507,355	-6.89%	Total Vehicle Revenue Miles	1,886,490	1,947,061	-3.11%
0.91	0.88	4.23%	Average Passengers per Vehicle Revenue Mile	0.89	0.86	3.32%
38,520	39,479	-2.43%	Total Vehicle Hours	151,226	152,318	-0.72%
35,515	37,100	-4.27%	Total Vehicle Revenue Hours	144,375	143,575	0.56%
12.16	11.99	1.38%	Average Passengers per Vehicle Revenue Hour	11.65	11.71	-0.45%
<b>Financial Data</b>						
\$194,242	\$233,207	-16.71%	Cash Fares	\$812,749	\$861,330	-5.64%
\$142,173	\$111,336	27.70%	Ticket and Pass Revenue	\$569,284	\$524,021	8.64%
\$80,322	\$58,756	36.70%	Other Fare Related Revenue	\$353,230	\$219,745	60.75%
10.4%	11.2%	-7.80%	Percentage Total Farebox Recovery	11.2%	11.7%	-4.29%
\$8.51	\$7.07	20.37%	Average Cost per Vehicle Revenue Mile	\$8.20	\$7.03	16.58%
\$113.20	\$96.69	17.08%	Average Cost per Vehicle Revenue Hour	\$107.15	\$95.39	12.33%
\$9.31	\$8.06	15.48%	Average Cost per Passenger	\$9.19	\$8.15	12.84%
<b>Safety Data</b>						
2	2	0.00%	Preventable Accidents	15	11	36.36%
6	5	20.00%	Nonpreventable Accidents	20	25	-20.00%
8	7	14.29%	Total Accidents	35	36	-2.78%

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

Current Month			Year to Date		
2016	2015	Percentage Changed	2016	2015	Percentage Changed
<b>Service Day Data</b>					
21	22	-4.55%	85	85	0.00%
5	4	25.00%	18	17	5.88%
4	4	0.00%	17	17	0.00%

<b>Passenger Data</b>					
23,360	23,581	-0.94%	92,112	89,221	3.24%
779	786	-0.94%	768	750	2.38%
76.4	76.8	-0.46%	74.3	79.6	-6.60%
34.0	33.3	2.26%	29.8	27.5	8.35%
61.9	64.2	-3.48%	55.9	56.3	-0.73%
6,273	4,562	37.51%	23,918	16,402	45.82%

<b>Service Level Data</b>					
126,013	144,462	-12.77%	504,279	575,688	-12.40%
40,310	28,897	39.50%	146,688	99,459	47.49%
166,323	173,359	-4.06%	650,967	675,147	-3.58%
139,564	145,864	-4.32%	548,460	577,887	-5.09%
0.17	0.16	3.53%	0.17	0.15	8.78%
12,647	12,368	2.26%	48,778	47,018	3.74%
10,005	10,342	-3.26%	39,816	39,912	-0.24%
2	2	2.40%	2	2	3.49%
94%	94%	0.00%	94%	92%	2.17%
93%	93%	0.00%	94%	91%	3.59%

<b>Financial Data</b>					
\$47,412	\$43,766	8.33%	\$185,868	\$174,455	6.54%
\$7,863	\$3,795	107.19%	\$19,040	\$19,033	0.04%
\$61,382	\$41,618	47.49%	\$281,301	\$148,594	89.31%
15.1%	12.4%	21.16%	16.4%	13.5%	21.40%
\$6.31	\$5.24	20.46%	\$5.97	\$4.54	31.34%
\$3.66	\$3.60	1.66%	\$3.86	\$3.60	7.31%
\$87.57	\$74.25	17.94%	\$82.18	\$66.60	23.40%
\$51.69	\$49.75	3.90%	\$53.24	\$49.21	8.18%
\$36.65	\$32.21	13.78%	\$35.16	\$29.85	17.78%
\$23.52	\$22.80	3.13%	\$23.69	\$21.83	8.54%
2.8	2.0	40.00%	2.6	2.0	30.00%

<b>Safety Data</b>					
0	0	N/A	4	2	100.00%
4	1	300.00%	7	3	133.33%
4	1	300.00%	11	5	120.00%



**April 2016  
Performance Reports  
Line Service**

**Current Month**

**Year to Date**

Current Month		Percentage Changed		Year to Date		Percentage Changed
2016	2015			2016	2015	
<b>Service Day Data</b>						
21	22	-4.55%	Weekdays Operated	85	85	0.00%
5	4	25.00%	Saturdays Operated	18	17	5.88%
4	4	0.00%	Sundays Operated	17	17	0.00%

<b>Passenger Data</b>						
408,415	421,304	-3.06%	Total Passengers	1,590,402	1,591,581	-0.07%
16,886	16,877	0.06%	Average Weekday Passengers	16,354	16,295	0.36%
7,546	8,418	-10.36%	Average Saturday Passengers	7,511	7,988	-5.97%
4,019	4,086	-1.63%	Average Sunday Passengers	3,833	4,159	-7.85%

<b>Service Level Data</b>						
383,460	385,253	-0.47%	Total Vehicle Miles	1,548,133	1,499,770	3.22%
332,847	361,491	-7.92%	Total Vehicle Revenue Miles	1,338,030	1,369,174	-2.27%
333,213	362,179	-8.00%	Total Scheduled Vehicle Revenue Miles	1,338,994	1,384,582	-3.29%
1.23	1.17	5.28%	Average Passenger per Revenue Vehicle Mile	1.19	1.16	2.25%
25,873	27,111	-4.57%	Total Vehicle Hours	102,448	105,300	-2.71%
25,510	26,758	-4.66%	Total Vehicle Revenue Hours	104,559	103,663	0.86%
25,538	28,552	-10.56%	Total Scheduled Vehicle Revenue Hours	104,587	110,460	-5.32%
16.0	15.7	1.68%	Average Passenger per Vehicle Revenue Hour	15.2	15.4	-0.93%
91%	90%	1.14%	On-time Performance	90%	89%	1.73%

<b>Financial Data</b>						
\$146,830	\$189,442	-22.49%	Cash Fares	\$626,881	\$686,874	-8.73%
\$134,310	\$107,541	24.89%	Ticket and Pass Revenue	\$550,244	\$504,988	8.96%
\$18,940	\$17,138	10.51%	Other Fare Related Revenue	\$71,930	\$71,151	1.09%
9.2%	10.9%	-15.54%	Percentage Total FareBox Recovery	10.0%	11.3%	-11.72%
\$9.75	\$7.94	22.84%	Average Cost per Vehicle Revenue Mile	\$9.35	\$8.15	14.63%
\$127.27	\$107.27	18.64%	Average Cost per Vehicle Revenue Hour	\$119.61	\$107.70	11.06%
\$7.95	\$6.81	16.67%	Average Cost per Passenger	\$7.86	\$7.44	5.64%
4.8	4.3	11.63%	Average Big Bus Age	4.7	4.3	8.72%

<b>Safety Data</b>						
2	2	0.00%	Preventable Accidents	11	9	22.22%
2	4	-50.00%	Nonpreventable Accidents	13	22	-40.91%
4	6	-33.33%	Total Accidents	24	31	-22.58%

**April 2016**

Current Month		Percentage Changed	Line Service Categories	Year to Date		Percentage Changed
2016	2015			2016	2015	
<b>URBAN (1 - 34)</b>						
372,323	385,408	-3.40%	Total Monthly Passengers	1,448,847	1,452,221	-0.23%
30	30	0.00%	Service Days	120	119	0.84%
12,410.8	12,846.9	-3.39%	Average Daily Passengers	12,073.7	12,203.5	-1.06%
19.2	19.8	-3.40%	Passengers per Vehicle Hour	18.7	18.3	1.74%
1.7	1.7	-3.40%	Passengers per Vehicle Mile	1.6	1.6	4.30%
5.84	4.80	21.63%	Total Operating Cost Per Passenger	5.89	5.10	15.49%
<b>SUBURBAN (101-104, 110)</b>						
12,000	13,196	-9.06%	Total Monthly Passengers	48,250	49,474	-2.47%
21	22	-4.55%	Service Days	85	85	0.00%
571.4	599.8	-4.73%	Average Daily Passengers	567.6	582.0	-2.47%
4.28	4.70	-9.06%	Passengers per Vehicle Hour	4.87	4.63	5.20%
0.18	0.20	-9.06%	Passengers per Vehicle Mile	0.20	0.20	0.00%
25.53	24.78	3.02%	Total Operating Cost Per Passenger	27.02	25.03	7.96%
<b>EXPRESS (60 &amp; 61)</b>						
8,800	9,092	-3.21%	Total Monthly Passengers	35,032	35,870	-2.34%
21	22	-4.55%	Service Days	85	85	0.00%
419.0	413.3	1.38%	Average Daily Passengers	412.1	422.0	-2.35%
9.3	9.6	-3.21%	Passengers per Vehicle Hour	9.6	10.0	-4.11%
0.4	0.4	-3.21%	Passengers per Vehicle Mile	0.4	0.4	-3.73%
15.91	13.94	14.14%	Total Operating Cost Per Passenger	15.88	13.69	15.99%
<b>CIRCULATOR (50, 51, 53, &amp; 59)</b>						
6,762	8,549	-20.90%	Total Monthly Passengers	26,730	31,728	-15.75%
30	30	0.00%	Service Days	120	119	0.84%
225.4	285.0	-20.91%	Average Daily Passengers	222.8	266.6	-16.43%
3.9	5.0	-20.90%	Passengers per Vehicle Hour	4.0	3.2	26.86%
0.3	0.3	-20.90%	Passengers per Vehicle Mile	0.3	0.2	33.04%
25.36	26.85	-5.53%	Total Operating Cost Per Passenger	30.95	23.44	32.02%
<b>GROCERY (91 - 95)</b>						
1,765	1,818	-2.92%	Total Monthly Passengers	7,197	7,254	-0.79%
21	22	-4.55%	Service Days	85	85	0.00%
84.0	82.6	1.69%	Average Daily Passengers	84.7	85.3	-0.70%
6.5	6.7	-2.92%	Passengers per Vehicle Hour	2.1	7.4	-71.74%
1.6	1.6	-2.92%	Passengers per Vehicle Mile	1.3	1.8	-26.30%
51.32	47.99	6.94%	Total Operating Cost Per Passenger	48.71	46.91	3.85%
<b>Sunday Line Service</b>						
16,077	16,343	-1.63%	Total Monthly Passengers	65,157	70,706	-7.85%
4	4	0.00%	Service Days	17	17	0.00%
4,019.3	4,085.8	-1.63%	Average Daily Passengers	3,832.8	4,159.2	-7.85%
12.2	12.4	-1.63%	Passengers per Vehicle Hour	12.5	12.7	-1.62%
1.0	1.0	-1.63%	Passengers per Vehicle Mile	1.1	1.0	4.92%
6.53	7.79	-16.10%	Total Operating Cost Per Passenger	7.79	7.68	1.41%
<b>Saturday Line Service</b>						
37,731	33,673	12.05%	Total Monthly Passengers	135,190	135,790	-0.44%
5	4	25.00%	Service Days	18	17	5.88%
7,546.2	8,418.3	-10.36%	Average Daily Passengers	7,510.6	7,987.6	-5.97%
19.9	17.8	12.05%	Passengers per Vehicle Hour	16.6	16.9	-1.77%
1.6	1.5	12.05%	Passengers per Vehicle Mile	1.4	1.4	2.28%
5.96	5.45	9.41%	Total Operating Cost Per Passenger	5.94	5.78	2.77%
<b>Call-A-Bus</b>						
169	333	-49.25%	Total Monthly Passengers	653	1409	-53.66%
<b>U of A ZipCard</b>						
20169	23302	-13.45%	Total Monthly Passengers	79026	83845	-5.75%

**METRO REGIONAL TRANSIT AUTHORITY**  
**MONTHLY REPORT OF OPERATIONS**  
**April 2016**

5/17/2016

ROUTE #/DESCRIPTION	FAREBOX REVENUE			EXPENSE			TOTAL PASSEN- GERS	REV HOURS	REV MILES	PEAK VEHICLES	PASSENGERS PER:		NET COST PER PASSENGER:			FAREBOX RECOVERY			
	GENERAL FARE	TOT FAREBOX	PER REV HOUR	PER REV MILE	Allocation model	REVENUE	PER HOUR	PER MILE	REV HOUR	REV MILE	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model			
1	West Market	\$ 18,280	\$ 5,549	\$ 23,829	\$ 207,532	\$ 185,835	\$ 188,668	47,328	1,755	19,624	6	27.0	2.41	\$ 3.88	\$ 3.42	\$ 3.48	11.5%	12.8%	12.6%
2	Arlington	\$ 19,043	\$ 4,909	\$ 23,952	\$ 183,888	\$ 172,443	\$ 173,158	41,871	1,555	18,209	6	26.9	2.30	\$ 3.82	\$ 3.55	\$ 3.56	13.0%	13.9%	13.8%
3	Copley/Hawkins	\$ 11,372	\$ 2,845	\$ 14,217	\$ 136,298	\$ 110,566	\$ 128,862	24,267	1,152	11,675	5	21.1	2.08	\$ 5.03	\$ 3.97	\$ 4.72	10.4%	12.9%	11.0%
4	Delia/N Hawkins	\$ 5,345	\$ 1,247	\$ 6,592	\$ 64,628	\$ 60,547	\$ 73,453	10,634	546	6,394	4	19.5	1.66	\$ 5.46	\$ 5.07	\$ 6.29	10.2%	10.9%	9.0%
5	East Market/Eillet	\$ 3,535	\$ 809	\$ 4,344	\$ 70,867	\$ 82,312	\$ 74,228	6,900	599	8,692	3	11.5	0.79	\$ 9.64	\$ 11.30	\$ 10.13	6.1%	5.3%	5.9%
6	E. Market/Lakemore	\$ 6,061	\$ 2,039	\$ 8,100	\$ 116,957	\$ 126,894	\$ 121,185	17,390	989	13,400	5	17.6	1.30	\$ 6.26	\$ 6.83	\$ 6.50	6.9%	6.4%	6.7%
7	Cuyahoga Falls Ave	\$ 5,220	\$ 1,699	\$ 6,919	\$ 94,955	\$ 79,246	\$ 93,625	14,492	803	8,368	4	18.1	1.73	\$ 6.07	\$ 4.99	\$ 5.98	7.3%	8.7%	7.4%
8	Kenmore/Barberton	\$ 10,867	\$ 2,647	\$ 13,514	\$ 119,045	\$ 117,216	\$ 113,895	22,578	1,006	12,378	4	22.4	1.82	\$ 4.67	\$ 4.59	\$ 4.45	11.4%	11.5%	11.9%
9	Wooster/East Ave	\$ 6,079	\$ 1,488	\$ 7,567	\$ 81,225	\$ 74,157	\$ 78,447	12,690	687	7,831	3	18.5	1.62	\$ 5.80	\$ 5.25	\$ 5.59	9.3%	10.2%	9.6%
10	Howard/Portage Tr	\$ 8,864	\$ 2,569	\$ 11,432	\$ 125,136	\$ 125,034	\$ 118,693	21,910	1,058	13,203	4	20.7	1.66	\$ 5.19	\$ 5.18	\$ 4.90	9.1%	9.1%	9.6%
11	South Akron	\$ 1,200	\$ 237	\$ 1,437	\$ 27,695	\$ 24,322	\$ 26,418	2,020	234	2,568	1	8.6	0.79	\$ 13.00	\$ 11.33	\$ 12.37	5.2%	5.9%	5.4%
12	Tallmadge Hill	\$ 4,489	\$ 1,719	\$ 6,208	\$ 109,056	\$ 83,248	\$ 108,809	14,661	922	8,791	5	15.9	1.67	\$ 7.02	\$ 5.25	\$ 7.00	5.7%	7.5%	5.7%
13	Grant/Firestone	\$ 6,485	\$ 1,738	\$ 8,224	\$ 90,482	\$ 69,909	\$ 89,442	14,826	765	7,382	4	19.4	2.01	\$ 5.55	\$ 4.16	\$ 5.48	9.1%	11.8%	9.2%
14	Euclid/Barberton XP	\$ 10,158	\$ 2,574	\$ 12,732	\$ 186,886	\$ 173,522	\$ 168,346	21,953	1,580	18,323	5	13.9	1.20	\$ 7.93	\$ 7.32	\$ 7.09	6.8%	7.3%	7.6%
17	Brown/Inman	\$ 8,589	\$ 2,164	\$ 10,752	\$ 104,926	\$ 91,926	\$ 108,123	18,455	887	9,707	5	20.8	1.90	\$ 5.10	\$ 4.40	\$ 5.28	10.2%	11.7%	9.9%
18	Thornton/Manchester	\$ 7,579	\$ 1,891	\$ 9,470	\$ 88,901	\$ 94,495	\$ 86,419	16,127	752	9,978	3	21.5	1.62	\$ 4.93	\$ 5.27	\$ 4.77	10.7%	10.0%	11.0%
19	Eastland	\$ 7,126	\$ 1,915	\$ 9,041	\$ 97,400	\$ 76,661	\$ 87,834	16,333	823	8,095	3	19.8	2.02	\$ 5.41	\$ 4.14	\$ 4.82	9.3%	11.8%	10.3%
21	South Main	\$ 509	\$ 301	\$ 809	\$ 22,769	\$ 17,481	\$ 22,443	2,566	193	1,846	1	13.3	1.39	\$ 8.56	\$ 6.50	\$ 8.43	3.6%	4.6%	3.6%
24	Lakeshore	\$ 1,727	\$ 514	\$ 2,240	\$ 33,566	\$ 21,889	\$ 35,877	4,380	284	2,311	2	15.4	1.89	\$ 7.15	\$ 4.49	\$ 7.68	6.7%	10.2%	6.2%
26	Exchange/Whitepond	\$ 2,203	\$ 757	\$ 2,960	\$ 60,877	\$ 54,985	\$ 57,030	6,456	515	5,806	2	12.5	1.11	\$ 8.97	\$ 8.06	\$ 8.38	4.9%	5.4%	5.2%
28	Merriman Valley	\$ 1,111	\$ 415	\$ 1,526	\$ 42,888	\$ 40,430	\$ 51,093	3,537	363	4,269	3	9.8	0.83	\$ 11.69	\$ 11.00	\$ 14.01	3.6%	3.8%	3.0%
30	Goodyear/Darrow	\$ 4,886	\$ 1,260	\$ 6,146	\$ 84,355	\$ 80,033	\$ 81,254	10,743	713	8,451	3	15.1	1.27	\$ 7.28	\$ 6.88	\$ 6.99	7.3%	7.7%	7.6%
33	State Rd/Wyoga Lake	\$ 1,928	\$ 580	\$ 2,507	\$ 44,107	\$ 48,710	\$ 46,621	4,944	373	5,144	2	13.3	0.96	\$ 8.41	\$ 9.35	\$ 8.92	5.7%	5.1%	5.4%
34	Cascade Village/Uhler	\$ 7,003	\$ 1,789	\$ 8,792	\$ 125,540	\$ 108,556	\$ 115,890	15,262	1,061	11,463	4	14.4	1.33	\$ 7.65	\$ 6.54	\$ 7.02	7.0%	8.1%	7.6%
50	Montrose Circulator	\$ 420	\$ 235	\$ 656	\$ 60,210	\$ 55,808	\$ 63,478	2,007	509	5,893	3	3.9	0.34	\$ 29.67	\$ 27.48	\$ 31.30	1.1%	1.2%	1.0%
51	Stow Circulator	\$ 549	\$ 154	\$ 703	\$ 56,201	\$ 72,883	\$ 57,736	1,314	475	7,696	2	2.8	0.17	\$ 42.24	\$ 54.93	\$ 43.40	1.3%	1.0%	1.2%
53	Portage/Graham	\$ 1,173	\$ 238	\$ 1,411	\$ 49,926	\$ 56,698	\$ 57,965	2,032	422	5,987	3	4.8	0.34	\$ 23.88	\$ 27.21	\$ 27.83	2.8%	2.5%	2.4%
59	Chapel Hill Circulator	\$ 712	\$ 165	\$ 877	\$ 34,650	\$ 28,359	\$ 37,664	1,409	293	2,995	2	4.8	0.47	\$ 23.97	\$ 19.50	\$ 26.11	2.5%	3.1%	2.3%
60	NC Express Chapel Hill	\$ 1,089	\$ 211	\$ 1,300	\$ 18,670	\$ 41,325	\$ 31,225	1,800	158	4,364	2	11.4	0.41	\$ 9.65	\$ 22.24	\$ 16.63	7.0%	3.1%	4.2%
61	NC Express Montrose	\$ 9,562	\$ 821	\$ 10,383	\$ 88,136	\$ 171,088	\$ 113,394	7,000	745	18,066	5	9.4	0.39	\$ 11.11	\$ 22.96	\$ 14.72	11.8%	6.1%	9.2%
101	Richfield/Bath	\$ 107	\$ 188	\$ 295	\$ 35,147	\$ 65,488	\$ 44,757	1,605	297	6,915	2	5.4	0.23	\$ 21.71	\$ 40.62	\$ 27.70	0.8%	0.5%	0.7%
102	Northfield Express	\$ 78	\$ 356	\$ 434	\$ 84,866	\$ 188,628	\$ 94,814	3,035	718	19,919	2	4.2	0.15	\$ 27.82	\$ 62.01	\$ 31.10	0.5%	0.2%	0.5%
103	Stow/Hudson	\$ 221	\$ 320	\$ 541	\$ 51,375	\$ 103,810	\$ 60,752	2,732	434	10,962	2	6.3	0.25	\$ 18.61	\$ 37.80	\$ 22.04	1.1%	0.5%	0.9%
104	Twinsburg Creekside	\$ 161	\$ 266	\$ 427	\$ 75,924	\$ 147,840	\$ 89,053	2,267	642	15,611	3	3.5	0.15	\$ 33.30	\$ 65.03	\$ 39.09	0.6%	0.3%	0.5%
110	Green/Springfield	\$ 186	\$ 277	\$ 463	\$ 42,019	\$ 59,581	\$ 47,465	2,361	355	6,292	2	6.6	0.38	\$ 17.60	\$ 25.04	\$ 19.91	1.1%	0.8%	1.0%
91	Monday Grocery	\$ 644	\$ 38	\$ 682	\$ 7,412	\$ 2,833	\$ 17,942	321	63	299	2	5.1	1.07	\$ 20.97	\$ 6.70	\$ 53.77	9.2%	24.1%	3.8%
92	Tuesday Grocery	\$ 1,436	\$ 27	\$ 1,463	\$ 4,487	\$ 2,633	\$ 16,291	229	38	278	2	6.0	0.82	\$ 13.20	\$ 5.11	\$ 64.75	32.6%	55.6%	9.0%
93	Wednesday Grocery	\$ 1,292	\$ 39	\$ 1,331	\$ 5,890	\$ 6,523	\$ 17,780	336	50	689	2	6.7	0.49	\$ 13.57	\$ 15.45	\$ 48.95	22.6%	20.4%	7.5%
94	Thursday Grocery	\$ 1,101	\$ 51	\$ 1,152	\$ 8,051	\$ 2,568	\$ 24,912	434	68	271	3	6.4	1.60	\$ 15.90	\$ 3.26	\$ 54.75	14.3%	44.9%	4.6%
95	Friday Grocery	\$ 1,270	\$ 52	\$ 1,323	\$ 4,865	\$ 1,936	\$ 16,372	445	41	204	2	10.8	2.18	\$ 7.96	\$ 1.38	\$ 33.82	27.2%	68.3%	8.1%
	BoE	\$ -	\$ 191	\$ 191	\$ 23,762	\$ 22,910	\$ 90,643	1,630	201	2,419	11	8.1	0.67	\$ 14.46	\$ 13.94	\$ 55.49	0.8%	0.8%	0.2%
	JARC	\$ -	\$ 74	\$ 74	\$ 5,796	\$ 8,333	\$ 18,060	633	49	880	2	12.9	0.72	\$ 9.04	\$ 13.05	\$ 28.41	1.3%	0.9%	0.4%
	ZONE	\$ -	\$ 54	\$ 54	\$ 39,328		\$ 95,027	463	333		11	1.4	-	\$ 84.82		\$ 205.12	0.1%		0.1%
	SCAT	\$ 47,412	\$ -	\$ 47,412	\$ 845,820	\$ 939,935	\$ 750,148	17,087	7,151	99,254	34	2.4	0.17	\$ 46.73	\$ 52.23	\$ 41.13	5.6%	5.0%	6.3%
TOTALS:	Line Service	\$ 179,659	\$ 47,412	\$ 227,071	\$ 3,016,698	\$ 3,159,660	\$ 3,245,142	404,376	27,550	333,649	150	15.9	1.21	\$ 6.90	\$ 8.36	\$ 7.46	7.5%	7.2%	7.0%
TOTALS:	SCAT	\$ 47,412	\$ -	\$ 47,412	\$ 845,820	\$ 939,935	\$ 750,148	17,087	7,151	99,254	34	2.4	0.17	\$ 46.73	\$ 52.23	\$ 41.13	5.6%	5.0%	6.3%

**2016 MONTHLY RIDERSHIP BY ROUTE**

Route#	Description	JAN	FEB	MAR	APR	% Change	Apr-15	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
1	West Market	43,338	45,150	47,383	47,328	3.4%	45,768								
2	Arlington	40,186	41,692	43,764	41,871	-6.0%	44,549								
3	Copley Rd/Hawkins	22,435	22,495	24,257	24,267	0.0%	24,274								
4	Delia/N Hawkins	9,603	10,609	11,026	10,634	-8.2%	11,580								
5	East Market/Eilet	6,405	6,949	7,041	6,900	-12.7%	7,905								
6	East Market/Lakemore	16,042	17,558	18,074	17,390	-12.7%	19,911								
7	Cuyahoga Falls Ave	12,864	13,514	15,212	14,492	-10.0%	16,103								
8	Kenmore/Barberton	19,689	21,120	22,761	22,578	2.5%	22,024								
9	Wooster/East Ave	12,485	12,964	12,974	12,690	2.9%	12,329								
10	Howard/Portage Trail	19,472	20,750	21,530	21,910	3.9%	21,078								
11	South Akron	1,914	1,964	2,417	2,020	-14.4%	2,361								
12	Tallmadge Hill	14,025	13,957	14,226	14,661	-21.2%	18,596								
13	Grant/Firestone Park	15,821	15,257	15,164	14,826	-8.5%	16,196								
14	Euclid/Barberton XP	19,311	20,519	22,202	21,953	-5.2%	23,145								
17	Brown/inman	15,745	17,588	18,340	18,455	3.3%	17,874								
18	Thornton/Manchester	14,943	15,360	16,087	16,127	7.0%	15,079								
19	Eastland	14,745	14,853	16,696	16,333	-12.6%	18,684								
21	South Main	303	1,250	2,374	2,566	N/A	N/A								
24	Lakeshore	4,153	4,321	4,023	4,380	-15.5%	5,186								
26	W Exchange/White Pond	6,387	6,545	6,863	6,456	-18.3%	7,900								
28	Merriman Valley	3,410	3,626	3,514	3,537	15.7%	3,056								
30	Goodyear/Darrow	9,942	9,946	10,695	10,743	-7.3%	11,593								
33	State Rd/Wyoga Lake	4,480	4,412	5,035	4,944	-2.7%	5,080								
34	Cascade Village/Uhler	14,210	14,578	15,981	15,262	-12.8%	17,498								
50	Montrose Circulator	1,906	2,051	1,956	2,007	-21.6%	2,559								
51	Stow Circulator	1,088	1,493	1,434	1,314	-16.8%	1,579								
53	Portage/Graham	1,748	2,087	2,307	2,032	-13.6%	2,351								
59	Chapel Hill Circulator	1,077	1,353	1,468	1,409	-31.6%	2,060								
60	NCX Chapel Hill/Cleveland	1,632	1,830	1,803	1,800	-1.6%	1,829								
61	NCX Montrose/Cleveland	6,423	6,927	7,617	7,000	-3.6%	7,263								
101	Richfield/Bath	1,255	1,552	1,729	1,605	40.5%	1,142								
102	Northfield Express	2,579	3,028	3,385	3,035	1.6%	2,987								
103	Stow/Hudson	1,841	2,685	3,132	2,732	45.9%	1,872								
104	Twinsburg Creekside	2,697	2,573	2,720	2,267	-7.4%	2,447								
110	Green/Springfield	2,208	2,342	2,524	2,361	-1.1%	2,387								
<b>TOTAL:</b>		<b>366,362</b>	<b>384,898</b>	<b>407,714</b>	<b>399,885</b>		<b>416,245</b>								

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# DRIVING METRO FORWARD PROJECT

## EXECUTIVE SUMMARY – ROUND 1 PROJECT OUTREACH, APRIL 2016

### ***The Project***

METRO has launched a major planning effort that is expected to cover an 18-month timeframe, concluding in Fall 2017. The purpose is to evaluate the entire fixed route bus system and to re-design the network. This is being done at the direction of our 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 sources that were recently made available to us with implementation of our Automated Vehicle Location (AVL) system. This AVL system is providing detailed passenger counts and schedule adherence (not previously available) that will inform staff's work.

Staff is considering changes to all 36 regularly scheduled fixed routes, including the areas with service coverage, streets that routes operate on, the number and location of bus stops along routes, the frequency of scheduled trips by time of day and day of the week, how routes connect to each other, and how the schedules are organized across the entire system. It is probable that some routes will be eliminated and other new ones created. The complexity of the effort is the reason for the 18-month project schedule. There will be several rounds of public input conducted over the 18-month course of the project.

### ***Round 1 Outreach Process***

In April 2016 METRO invited input to the project in whatever way was most convenient for people: by phone, e-mail, text message, or regular mail. All comments or questions were treated the same as attendance at a public meeting. 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](mailto:DrivingForward@akronmetro.org). Planning & Development Department staff held internal meetings with transit operators on April 13<sup>th</sup> and 14<sup>th</sup> and hosted 13 public meetings within a two week period from April 19<sup>th</sup> – April 26<sup>th</sup> at public venues located around Summit County. The weekday meeting times were varied for public convenience, including in the morning, near lunch time, late afternoon, and one Saturday morning, April 23<sup>rd</sup> at the RKP Transit Center. All the locations are convenient to transit service, and the meetings were held at times when regular route service was available. The public meeting times and locations follow with public attendance in brackets:

#### ***APRIL 19 – TUESDAY***

- 12:30 p.m. Barberton Main Library, 602 W Park Ave, Barberton 44203 [No attendees]

#### ***APRIL 20 – WEDNESDAY***

- 10:30 a.m. Akron-Summit Co. Main Library, 60 S High St, Akron 44326 [11 attendees]
- 5:30 p.m. Cuyahoga Falls Library, 2015 3rd St, Cuyahoga Falls 44221 [2 attendees]

#### ***APRIL 21 – THURSDAY***

- 12:30 p.m. Ellet Branch Library, 2470 E Market St, Akron 44312 [6 attendees]
- 4:00 p.m. North Hill Branch, 183 E Cuyahoga Falls Ave, Akron 44310 [1 attendee]
- 5:30 p.m. Kenmore Branch, 969 Kenmore Blvd, Akron 44314 [1 attendee]

#### ***APRIL 22 – FRIDAY***

- 12:30 p.m. Maple Valley Branch Library, 1187 Copley Rd, Akron 44320 [3 attendees]

*APRIL 23 – SATURDAY*

- 9:00 a.m. RKP Transit Center Community Room, 631 Broadway, Akron 44311 [4 people]

*APRIL 25 – MONDAY*

- 12:30 p.m. Cuyahoga Falls Branch Library, 2015 3rd St, Cuyahoga Falls 44221 [6 attendees]

- 4:00 p.m. Highland Square Branch, 807 W Market St, Akron 44303 [5 attendees]
- 5:30 p.m. Highland Square Branch, 807 W Market St, Akron 44303 [same]

*APRIL 26 – TUESDAY*

- 12:30 p.m. Firestone Branch Library, 1486 Aster Ave, Akron 44301 [2 attendees]
- 5:00 p.m. Odom Blvd Branch, 600 Vernon Odom Blvd, Akron 44307 [3 attendees]

Staff asked for input and ideas on five guiding principles to shape the system planning work:

- Match Service to Modern Travel Patterns
- Strengthen Network Structure
- Simplify the Routes
- Foster a Transit-First Lifestyle
- Build Financial Stability

These five principles are intended to provide guide-posts for the duration of the project.

***Input Obtained***

Bus operators suggested more than 50 ideas to improve METRO's 36 fixed routes. The ideas included:

- Eliminating the line-ups at the RKP Transit Center;
- Implementing more clock-face schedules;
- Creating more transit hubs to allow convenient transfers outside the Transit Center;
- Creating a joint pass fare with SARTA, PARTA and GCRTA;
- Standardizing the #1 route on West Market Street past Summit Mall;
- Eliminating the existing Downtown Loop route and the deviation of the #14 into the Akron Zoo;
- Shifting the North Coast Express X61 from W. Market Street to I-77 to speed up the trip; and
- Many, many more. To access the full list see the full Round One Outreach Summary.

Attendance at the 13 public meetings totaled 49 people, averaging about four people at each meeting. No one attended the first meeting at Barberton's Library, however 11 people came to the Akron-Summit County Main Library, and 6 came to the meeting at the Ellet Branch. Despite low turnout there was lively interaction with bus customers, and many ideas were shared. There was a shared concern that METRO would eliminate service that people depend on, or that we would raise our fares. Also, while some customers want to be able to use the bus to get to more places, especially job sites, a question was raised whether the residents of suburban areas use the service, or even want it in their neighborhoods. There was a lot of support for adding more frequent trips on routes during the midday, for extending service later into the evening, and for adding more frequent service on weekends to fix overcrowding, to satisfy work needs and to provide access to entertainment, including in Cleveland. Many riders are forced to use expensive taxi service on weekends. We were asked to offer SCAT service on Sundays.

Customers said they loved our new text function to obtain real time bus arrival information for specific bus stops. A lot of comments were recorded about specific changes to individual routes, including the 5, 7, 9, 10, 13, 14, 26, 33, 59, and X61. There was interest in the concept of a more grid-based route network to reduce travel time using transfer points outside RKP. Improved coordination and promotion

of cross-county connections and transfers was requested, especially with PARTA for work trips to/from Kent. There were a number of complaints about the need to enforce the “rules for riding” – especially the use of foul language, loud music, food and beverage on-board, and trash on the bus; and some riders expressed concerns about security at RKP on weekday afternoons. They urged more use of passes to speed up the boarding process and help keep buses on schedule. A few riders wanted METRO to install seat belts for all riders, not just those in wheelchairs. There was a suggestion to improve METRO’s employee accountability by introducing uniform name badges. We were asked to update obsolete information on our printed schedules, to improve the Independence Turnaround to offer an indoor customer waiting area, and to add more bus shelters. We were encouraged to work with employers to offer subsidized bus passes to employees. Individual meeting summaries are provided in the Round One Outreach Summary.

Written input comments were obtained through comment forms at the meetings, and from e-mails and written correspondence. Comments were also recorded from telephone calls to METRO’s Customer Service line, which results in the creation of Service Desk Reports. Copies of these comments and responses are provided in the Round One Outreach Summary.

### **Next Steps**

METRO’s next step is to prepare a map of proposed route changes. Our schedule is to complete a *First System Map* showing our proposed changes so that we can analyze it and conduct another round of public meetings during June. Planning staff will also provide periodic updates to the Board of Trustees and conduct working sessions with METRO’s Leadership Team and Service Planning Committee, which includes representatives from our labor unions.

A third round of public input is scheduled for September 2016 on a *Preferred Alternative*. Developing a revised schedule is a more complex and difficult task. This will require analysis of the impact on paratransit service, maintenance needs, and cost-benefit analysis. Schedule work will start in December 2016. The expected public rollout of schedule information to go with the *Preferred Alternative* route map will take longer due to the amount of analysis we have to do and the complexity of the work. That will occur about a year from now in April 2017.

### **For More Information**

Email: [DrivingForward@akronmetro.org](mailto:DrivingForward@akronmetro.org)

Website: <http://www.akronmetro.org/driving-forward.aspx>

Phone: 330-762-0341 – Customer Service will direct you to the appropriate contact person.



# Rail Operations Committee

**COMMITTEE ASSIGNMENT:  
RAIL**

**RESOLUTION 2016-08**

A resolution authorizing Bergmann Associates to conduct the Rail Vision Study to determine a suitable institutional structure outside of METRO for the disposition of METRO rail assets.

**WHEREAS**, members of the Board of Trustees have expressed a desire to dispose of METRO's rail assets, and

**WHEREAS**, Bergmann Associates was awarded a task order based services contract for rail Architectural and Engineering services, and

**WHEREAS**, Bergmann Associates has proposed to complete the task order for \$198,000, and

**NOW THEREFORE, BE IT RESOLVED** by the Board of Trustees of the METRO Regional Transit Authority that,

1. The Executive Director/Secretary-Treasurer is authorized to execute all documents related to this resolution; and
2. The Executive Director/Secretary-Treasurer is authorize to pay any reimbursable fees, and
3. The Executive Director/Secretary-Treasurer may authorize change orders up to 5% of these task orders.
4. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** May 25, 2016

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**SAUNDRA M. FOSTER,  
PRESIDENT**

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**RICHARD M. ENTY,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

# Safety Committee

May 17, 2016

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

From: Christine Hoffer, Director of Human Resources

RE: April 2016 Safety and Security Report

METRO employees were involved in eight (8) accidents during April 2016, four from SCAT and four from line service. Six (6) of the accidents were classified as Non-Preventable.

The Ohio Transit Risk Pool's Loss Control Services Manager Ken Reed, along with Travelers Insurance's Risk Control Consultant Julie Hutchinson, conducted a facility inspection on April 5<sup>th</sup> regarding the annual renewal. Both were pleased with the results.

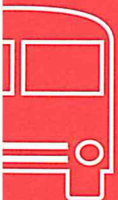
In April, the Akron Police and the Summit County Sheriff's responded to (27) documented incidents at the Transit Center. The incidents resulted in (13) adult arrests and (1) juvenile arrests. The arrests ranged from fighting, weapons, arson, soliciting, and warrants. Akron Fire and EMS responded to the Transit Center on (7) occasions to assist passengers with medical issues. (7) individuals were transported to Detox from the Transit Center.

The Random Stop Program recorded 32 bus checks and 47 shelter checks for the month. The officers also conducted 8 perimeter inspections at Kenmore Boulevard after hours to assist in Security.

METRO assisted SARTA and TSA with the completion of their System Security Plan.

Shawn Metcalf and Quentin Wyatt facilitated training for the new operator class. Topics included defensive tactics from the seated position, safety policy and procedures and the updated emergency procedures.

Shawn Metcalf attended the Local Emergency Planning Committee on April 28<sup>th</sup>. The printed version of the Desktop Emergency Procedures manual should be completed in May.



### APRIL 2016 ACCIDENT REPORT

Date	Preventable	Non-Preventable	SCAT	LINE	Property Damage	Personal Injury	Operator Cited	Disabling Damage	Details
4/8/2016		1	1		1				Car Backed into Bus
4/8/2016		1		1	1				Vehicle Side-Swiped Bus
4/11/2016		1	1		1				Van Side-Swiped Bus
4/13/2016	1			1	1				Bus Hit Fixed Object
4/21/2016		1	1			1			Stopped Bus Rear-Ended by Car
4/22/2016	1			1					Bus Rear-Ended Stopped Car
4/26/2016		1		1	1				Truck Hit Bus Mirror
4/27/2016		1	1						Car Backed into Bus
<b>SUM</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	
<b>%</b>	<b>25.00</b>	<b>75.00</b>	<b>50.00</b>	<b>50.00</b>	<b>62.50</b>	<b>12.50</b>	<b>0.00</b>	<b>0.00</b>	
<b>TOTAL</b>	<b>8</b>								

# Human Resources Committee

May 16, 2016



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

FROM: Human Resources

RE: April 2016 Human Resources Report

During April 2016, there were two (2) voluntary terminations of employment (*retirement & resignation*) at METRO RTA. We also welcomed three (3) new employees in our Maintenance Department and 13 new employees in our Operations Department.

METRO employees participated in 3,086.25 training hours during the month of April 2016.

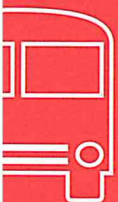
<u>*OSHA Recordable Rate</u>		<u>**DART Rate</u>	
2015 YTD	15.5	2015 YTD	8.70
2016 YTD	4.64	2016 YTD	3.67

*\*OSHA – Occupational Safety & Health Administration*

*\*\*DART – Days Away, Restricted Transfer*

During the Month of April 2016, there were no reports of work-related injuries requiring medical treatment.

The overall impact rate for Life Services EAP was 2.32% for the first quarter of 2016. This includes counseling, webcast training and Worklife website usage.



### Upcoming Events

Due to the Annual METRO RTA Picnic, we will not conduct HR Days in the Bullpen or at the Transit Center for the month of June. For the month of July, HR Days in the Bullpen will be held on July 14th and at the RKP Transit Center on July 21<sup>st</sup> with the monthly theme of “Patriotic – US Trivia”.

The Annual METRO RTA Picnic is underway! The picnic will be held on Wednesday, June 15, 2016 from 11 am – 7 pm. All employees and their immediate families, board members and retirees are invited to attend.

Lori will co-facilitate the Annual DBE Meeting with SARTA, PARTA and Akron-Canton Airport on June 22<sup>nd</sup>, where Certified DBE companies will have the opportunity to participate in federal funded projects.



HUMAN RESOURCES MONTHLY REPORT  
METRO REGIONAL TRANSIT AUTHORITY  
April 30, 2016

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR APRIL 2015	% CHANGE
398	384	3.65%	TOTAL EMPLOYEES	398	385	3.38%
263	251	4.78%	TOTAL OPERATORS	263	254	3.54%
224	225	-0.44%	FULL-TIME OPERATORS	224	222	0.90%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
38	25	34.21%	SPECIAL SERVICE OPS	38	31	22.58%
33	33	0.00%	MECHANICS	33	34	-2.94%
17	14	21.43%	VEHICLE SERVICE	17	14	21.43%
70	70	0.00%	SALARIED STAFF	70	66	6.06%
15	17	-11.76%	OFFICE PERSONNEL	15	17	-11.76%
153	151	1.32%	MALE NON-MINORITY	153	152	0.66%
106	100	5.66%	MALE MINORITY	106	99	7.07%
40.93%	39.84%	2.73%	% MINORITY	40.93%	39.44%	3.77%
71	70	1.43%	FEMALE, NON-MINORITY	71	70	1.43%
68	63	7.94%	FEMALE, MINORITY	68	63	7.94%
48.92%	47.37%	3.28%	% MINORITY	48.92%	47.37%	3.27%
43.72%	42.45%	2.99%	TOTAL MINORITY	43.61%	42.08%	3.64%
34.92%	34.64%	0.84%	TOTAL FEMALE	34.84%	34.55%	0.84%

CURRENT MONTH	LAST YEAR Apr-15	% CHANGE		Y-T-D 2016	Y-T-D 2015	% CHANGE
16	0	0.00%	NEW HIRES	17	14	21.43%
2	1	0.00%	TERMINATIONS	6	7	-14.29%
0	0		INVOLUNTARY TERM	0	4	
2	1		VOLUNTARY TERM	6	3	
1	0	0.00%	PROMOTIONS	1	0	0.00%
2	0	0.00%	TRANSFERS	2	0	0.00%
0	4	-100.00%	ON-THE-JOB INJURIES	3	29	-89.66%
0	4	-100.00%	# WORKERS COMP CLAIMS	3	29	-9.00%
8	6	0.00%	SIC/ACC CLAIMS	25	16	56.25%
6.59%	6.50%	1.38%	% OP ABSENTEEISM	6.59%	6.57%	0.30%
3,086.25	1,454	112.26%	# TRAINING HOURS	5,377.50	6,695	-19.68%
4.49%	2.12%	-95.51%	% TRAINING/WORKING HRS	1.98%	2.49%	-20.55%
68,727	68,745	-0.03%	TOTAL WORKING HOURS	271,840	269,357	0.92%

## TRAINING HOURS APRIL 2016

### CUSTOMER SERVICE

CUSTOMER SERVICE/SERVICE EXCELLENCE TRAINING	48.25
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### OPERATIONS

REFRESHER TRAINING	1
RETURN TO WORK TRAINING	8
STAFF MEETING	4
BRIDGES TRAINING	20
SYSTEM SECURITY & SAFETY/PUBLIC RELATIONS	24
INJURY PREVENTION	12
ETHICS, SEXUAL HARASSMENT, EEO	9
NEW OPERATOR TRAINING	2,240

### MAINTENANCE

AIR SYSTEM REPAIR (VARIOUS EMPLOYEES)	5.25
ENGINE REPAIR (VARIOUS EMPLOYEES)	21.75
ROAD CALLS & TROUBLESHOOTING (VARIOUS EMPLOYEES)	27.5
STEERING & SUSPENSION (VARIOUS EMPLOYEES)	39
BRAKE AND ELECTRONIC REPAIR	98.50
ALLISON TRANSMISSION	144
NEW OPERATOR AIR BRAKE CLASS	28
BODY SHOP	26.5
COOLING SYSTEM REPAIR (VARIOUS EMPLOYEES)	30.5
EXHAUST REPAIR (LOVSEY)	1
WHEELCHAIR LIFT REPAIR	12.25
INSPECTIONS	3
HVAC REPAIR	42.75
NEW VEHICLE SERVICE TRAINING	240

<b>TOTAL FOR MARCH 2016</b>	<b>3,086.25</b>
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<b><u>YEAR-TO-DATE TOTAL FOR 2016</u></b>	<b><u>5,377.50</u></b>
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# Other