



Board of Trustees

MAY 30, 2017

Committee Meetings & Board Packet

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To: Heather Heslop Licata, Board President and
all other Board Members



From: Christine S Hoffer, Acting Executive Director

Date: May 22, 2017

RE: Monthly Update

| Month | Cash Sales Tax 2015 | Cash Sales Tax 2016 | Cash Sales Tax 2017 | OVER (UNDER) | Percent |
|-----------|------------------------------|------------------------------|------------------------------|-----------------|----------|
| Jan | 3,581,215.27 | 3,841,753.97 | 3,699,567.18 | (142,186.79) | -3.70% |
| Feb | 3,528,319.09 | 3,602,929.61 | 3,855,694.60 | 252,764.99 | 7.02% |
| Mar | 4,487,866.45 | 4,560,452.70 | 4,756,847.41 | 196,394.71 | 4.31% |
| Apr | 3,133,426.60 | 3,190,477.28 | 3,454,559.43 | 264,082.15 | 8.28% |
| May | 3,109,527.19 | 3,252,123.31 | 3,478,015.71 | 225,892.40 | 6.95% |
| Jun | 3,801,088.04 | 4,470,105.24 | 0.00 | (4,470,105.24) | -100.00% |
| Jul | 3,640,092.96 | 3,690,063.41 | 0.00 | (3,690,063.41) | -100.00% |
| Aug | 3,757,991.65 | 3,725,602.49 | 0.00 | (3,725,602.49) | -100.00% |
| Sep | 3,902,861.21 | 4,282,103.74 | 0.00 | (4,282,103.74) | -100.00% |
| Oct | 3,640,575.90 | 3,954,973.56 | 0.00 | (3,954,973.56) | -100.00% |
| Nov | 3,818,020.13 | 3,828,091.77 | 0.00 | (3,828,091.77) | -100.00% |
| Dec | 3,789,375.25 | 3,807,198.45 | 0.00 | (3,807,198.45) | -100.00% |
| Total | 44,190,359.74 | 46,205,875.53 | 19,244,684.33 | (26,961,191.20) | -58.35% |
| | 2015 | 2016 | 2017 | | |
| Jan - May | 17,840,354.60 | 18,447,736.87 | 19,244,684.33 | 796,947.46 | |
| | | 3.40% | 4.32% | | |

The following resolutions will be presented at the upcoming Board meeting:

| <u>Committee</u> | <u>Resolution Number</u> | <u>Authorizing</u> |
|------------------|--------------------------|--|
| Finance | 2017-14 | award of a phone system replacement contract |

APRIL 2017 PERFORMANCE REPORT FROM OPERATIONS DEPARTMENT

981 training hours consisting of refresher training, line service training, and mandatory training per the Preventable Accident Policy.

| | |
|-------------|--|
| April 3 | The Director of Operations and The Chief Dispatcher met with Executive Director for a Departmental Update |
| April 10 | The Director of Operations and The Chief Dispatcher met with newly hired Operators to review Operations Department Policies & Procedures |
| April 11 | The Director of Operations and The Chief Dispatcher along with other METRO Staff members attended the NICE Radio & Recording System demonstration |
| April 17-19 | The Director of Operations and The Chief Dispatcher along with other METRO Staff members attended the OPTA Annual Meeting in Columbus, OH. Four METRO Operators were presented with OPTA Operator of The Year Awards |
| April 24 | The Director of Operations and The Chief Dispatcher along with The EEO Officer conducted interviews for the position of Dispatcher/Supervisor |
| April 25 | The Director of Operations and The Chief Dispatcher attended the Service Planning Committee Meeting along with other Committee members |
| April 26 | The Director of Operations and The Chief Dispatcher attended the Akron Urban League Scholarship Luncheon along with other Metro Staff members |

APRIL 2017 PERFORMANCE REPORT FROM CUSTOMER SERVICES & PARATRANSIT

METRO paratransit services transported a total of 22,006 passengers in April. Below see April numbers compared over the past six years and April numbers compared to the 1st quarter in 2017:

| MONTH / YEAR | # OF PASSENGERS TRANSPORTED | # OF SCAT DAYS IN MONTH | WEEKEND ADA PASSENGERS TRANSPORTED | AVERAGE PASSENGERS TRANSPORTED PER SCAT DAY |
|-----------------|-----------------------------|-------------------------|------------------------------------|---|
| .APRIL. 2017 | 22,006 | 20 | 585 | 1,071 |
| .APRIL. 2016 | 23,374 | 21 | 518 | 1,088 |
| .APRIL. 2015 | 23,634 | 22 | 440 | 1,054 |
| .APRIL. 2014 | 22,631 | 22 | 432 | 1,009 |
| .APRIL. 2013 | 21,461 | 22 | 328 | 961 |
| .APRIL. 2012 | 20,531 | 21 | 457 | 956 |
| XXXXXXXXXXXXX | | | | |
| .JANUARY. 2017 | 21,387 | 20.5 | 454 | 1,021 |
| .FEBRUARY. 2017 | 21,362 | 20 | 512 | 1,043 |
| .MARCH. 2017 | 24,260 | 23 | 473 | 1,034 |
| .APRIL. 2017 | 22,006 | 20 | 585 | 1,071 |

NON-EMERGENCY TRANSPORTATION PASSENGERS: The NET program through the Department of Job and Family Services has seen the following increases in passengers served:

| MONTH/YEAR | # OF NET PASSENGERS TRANSPORTED | # OF SCAT DAYS IN MONTH | AVERAGE NET PASSENGERS TRANSPORTED PER SCAT DAY |
|-----------------|---------------------------------|-------------------------|---|
| .APRIL. 2017 | 3,576 | 20 | 179 |
| .APRIL. 2016 | 2,637 | 21 | 126 |
| .APRIL. 2015 | 2,160 | 22 | 98 |
| .APRIL. 2014 | 1,501 | 22 | 68 |
| .APRIL. 2013 | 1,354 | 22 | 62 |
| XXXXXXXXXX | | | |
| .JANUARY. 2017 | 3,326 | 20.5 | 162 |
| .FEBRUARY. 2017 | 3,538 | 20 | 177 |
| .MARCH. 2017 | 3,937 | 23 | 171 |
| .APRIL. 2017 | 3,576 | 20 | 179 |

TRAINING IN/FOR/BY CUSTOMER SERVICE PERSONNEL:

75 HRS – Fundamentals of Bus Collision Investigation performed by NTI personnel
 19.5 HRS – Service Animal Training
12 HRS – Language Line Training for LEP Community
 107.5 HRS TOTAL TRAINING HOURS FOR APRIL 2017

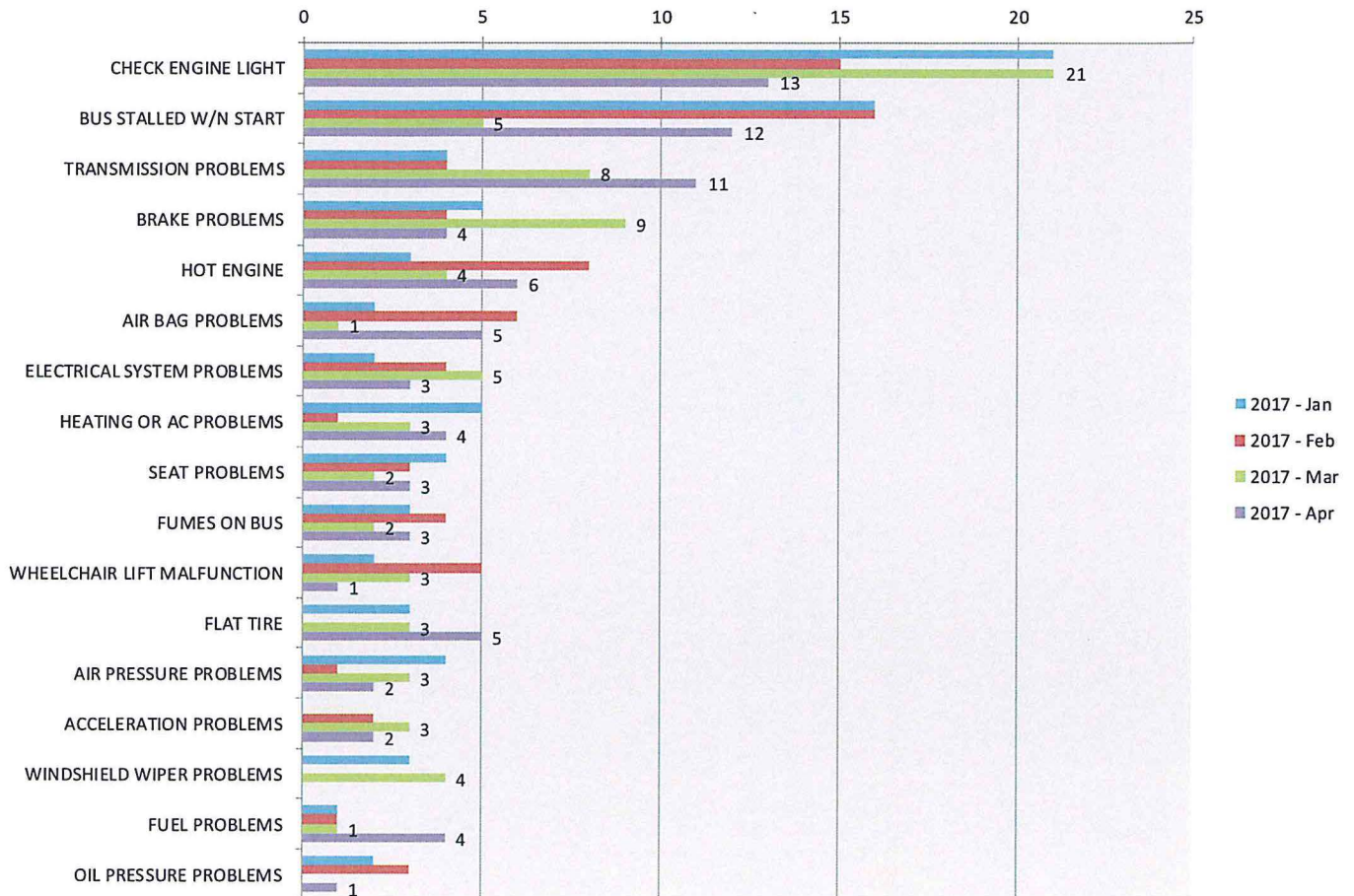
LANGUAGE LINE SOLUTIONS: We rolled out the Language Line Solutions instructions for all Operations Road Supervisors/Dispatchers and all Customer Service personnel. This is an 'on call' interpreter service that our Road Supervisors/Dispatchers/Transit Center employees/Customer Service personnel now have full access to in assisting passengers with limited English proficiency (LEP). This is the same system used at DJFS and many other governmental agencies in our community and across the nation. It is extremely user friendly. Each trainee was shown/given access to Language Line videos, a one page instruction sheet, Language Identification Guide, a Quick Reference Guide and an ID card listing the steps needed to contact Language Line when the need arises. There are no up front fees; we are billed only on the minutes used.

METRO MAINTENANCE

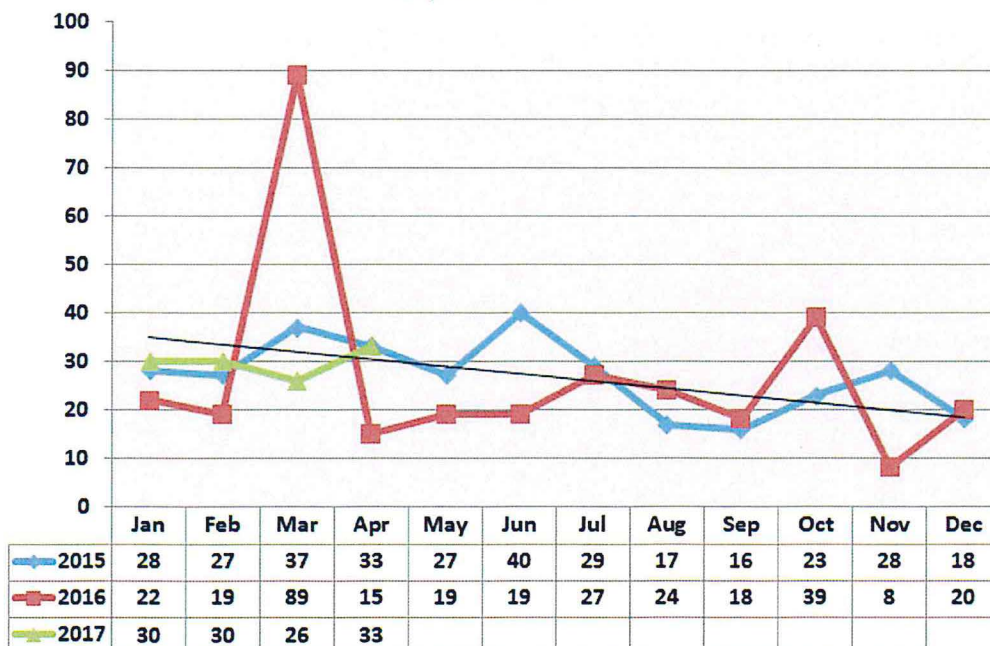
May 2017 Update

- Construction Work Continues on the Transit Center Expansion – Expected Completion-July 2017

2017 Road Calls by Vehicle Problem



Repeat Road Calls



MONTHLY BOARD COMMITTEE MEETING AGENDAS
VERNON LANE ODOM BOARD ROOM
TUESDAY, MAY 30, 2017
8:00 A.M.

FINANCE COMMITTEE

1. April 2017 Finance Report
2. Resolution 2017-14 Authorizing the award of a phone replacement contract
3. Other

MARKETING AND SERVICE PLANNING COMMITTEE

1. April 2017 Performance Report
2. Summary of Stakeholders Workshops
3. Other

RAIL OPERATIONS COMMITTEE

1. Rail Update
2. Other

SAFETY COMMITTEE

1. April 2017 Safety and Security Report
2. Other

HUMAN RESOURCES COMMITTEE

1. April 2017 Human Resources Report
2. Other

ADJOURN

**MONTHLY BOARD MEETING AGENDA
VERNON LANE ODOM BOARD ROOM
TUESDAY, MAY 30, 2017
9:00 A.M.**

ITEM 1: CALL TO ORDER:

ITEM 2: AUDIENCE PARTICIPATION:

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

Timothy Davis – METRO has no Grievance Policies in place. Other Transit Authorities do on their website.

ITEM 3: RECOGNITION

William Leonardi – Twenty-five Years Safe Driving
Daryl Kinker – Twenty Years Safe Driving

ITEM 4: BOARD MINUTES:

*Approval of Board Meeting Minutes of April 25, 2017

ITEM 5: COMMITTEE REPORTS & RESOLUTIONS:

Finance Committee

Chair Report

*Resolution 2017-14 authorizing the award of a phone system
Replacement contract

Marketing & Service Planning Committee

Chair Report

Rail Operations Committee

Chair Report

Safety Committee

Chair Report

Human Resources Committee

Chair Report

ITEM 6: EXECUTIVE SESSION

ITEM 7: OTHER BUSINESS:

ITEM 8: OFFICERS' REPORT:

- President
- Executive Director

ITEM 9: CALL FOR ADJOURNMENT:

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

Next Scheduled Meeting – June 27, 2017

**METRO RTA
BOARD MINUTES
TUESDAY, APRIL 25, 2017**

Trustees Present: Heather Heslop Licata, Saundra Foster, Scott Meyer, Stephan Kremer, Donald Christian, Ross Widenor, Dave Prentice, Jack Hefner, Renee Greene, Robert De Journette,

Trustees Absent: Chuck Rector, Nicholas Fernandez

Staff Present: Angela Neeley, Robin Miller, Claire Merrick, DeHavilland McCall, Jamie Saylor, Bambi Miller, Mike Smith, Molly Becker, Valerie Shea, John Sutherland, Christine Hoffer, Dana Gibitz, Roger Bacon, Shawn Metcalf, T J Nall, [xqppg'Dtki i u

Guests Present: Jeff Gardner, AMATS, Rick Speelman, Tony Barbitta, Shawn Irvin, TWU Local #1

CALL TO ORDER

Ms. Foster called the meeting to order at 9:40 a.m.

AUDIENCE PARTICIPATION

None

RECOGNITION

None

APPROVAL OF MINUTES

Ms. Foster asked for a motion to approve the March 28, 2017 minutes.

Mr. Meyer made a motion for approval, seconded by Mr. Christian. The minutes were unanimously approved by the Board.

FINANCE COMMITTEE

Mr. Meyer said the Finance Committee met and all the financial affairs were in order. February was a very good month.

Resolution 2017-12 authorizing the signatory on METRO's Special Events Fund was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Christian. Resolution 2017-12 was unanimously approved by the Board.

Resolution 2017-13 authorizing the purchase of services for the radio upgrades from Motorola Solutions was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-15 was unanimously approved by the Board.

MARKETING AND SERVICE PLANNING COMMITTEE

Mr. Christian said the Marketing and Service Planning Committee met and updates were presented. There were no Resolutions this month.

RAIL OPERATIONS COMMITTEE

Mr. Kremer said the Rail Assets Management Study was very informative. He requested that all Board members review Appendix D for discussion at a later date.

SAFETY COMMITTEE

Ms. Hoffer said the Safety Committee did meet. OSHA reportables were down and there were 11 accidents in the month of March.

HUMAN RESOURCES

Ms. Hoffer said that the Human Resources Committee did meet and there were no action items at this time.

OTHER BUSINESS

Mr. Prentice reported that the Nominating Committee met and Ms. Heather Licata was elected President, and Ms. Foster, Vice President. He asked four times if there were any other nominations... Hearing none, Ms. Greene made a motion for approval, seconded by Mr. Christian. Motion passed unanimously by the Board for the selected officers.

OFFICERS' REPORT

President:

None

Executive Director:

None

ADJOURNMENT

There being no other business to come before the Board, Ms. Foster asked for a motion to adjourn. Mr. Meyer made a motion to adjourn, seconded by Mr. Kremer. The meeting adjourned at 9:55 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.

HEATHER HESLOP LICATA
PRESIDENT

CHRISTINE S. HOFFER
ACTING EXECUTIVE DIRECTOR

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Finance Committee

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CONSOLIDATED INCOME STATEMENT REPORT

SCHEDULED & SCAT SERVICES

METRO Regional Transit Authority

April-17

| CURRENT MONTH | | | | YEAR TO DATE | | | | | |
|---------------|-------------|-----------|--------------------|--|-------------|-------------|------------|--------------------|-----------------|
| ACTUAL | BUDGET | LAST YEAR | BUDGET VARIANCE | REVENUES | ACTUAL | BUDGET | LAST YEAR | BUDGET VARIANCE | YTD % CHANGE |
| 296,090 | 324,000 | 336,415 | -8.6% | Passenger Fares | 1,312,160 | 1,326,000 | 1,382,033 | -1.0% | -5.1% |
| 35,913 | 38,000 | 35,720 | -5.5% | Advertising Revenue | 112,140 | 152,000 | 140,086 | -26.2% | -19.9% |
| 332,003 | 362,000 | 372,135 | -8.3% | Total Operating | 1,424,300 | 1,478,000 | 1,522,119 | -3.6% | -6.4% |
| 16,243 | 57,900 | 407,734 | -71.9% | Non-Transportation | 583,109 | 230,600 | 605,496 | 152.9% | -3.7% |
| 591 | 5,000 | 6,647 | -88.2% | Rail Related Revenue | 30,152 | 20,000 | 33,433 | 50.8% | -9.8% |
| | | | | Local Subsidy | | | | | |
| 3,513,147 | 3,395,000 | 3,284,973 | 3.5% | METRO Tax | 15,702,139 | 14,780,000 | 14,753,518 | 6.2% | 6.4% |
| 161,524 | 110,000 | 80,322 | 46.8% | Local Contracted Services | 498,902 | 430,000 | 354,230 | 16.0% | 40.8% |
| 304,442 | 14,000 | 14,870 | 2074.6% | State Subsidy | 339,055 | 56,000 | 55,980 | 505.5% | 505.7% |
| 0 | 0 | 0 | 0.0% | Federal Subsidy | 0 | 0 | 41,196 | 0.0% | 0.0% |
| 4,327,950 | 3,943,900 | 4,166,681 | 9.7% | TOTAL REVENUES | 18,577,657 | 16,994,600 | 17,365,972 | 9.3% | 7.0% |
| EXPENSES | | | | | | | | | |
| 1,863,971 | 1,986,661 | 1,745,358 | -6.2% | Wages and Salaries | 7,344,872 | 7,744,407 | 6,862,819 | -5.2% | 7.0% |
| 1,007,114 | 1,134,990 | 1,172,692 | -11.3% | Fringe Benefits | 5,074,225 | 4,613,828 | 4,376,371 | 10.0% | 15.9% |
| 236,012 | 244,466 | 166,342 | -3.5% | Services | 955,450 | 1,017,284 | 789,945 | -6.1% | 21.0% |
| 248,994 | 284,952 | 222,933 | -12.6% | Materials and Supplies | 1,057,299 | 1,129,308 | 1,119,433 | -6.4% | -5.6% |
| 137,975 | 163,833 | 116,943 | -15.8% | Fuel | 585,688 | 650,332 | 596,165 | -9.9% | -1.8% |
| 88,803 | 88,760 | 88,801 | 0.0% | Utilities | 324,551 | 355,040 | 318,071 | -8.6% | 2.0% |
| 119,077 | 122,080 | 97,923 | -2.5% | Casualty and Liability | 467,643 | 488,320 | 422,783 | -4.2% | 10.6% |
| 95,000 | 158,800 | 151,162 | -40.2% | Purchased Transportation | 553,069 | 635,200 | 570,328 | -12.9% | -3.0% |
| 70,710 | 60,450 | 58,313 | 17.0% | Other Expenses | 236,092 | 241,800 | 205,188 | -2.4% | 15.1% |
| 3,867,656 | 4,244,992 | 3,820,467 | -8.9% | TOTAL OPERATING EXPENSES | 16,598,889 | 16,875,519 | 15,261,103 | -1.6% | 8.8% |
| 460,294 | (301,092) | 346,214 | -252.9% | NET INCOME (LOSS) Before Depreciation | 1,978,768 | 119,081 | 2,104,869 | 1561.7% | -6.0% |
| 1,424 | 1,424 | 3,368 | 0.0% | Depreciation Operating | 5,696 | 5,696 | 12,509 | 0.0% | -54.5% |
| 836,409 | 836,409 | 765,966 | 0.0% | Depreciation Capital | 3,193,820 | 3,193,820 | 3,051,166 | 0.0% | 4.7% |
| 4,705,489 | 5,082,825 | 4,589,801 | -7.4% | TOTAL EXPENSES | 19,798,405 | 20,075,035 | 18,324,778 | -1.4% | 8.0% |
| (377,539) | (1,138,925) | (423,120) | 66.9% | NET INCOME (LOSS) After Depreciation | (1,220,748) | (3,080,435) | (958,806) | -60.4% | 27.3% |

METRO Regional Transit Authority
Apr-17

| CURRENT MONTH | | | | | YEAR TO DATE | | | |
|---------------|-----------|-----------|--------------------|-----------------------|--------------|-----------|-----------|--------------------|
| ACTUAL | BUDGET | LAST YEAR | BUDGET VARIANCE | FRINGE BENEFITS | ACTUAL | BUDGET | LAST YEAR | BUDGET VARIANCE |
| 336,746 | 368,205 | 501,487 | -8.5% | P E R S | 1,496,029 | 1,501,815 | 1,452,052 | -0.4% |
| 412,257 | 496,175 | 470,989 | -16.9% | HOSP-MEDICAL | 2,561,099 | 1,984,700 | 2,059,451 | 29.0% |
| 16,259 | 16,317 | 22,000 | -0.4% | DENTAL | 65,079 | 65,268 | 52,200 | -0.3% |
| 2,741 | 2,304 | 2,115 | 19.0% | LIFE-INS | 12,741 | 9,219 | 8,236 | 38.2% |
| 0 | 833 | 0 | 0.0% | UNEMPLOYMENT | 0 | 3,332 | 776 | 0.0% |
| 37,645 | 52,104 | 51,918 | -27.8% | W. COMPENSATION | 185,620 | 210,536 | 156,650 | -11.8% |
| 5,216 | 4,525 | 10,740 | 15.3% | SICK LEAVE | 36,143 | 18,100 | 52,763 | 99.7% |
| 31,648 | 70,483 | 29,908 | -55.1% | HOLIDAY PAY | 279,218 | 346,682 | 265,623 | -19.5% |
| 102,088 | 101,589 | 79,730 | 0.5% | VACATION PAY | 361,855 | 404,356 | 268,139 | -10.5% |
| 61,764 | 21,595 | 2,703 | 186.0% | UNIFORM ALLOWANCE | 73,074 | 66,380 | 57,188 | 10.1% |
| 750 | 860 | 1,102 | -12.8% | OTHERS * | 3,367 | 3,440 | 3,293 | -2.1% |
| 1,007,114 | 1,134,990 | 1,172,692 | -11.3% | TOTAL FRINGE BENEFITS | 5,074,225 | 4,613,828 | 4,376,371 | 10.0% |

* INCLUDES PHYSICALS & TUITION ASSISTANCE

METRO REGIONAL TRANSIT AUTHORITY

Balance Sheet

April

| ASSETS | 2017 | 2016 | LIABILITIES AND CAPITAL | 2017 | 2016 |
|----------------------------------|-------------------|-------------------|---------------------------------|-------------------|-------------------|
| Current Assets: | | | Current Liabilities: | | |
| Cash | 5,220,171.15 | 25,499,411.92 | Accounts Payable | 322,628.95 | 720,603.35 |
| Short Term Investments | 11,757,184.40 | 0.00 | Accrued Payroll | 2,027,523.51 | 1,861,515.43 |
| Capital Fund (Restricted) | 7,506,319.55 | 7,506,319.55 | Accrued Payroll Liabilities | 414,125.21 | 598,704.69 |
| Rainy Day Fund (Restricted) | 10,553,723.94 | 9,074,196.43 | Capital Contract Payable | 0.00 | 0.00 |
| | | | Short Term Debt | 0.00 | 0.00 |
| Receivables: | | | Other | 212,432.00 | 408,596.41 |
| Trade, Less allowance | 338,519.59 | 323,428.27 | Total Current Liabilities | 2,976,709.67 | 3,589,419.88 |
| Federal Assistance | 3,363,087.26 | 0.26 | | | |
| State Assistance | 291,602.41 | 0.00 | Other Liabilities: | | |
| Sales Tax Receivable | 7,049,557.20 | 6,830,758.79 | Long Term Debt | 0.00 | 0.00 |
| Material & Supplies | 1,500,616.05 | 1,524,898.06 | Net Pension Liability | 19,171,267.00 | 0.00 |
| Prepaid Expenses | 3,403,142.87 | 2,041,710.39 | Deferred Inflows | 336,801.00 | 0.00 |
| Total Current Assets | 50,983,924.42 | 52,800,723.67 | Deferred Revenue | 47,952.00 | |
| | | | Other Estimated Liabilities | 1,000.00 | 1,000.00 |
| Property, Facilities & Equipment | | | Total Other Liabilities | 19,557,020.00 | 1,000.00 |
| Construction in Progress | 15,340,020.64 | 8,323,603.57 | Capital & Accumulated Earnings: | | |
| Land | 4,480,557.96 | 4,283,301.36 | Capital Grant: State & Federal | 42,548,697.52 | 47,264,929.57 |
| Building & Improvements | 45,132,113.46 | 45,144,709.46 | Accumulated Earnings | 87,371,606.60 | 92,636,475.83 |
| Transportation Equipment | 74,162,083.20 | 68,253,262.20 | Total Grants & Accum Earnings | 129,920,304.12 | 139,901,405.40 |
| Other Equipment | 8,428,878.19 | 8,571,619.35 | | | |
| Rail right-of-way | 10,653,206.00 | 10,653,206.00 | | | |
| Rail Infrastructure | 7,669,000.44 | 7,702,622.82 | | | |
| Total | 165,865,859.89 | 152,932,324.76 | | | |
| Less allowance for depreciation | (67,896,914.47) | (62,274,580.37) | | | |
| Total | 97,968,945.42 | 90,657,744.39 | | | |
| Deferred Outflows | 3,485,891.00 | 0.00 | | | |
| Deferred Charges & Other Assets | 15,272.95 | 33,357.22 | | | |
| Total | 3,501,163.95 | 33,357.22 | | | |
| Total Assets | \$ 152,454,033.79 | \$ 143,491,825.28 | Total Liability and Earning | \$ 152,454,033.79 | \$ 143,491,825.28 |

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**COMMITTEE ASSIGNMENT:
FINANCE**

RESOLUTION 2017-14

A resolution authorizing the award of a phone system replacement contract.

WHEREAS, METRO wants to award a contract for replacing the current phone system,

WHEREAS, legal notices were twice duly advertised February 16 and 23, 2017 in the Akron Beacon Journal, and

WHEREAS, such proposals were received on March 16, 2017 with the following bids received from:

Warwick Inc. (Broadview Heights)
Clarktel Telecommunications (Akron)
CBTS (Dublin)

WHEREAS, the procurement committee met and reviewed the proposals, and

WHEREAS, the procurement committee recommends Warwick Inc. as having the best overall proposal and price.

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

1. The Acting Executive Director/Secretary-Treasurer is hereby authorized to execute the contract with Warwick Inc. in the amount of \$245,034 over a five year period.
2. The Acting Executive Director/Secretary-Treasurer is authorized up to a 10% contingency should changes become necessary.
3. 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 30, 2017

**HEATHER HESLOP LICATA,
PRESIDENT**

**CHRISTINE S. HOFFER,
ACTING EXECUTIVE DIRECTOR**

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Marketing & Service Planning Committee

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**April 2017
Performance Reports
Combined Service**

Current Month

| 2017 | 2016 | Percentage Changed |
|------|------|-----------------------|
|------|------|-----------------------|

Year to Date

| 2017 | 2016 | Percentage Changed |
|------|------|-----------------------|
|------|------|-----------------------|

Service Day Data

| | | | | | | |
|----|----|--------|--------------------|----|----|--------|
| 20 | 21 | -4.76% | Weekdays Operated | 84 | 85 | -1.18% |
| 5 | 5 | 0.00% | Saturdays Operated | 17 | 18 | -5.56% |
| 5 | 4 | 25.00% | Sundays Operated | 17 | 17 | 0.00% |

Passenger Data

| | | | | | | |
|---------|---------|--------|-----------------------------|-----------|-----------|--------|
| 416,855 | 431,789 | -3.46% | Total Passengers | 1,684,484 | 1,682,037 | 0.15% |
| 17,689 | 17,665 | 0.14% | Average Weekday Passengers | 17,452 | 17,117 | 1.95% |
| 7,394 | 7,623 | -3.00% | Average Saturday Passengers | 7,489 | 7,585 | -1.26% |
| 3,869 | 4,053 | -4.54% | Average Sunday Passengers | 3,977 | 3,863 | 2.97% |

Service Level Data

| | | | | | | |
|---------|---------|--------|---|-----------|-----------|--------|
| 547,056 | 550,996 | -0.72% | Total Vehicle Miles | 2,191,146 | 2,209,597 | -0.84% |
| 459,245 | 472,411 | -2.79% | Total Vehicle Revenue Miles | 1,875,263 | 1,891,995 | -0.88% |
| 0.91 | 0.91 | -0.69% | Average Passengers per Vehicle Revenue Mile | 0.90 | 0.89 | 1.04% |
| 39,269 | 37,991 | 3.36% | Total Vehicle Hours | 160,919 | 150,593 | 6.86% |
| 35,436 | 35,515 | -0.22% | Total Vehicle Revenue Hours | 145,436 | 144,384 | 0.73% |
| 11.76 | 12.16 | -3.24% | Average Passengers per Vehicle Revenue Hour | 11.58 | 11.65 | -0.58% |

Financial Data

| | | | | | | |
|-----------|-----------|---------|---------------------------------------|-----------|-----------|--------|
| \$177,966 | \$194,242 | -8.38% | Cash Fares | \$778,085 | \$802,217 | -3.01% |
| \$118,123 | \$142,173 | -16.92% | Ticket and Pass Revenue | \$534,075 | \$589,240 | -9.36% |
| \$140,690 | \$80,322 | 75.16% | Other Fare Related Revenue | \$415,569 | \$284,804 | 45.91% |
| 11.3% | 5.6% | 101.26% | Percentage Total Farebox Recovery | 10.4% | 10.8% | -3.97% |
| \$8.42 | \$15.73 | -46.43% | Average Cost per Vehicle Revenue Mile | \$8.85 | \$8.18 | 8.29% |
| \$109.18 | \$209.19 | -47.81% | Average Cost per Vehicle Revenue Hour | \$114.17 | \$107.15 | 6.56% |
| \$9.28 | \$17.21 | -46.06% | Average Cost per Passenger | \$9.86 | \$9.20 | 7.18% |

Safety Data

| | | | | | | |
|----|---|---------|--------------------------|----|----|--------|
| 5 | 2 | 150.00% | Preventable Accidents | 25 | 15 | 66.67% |
| 7 | 6 | 16.67% | Nonpreventable Accidents | 21 | 20 | 5.00% |
| 12 | 8 | 50.00% | Total Accidents | 46 | 35 | 31.43% |

April 2017
Performance Reports
SCAT/ADA Paratransit Service

Current Month

2017 2016 Percentage
 Changed

Year to Date

2017 2016 Percentage
 Changed

Service Day Data

| | | | | | | |
|----|----|--------|--------------------|----|----|--------|
| 20 | 21 | -4.76% | Weekdays Operated | 84 | 85 | -1.18% |
| 5 | 5 | 0.00% | Saturdays Operated | 17 | 18 | -5.56% |
| 5 | 4 | 25.00% | Sundays Operated | 17 | 17 | 0.00% |

Passenger Data

| | | | | | | |
|--------|--------|---------|--------------------------------------|--------|--------|--------|
| 22,006 | 23,374 | -5.85% | Total Passengers | 89,015 | 91,635 | -2.86% |
| 734 | 779 | -5.85% | Average Passengers per Day | 754 | 764 | -1.21% |
| 82.2 | 76.4 | 7.59% | Average Saturday ADA Passengers | 84.4 | 74.3 | 13.56% |
| 34.8 | 34.0 | 2.35% | Average Sunday ADA Passengers | 34.6 | 29.8 | 16.40% |
| 55.4 | 61.9 | -10.55% | Average Total ADA Passengers | 54.1 | 55.9 | -3.24% |
| 5,713 | 6,273 | -8.93% | Total Purchased Transportation Pass. | 23,412 | 23,791 | -1.59% |

Service Level Data

| | | | | | | |
|---------|---------|--------|--|---------|---------|--------|
| 120,958 | 126,013 | -4.01% | Total METRO Vehicle Miles | 485,518 | 504,508 | -3.76% |
| 36,560 | 40,310 | -9.30% | Total Purchased Trans. Vehicle Miles | 154,014 | 152,088 | 1.27% |
| 157,518 | 166,323 | -5.29% | Total Vehicle Miles | 639,532 | 656,596 | -2.60% |
| 130,215 | 139,564 | -6.70% | Total Revenue Miles | 528,944 | 553,966 | -4.52% |
| 0.17 | 0.17 | 0.91% | Average Pass. per Revenue Vehicle Mile | 0.17 | 0.17 | 1.74% |
| 11,574 | 12,118 | -4.49% | Total Vehicle Hours | 47,919 | 48,027 | -0.22% |
| 9,511 | 10,005 | -4.94% | Total Vehicle Revenue Hours | 39,491 | 39,826 | -0.84% |
| 2.3 | 2.3 | -0.96% | Average Pass. per Vehicle Revenue Hour | 2.3 | 2.3 | -2.04% |
| 93% | 94% | -1.06% | On-time Performance - METRO | 93% | 94% | -1.06% |
| 93% | 93% | 0.00% | On-time Performance - Purchased Transportation | 93% | 94% | -0.53% |

Financial Data

| | | | | | | |
|----------|----------|---------|--|-----------|-----------|---------|
| \$45,165 | \$47,412 | -4.74% | Cash Fares | \$174,411 | \$192,183 | -9.25% |
| \$6,032 | \$7,863 | -23.29% | Ticket and Pass Revenue | \$24,241 | \$16,305 | 48.67% |
| \$83,556 | \$61,382 | 36.12% | Other Fare Related Revenue | \$277,324 | \$212,023 | 30.80% |
| 20.1% | 15.1% | 33.62% | Percentage Total Farebox Recovery | 15.9% | 14.2% | 12.31% |
| \$6.13 | \$6.31 | -2.88% | Average Cost per Vehicle Revenue Mile - METRO | \$6.49 | \$5.97 | 8.83% |
| \$2.60 | \$3.66 | -29.00% | Average Cost per Vehicle Revenue Mile - Purchased Transportation | \$3.59 | \$1.41 | 154.66% |
| \$80.14 | \$87.57 | -8.49% | Average Cost per Vehicle Revenue Hour - METRO | \$85.78 | \$82.16 | 4.41% |
| \$40.43 | \$51.69 | -21.79% | Average Cost per Vehicle Revenue Hour - Purchased Transportation | \$49.77 | \$53.24 | -6.51% |
| \$35.22 | \$36.62 | -3.81% | Average Cost per Passenger - METRO | \$37.10 | \$35.34 | 5.00% |
| \$16.63 | \$23.52 | -29.29% | Average Cost per Passenger - Purchased Transportation | \$23.62 | \$23.82 | -0.82% |
| 2.5 | 2.8 | -10.71% | Average Small Bus Age | 2.3 | 2.6 | -13.46% |

Safety Data

| | | | | | | |
|---|---|---------|--------------------------|---|----|---------|
| 1 | 0 | 100.00% | Preventable Accidents | 3 | 4 | -25.00% |
| 1 | 4 | -75.00% | Nonpreventable Accidents | 6 | 7 | -14.29% |
| 2 | 4 | -50.00% | Total Accidents | 9 | 11 | -15.15% |

**April 2017
Performance Reports
Line Service**

Current Month

2017 2016 Percentage
Changed

Year to Date

2017 2016 Percentage
Changed

Service Day Data

| | | | | | | |
|----|----|--------|--------------------|----|----|--------|
| 20 | 21 | -4.76% | Weekdays Operated | 84 | 85 | -1.18% |
| 5 | 5 | 0.00% | Saturdays Operated | 17 | 18 | -5.56% |
| 5 | 4 | 25.00% | Sundays Operated | 17 | 17 | 0.00% |

Passenger Data

| | | | | | | |
|---------|---------|--------|-----------------------------|-----------|-----------|--------|
| 394,849 | 408,415 | -3.32% | Total Passengers | 1,595,469 | 1,590,402 | 0.32% |
| 16,956 | 16,886 | 0.41% | Average Weekday Passengers | 16,697 | 16,354 | 2.10% |
| 7,312 | 7,546 | -3.10% | Average Saturday Passengers | 7,405 | 7,511 | -1.41% |
| 3,835 | 4,019 | -4.59% | Average Sunday Passengers | 3,943 | 3,833 | 2.87% |

Service Level Data

| | | | | | | |
|---------|---------|---------|--|-----------|-----------|---------|
| 389,538 | 384,673 | 1.26% | Total Vehicle Miles | 1,551,614 | 1,553,001 | -0.09% |
| 329,030 | 332,847 | -1.15% | Total Vehicle Revenue Miles | 1,346,319 | 1,338,029 | 0.62% |
| 329,261 | 333,213 | -1.19% | Total Scheduled Vehicle Revenue Miles | 1,347,191 | 1,338,994 | 0.61% |
| 1.20 | 2.30 | -47.84% | Average Passenger per Revenue Vehicle Mile | 1.19 | 1.19 | -0.30% |
| 27,695 | 25,873 | 7.04% | Total Vehicle Hours | 113,000 | 102,566 | 10.17% |
| 25,925 | 25,510 | 1.63% | Total Vehicle Revenue Hours | 105,945 | 104,558 | 1.33% |
| 25,925 | 25,538 | 1.52% | Total Scheduled Vehicle Revenue Hours | 105,945 | 104,586 | 1.30% |
| 15.2 | 16.0 | -4.87% | Average Passenger per Vehicle Revenue Hour | 15.1 | 15.2 | -0.99% |
| 77% | 91% | -14.95% | On-time Performance | 77% | 90% | -14.49% |

Financial Data

| | | | | | | |
|-----------|-----------|---------|---------------------------------------|-----------|-----------|---------|
| \$132,801 | \$146,830 | -9.55% | Cash Fares | \$603,674 | \$610,033 | -1.04% |
| \$112,091 | \$134,310 | -16.54% | Ticket and Pass Revenue | \$509,834 | \$572,935 | -11.01% |
| \$57,134 | \$18,940 | 201.66% | Other Fare Related Revenue | \$138,245 | \$72,781 | 89.95% |
| 9.4% | 9.2% | 2.11% | Percentage Total FareBox Recovery | 9.2% | 10.0% | -8.45% |
| \$9.72 | \$9.74 | -0.25% | Average Cost per Vehicle Revenue Mile | \$10.11 | \$9.35 | 8.22% |
| \$123.44 | \$127.27 | -3.01% | Average Cost per Vehicle Revenue Hour | \$128.53 | \$119.61 | 7.46% |
| \$8.10 | \$7.95 | 1.96% | Average Cost per Passenger | \$8.54 | \$7.86 | 8.54% |
| 4.9 | 4.8 | 2.08% | Average Big Bus Age | 4.6 | 4.7 | -1.60% |

Safety Data

| | | | | | | |
|----|---|---------|--------------------------|----|----|---------|
| 4 | 2 | 100.00% | Preventable Accidents | 22 | 11 | 100.00% |
| 6 | 2 | 200.00% | Nonpreventable Accidents | 15 | 13 | 15.38% |
| 10 | 4 | 150.00% | Total Accidents | 37 | 24 | 54.17% |

April 2017

Current Month

Line Service Categories

Year to Date

| 2017 | 2016 | Percentage Changed | | 2017 | 2016 | Percentage Changed |
|--|----------|--------------------|------------------------------------|-----------|-----------|--------------------|
| URBAN (1 - 34) | | | | | | |
| 345,865 | 372,323 | -7.11% | Total Monthly Passengers | 1,403,918 | 1,448,847 | -3.10% |
| 30 | 30 | 0.00% | Service Days | 118 | 119 | -0.84% |
| 11,528.8 | 12,410.8 | -7.11% | Average Daily Passengers | 11,897.6 | 12,175.2 | -2.28% |
| 18.1 | 18.6 | -2.65% | Passengers per Vehicle Hour | 18.2 | 18.5 | -1.85% |
| 1.6 | 1.6 | -2.78% | Passengers per Vehicle Mile | 1.6 | 1.6 | -1.72% |
| \$6.30 | \$6.03 | 4.59% | Total Operating Cost Per Passenger | \$6.57 | \$5.89 | 11.58% |
| SUBURBAN (101-104, 110) | | | | | | |
| 12,383 | 12,000 | 3.19% | Total Monthly Passengers | 48,761 | 48,250 | 1.06% |
| 20 | 21 | -4.76% | Service Days | 84 | 85 | -1.18% |
| 619.2 | 571.4 | 8.37% | Average Daily Passengers | 580.5 | 567.6 | 2.27% |
| 5.28 | 4.68 | 12.70% | Passengers per Vehicle Hour | 4.95 | 4.82 | 2.73% |
| 0.22 | 0.19 | 12.67% | Passengers per Vehicle Mile | 0.20 | 0.20 | 2.70% |
| \$26.44 | \$28.31 | -6.59% | Total Operating Cost Per Passenger | \$29.20 | \$27.08 | 7.82% |
| EXPRESS (60 & 61) | | | | | | |
| 7,961 | 8,800 | -9.53% | Total Monthly Passengers | 32,343 | 35,032 | -7.68% |
| 20 | 21 | -4.76% | Service Days | 84 | 85 | -1.18% |
| 398.1 | 419.0 | -4.99% | Average Daily Passengers | 385.0 | 412.1 | -6.58% |
| 9.3 | 9.3 | -0.49% | Passengers per Vehicle Hour | 9.0 | 9.5 | -5.34% |
| 0.4 | 0.4 | -1.20% | Passengers per Vehicle Mile | 0.4 | 0.4 | -6.06% |
| \$17.26 | \$16.56 | 4.24% | Total Operating Cost Per Passenger | \$18.34 | \$15.91 | 15.24% |
| CIRCULATOR (50, 51, 53, & 59) | | | | | | |
| 6,401 | 6,762 | -5.34% | Total Monthly Passengers | 25,923 | 26,730 | -3.02% |
| 30 | 30 | 0.00% | Service Days | 118 | 119 | -0.84% |
| 213.4 | 225.4 | -5.32% | Average Daily Passengers | 219.7 | 224.6 | -2.18% |
| 3.9 | 3.9 | -1.08% | Passengers per Vehicle Hour | 3.8 | 4.0 | -3.29% |
| 0.3 | 0.3 | 4.63% | Passengers per Vehicle Mile | 0.3 | 0.3 | 1.55% |
| \$31.88 | \$32.11 | -0.70% | Total Operating Cost Per Passenger | \$33.66 | \$30.96 | 8.72% |
| DASH (54) | | | | | | |
| 13,101 | N/A | N/A | Total Monthly Passengers | 45,977 | N/A | N/A |
| 20 | N/A | N/A | Service Days | 84 | N/A | N/A |
| 655.1 | N/A | N/A | Average Daily Passengers | 547.3 | N/A | N/A |
| 10.9 | N/A | N/A | Passengers per Vehicle Hour | 9.1 | N/A | N/A |
| 2.0 | N/A | N/A | Passengers per Vehicle Mile | 1.7 | N/A | N/A |
| \$3.91 | N/A | N/A | Total Operating Cost Per Passenger | \$4.00 | N/A | N/A |
| GROCERY (91 - 95) | | | | | | |
| 1,608 | 1,765 | -8.90% | Total Monthly Passengers | 6,774 | 7,197 | -5.88% |
| 20 | 21 | -4.76% | Service Days | 84 | 85 | -1.18% |
| 80.4 | 84.0 | -4.29% | Average Daily Passengers | 80.6 | 84.7 | -4.84% |
| 6.4 | 5.5 | 16.03% | Passengers per Vehicle Hour | 6.4 | 2.1 | 209.17% |
| 1.1 | 1.2 | -3.42% | Passengers per Vehicle Mile | 1.1 | 1.2 | -9.32% |
| \$54.90 | \$55.20 | -0.54% | Total Operating Cost Per Passenger | \$54.31 | \$49.29 | 10.19% |
| Sunday Line Service | | | | | | |
| 19,173 | 16,077 | 19.26% | Total Monthly Passengers | 67,027 | 65,157 | 2.87% |
| 5 | 4 | 25.00% | Service Days | 17 | 17 | 0.00% |
| 3,834.6 | 4,019.3 | -4.60% | Average Daily Passengers | 3,942.8 | 3,832.8 | 2.87% |
| 12.4 | 10.4 | 18.80% | Passengers per Vehicle Hour | 12.8 | 11.8 | 8.57% |
| 1.1 | 0.9 | 20.07% | Passengers per Vehicle Mile | 1.1 | 1.0 | 9.76% |
| \$7.80 | \$8.30 | -6.06% | Total Operating Cost Per Passenger | \$6.47 | \$8.20 | -21.06% |
| Saturday Line Service | | | | | | |
| 36,560 | 37,731 | -3.10% | Total Monthly Passengers | 125,879 | 135,190 | -6.89% |
| 5 | 5 | 0.00% | Service Days | 17 | 18 | -5.56% |
| 7,312.0 | 7,546.2 | -3.10% | Average Daily Passengers | 7,404.6 | 7,510.6 | -1.41% |
| 16.1 | 20.8 | -22.41% | Passengers per Vehicle Hour | 16.3 | 17.6 | -6.88% |
| 1.4 | 1.8 | -22.17% | Passengers per Vehicle Mile | 1.40 | 1.49 | -6.29% |
| \$5.96 | \$4.26 | 39.89% | Total Operating Cost Per Passenger | \$4.98 | \$5.65 | -11.79% |
| Call-A-Bus | | | | | | |
| 159 | 169 | -5.92% | Total Monthly Passengers | 610 | 653 | -6.58% |
| U of A ZipCard | | | | | | |
| 19569 | 20169 | -2.97% | Total Monthly Passengers | 78513 | 79026 | -0.65% |
| Akron Public Schools ID Cards | | | | | | |
| 22,147 | N/A | N/A | Total Monthly Passengers | 58671 | N/A | N/A |

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
April 2017

| ROUTE #/DESCRIPTION | FAREBOX REVENUE | GENERAL FARE | TOT FAREBOX | EXPENSE | | TOTAL PASSEN- GERS | PEAK | | PASSENGERS PER: | | NET COST PER PASSENGER: | | FAREBOX RECOVERY | | | | | |
|---------------------------|--------------------|-----------------|----------------|-----------------|--------------|--------------------------|--------------|--------------|--------------------|----------|----------------------------|-----------|---------------------|------------|---------------------|-------|-------|------|
| | | | | PER REV HOUR | PER REV MILE | | REV HOURS | REV MILES | REV HOUR | REV MILE | REV HOUR | REV MILE | (Per Hour) | (Per Mile) | Allocation Model | | | |
| 1 West Market | \$ 16,222 | \$ 11,608 | \$ 27,829 | \$ 210,134 | \$ 176,823 | 40,389 | 1,702 | 18,193 | 6 | 23.7 | 2.22 | \$ 4.51 | \$ 3.69 | \$ 3.75 | 13.2% | 15.7% | 15.5% | |
| 2 Arlington | \$ 16,932 | \$ 11,053 | \$ 27,985 | \$ 187,699 | \$ 172,926 | 38,461 | 1,521 | 17,792 | 6 | 25.3 | 2.16 | \$ 4.15 | \$ 3.77 | \$ 3.61 | 14.9% | 16.2% | 16.8% | |
| 3 Copley/Hawkins | \$ 10,139 | \$ 6,177 | \$ 16,316 | \$ 138,611 | \$ 111,670 | 21,492 | 1,123 | 11,490 | 5 | 19.1 | 1.87 | \$ 5.69 | \$ 4.44 | \$ 5.01 | 11.8% | 14.6% | 13.2% | |
| 4 Delia/N Hawkins | \$ 4,757 | \$ 2,732 | \$ 7,490 | \$ 64,013 | \$ 61,980 | 9,507 | 519 | 6,377 | 4 | 18.3 | 1.49 | \$ 5.95 | \$ 5.73 | \$ 6.56 | 11.7% | 12.1% | 10.7% | |
| 5 East Market/Eliet | \$ 3,144 | \$ 1,868 | \$ 5,012 | \$ 70,751 | \$ 81,725 | 6,500 | 573 | 8,409 | 3 | 11.3 | 0.77 | \$ 10.11 | \$ 11.80 | \$ 10.09 | 7.1% | 6.1% | 7.1% | |
| 6 E. Market/Lakemore | \$ 6,005 | \$ 4,980 | \$ 10,985 | \$ 119,777 | \$ 127,318 | 17,328 | 970 | 13,100 | 5 | 17.9 | 1.32 | \$ 6.28 | \$ 6.71 | \$ 6.12 | 9.2% | 8.6% | 9.4% | |
| 7 Cuyahoga Falls Ave | \$ 4,876 | \$ 3,945 | \$ 8,821 | \$ 97,537 | \$ 80,082 | 13,726 | 790 | 8,240 | 4 | 17.4 | 1.67 | \$ 6.46 | \$ 5.19 | \$ 5.96 | 9.0% | 11.0% | 9.7% | |
| 8 Kenmore/Barborton | \$ 11,015 | \$ 6,311 | \$ 17,326 | \$ 121,659 | \$ 118,789 | 21,961 | 986 | 12,222 | 4 | 22.3 | 1.80 | \$ 4.75 | \$ 4.62 | \$ 4.23 | 14.2% | 14.8% | 15.7% | |
| 9 Wooster/East Ave | \$ 5,401 | \$ 3,528 | \$ 8,929 | \$ 83,218 | \$ 74,683 | 12,276 | 674 | 7,684 | 3 | 18.2 | 1.60 | \$ 6.05 | \$ 5.36 | \$ 5.45 | 10.7% | 12.0% | 11.8% | |
| 10 Howard/Portage Tr | \$ 8,493 | \$ 6,007 | \$ 14,500 | \$ 128,253 | \$ 125,962 | 20,901 | 1,039 | 12,960 | 5 | 20.1 | 1.61 | \$ 5.44 | \$ 5.33 | \$ 5.10 | 11.3% | 11.5% | 12.0% | |
| 11 South Akron | \$ 910 | \$ 572 | \$ 1,482 | \$ 27,527 | \$ 23,773 | 1,992 | 223 | 2,446 | 1 | 8.9 | 0.81 | \$ 13.07 | \$ 11.19 | \$ 11.79 | 5.4% | 6.2% | 5.9% | |
| 12 Tallmadge Hill | \$ 3,946 | \$ 4,165 | \$ 8,111 | \$ 111,239 | \$ 83,630 | 14,491 | 901 | 8,605 | 5 | 16.1 | 1.68 | \$ 7.12 | \$ 5.21 | \$ 6.66 | 7.3% | 9.7% | 7.7% | |
| 13 Grant/Firestone | \$ 5,276 | \$ 4,338 | \$ 9,614 | \$ 92,569 | \$ 69,002 | 15,094 | 750 | 7,100 | 4 | 20.1 | 2.13 | \$ 5.50 | \$ 3.93 | \$ 5.06 | 10.4% | 13.9% | 11.2% | |
| 14 Euclid/Barborton | \$ 10,733 | \$ 6,333 | \$ 17,066 | \$ 189,746 | \$ 175,458 | 22,036 | 1,537 | 18,053 | 5 | 14.3 | 1.22 | \$ 7.84 | \$ 7.19 | \$ 6.58 | 9.0% | 9.7% | 10.5% | |
| 17 Brown/Inman | \$ 7,354 | \$ 4,505 | \$ 11,859 | \$ 106,620 | \$ 92,693 | 15,676 | 864 | 9,537 | 5 | 18.1 | 1.64 | \$ 6.04 | \$ 5.16 | \$ 5.87 | 11.1% | 12.8% | 11.4% | |
| 18 Thornton/Manchester | \$ 6,760 | \$ 3,922 | \$ 10,682 | \$ 90,480 | \$ 96,532 | 13,646 | 733 | 9,932 | 4 | 18.6 | 1.37 | \$ 5.85 | \$ 6.29 | \$ 5.80 | 11.8% | 11.1% | 11.9% | |
| 19 Eastland | \$ 6,428 | \$ 4,256 | \$ 10,683 | \$ 100,582 | \$ 76,782 | 14,808 | 815 | 7,900 | 4 | 18.2 | 1.87 | \$ 6.07 | \$ 4.46 | \$ 5.46 | 10.6% | 13.9% | 11.7% | |
| 21 South Main | \$ 667 | \$ 775 | \$ 1,442 | \$ 22,630 | \$ 21,087 | 2,198 | 183 | 1,758 | 1 | 14.7 | 1.53 | \$ 7.85 | \$ 5.80 | \$ 7.32 | 6.4% | 8.4% | 6.8% | |
| 24 Lakeshore | \$ 1,558 | \$ 1,163 | \$ 2,720 | \$ 32,001 | \$ 21,504 | 3,198 | 405 | 2,213 | 2 | 15.6 | 1.83 | \$ 7.24 | \$ 4.64 | \$ 7.53 | 8.5% | 12.7% | 8.2% | |
| 26 Exchange/Whitepond | \$ 2,105 | \$ 1,622 | \$ 3,728 | \$ 60,084 | \$ 54,846 | 5,645 | 487 | 5,643 | 2 | 11.6 | 1.00 | \$ 9.98 | \$ 9.06 | \$ 8.88 | 6.2% | 6.8% | 6.9% | |
| 28 Merriman Valley | \$ 1,168 | \$ 1,099 | \$ 2,267 | \$ 42,627 | \$ 39,519 | 3,824 | 345 | 4,066 | 3 | 11.1 | 0.94 | \$ 10.55 | \$ 9.74 | \$ 12.04 | 5.3% | 5.7% | 4.7% | |
| 30 Goodyear/Darrow | \$ 4,339 | \$ 2,882 | \$ 7,221 | \$ 86,438 | \$ 80,558 | 10,029 | 700 | 8,289 | 3 | 14.3 | 1.21 | \$ 7.90 | \$ 7.31 | \$ 7.11 | 8.4% | 9.0% | 9.2% | |
| 33 State Rd/Wyoga Lake | \$ 2,024 | \$ 1,410 | \$ 3,433 | \$ 44,078 | \$ 47,897 | 4,265 | 357 | 4,928 | 2 | 13.7 | 1.00 | \$ 8.29 | \$ 9.06 | \$ 8.32 | 7.8% | 7.2% | 7.8% | |
| 34 Cascade Village/Uhler | \$ 5,920 | \$ 4,149 | \$ 10,068 | \$ 128,284 | \$ 109,264 | 11,863 | 1,039 | 11,242 | 4 | 13.9 | 1.28 | \$ 8.19 | \$ 6.87 | \$ 7.05 | 7.8% | 9.2% | 9.0% | |
| 50 Montrose Circulator | \$ 504 | \$ 529 | \$ 1,033 | \$ 62,697 | \$ 52,105 | 1,841 | 508 | 5,361 | 3 | 3.6 | 0.34 | \$ 33.49 | \$ 27.74 | \$ 32.60 | 1.6% | 2.0% | 1.7% | |
| 51 Stow Circulator | \$ 510 | \$ 385 | \$ 895 | \$ 51,186 | \$ 68,171 | 1,339 | 415 | 7,014 | 2 | 3.2 | 0.19 | \$ 37.56 | \$ 50.24 | \$ 37.89 | 1.7% | 1.3% | 1.7% | |
| 53 Portage/Graham | \$ 1,116 | \$ 590 | \$ 1,706 | \$ 49,622 | \$ 55,419 | 5,835 | 402 | 5,702 | 3 | 5.1 | 0.36 | \$ 23.35 | \$ 26.18 | \$ 25.90 | 3.4% | 3.1% | 3.1% | |
| 54 DASH Downtown | \$ 4 | \$ - | \$ 4 | \$ 147,715 | \$ 63,661 | 113,722 | 1,197 | 6,550 | 4 | 10.9 | 2.00 | \$ 11.27 | \$ 4.86 | \$ 8.68 | 0.0% | 0.0% | 0.0% | |
| 59 Chapel Hill Circulator | \$ 570 | \$ 336 | \$ 906 | \$ 35,468 | \$ 30,198 | 36,577 | 287 | 3,107 | 2 | 4.1 | 0.38 | \$ 29.57 | \$ 25.06 | \$ 30.51 | 2.6% | 3.0% | 2.5% | |
| 60 NC Express Chapel Hill | \$ 477 | \$ 389 | \$ 866 | \$ 18,557 | \$ 40,393 | 29,618 | 1,352 | 4,156 | 2 | 9.0 | 0.33 | \$ 13.09 | \$ 29.24 | \$ 21.27 | 4.7% | 2.1% | 2.9% | |
| 61 NC Express Montrose | \$ 7,602 | \$ 1,899 | \$ 9,502 | \$ 87,600 | \$ 168,727 | 107,769 | 710 | 17,360 | 5 | 9.3 | 0.38 | \$ 11.82 | \$ 24.09 | \$ 14.87 | 10.8% | 5.6% | 8.8% | |
| 101 Richfield/Bath | \$ 183 | \$ 389 | \$ 573 | \$ 36,332 | \$ 68,113 | 50,214 | 1,355 | 7,008 | 3 | 4.6 | 0.19 | \$ 26.39 | \$ 49.85 | \$ 36.64 | 1.6% | 0.8% | 1.1% | |
| 102 Northfield Express | \$ 99 | \$ 912 | \$ 1,010 | \$ 84,350 | \$ 184,375 | 89,949 | 683 | 18,970 | 2 | 4.6 | 0.17 | \$ 26.27 | \$ 57.81 | \$ 28.04 | 1.2% | 0.5% | 1.1% | |
| 103 Stow/Hudson | \$ 153 | \$ 767 | \$ 920 | \$ 51,062 | \$ 101,469 | 57,603 | 414 | 10,440 | 2 | 6.5 | 0.26 | \$ 18.79 | \$ 37.67 | \$ 21.24 | 1.8% | 0.9% | 1.6% | |
| 104 Twinsburg Creekside | \$ 181 | \$ 933 | \$ 1,113 | \$ 75,462 | \$ 144,507 | 84,422 | 3,246 | 14,868 | 3 | 5.3 | 0.22 | \$ 22.90 | \$ 44.18 | \$ 25.66 | 1.5% | 0.8% | 1.3% | |
| 110 Green/Springfield | \$ 136 | \$ 558 | \$ 694 | \$ 42,422 | \$ 58,257 | 45,279 | 344 | 5,994 | 2 | 5.6 | 0.32 | \$ 21.50 | \$ 29.66 | \$ 22.97 | 1.6% | 1.2% | 1.5% | |
| 91 Monday Grocery | \$ 411 | \$ 103 | \$ 514 | \$ 7,900 | \$ 4,172 | 17,510 | 359 | 64 | 429 | 2 | 5.6 | 0.84 | \$ 20.57 | \$ 10.19 | \$ 47.34 | 6.5% | 12.3% | 2.9% |
| 92 Tuesday Grocery | \$ 1,062 | \$ 60 | \$ 1,122 | \$ 4,682 | \$ 2,702 | 15,569 | 209 | 38 | 278 | 2 | 5.5 | 0.75 | \$ 17.04 | \$ 7.56 | \$ 69.12 | 24.0% | 41.5% | 7.2% |
| 93 Wednesday Grocery | \$ 901 | \$ 98 | \$ 999 | \$ 5,102 | \$ 2,418 | 15,736 | 340 | 41 | 249 | 2 | 8.2 | 1.37 | \$ 12.07 | \$ 4.18 | \$ 43.34 | 19.6% | 41.3% | 6.3% |
| 94 Thursday Grocery | \$ 1,072 | \$ 113 | \$ 1,185 | \$ 8,402 | \$ 2,636 | 23,814 | 392 | 68 | 271 | 3 | 5.8 | 1.45 | \$ 18.41 | \$ 3.70 | \$ 57.73 | 14.1% | 44.9% | 5.0% |
| 95 Friday Grocery | \$ 1,205 | \$ 89 | \$ 1,293 | \$ 5,077 | \$ 1,987 | 15,645 | 308 | 41 | 204 | 2 | 7.5 | 1.51 | \$ 12.29 | \$ 2.25 | \$ 46.59 | 25.5% | 65.1% | 8.3% |
| BoE Route | \$ 169 | \$ 464 | \$ 633 | \$ 21,561 | \$ 21,868 | 40,469 | 1,613 | 2,250 | 4 | 9.2 | 0.72 | \$ 12.97 | \$ 13.17 | \$ 24.70 | 2.9% | 2.9% | 1.6% | |
| JARC | \$ - | \$ 154 | \$ 154 | \$ 5,760 | \$ 8,145 | 17,116 | 536 | 838 | 2 | 11.5 | 0.64 | \$ 10.46 | \$ 14.91 | \$ 31.64 | 2.7% | 1.9% | 0.9% | |
| LOOP | \$ - | \$ - | \$ - | \$ - | \$ - | - | - | 0 | 0 | - | - | \$ - | \$ - | \$ - | 0.0% | 0.0% | 0.0% | |
| ZONE | \$ 68 | \$ 160 | \$ 228 | \$ 38,842 | \$ - | 89,751 | 557 | 0 | 11 | 1.8 | - | \$ 69.33 | \$ (0.41) | \$ 160.72 | 0.6% | 0.0% | 0.3% | |
| SCAT | \$ 45,165 | \$ - | \$ 45,165 | \$ - | \$ 910,261 | 362,505 | 16,293 | 0 | 93,655 | - | 0.17 | \$ (2.77) | \$ 53.10 | \$ 19.48 | 0.0% | 5.0% | 12.5% | |
| TOTALS | \$ 162,595 | \$ 108,326 | \$ 270,921 | \$ 3,196,356 | \$ 3,199,828 | 390,025 | 25,894 | 320,224 | 151 | 15.1 | 1.18 | \$ 7.50 | \$ 8.89 | \$ 7.51 | 8.5% | 8.5% | 8.5% | |
| TOTALS | \$ 45,165 | \$ - | \$ 45,165 | \$ - | \$ 910,261 | 362,505 | 16,293 | 0 | 93,655 | - | 0.17 | \$ (2.77) | \$ 53.10 | \$ 19.48 | 0.0% | 5.0% | 12.5% | |

2017 MONTHLY RIDERSHIP BY ROUTE

| Route# | Description | JAN | FEB | MAR | APR | % Change | Apr-16 | MAY | JUNE | JUL | AUG | SEP | OCT | NOV | DEC |
|--------|---------------------------|---------|---------|---------|---------|----------|---------|-----|------|-----|-----|-----|-----|-----|-----|
| 1 | West Market | 41,403 | 41,405 | 42,719 | 40,389 | -14.7% | 47,328 | | | | | | | | |
| 2 | Arlington | 36,141 | 39,877 | 39,282 | 38,461 | -8.1% | 41,871 | | | | | | | | |
| 3 | Copley Rd/Hawkins | 21,322 | 22,717 | 21,695 | 21,492 | -11.4% | 24,267 | | | | | | | | |
| 4 | Delia/N Hawkins | 9,779 | 10,858 | 11,019 | 9,507 | -10.6% | 10,634 | | | | | | | | |
| 5 | East Market/Eliet | 6,163 | 6,314 | 7,133 | 6,500 | -5.8% | 6,900 | | | | | | | | |
| 6 | East Market/Lakemore | 17,014 | 17,861 | 19,243 | 17,328 | -0.4% | 17,390 | | | | | | | | |
| 7 | Cuyahoga Falls Ave | 13,143 | 14,127 | 14,382 | 13,726 | -5.3% | 14,492 | | | | | | | | |
| 8 | Kenmore/Barborton | 21,588 | 22,040 | 22,606 | 21,961 | -2.7% | 22,578 | | | | | | | | |
| 9 | Wooster/East Ave | 11,535 | 12,318 | 12,539 | 12,276 | -3.3% | 12,690 | | | | | | | | |
| 10 | Howard/Portage Trail | 19,389 | 20,061 | 20,062 | 20,901 | -4.6% | 21,910 | | | | | | | | |
| 11 | South Akron | 2,108 | 2,358 | 2,274 | 1,992 | -1.4% | 2,020 | | | | | | | | |
| 12 | Tallmadge Hill | 14,345 | 14,518 | 14,794 | 14,491 | -1.2% | 14,661 | | | | | | | | |
| 13 | Grant/Firestone Park | 14,747 | 15,225 | 15,576 | 15,094 | 1.8% | 14,826 | | | | | | | | |
| 14 | Euclid/Barborton XP | 21,167 | 22,285 | 22,495 | 22,036 | 0.4% | 21,953 | | | | | | | | |
| 17 | Brown/Inman | 16,855 | 16,947 | 16,665 | 15,676 | -15.1% | 18,455 | | | | | | | | |
| 18 | Thornton/Manchester | 13,747 | 14,025 | 13,926 | 13,646 | -15.4% | 16,127 | | | | | | | | |
| 19 | Eastland | 15,171 | 16,048 | 16,136 | 14,808 | -9.3% | 16,333 | | | | | | | | |
| 21 | South Main | 2,583 | 2,482 | 2,551 | 2,698 | 5.1% | 2,566 | | | | | | | | |
| 24 | Lakeshore | 4,376 | 5,234 | 4,450 | 4,045 | -7.6% | 4,380 | | | | | | | | |
| 26 | W Exchange/White Pond | 5,599 | 6,178 | 6,086 | 5,645 | -12.6% | 6,456 | | | | | | | | |
| 28 | Merriman Valley | 4,471 | 4,434 | 4,288 | 3,824 | 8.1% | 3,537 | | | | | | | | |
| 30 | Goodyear/Darrow | 10,208 | 10,478 | 10,408 | 10,029 | -6.6% | 10,743 | | | | | | | | |
| 33 | State Rd/Wyoga Lake | 4,663 | 4,362 | 4,804 | 4,905 | -0.8% | 4,944 | | | | | | | | |
| 34 | Cascade Village/Uher | 13,909 | 14,506 | 14,836 | 14,435 | -5.4% | 15,262 | | | | | | | | |
| 50 | Montrose Circulator | 2,093 | 2,038 | 1,945 | 1,841 | -8.3% | 2,007 | | | | | | | | |
| 51 | Stow Circulator | 1,360 | 1,275 | 1,228 | 1,339 | 1.9% | 1,314 | | | | | | | | |
| 53 | Portage/Graham | 1,815 | 2,214 | 1,980 | 2,052 | 1.0% | 2,032 | | | | | | | | |
| 54 | DASH Circulator | 8,238 | 12,187 | 12,451 | 13,101 | N/A | N/A | | | | | | | | |
| 59 | Chapel Hill Circulator | 1,268 | 1,180 | 1,126 | 1,169 | -17.0% | 1,409 | | | | | | | | |
| 60 | NCX Chapel Hill/Cleveland | 1,412 | 1,364 | 1,322 | 1,352 | -24.9% | 1,800 | | | | | | | | |
| 61 | NCX Montrose/Cleveland | 6,648 | 6,689 | 6,947 | 6,609 | -5.6% | 7,000 | | | | | | | | |
| 101 | Richfield/Bath | 1,309 | 1,331 | 1,200 | 1,355 | -15.6% | 1,605 | | | | | | | | |
| 102 | Northfield Express | 2,771 | 2,970 | 3,322 | 3,172 | 4.5% | 3,035 | | | | | | | | |
| 103 | Stow/Hudson | 2,911 | 2,791 | 3,035 | 2,669 | -2.3% | 2,732 | | | | | | | | |
| 104 | Twinsburg Creekside | 2,693 | 2,820 | 2,790 | 3,246 | 43.2% | 2,267 | | | | | | | | |
| 110 | Green/Springfield | 2,203 | 2,105 | 2,127 | 1,941 | -17.8% | 2,361 | | | | | | | | |
| TOTAL: | | 376,147 | 395,622 | 399,442 | 385,711 | -3.5% | 399,885 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Rail Operations Committee

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Safety Committee

May 22, 2017



To: Christine S. Hoffer, Acting Executive Director
Heather Heslop Licata, Board President, and all other Board Members

From: Quentin Wyatt, Manager of Safety and Shawn Metcalf, Security Supervisor

RE: April 2017 Safety and Security Report

METRO employees were involved in twelve (12) accidents during April 2017, two (2) from SCAT, nine (9) from Line Service, and one (1) non-revenue vehicle. Five (5) accidents were classified as Preventable and seven (7) as Non-Preventable. All operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed, and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

The Bureau of Workers' Compensation and the Summit County Safety Council recognized METRO RTA for its effort in preventing accidents and injuries in the workplace.

Manager of Safety Quentin Wyatt attended the Transportation Safety Institute's (TSI) "Transit System Security" class, April 24th – 28th in Arlington, VA.

In April, the Akron Police and the Summit County Sheriffs responded to twenty-seven (27) documented incidents at the Transit Center and on the busses. These incidents resulted in eleven (11) arrests, nine (9) adults and two (2) juveniles. The arrests included misconduct at a transit facility, assault, drug possession, trafficking, and warrants. Akron Fire and EMS responded to the Transit Center on seven (7) occasions to assist passengers with medical issues. Four (4) individuals were transported to detox from the Transit Center. The Random Stop Program conducted thirty-seven (37) random stops and ninety-four (94) shelter checks.

On April 2nd a passenger tip lead to an individual identified as having a loaded weapon. The individual was arrested without incident and was also wanted in a robbery by Medina Police Department. On April 18th there was a fire at the Transit Center started by a burning cigarette butt that had blown into a pile of debris inside the fenced in construction area. Akron Fire responded and there were no injuries.

Security Supervisor Shawn Metcalf attended the Ohio Public Transit Association (OPTA) Conference on April 17th -19th in Columbus. He also presented, "Active Threats and The Response Plan", and "Heroin: The Assault on Transit." On April 26th Shawn Metcalf and other METRO employees Eric Scott, Michael Van Hoose and Jim Argabright attended "Terrorist Update Training" with TSA at the Stark Area Regional Transit Authority (SARTA) in Canton.

Upcoming Events

May 8th – 12th Quentin Wyatt will be attending the Transportation Safety Institute's (TSI) "Transit Bus System Safety" class in Cleveland, OH.

416 KENMORE BOULEVARD AKRON, OHIO 44301
phone: 330.762.7267 / fax: 330.762.0854

web: AKRONMETRO.ORG

APRIL 2017 ACCIDENT REPORT

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Human Resources Committee

May 19, 2017

TO: Christine Hoffer, Acting Executive Director
Heather Heslop Licata, Board President,
and All Other Board Members

FROM: Lori Stokes, Human Resources Supervisor

RE: May 2017 Human Resources Report

During April 2017, there were three (3) voluntary terminations at METRO RTA (two were retirements). We also welcomed one (1) new employee in the Planning Department.

METRO employees participated in 1,755.50 training hours during the month of April 2017.

| <u>*OHSa Recordable Rate</u> | | <u>**DART Rate</u> | |
|------------------------------|------|--------------------|------|
| 2016 YTD | 4.64 | 2016 YTD | 3.67 |
| 2017 YTD | 7.06 | 2017 YTD | 4.23 |

*OSHA – Occupational Safety & Health Administration

**DART – Days Away, Restricted Transfer

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

The overall impact rate for Life Services EAP was 30.52% for the fourth 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. The next HR Days in the Bullpen will be on July 13th and at the Transit Center on July 19th. The monthly theme is Patriotic - US Trivia.

The Annual METRO RTA Picnic will be held on Wednesday, June 14, 2017 from 11 am – 7 pm. All employees and their immediate families, board members and retirees are invited to attend

Lori Stokes will co-facilitate the Annual DBE meeting with SARTA, PARTA and Akron-Canton Airport on June 21, 2017, where certified DBE companies will have the opportunity to participate in federally-funded projects.

HUMAN RESOURCES MONTHLY REPORT
METRO REGIONAL TRANSIT AUTHORITY
April 30, 2017

| CURRENT MONTH | LAST MONTH | % CHANGE | | CURRENT MONTH | LAST YEAR Apr 2016 | % CHANGE |
|---------------|------------|----------|----------------------|---------------|--------------------|----------|
| 410 | 412 | -0.49% | TOTAL EMPLOYEES | 410 | 398 | 3.02% |
| 272 | 274 | -0.73% | TOTAL OPERATORS | 272 | 263 | 3.42% |
| 242 | 244 | -0.82% | FULL-TIME OPERATORS | 242 | 224 | 8.04% |
| 1 | 1 | 0.00% | EXTRA BOARD FILL-IN | 1 | 1 | 0.00% |
| 29 | 29 | 0.00% | SPECIAL SERVICE OPS | 29 | 38 | -23.68% |
| 37 | 37 | 0.00% | MECHANICS | 37 | 33 | 12.12% |
| 16 | 16 | 0.00% | VEHICLE SERVICE | 16 | 17 | -5.88% |
| 68 | 68 | 0.00% | SALARIED STAFF | 67 | 70 | -4.29% |
| 17 | 17 | 0.00% | OFFICE PERSONNEL | 17 | 15 | 13.33% |
| 155 | 156 | -0.64% | MALE NON-MINORITY | 155 | 153 | 1.31% |
| 114 | 113 | 0.88% | MALE MINORITY | 114 | 106 | 7.55% |
| 42.38% | 42.01% | 0.88% | % MINORITY | 42.38% | 40.93% | 3.54% |
| 71 | 72 | -1.39% | FEMALE, NON-MINORITY | 71 | 71 | 0.00% |
| 70 | 71 | -1.41% | FEMALE, MINORITY | 70 | 68 | 2.94% |
| 49.65% | 49.65% | -0.01% | % MINORITY | 49.65% | 48.92% | 1.48% |
| 44.88% | 44.66% | 0.49% | TOTAL MINORITY | 44.88% | 43.72% | 2.65% |
| 34.39% | 34.88% | -1.40% | TOTAL FEMALE | 34.39% | 34.92% | -1.52% |

| CURRENT MONTH | LAST YEAR Apr 2016 | % CHANGE | | Y-T-D 2017 | Y-T-D 2016 | % CHANGE |
|---------------|--------------------|----------|------------------------|------------|------------|----------|
| 1 | 16 | 0.00% | NEW HIRES | 10 | 17 | -41.18% |
| 3 | 2 | 0.00% | TERMINATIONS | 8 | 6 | 33.33% |
| 0 | 0 | | INVOLUNTARY TERM | 1 | 0 | |
| 3 | 2 | | VOLUNTARY TERM | 8 | 6 | |
| 0 | 1 | 0.00% | PROMOTIONS | 0 | 1 | 0.00% |
| 0 | 2 | 0.00% | TRANSFERS | 0 | 2 | 0.00% |
| 4 | 0 | 0.00% | ON-THE-JOB INJURIES | 10 | 3 | 233.33% |
| 4 | 0 | 0.00% | # WORKERS COMP CLAIMS | 10 | 3 | -9.00% |
| 4 | 8 | -50.00% | SIC/ACC CLAIMS | 14 | 25 | -44.00% |
| 6.79% | 6.59% | 3.03% | % OP ABSENTEEISM | 6.78% | 6.59% | 2.88% |
| 1,755.50 | 3,086.25 | -43.12% | # TRAINING HOURS | 6,283.75 | 5,377.50 | 16.85% |
| 2.57% | 4.49% | -97.43% | % TRAINING/WORKING HRS | 2.24% | 1.98% | 13.01% |
| 68,259 | 68,727 | -0.68% | TOTAL WORKING HOURS | 280,824 | 271,840 | 3.30% |

TRAINING HOURS

APRIL 2017

CUSTOMER SERVICE

| | |
|--|-------|
| FUNDAMENTALS OF BUS COLLISION INVESTIGATION TRAINING | 76.00 |
| SERVICE ANIMAL UPDATE TRAINING | 19.50 |
| LANGUAGE LINE TRAINING | 12.00 |

HUMAN RESOURCES

| | |
|--|-------|
| NATIONAL DRUG & ALCOHOL CONFERENCE (LORI STOKES) | 24.00 |
|--|-------|

OPERATIONS

| | |
|-------------------------|--------|
| REFRESHER TRAINING | 2.00 |
| RETURN TO WORK TRAINING | 16.00 |
| NEW OPERATOR TRAINING | 960.00 |
| STAFF MEETING/TRAINING | 3.00 |

MAINTENANCE

| | |
|--|---------------------|
| HVAC & COOLING SYSTEMS (VARIOUS EMPLOYEES) | 73.00 |
| TRANSMISSION REPAIR (VARIOUS EMPLOYEES) | 12.50 |
| ROAD CALLS & TROUBLESHOOTING (VARIOUS EMPLOYEES) | 95.50 |
| STEERING & SUSPENSION (VARIOUS EMPLOYEES) | 89.75 |
| BRAKE, ELECTRICAL AND BODY REPAIR | 153.75 |
| TSA TRAINING | 4.00 |
| NEW OPERATOR AIR BRAKE TRAINING | 12.00 |
| WHEELCHAIR LIFT/RAMP REPAIR | 4.50 |
| EXHAUST SYSTEM REPAIR (VARIOUS EMPLOYEES) | 28.75 |
| INSPECTIONS (VARIOUS EMPLOYEES) | 23.75 |
| EMP FANS | 16.00 |
| ENGINE REPAIR | 48.50 |
| AIR SYSTEMS | 45.00 |
| TSI TRAINING (QUENTIN WYATT) | 36.00 |
| TOTAL FOR APRIL 2017 | 1,755.50 |

| | |
|---|------------------------|
| <u>YEAR-TO-DATE TOTAL FOR 2017</u> | <u>6,283.75</u> |
|---|------------------------|

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Other

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY ATTENDANCE / LABOR

| MTD 2017 | MTD 2016 | (VAR) | APRIL | YTD 2017 | YTD 2016 | (VAR) |
|----------|----------|-----------|----------------------|----------|----------|-----------|
| 0 | 0 | #N/A | NO PHYSICAL | 1 | 0 | #N/A |
| 12 | 16 | -25.0% | RANDOM | 53 | 43 | 23.3% |
| 173 | 182 | -4.9% | FMLA | 837 | 859 | -2.6% |
| 54 | 35 | 54.3% | TEMP ASSIGN | 285 | 148 | 92.6% |
| 281 | 220 | 27.7% | SICK | 1,407 | 1,162 | 21.1% |
| 64 | 67 | -4.5% | PERS LV | 306 | 319 | -4.1% |
| 18 | 10 | 80.0% | LOA | 39 | 31 | 25.8% |
| 0 | 2 | #N/A | TRADE | 5 | 7 | -28.6% |
| 5 | 9 | -44.4% | BIRTHDAY | 26 | 30 | -13.3% |
| 11 | 15 | -26.7% | UNION BUS | 50 | 67 | -25.4% |
| 15 | 1 | 1400.0% | SUSPENSION | 51 | 80 | -36.3% |
| 8 | 15 | -46.7% | FUNERAL LV | 33 | 39 | -15.4% |
| 0 | 2 | #N/A | JURY DUTY | 7 | 9 | -22.2% |
| 0 | 0 | #N/A | REPORT OFF | 0 | 0 | #N/A |
| 0 | 0 | #N/A | TRADE, UNION | 0 | 0 | #N/A |
| 1 | 3 | -66.7% | OK OFFICE | 4 | 10 | -60.0% |
| 0 | 0 | #N/A | LICENSE EXP | 0 | 0 | #N/A |
| 0 | 0 | #N/A | EXCUSED | 0 | 0 | #N/A |
| 0 | 0 | #N/A | WITNESS TIME | 3 | 2 | 50.0% |
| 3 | 3 | 0.0% | ADT POST ACCIDENT | 16 | 3 | 433.3% |
| 0 | 0 | #N/A | TRANSIT AMBASSADOR | 0 | 0 | #N/A |
| 0 | 0 | #N/A | TRANSITIONAL WORK | 85 | 116 | -26.7% |
| 645 | 580 | 11.2% | | 3,208 | 2,925 | 9.7% |
| 17 | 11 | 54.5% | MISS OUTS | 83 | 58 | 43.1% |
| 3,348 | 4,151 | -19.3% | UNSCHEDULED OT | 14,080 | 17,473 | -19.4% |
| 440 | 415 | 6.0% | SCHEDULED OT | 1,681 | 1,547 | 8.7% |
| 177 | 210 | -15.7% | PAD TIME | 717 | 750 | -4.4% |
| 42 | 41 | 2.4% | MINIMUM DAILY GUAR | 173 | 235 | -26.4% |
| 26,429 | 25,873 | 2.1% | PLATFORM LINE TIME | 109,895 | 103,498 | 6.2% |
| 9,845 | 9,793 | 0.5% | SCAT PLATFORM TIME | 37,518 | 38,133 | -1.6% |
| 1,182 | 1,166 | 1.4% | DEADHEAD TRAVEL | 4,883 | 4,810 | 1.5% |
| 64 | 91 | -29.7% | BOE PLT | 348 | 436 | -20.2% |
| 42,204 | 41,844 | 0.9% | TOTAL LABOR | 171,184 | 170,656 | 0.3% |
| 7.93% | 9.92% | | UOT/LABOR | 8.23% | 10.24% | |
| 20 | 21 | -4.8% | WKDYS | 85 | 84 | 1.2% |
| 5 | 4 | 25.0% | SUN | 17 | 17 | 0.0% |
| 5 | 5 | 0.0% | SAT | 17 | 18 | -5.6% |
| 2,695 | 2,695 | METRO | PULL OUT PERFORMANCE | 1,855 | 1,953 | SCAT |
| 2 | 3 | LATE | | 31 | 76 | LATE |
| 99.93% | 99.89% | % ON TIME | | 98.33% | 96.11% | % ON TIME |

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