



Board of Trustees

September 28, 2016

Committee Meetings
&
Board Packet

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

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

DATE: September 22, 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	4,470,105.24	669,017.20	17.60%
Jul	3,589,732.56	3,640,092.96	3,690,063.41	49,970.45	1.37%
Aug	3,592,300.74	3,757,991.65	3,725,602.49	(32,389.16)	-0.86%
Sep	3,756,672.68	3,902,861.21	4,282,103.74	379,242.53	9.72%
Oct	3,221,156.82	3,640,575.90		(3,640,575.90)	-100.00%
Nov	3,690,096.44	3,818,020.13		(3,818,020.13)	-100.00%
Dec	3,735,615.23	3,789,375.25		(3,789,375.25)	-100.00%
Total	42,168,537.74	44,190,359.74	34,615,611.75	(9,574,747.99)	-21.67%
	2014	2015	2016		
Jan - Sep	31,521,669.25	32,942,388.46 4.51%	34,615,611.75 5.08%	1,673,223.29	

Cash sales tax receipts for September reflect a healthy rebound from the August dip, up 9.72% over last year. Year-to-date receipts are 5% higher and METRO has taken in over \$1.67 million more than last year at this time. Monthly ridership reflects a small positive growth over August 2015; this is only due to there being two more weekdays this August versus last August. Year-to-date (YTD) 2016 ridership is 2.24% lower than the same period in 2015. There were just three preventable accidents out of eight total accidents for the month. This compares with three non-preventable accidents out of nine total accidents in August 2015.

The following resolutions will be presented at the September Board meetings.

<u>Committee</u>	<u>Resolution Number</u>	<u>Authorizing</u>
Finance	2016 – 17	Contract Award for the Purchase of Radio Consoles
Finance	2016 – 18	Amendment of METRO's Fare Policy (GCRTA Fares)
Planning	2016 – 19	Approval/Acceptance of Service Monitoring Policy
Planning	2016 – 20	Approval and Acceptance of Equity Analysis Policy
Planning	2016 – 21	Adopting and Authorizing Submittal of 2016 Title VI Report

Leadership Team Update

Downtown Circulator - Monday, August 22nd was the first day of service for the new downtown DASH circulator, created in partnership with the University of Akron. For the eight total weekdays of DASH operation in August, average daily ridership was 162 trips. Last month also marked two years since METRO and U of A launched the METRO Zip service, where students, faculty and staff began riding METRO line service buses by simply swiping their Zip Card. METRO Zip ridership YTD for August was 144,388, down 2.84% from 2015 YTD of 148,614. METRO Zip rides for August 2016 were 18,020 versus 15,226 in August 2015, just over 16% higher. We look forward to increasing ridership on these university-related services, which are co-funded by University of Akron, GPD Group and Downtown Akron Partnership.

Stand Down - On Tuesday, September 13th METRO supported the 11th Annual Veteran's Service Commission Stand Down for Homeless and Displaced Veterans of Summit County, so named in honor of Laura Williams Dunlap, a veteran of the U.S. Army Women's Corp and the Korean War and founder of this wonderful event, who passed May 14, 2015. Over 350 veterans were served and Bambi Miller, METRO's Director of Customer Service, who leads our involvement, reports that this was a very uplifting event. She helped more veterans board our buses this year and witnessed improved living conditions for one veteran in particular. When he attended four years ago he was down and out. This year he returned with a job, better living conditions and a service animal who assisted him in helping other vets at the event. Thank you to all METRO personnel who serve/served our Country in the military. Thanks to all at METRO, especially Bambi, De Havilland and Molly for their leadership and teamwork of their respective departments, in publicizing/making the free fares and service deviation into the VFW lot a success for our veterans!

Avail Real-Time Bus Arrival Information Project - One of the last milestones for completion of the Avail project is the 30-Day Operational Test. METRO and Avail began the 30 Day Operational Test August 1st 2016 and it finished on August 31st 2016. During the test METRO operated the system in normal operation and noted any discrepancies. The 30-Day Operational Test started out with some minor issues and then near the middle of the month we had some bigger issues with Avail publishing our data for the new Fall Signup. Because of these issues METRO notified Avail that the 30-Day Operational Test did not pass. During the week of September 19th METRO and Avail were scheduled to discuss the issues

and what steps need to be taken to fix the problems. Once the problems are resolved METRO and Avail will schedule another 30 Day Operational Test.

Meetings - Recent meetings at which METRO was represented included Ohio Public Transit Association (OPTA) Board meeting/September 8th, American Public Transportation Association Annual Meeting/September 21st-23rd, Health Transit Pool/September 19th, and Ohio Transit Risk Pool (OTRP) Board of Trustees meeting and annual strategic planning retreat/September 21st – 23rd. Both the Health Pool and Risk Pool are very solvent and continue to effectively and efficiently underwrite and handle our claims. OPTA is currently recruiting for a new executive director. Persons interested in leading Ohio's 40+ member strong transit association may find more details at <http://www.ohioneedstransit.org/>

METRO representatives will attend the Ohio Transit Risk Pool Annual Strategic Planning meeting September 21 – 23.

The Operations Department reports for August:

Total Training hours: 1540. Hours consisted of 1352 hours spent with new hires; 64 hours of refresher training; 8 hours of sensitivity training; 16 hours of drive time for apprentices who were preparing to get their CDL; 8 hours of MCI bus training; 20 hours of Drug and Alcohol training; 72 hours of Ethics, Sexual Harassment, Workplace Violence and E.E.O. training.

- August 4 The Director of Operations and Chief Dispatcher had the opportunity to experience travel on an MCI CNG (Compressed Natural Gas) Bus.
- August 6 Operations assisted with a tour of the RKPTC for the Akron Chapter of The Institute of Management Accountants.
- August 8-10 Operations held the Fall Sign Up. The Fall sign up is August 21, 2016-January 15, 2017.
- August 11 Operations, along with various departments and members of T.W.U. met to discuss the progress of the revised Operator Handbook.
- August 12 The Board of Education and SSO Sign Up were conducted.
- August 16 The Operations Department, Troy Webb and Shawn Metcalf assisted the LeBron James Family Foundation in the staging/assembly for the transportation by Thomas World Wide Transportation of over 1200 family members to Cedar Point in Sandusky, Ohio.
- August 21 1st day of Fall Sign Up.
- August 22 The Executive Director, Director of Finance, Director of Operations and Chief Dispatcher met with the Akron Board of Education to discuss service for the 2016-2017 school year.
- August 22 All members of the Leadership Team met with the Executive Board Members of T.W.U. to discuss various topics regarding working conditions. A meeting of this nature will take place regularly as schedules permit.
- August 25 The Executive Director along the Director of Operations, Customer Service and Maintenance attended COTA's Annual Luncheon in Columbus, Ohio.
- August 26 The Executive Director along the Director of Operations, Finance, Chief Dispatcher and the Executive Assistant, attended the 91st Annual Akron Urban League Gala.

- August 31 The Director of Operations and Chief Dispatcher presented Operators Thomas Shelton and Sylvester Brown at the August Board Meeting with 25 years safe driving awards. We also took part in the grand opening/ribbon cutting ceremony of the CNG Electric Charging Station.

Guest Speaker Concerns

At the August 31st METRO Board meeting, trustees were addressed by Ms. Becky Deger of Chapel Hill Towers and by Messrs. Rick Speelman and Tony Barbitta, President and Vice President, respectively, of Transport Workers Union (TWU) of America Local #1. As you may know, TWU Local 1 is one of two unions with which METRO has a collective bargaining agreement (CBA). The other is International Brotherhood of Teamsters Local 348. Both CBAs are for a three-year term; both will expire July 31, 2017. Board members asked that I respond to the concerns that were voiced. Note: speaker handouts and remarks have been made part of the record as August 31st Board meeting minutes attachments.

Ms. Becky Deger - With her remarks Mrs. Deger provided Board members and staff with copies of several communications. This includes her letter to the METRO Board of Trustees dated August 31, 2016, her letters to me dated November 20, 2012 and April 20, 2016, and a reply to the April 20th letter by former METRO Planning Director Kris Liljeblad dated May 11, 2016. Planning staff recently identified Independence Turnaround (ITA) as having the second highest amount of transfer activity behind Robert K. Pfaff Transit Center (RKPTC). In June ITA averaged **555 boardings per weekday**, 318 Saturday, and 171 Sunday. These ITA weekday boardings were the second-highest boarding total in the system behind RKP (5,915) and ahead of Flight Memorial Drive (207), Rolling Acres Transit Center (184), Cascade Plaza (150), and 2nd & Tuscarawas/Barberton (122).

Response - This past Summer I joined METRO's Director of Maintenance, Facility Manager, Safety Manager and Security Supervisor during their regularly scheduled facility walkaround of ITA. Recalling Ms. Deger's interest in better amenities for waiting passengers we discussed options ranging from walling off a portion of the existing building interior, a full-scale renovation to the building, to replacing the entire building and grounds with a modern, new facility and bus bays. As to the provision of public restrooms, it is my understanding that the restroom at Rolling Acres Transit Center (TC) has never been open to the public but has been for METRO employees only. The only access to restrooms that METRO provides to the public are at RKPTC and 416 Kenmore Blvd.; at 416 Kenmore Blvd., visitors to the lobby get access to secure areas in order to utilize our first floor employee restrooms.

Note that METRO spent approximately \$700,000 to construct Rolling Acres TC and purchased the land for \$300,000 for the land (2002 numbers). METRO purchased the former Bakers Square Building in March 2012 for \$410,000. Improvements made to Rolling Acres TC in the past four years, include new landscaping, security camera upgrades, improved lighting and plumbing. The surrounding roadway was resurfaced and a Romig Road entranceway was constructed to eliminate access fees charged by the adjacent land owner for using the former mall driveway entrance. Improvements to ITA have included installing new fire alarm sprinklers and risers, mold removal, modernizing the restrooms and resurfacing the surrounding roadways and replacing drain grates. These expenditures amounted to approximately \$500,000. Additional analysis is needed to determine what level of investment should be made to ITA for waiting passengers. What percentage of ITA passengers are Chapel Hill Mall users or workers? Will Chapel Hill Mall go the way of Rolling Acres Mall? How has the Mall's current demise affected ridership? While ITA will likely remain important as a transit hub in METRO Driving Forward initiative, we must be careful that any additional investment at ITA is commensurate with projected passenger use.

As to possible provision of Saturday service to the doors of Chapel Hill Towers and possibly also Leo Dugan Apartments, METRO will explore doing this using existing resources. Making those added stops would mean less frequent service and we'd need to determine whether Ms. Deger and others would find this acceptable.

As to the provision of public restrooms at ITA or any other major transit hub, METRO would need to conduct further research and a cost-benefit analysis, taking into account the added maintenance and security/liability implications. Modern restrooms are provided by some transit systems, including this one in Atlanta at rail stations. <http://www.citylab.com/commute/2015/02/a-hands-free-self-cleaning-bathroom-for-transit-stations/385549/> If METRO's Board feels strongly that this is a direction METRO should go in, staff will launch the necessary study.

Tony Barbitta – Mr. Barbitta provided the attached statement that he read at the August 31st Board meeting. In response to his concerns over the Route 1 no longer going into Summit Mall, I am providing a letter that responds to very similar concerns voiced by an official with Tri-County Services for Independent Living. The decision to no longer drive METRO buses onto the Mall property is consistent with efforts to make transit more competitive with the automobile. When METRO first began operating onto Summit Mall property over 25 years ago, there were far more customers using METRO to visit the Mall. There was also far less automobile traffic to negotiate. Since METRO has stopped going onto Summit Mall property beginning August 21st, similar to it no longer going onto the Arlington Road Walmart property, operations have been safer, more on-time and to my knowledge, no major inconvenience to customers. The City of Fairlawn has at its cost, already installed an ADA-compliant pad at our stop on the inbound side of W. Market St. nearest the Mall main entrance. During the Fall sign-up, I am told that numerous METRO operators expressed great relief at no longer having to enter Summit Mall property. They know our customers, and had customer safety been a true issue, we would not have made this change. Mr. Barbitta also expressed concern over Driving METRO Forward's proposal to reduce service in outlying areas.

Mr. Speelman - In his remarks, Mr. Speelman voiced concern over what he feels are relationship problems between TWU and the Leadership Team, including TWU being disrespected and not taken seriously by management. He felt that Driving Forward information was not being proactively shared with TWU leadership and that communication at METRO was not good between management, and between management and TWU.

Response - We appreciate TWU leadership voicing its concerns over these matters. As I have stated to Messrs. Speelman and Barbitta, the proposed Driving METRO Forward changes are far from being implemented. Input from the public, METRO Board, TWU leadership, METRO Operator and Leadership Team has been taken over the past 9 months. Additional detailed cost-benefit and Title VI analysis will occur before finalizing the proposed changes, or before seeking Board approval. We are continuing to gather comments on the proposal from key stakeholders, including Summit County Executive Ilene Shapiro and staff on September 26th.

It is my belief that communication within the Leadership Team and between Leadership Team members and TWU has improved greatly in the past several years. Most important, the level of trust and morale at METRO has greatly improved in just the last year. That being said, are there occasional communication breakdowns at METRO? Yes. Has it occurred just within the Leadership Team and/or between the Leadership Team and TWU? Of course. Communication within any organization can always stand to be improved; the Leadership Team and TWU will continue to work towards that.

As to TWU feeling disrespected, I don't believe that any disrespect was intended by me or anyone else on the Leadership Team. The Leadership Team and TWU leadership can and should work together more effectively. As we prepare for 2017 contract negotiations, the Leadership Team will do our part to improve labor relations at METRO with both TWU and Teamsters.

The following chart shows electric charging station use at METRO's Public CNG Fueling and Electric Vehicle Charging Station that officially opened to the public on August 31st.



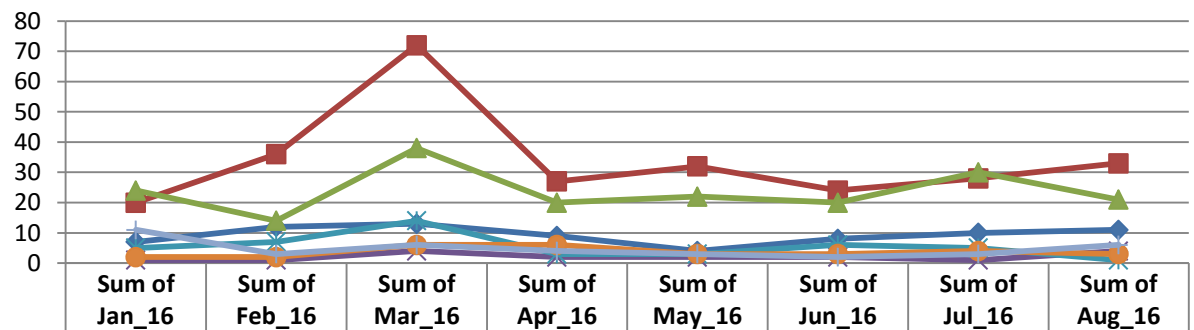
Reports for the month of August from the Maintenance and Customer Service Departments follow this page.

METRO MAINTENANCE

September 2016 Update

- Construction work continues on the South Barn Expansion (pictured below) estimated completion - November 2016
- Fleet road call data through August is pictured below
- 1 new Vehicle Servicer, Randy Philips, starts 10/3/2016
- August 1st/2nd, Along with Teamster Representatives and select Journeyman Mechanics, visited maintenance facilities at LEXTran in Lexington, KY and SORTA in Cincinnati for design best practices
- We have had 4 consistent users of the CNG fueling station and over 35 charging sessions on the EV station since opening

2016 Line Bus Road Calls by Fleet Type



35' Gillig Diesel	7	12	13	9	4	8	10	11
40' Gillig CNG	20	36	72	27	32	24	28	33
40' Gillig Diesel	24	14	38	20	22	20	30	21
40' Gillig Hybrid Diesel	1	1	4	2	2	2	1	4
40' New Flyer	5	7	14	3	3	6	5	1
45' Motorcoach Industries	2	2	6	6	3	3	4	3
60' New Flyer CNG	11	3	6	4	3	2	3	6



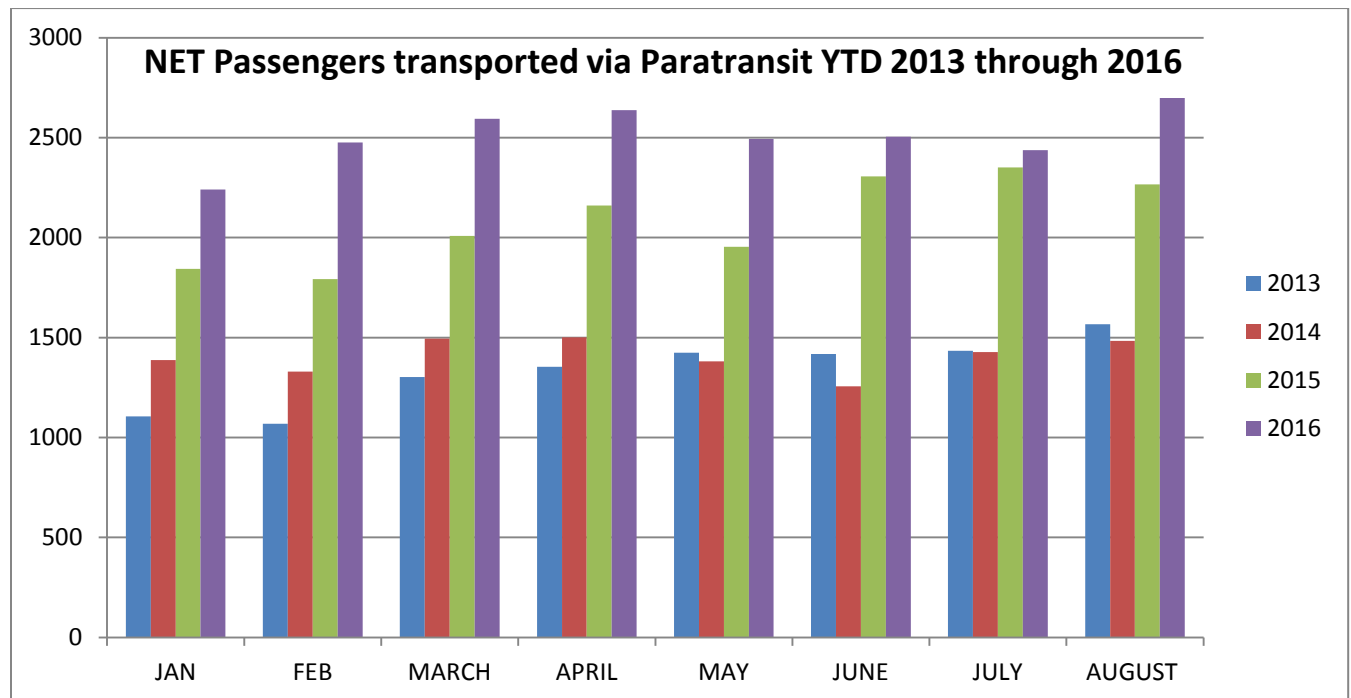
September 2016 Board Report - Customer Service and Paratransit activities during August 2016:

TITLE III AUDIT: METRO Customer Services/Paratransit Department received a perfect audit from Direction Home / Akron Area Agency on Aging as part of their annual Title III Contract audit requirements. The auditor was very impressed with our paratransit software and METRO's Paratransit Department's dedication to full transparency and sustainability.

TITLE III CONTRACT: METRO's bid was also accepted to continue transporting clients under the Title III program throughout Summit County under a contract with Direction Home Akron Canton.

NEO RIDE: Representatives from PARTA, SARTA, and Parsons Brinkerhoff met with Dean Harris, Mike Davis, and Bambi Miller on two different occasions to explore paratransit opportunities as part of the NEO Ride concept. The comments gathered from Parsons research indicated there maybe a small market of people from Portage and Stark Counties that would like to travel within Summit County. The Executive Board of NEO Ride has asked that we explore paratransit opportunities, rather than fixed route service. On an individual basis, the three counties currently collaborate to assist ADA passengers who need to travel between our three counties. This additional service would be available to all passengers, without eligibility or residency restrictions.

AUGUST PARATRANSIT RIDERSHIP RECAP: In August of 2016, Paratransit services transported 22,962 persons vs. 21,366 in August of 2015 (a 7% increase) vs 20,378 in August of 2014 (an 11% increase) vs 19,473 in August of 2013 (a 15% increase). The passengers transported via our NET contract with The Department of Job and Family Services continues to grow, up 10% over last month with 2,698 persons transported. August 2016 Year-To-Date we have transported 20,083 passengers via paratransit under this program, up 17% from 2015 levels. See chart below.



EVENTS: Paratransit management spoke at Summit DD's training session held at the RKPTC for Goodwill, to assist Goodwill employees understanding of the responsibilities of riding public transportation. Some of the August events that members of our team participated in are as follows: Senior Building events, (including Senior Olympics), ASCA (Akron Summit Community Action) Head Start Readiness/Enrollment Fairs, COTA Annual Luncheon, monthly Orientation for new refugees at the International Institute, Adult Protective Services Committee, Senior Independent Living Coalition, University of Akron Staff training, and a variety of University of Akron events held at the Student Union or Quaker Housing to highlight the DASH.

BAM

**MONTHLY BOARD COMMITTEE MEETING AGENDAS
VERNON LANE ODOM BOARD ROOM
WEDNESDAY, SEPTEMBER 28, 2016
8:00 A.M.**

8:00 A.M. FINANCE COMMITTEE

- 1) August 2016 Finance Report
- 2) Resolution 2016 – 17 Contract Award for the Purchase of Radio Consoles
- 3) Resolution 2016 – 18 Amending METRO's Fare Policy
- 4) Other

8:15 A.M. MARKETING AND SERVICE PLANNING COMMITTEE

- 1) August 2016 Performance Report
- 2) *Driving METRO Forward* Update
- 3) Adoption of Resolutions Related to the METRO RTA Title VI Report
 - a) 2016-19 – Approval Acceptance of Service Monitoring
 - b) 2016-20 – Approval and Acceptance of Equity Analysis
 - c) 2016-21 – Adopting and Authorizing Submittal of 2016 Title VI Report
- 4) Marketing Update

8:30 A.M. RAIL OPERATIONS COMMITTEE

- 1) Bergmann Associates Rail Visioning Study Update
- 2) Report on other rail activities

8:35 A.M. SAFETY COMMITTEE

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

8:40 A.M. HUMAN RESOURCES COMMITTEE

- 1) August 2016 Human Resources Report
- 2) Other

8:45 A.M. ADJOURN

**MONTHLY BOARD MEETING AGENDA
VERNON LANE ODOM BOARD ROOM
WEDNESDAY, SEPTEMBER 28, 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.

Ms. Becky Deger, Chapel Hill Towers

ITEM 3: RECOGNITION:

Operator Jim Boone – Twenty Years Safe Driving
Operator Sue LaPointe – Twenty Years Safe Driving

ITEM 4: BOARD MINUTES:

*Approval of Board Meeting Minutes for August 31, 2016

ITEM 5: COMMITTEE REPORTS & RESOLUTIONS:

Finance Committee

Chair Report

*Resolution 2016-17 Contract Award for the Purchase of Radio Consoles.

*Resolution 2016-18 Amending METRO's Fare Policy.

Marketing & Service Planning Committee

*Resolution 2016-19 Approval Acceptance of Service Monitoring

*Resolution 2016-20 Approval and Acceptance of Equity Analysis

*Resolution 2016-21 Adopting and Authorizing Submittal of 2016 Title VI Report

Rail Operations Committee

Chair Report

Safety Committee

Chair Report

Human Resources Committee

Chair Report

ITEM 6: EXECUTIVE SESSION

ITEM 7: OTHER BUSINESS:

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ITEM 8: OFFICERS' REPORT:

- President
- Executive Director

ITEM 9: CALL FOR ADJOURNMENT:

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

Next scheduled meeting – October 26, 2016

**METRO RTA
BOARD MINUTES
WEDNESDAY, AUGUST 31, 2016**

Trustees Present: Sandra Foster, Stephan Kremer, Donald Christian, Chuck Rector, Will Lutz, David Prentice, Renee Greene, Robert De Journette, Nicholas Fernandez

Trustees Absent: Scott Meyer, Heather Heslop Licata, Jack Hefner

Staff Present: Richard Enty, Dean Harris, Mike Davis, Christine Hoffer, Alex Harnocz, De Havilland McCall, Jamie Saylor, Phil Richardson, Robin Miller, Dana Gibitz, Jarrod Hampshire, John Sutherland, Yvonne Briggs

Guests Present: Mr. Rick Speelman, President, TWU, Mr. Tony Barbitta, Vice President, TWU, and Ms. Becky Deger, Chapel Hill Towers.

CALL TO ORDER

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

AUDIENCE PARTICIPATION

Mr. Rick Speelman and Mr. David Barbitta addressed the Board detailing some of the concerns the Union has with METRO's Management.

Ms. Deger expressed concerns of passengers from the Chapel Hill Towers. She mentioned promises that were made by our former Executive Director, Mr. Robert Pfaff, concerning the Independence Turnaround. Mr. Enty was asked by the Board to provide replies to the concerns presented to the Board.

Ms. Deger distributed copies of communications concerning her issues. Those handouts, along with the statement read by Mr. Barbitta, are attached to these minutes.

RECOGNITION

Operators Thomas Shelton and Sylvester Brown were recognized for twenty-five years of safe driving. Ms. McCall and Mr. Saylor presented them with Service Plaques and each received a check for their excellent service to METRO Regional Transit Authority and the community.

APPROVAL OF MINUTES

Ms. Foster asked for a motion to approve the June 29, 2016 minutes. Mr. Kremer made a motion for approval, seconded by Ms. Greene. The minutes were unanimously approved by the Board.

FINANCE COMMITTEE

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

Resolution 2016-14 authorizing the award of a contract for the construction of an Expansion to the RKPTC to Cavanaugh Building Corp. was presented for approval. Mr. Kremer made a motion for approval, seconded by Mr. Lutz. Resolution 2016-14 was approved by the Board with one abstention by Ms. Foster.

Resolution 2016-15 authorizing a change order with C. T. Taylor for repair of South Bus Barn columns as part of their Construction Management at Risk contract was presented for approval. Mr. Kremer made a motion for approval, seconded by Mr. Lutz. Resolution 2016-15 was unanimously approved by the Board.

Resolution 2016-16 authorizing the Executive Director/Secretary-Treasurer to enter into a new agreement with the Akron Board of Education for the 2016-2017 school year was presented for approval. Mr. Kremer made a motion for approval, seconded by Mr. Lutz. Resolution 2016-16 was unanimously approved by the Board.

MARKETING AND SERVICE PLANNING COMMITTEE

The Marketing and Service Planning Committee did meet. Mr. Lutz said there was no further business for discussion at this time.

RAIL OPERATIONS COMMITTEE

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

SAFETY COMMITTEE

Mr. Prentice said the Safety Committee met. Mr. Prentice said he was pleased that our Workers' Compensation claims are headed in the right direction. He said no further action was necessary.

HUMAN RESOURCES

The Human Resources Committee did meet. Department updates were provided in the Board packet and no further action is required at this time.

EXECUTIVE SESSION:

OTHER BUSINESS

None

OFFICERS' REPORT

President: None

Executive Director: Mr. Enty introduced the new Board member, Mr. Donald Christian, to Board members and staff.

ADJOURNMENT

There being no other business to come before the Board, Ms. Foster asked for a motion to adjourn. Mr. Kremer made a motion for adjournment, seconded by Mr. Lutz. The meeting was adjourned at 9:20 a.m.

CERTIFICATE OF COMPLIANCE

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

SAUNDRA M. FOSTER
PRESIDENT

RICHARD M. ENTY, EXECUTIVE
DIRECTOR/SECRETARY-TREASURER

August 31, 2016

METRO Regional Transit Authority Board of Trustees
416 Kenmore Boulevard
Akron, Ohio 44301

2016 Board of Trustees

President – Sandra Foster; Vice President - Scott Meyer;
Board Members: Elizabeth Britton; Robert DeJournett; Renee Greene; Nickolas Fernandez;
Jack Hefner; Stephan Kremer; William Lutz; David Prentice; came

Executive Director/Secretary-Treasurer **Richard Enty**

Service Planning Committee:

Kris Liljeblom; DeHavilland McCall; Jamie Saylor; Molly Becker; Bambi Miller; Michael Davis;
Alex Harnocz; Roger Bacon; Clinton Cooper; Robin Miller; Phil Richardson

Dear METRO Board Member et al:

I live at Chapel Hill Towers a 55+ community in North Akron and serve as Chairperson of our resident-initiated Safety Committee. We have a history of advocating for services for seniors and disabled residents in our 400 unit apartment complex with an array of social, governmental and service providers in Summit County.

As some of you may remember, we worked in 2011-2012 with Bob Pfaff, Jeff Fusco (former Akron at-Large City Councilman) John Schmidt (Summit County Councilman) and several others to identify and implement safe alternatives for all METRO bus riders when the Chapel Hill Mall property owners decided to no longer allow METRO buses on Mall property. Within a year, METRO was able to purchase the former Bakers Square building on Independence which became the Independence Turnaround.

Jeff Fusco was able to have the City of Akron build the curb cuts (2012) on the North and South sides of Independence and build the center island as a rider/handicap accessible crosswalk and add the additional three curb cuts on Independence. In 2015 the city installed “flashing” crossing signs.

Sadly, Bob passed away in 2012 and the remainder of the modifications to Independence Turnaround building have not been completed. We are especially dismayed that there seems to be concern that even though the Independence Turnaround still maintains the third largest number of ridership in Summit County that METRO is content to let the riders wait outdoors in inadequate and ill equipped “bus shelters that do little to protect one from cold winds, rain and snow. The “bus shelters” are plexi-glass type structures totally open to the brutal West winds.

There are no restroom facilities on the premises for riders (although we have been told the drivers have keys to allow them to use the restrooms). A gas station or crossing back to the Chapel Hill Mall are the only options for riders to use a restroom. We are told the building is used for storage and there are no plans to open a facility for riders to use to seek shelter or use the restrooms.

We see that the Romig Road Transit Center is a large facility with both inside and outside waiting areas (the inside seems to be air conditioned), it also appears to have restroom facilities for riders and is electronically monitored (no attendants on duty). How is it that such a facility is available in a Mall that has been closed since 2008 and has such low numbers of riders??

It appears that upgrades newer than pre 2008 have been done on this facility?

Page 2.

August 31, 2016
METRO Board of Trustees

We would like to know if METRO has provided any funds to maintain/upgrade this facility since the Mall was closed in 2008? What is the volume of ridership at the Romig Transit Center in relation to the Independence Turnaround?

Why can't the riders at the Independence Turnaround have a similar facility?

Another issue concerns the **CIRCULATOR ROUTE 59** that does not have Saturday service to the door of the buildings at Chapel Hill Towers 1 and 2. Kris Liljeblad in his letter to me of May 11, 2016 stated that "transit agencies traditionally assume that in urban areas, a bus route within ¼ mile of a bus route provides a very good passenger access. By that measure, Chapel Hill Towers has good bus service six days a week.

He further states "The lack of a safe, accessible pedestrian way between your building complex and either Independence Avenue or Buchholzer Boulevard is an infrastructure deficiency that METRO is not equipped to make up in perpetuity. We would like to work with you to seek help from your property owner and the city of Akron to address this sidewalk infrastructure deficiency for the long term."

It seems that Bob Pfaff knew about our problem from his first-hand visit to the property at Chapel Hill Towers 1 and 2 when he agreed to extend the Circulator 59 Route schedule to include service to the door of our buildings. You see, even though we are 6 tenths of a mile from the Independence Turnaround, we are located on a hill that makes walking on a walker, rolator, or using a manual wheelchair with it's own particular hazards and serious concerns for safety. Perhaps you know of a way to safely negotiating going up or down a hill in one of these that none of us have tried?

It is a novel idea that Kris would like to work with the property owner and the city of Akron to address this "sidewalk infrastructure deficiency for the long term." If you don't mind, I would be please to sit in on such a meeting to find out how to literally and figuratively **"level this playing field"**. to common ground" – err flat ground!

I have been in touch with the city of Akron, my ward City Councilman (Bruce Kilby) and he has also contacted the Traffic Engineer and Police Department about two related issues:

1. The City has kindly installed a pedestrian activated crossing sign with flashing lights to notify vehicles they are to stop and allow pedestrians to cross when this is activated. Unfortunately I would have been struck down multiple times if I relied on this. I am even willing to serve as a "decoy" and try to cross so the police could ticket some drivers.
2. We need to have more time added to allow safe passage across 4 lanes of highway.

Thank you for the time on your agenda. I am willing to work with you to help resolve these issues.

Cordially,

Becky Deger 330-724-7255
1101 Independence Ave., Apt. 124
Akron, OH 44310

ATTACHMENT 1 – My letter to Richard Enty -November 20, 2012
ATTACHMENT 2 – My letter to Richard Enty – April 20, 2016
ATTACHMENT 3 – Letter from Kris Liljeblad – May 11, 2016

Cc: Jeff Fusco, Dave Gaspar, Bruce Kilby

ATTACHMENT 1

November 20, 2012
Mr. Richard Entry, Director
Metro Regional Transit Authority
416 Kenmore Blvd.
Akron, Ohio 44301

Dear Mr. Entry:

Per the article in the Akron Beacon Journal on 11-15-12 Metro wants to hear from the community on expansion plans from its ridership. I am sorry I was not able to attend that meeting; however, I do want to comment about the incomplete plans at the Independence Turnaround.

I live at the Chapel Hill Towers in North Akron, a 55+ community. I also represent our Safety Committee, a resident-initiated activity that began working with Bob Pfaff, Metro's Executive Director in September 2011 when CBL Enterprises, owners of the Chapel Hill Mall, made the decision that Metro had to remove all but one bus from the Mall property. This decision forced Metro to use the small public street, Bucholzer Blvd. for bus stops. These were the only options at the time and forced riders to try and negotiate a grassy knoll on the East side of the street, with no handicap access. Riders were literally dropped off in the street and were forced to traverse and attempt to cross the street in front of on-coming traffic for nearly 9 months with no bus shelters. This hazardous circumstance was of critical concern to numerous people since our area has the third largest ridership in the county per Bob Pfaff.

Our letters to the CBL corporate offices went unanswered. The local Manager of the Mall would not even talk with us, prompted by corporate headquarters. At that point our Safety Committee began a series of meetings with Bob Pfaff, Jeff Fusco – Akron City Councilman at Large, our local Ward Councilman and the Summit County Ward Councilman, John Schmidt. Bob Pfaff even brought a plot plan for the Mall area to try and find an available piece of land.

As you know, Mr. Entry, Bob Pfaff was able to accomplish the purchase of the former Baker's Square and opened the Independence Turnaround this June through Metro. Jeff Fusco was able to have the City of Akron build the curb cuts on the North and South sides of Independence and build the center island as a rider/handicap accessible crosswalk and turnaround, plus add the additional 3 curb cuts on Independence.

Sadly, Bob Pfaff passed away before the final touches at the Independence Turnaround will be accomplished as he told us. Bob was not able to attend our "Balloon Launch" in June. However, Molly Becker did get the word to us that he was with us through his reps he sent and we could look forward to the completion of the following:

1. The interior of the former Baker's Square was to begin to be worked on after Jan. 1, 2013.
2. Additional routes to the schedule for the No. 59 Circulator would be added for Saturdays for Chapel Hill Towers I and II.

Page 2.
Mr. Richard Entry
November 20, 2012

Mr. Entry, we have high hopes that the previous two issues are still part of the original plan – or are on the expansion plan and did not get lost in the transition of Bob's untimely death and your appointment as the new Director of Metro. It is the hope of the Safety Committee, and my personal optimism that we will be able to work with you through the conclusion of the two previously-mentioned unfinished matters.

Our Safety Committee meets the first Tuesday of the month, although for January 2013 we will plan to meet January 8, because the first Tuesday is New Year's Day. If you are available on Jan. 8, I will also contact Jeff Fusco and John Schmidt to ascertain their availability that day. We meet at the Party Room at Chapel Hill Towers I, 1101 Independence Ave.

Please feel free to contact me at 330-724-7255. I look forward to meeting you and can forward pictures of the June "Balloon Launch" unless you prefer to get some pictures from Molly Becker.

For the Safety Committee, I remain Cordially Yours,

Ms. Becky Deger
1101 Independence Ave., Apt. 124
Akron, OH 44310

April 20, 2016

Mr. Richard Enty, Director
Metro RTA
416 Kenmore Boulevard
Akron, Ohio 44310

ATTACHMENTS 5-6-16 CHRIS LUTEBLAD,

FRE

DIR. PLANNING & DEVELOPMENT

330-564-2281 call me approx 11:30am

- I returned call around 2:30p - he was
out of office rest of day - left msg for Mon.

Dear Mr. Enty:

I live at Chapel Hill Towers in Akron and am the Chairperson of our Resident Safety Committee last met with you February 2013 when Metro RTA was actively soliciting community input for its expansion plans from its ridership. We were not successful in getting attention to our problems with of lack of a safe inside waiting area at the newly opened Independence Transit Center and an addition of Saturday service for the 59 Circulator bus at Chapel Hill Towers at that time.

NOW with the *Akron Beacon Journal* article on March 26, 2016 providing an enticing account of Metro RTA's major overhaul, the "Driving Metro Forward" Project - we are encouraged by Metro's community meetings during April to gather feedback about the general proposal. Even more, we are also encouraged by your "hopes that people will show up with recommendations" as a welcome entreaty to us to keep these issues viable and at the forefront.

The Chapel Hill area offered the third largest ridership in 2011 when Chapel Hill Mall "kicked" the Metro buses off of Mall property, save for one lonely Circulator bus. At that time and because of the involvement with Bob Pfaff, Jeff Fusco (then Akron City Councilman-at-Large) and John Schmidt (then Summit County Councilman) Metro opened the Independence Transit Center in 2012 - but alas minus the use of the building because of environmental hazards.

With the repaving of the driveways encircling the building at the Independence Transit Center we are still left "OUT IN THE COLD" LITERALLY with two small partial-glass enclosures that do not accommodate wheelchairs and walkers. With waiting times of even a few minutes to close to thirty minutes between buses, YOUR riders are forced to endure all of Mother Nature's bounty including, icy rain, bitter cold and wind and snow.

The Safety Committee completed a short survey of residents at Chapel Hill Towers 1 & 2 in preparation for your community meetings. We are a 55+ Community, independent living apartment buildings with 200 apartments in each building. We had 62 surveys returned and these are early results:

- 66% of our residents said they are unable to use the Independence Transit year-round because of one or more of the following reasons:
 - No inside waiting area to provide protection from inclement weather;
 - Outdoor glass booth does not accommodate walker and/or wheelchair;

- No safe way to cross Independence in winter when plowed snow covers sidewalks.

Page 2.

Letter of April 20, 2016

Mr. Richard Enty, Metro RTA

- 35% of the respondents use walkers and/or wheelchairs and cannot walk up the hill to the Independence Transit when 59 Circulator does not provide full day service and we have No Saturday Service.
- 69% of residents responded that they do use 59 Circulator;
- 59% of residents responded they would ride a Saturday 59 Circulator.
- 53% of residents responded they would prefer Grocery Bus on Thursday or Friday because many of the store circulars have specials that start on Thursdays.

We received many positive comments regarding the drivers on the 59 Circulator and Grocery Buses. Residents are very pleased this service is available.

One word about the Independence Transit Center – We notice that at the other Transit Center is at Romig Road and is comprised of a glass enclosed structure maintained by Metro. What can we do to get a similar structure at Independence?

Mr. Enty, we are happy to work with you and Metro RTA to bring about these changes and look forward to continued dialog. Please feel free to contact me at 330-724-7255. We are happy to re- active our community support with the City of Akron, County of Summit and Jeff Fusco.

I have also enclosed a letter of support for this endeavor addressed to you from Ms. Tracie Steffee, Property Manager for Chapel Hill Towers.

For the Safety Committee, I remain Cordially Yours,

Ms. Becky Deger
1101 Independence Ave., Apt. 124
Akron, Ohio 44310

ATTACHMENT 3



May 11, 2016

Ms. Becky Deger
1101 Independence Avenue, Apt. 124
Akron, OH 44310

Re: Driving METRO Forward; Reply to Your 4/20/16 Letter

Dear Ms. Deger:

Thank you for your April 20th letter and for attending the Public Meeting that day at the Akron–Summit County Main Library. We appreciate the time and energy that you devoted to identifying needed transit facilities and services to benefit your fellow residents of Chapel Hill Towers, and your neighbors in the vicinity of Chapel Hill Mall. I can assure you that METRO has seriously considered the issues that you raised. There are no facility improvements, route revisions or schedule changes in the works that will result in immediate changes. However, METRO is in the process of evaluating our entire fixed route system, and your input will be considered in that context. Specifics relevant to your points follow.

There were six specific issues that you identified, including:

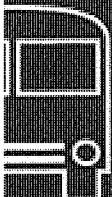
1. No indoor waiting area for customers at METRO's Independence Turnaround (ITA) facility;
2. No scheduled Saturday bus service to Chapel Hill Towers;
3. Inadequate service frequency to Chapel Hill Towers on weekdays;
4. Unsafe pedestrian crossings of Independence Avenue with snow and ice conditions;
5. Inaccessible bus shelters at ITA; and
6. A request to shift Grocery Bus from Wednesday to Thursday or Friday.

The primary functions that drove METRO to acquire the former Baker's Square facility were to provide a transfer point, layover, and bus operator restrooms for bus routes serving the vicinity of Chapel Hill Mall, which we have done. We also use the ITA facility for secure storage. As you point out in your letter, our Rolling Acres Transit Center on Romig Road provides better weather protection for our customers. Unfortunately, there is no current plan to remodel the ITA building interior to provide an indoor customer waiting area. Our METRO Safety Committee has brainstormed some ideas, but nothing has been decided that I can report at this time.

METRO's Chapel Hill Circulator Route 59, which begins and ends each trip at Independence Turnaround, has seven different timepoints in the schedule, which it operates six days a week, excluding Sunday. On weekdays there are 15 scheduled trips, and there are 6 scheduled on Saturdays. Chapel Hill Towers is one of the timepoints, but it receives scheduled service to the door of the building on 11 weekday trips (of which four are two-way, that is both outbound from –, and inbound to-, ITA). Aside from one inbound trip to ITA at 7:43 PM, all the weekday trips occur between 9:30 AM and 5:00 PM, and there are no scheduled Saturday bus trips to the door of the building. As I discussed with you by telephone, transit agencies traditionally assume that in urban areas, a bus route within ¼ mile of a bus route provides very good passenger access. By that measure, Chapel Hill Towers has good bus service six days a week. The lack of a safe, accessible pedestrian way between your building complex and either

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

web: AKRONMETRO.ORG



Independence Avenue or Buchholzer Boulevard is an infrastructure deficiency that METRO is not equipped to make up for in perpetuity. We would like to work with you to seek help from your property owner and the City of Akron to address this sidewalk infrastructure deficiency for the long term.

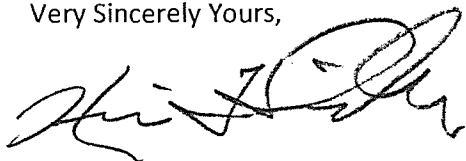
Regarding the bus shelters at ITA, we recently re-paved the entire driveway area around the building with concrete as you have observed. I believe the shelters are in full compliance with ADA standards as currently installed, but if you can help us identify a specific non-compliant element we will get it fixed as soon as possible.

The lack of a continuous sidewalk on the south side of Independence Avenue adds to the importance of safe pedestrian crossings between the north and south sides of the street. The pedestrian crossing between Chapel Hill Mall and ITA includes a refuge in the middle of the street and warning signs. As you know, this does not ensure that motorists will always yield to a pedestrian in the crosswalk, and especially not in poor visibility or snowy conditions. We will gladly work with you and Akron's Traffic Engineers to evaluate, purchase and install a new active pedestrian crossing warning device, similar to one that we installed adjacent to our RKP Transit Center Park and Ride lot.

The Grocery Bus service at Chapel Hill Towers on Wednesday is the heaviest ridership day of the five weekdays that we operate it. The popularity of Grocery Bus service has continued to grow to such an extent that our freedom to change your building from Wednesday to another day is very limited. We now serve five other apartment buildings in addition to yours on Wednesday. On Thursdays our published schedule shows we are serving 11 apartment buildings, and on Friday we serve six – all in different parts of Summit County. Although shopping the coupon sales might be preferred, we're not in a position to make that happen.

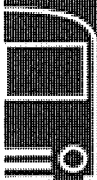
Please feel free to contact me to follow up on any of the above issues. Again, we thank you for your thoughts and ideas to improve METRO's facilities and operations for our customers.

Very Sincerely Yours,



Kris T. Liljeblad, AICP, PTP
Planning & Development Director
METRO Regional Transit Authority
416 Kenmore Boulevard
Akron, Ohio 44301

Cc: Richard M. Enty, Executive Director/Secretary-Treasurer
Akron Council Member Jeff Fusco
Dave Gasper, Akron Traffic Engineer



Good morning everyone my name is Tony Barbitta Vice President of TWU local #1. We're here today to discuss some concerns that we feel are being overlooked by the management team concerning route changes to the #1 West Market line, and the proposal entitled "Driving Metro Forward". In theory these changes seem to be flawless, but who is it really affecting? All #1 buses going straight down west market help operators stay on time but what about our passengers in mobility devices, mothers with small children and strollers, and the elderly that must now walk from west market to the mall entrances in adverse weather conditions (rain, snow/ice) plus the grade of the driveway going to the entrance, let alone crossing 4 lanes of traffic across west market to try and catch an inbound bus. Are we still paying rent to summit mall for the next month or two on an area that we are not even using? If so, that doesn't seem to financially responsible since we're so concerned about saving money with the enacted changes.

Next "Driving Metro Forward", what do these changes mean for operators and passengers? Well for passengers that entails elimination of the outlying routes which we have an active ridership already, passengers going to work and from work daily, passengers living on or near these routes will be forced to use multiple transfer locations (which is a huge inconvenience) when Metro already has direct lines of travel. We understand that the management team wants all their ideas to be positive and productive, but by trying to force "dial a ride" on our ridership isn't fair to them especially since we feel it's a failure of a project. The majority of our ridership doesn't have the finances to use "dial a ride" or else they'd be using it now instead of taking line buses. For our operators, we feel its short lived increase of hours temporarily. Having a bus every 20 minutes is a good idea, but what's going to happen in a year when we do an audit of the routes and ridership hasn't increased? What's going to happen, there is going to be service cuts. So we won't have outlying routes and our inner city lines will be cut.

We have an obligation to the county (and I stress COUNTY) as its transit authority to provide a reasonable and affordable transportation solution, county wide not just the within the limits of the City of Akron. Also with this management team, they preach core values daily such as, safety= we put safety first, people-centric = we value people and integrity= we do the right thing, but for who? With these changes it isn't for our passengers or our operators. Driving Metro Forward to us is more like driving metro into the ground....



Tri-County Independent Living Center, Inc.

680 E. Market Street, Suite 205
Akron, OH 44304-1640

(330) 762-0007 - Voice

Website: www.tcilc.org

(330) 762-7416 - FAX

E-mail: tcilc@ohio.net

Dial 711 - Relay

July 22, 2016



Mr. Richard Enty, Executive Director
Metro RTA
416 Kenmore Blvd.
Akron, OH 44301

RE: Loading/Unloading on West Market St instead of Summit Mall

Dear Mr. Enty:

Tri-County Independent Living Center (TCILC) is a non-profit agency that assists people with disabilities in maximizing their independence within the community. As such, we respond to concerns regarding community accessibility, and civil rights. The Center has become aware of RTA's decision to stop entering the Summit Mall property for the safe loading and unloading of passengers. We are greatly concerned that this decision may be worse than the hazardous conditions that resulted when Chapel Hill Mall owners ceased to allow the buses on their property. West Market Street near Summit Mall is much more hazardous for all pedestrians than Buchholzer Boulevard was prior to the City's improvements especially during major events and the holiday shopping season. The volume of traffic at Summit Mall is much greater as is the speed of travel. We are greatly concerned about the safety of the many people with disabilities and the elderly that depend on Metro RTA.

We would like to know exactly how riders will be made aware of the changes since it is to take place August 21, 2016. Is the Mall aware of the change and will they be making safe, pedestrian friendly paths of travel from the bus stops to their Mall's entrances? Has the City made plans to make the area pedestrian friendly by lengthening the cross walk signal times for those crossing West Market Street? Will they be lowering the speed limit and adding signage to remind drivers that they must stop for pedestrians in the crosswalk?

As a Center for Independent Living, we are dedicated to removing access barriers in the community. We would appreciate the opportunity to discuss these concerns with you in order to ensure safe, equal access to all your riders and Summit Mall's customers and employees. Our Center's business hours are Monday through Friday, from 8:00 AM until 4:30 PM.

Sincerely,

Tami Gaugler
Housing Coordinator

Enclosure: July Metro Board Information

SERVICES ADVOCACY SOCIAL CHANGE

Serving People With Disability - Summit, Stark, Portage Counties

Funded by the U.S. Administration for Community Living, Dept. of Health & Human Services,
and Opportunities for Ohioans with Disabilities

(Included with Ms. Gaugler's letter was this excerpt from the Executive Director's Report to METRO's Board, dated July 20, 2016.)

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

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

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

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

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

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

July 28, 2016



Ms. Tami Gaugler, Housing Coordinator
Tri-County Independent Living Center, Inc.
680 E. Market Street, Suite 205
Akron, OH 44304-1640

Re: Summit Mall Bus Access

Dear Ms. Gaugler:

This letter is provided in reply to your July 22nd letter objecting to METRO's decision to stop entering Summit Mall property. I want to reassure you that this is not a decision we have taken lightly. Although some of our customers will have a longer walk to the W. Market St. bus stops, on balance our operations will be safer, more predictable, and more cost-effective, and most of our customers will benefit from the change. At the heart of the matter are consistency, reliability, and control over our own service.

METRO has been prevented from running our 60-foot articulated buses on the Mall property by our contract with the Mall and the physical layout of the site. As a consequence, we have to run an inconsistent schedule where *some* of the buses enter the Mall property and some do not. The heavy traffic volume at the W. Market/Ghent intersection make it difficult to keep the trips which enter the Mall property on time, especially in the inbound direction where the Mall diversion adds three left turns to the route. The limitations imposed by the Mall contract affect our ability to make schedule adjustments and improvements to one of the most critical routes in our system. Over the past two years, METRO has proposed several changes in the area that would allow us to operate a more consistent service using all types of buses. To date, remaining on West Market Street is the *only* acceptable solution within METRO's ability to implement.

In your letter, you identified concerns about safety and advance notice to our customers, which I will address, and also about traffic engineering matters, which I will not. On those concerns I encourage you to communicate directly with the City of Fairlawn. Our analysis indicates METRO's planned change will enhance operating safety, make bus operations and schedules simpler for operators and customers, improve service quality, and save money for Summit County taxpayers. I will explain these points further.

Enhanced Operating Safety – Every bus trip that goes onto the Mall property requires 12 extra turning movements with a large vehicle in traffic at uncontrolled intersections, on a narrow sloped ramp, and driving through parking rows with parking maneuvers and pedestrian traffic. Each of these 12 turns offers potential conflicts with pedestrians and/or other vehicles through the congested W. Market/Ghent Road intersection, onto and off of Ghent Road, up and down the ramp, and through the parking lot to and from the Goodyear bus stop. While METRO has a very safe record of performance, we can substantially reduce our exposure to risk of accidents by keeping our buses on W. Market Street.

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

web: AKRONMETRO.ORG



Ms. Tami Gaugler

July 28, 2016

Page 2

Simpler Schedules – METRO’s current June 2016 Route 1 schedule has times listed under Summit Mall for less than half (44%) of the scheduled weekday bus trips. That is confusing for customers because Route 1 *always* goes *near* Summit Mall. However, because our 60’ buses are not allowed on Mall property, only selected trips can go on the site. If you take the bus to the Mall, you must have a schedule in order to know which bus stop to wait at for your return trip – up on W. Market Street or at the shelter by the Goodyear store. If you guess and guess wrong, you miss the bus. If you miss the 5:43 pm inbound #1 bus at the Goodyear stop, you will have to wait all night because the next bus serving that stop is not scheduled until 5:41 am the next day. Our planned change will show scheduled trip times for Summit Mall on every #1 trip, at the bus stops located on W. Market Street. This will offer greater certainty and consistency for our customers and for everyone involved in delivering our service.

Improved Service Quality – Every bus trip that goes onto the Mall property takes extra time – an average of 3.2 minutes for the outbound trip and 6.5 minutes for the inbound trip. Those times can vary considerably depending on the traffic conditions on W. Market Street, Ghent Road and on the Mall property itself. That makes it difficult to maintain a consistent schedule, creating uncertainty for both our operators and customers. The route diversion into the Mall may help a few going to the Mall, but it inconveniences the rest of the customers on the bus. *Our average on-board passenger count west of the Mall indicates that for every benefitted passenger, nine are inconvenienced.* On balance, **many more** of our customers will have a shorter, faster and more predictable travel time with the change.

Save Money for Summit County Taxpayers – The route diversion onto Mall property adds 0.6 miles to every vehicle trip. Given that METRO’s schedule includes 35 Mall bus trips/weekday, 45/Saturday, and 39/Sunday, it totals up to 9,200 miles/year. At our variable operating cost of \$1.65/mile, this results in an annual cost of over \$15,180. In addition, METRO’s contract cost with Summit Mall adds another \$7,200 annually for a total cost of over \$22,000. We now conclude this is an avoidable expense for METRO, and more importantly, the more direct new routing will retain/attract riders who are time-sensitive.

Pedestrian Safety at the W. Market Street Mall Entrance – In response to your concern about safety at the W. Market St. Summit Mall entrance, we asked staff at the Akron Metropolitan Area Transportation Study (AMATS) to research the collision history. They found that the intersection of W. Market St./Morewood/Mall Entrance has a low collision rate and no history of pedestrian accidents. This is in stark contrast to the W. Market/Ghent Road intersection, which has a much higher accident rate (collisions per million entering vehicles). This supports our decision to reduce our operations there. Note that half of our Summit Mall bus stop activity already occurs along the W. Market St. frontage, as a number of our busiest trips already avoid going into the Mall. These are trips made by our 60-foot articulated buses, which the Mall has prohibited from entering its property. So the change will not be new to a number of existing customers.

We have been working with the City of Fairlawn to relocate one outbound bus stop closer to the intersection of W. Market/Morewood/Mall Entrance. This will reduce the distance to the Mall’s front entry, eliminate one street crossing for pedestrians, and improve pedestrian access.

Ms. Tami Gaugler

July 28, 2016

Page 3

Notice to METRO Customers – To alert our customers to the planned change, METRO is preparing to place automated announcements on-board all Route 1 buses. Within the next week, we will post a dated closure notice on the bus stop sign and bus shelter at the Goodyear entrance. We will be placing notices on our website and social media, flyers on buses, and notices at the Downtown Transit Center.

Please feel free to contact me with any further questions or concerns.

Sincerely Yours,



Richard M. Enty, Executive Director/Secretary-Treasurer

RME:kl

Finance Committee

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CONSOLIDATED INCOME STATEMENT REPORT

SCHEDULED & SCAT SERVICES

METRO Regional Transit Authority

August-16

CURRENT MONTH				YEAR TO DATE					
ACTUAL	BUDGET	BUDGET		REVENUES	ACTUAL	BUDGET	BUDGET		YTD %
		LAST YEAR	VARIANCE				LAST YEAR	VARIANCE	
									CHANGE
314,174	345,000	329,279	-8.9%	Passenger Fares	2,662,535	2,850,000	2,794,354	-6.6%	-4.7%
46,563	38,000	21,041	22.5%	Advertising Revenue	319,633	307,000	304,440	4.1%	5.0%
360,737	383,000	350,320	-5.8%	Total Operating	2,982,168	3,157,000	3,098,794	-5.5%	-3.8%
6,466	39,400	-9,100	-83.6%	Non-Transportation	803,926	385,400	851,888	108.6%	-5.6%
18,777	5,000	3,234	275.5%	Rail Related Revenue	66,732	39,000	49,025	71.1%	36.1%
				Local Subsidy					
4,325,357	3,855,000	3,942,284	12.2%	METRO Tax	31,084,329	30,340,000	29,655,559	2.5%	4.8%
106,580	40,000	47,659	166.5%	Local Contracted Services	732,319	435,000	490,671	68.3%	49.2%
14,037	14,000	14,667	0.3%	State Subsidy	113,589	112,000	122,374	1.4%	-7.2%
0	575,000	3,499,998	0.0%	Federal Subsidy	41,196	1,725,000	4,137,975	-97.6%	-99.0%
4,831,954	4,911,400	7,849,062	-1.6%	TOTAL REVENUES	35,824,259	36,193,400	38,406,286	-1.0%	-6.7%
				EXPENSES					
1,918,851	1,989,134	2,047,665	-3.5%	Wages and Salaries	14,000,521	14,343,916	13,086,157	-2.4%	7.0%
1,012,955	1,101,472	1,109,161	-8.0%	Fringe Benefits	8,725,041	8,713,463	7,899,906	0.1%	10.4%
162,715	249,484	193,356	-34.8%	Services	1,497,633	1,762,172	1,758,487	-15.0%	-14.8%
201,250	255,266	226,909	-21.2%	Materials and Supplies	2,004,891	2,035,128	1,867,490	-1.5%	7.4%
134,376	200,417	230,479	-33.0%	Fuel	1,071,567	1,588,336	1,807,285	-32.5%	-40.7%
29,416	73,900	57,709	-60.2%	Utilities	550,838	641,200	554,319	-14.1%	-0.6%
102,644	118,100	102,644	-13.1%	Casualty and Liability	931,263	944,800	806,143	-1.4%	15.5%
119,900	113,100	98,458	6.0%	Purchased Transportation	1,117,865	904,800	750,128	23.5%	49.0%
61,685	59,580	40,357	3.5%	Other Expenses	420,634	469,640	367,754	-10.4%	14.4%
3,743,792	4,160,453	4,106,738	-10.0%	TOTAL OPERATING EXPENSES	30,320,253	31,403,455	28,897,669	-3.4%	4.9%
1,088,162	750,947	3,742,324	44.9%	NET INCOME (LOSS)	5,504,006	4,789,945	9,508,617	14.9%	-42.1%
				Before Depreciation					
2,821	2,821	3,047	0.0%	Depreciation Operating	24,458	24,458	24,375	0.0%	0.3%
793,158	793,158	722,444	0.0%	Depreciation Capital	6,202,638	6,202,638	5,549,162	0.0%	11.8%
4,539,771	4,956,432	4,832,229	-8.4%	TOTAL EXPENSES	36,547,349	37,630,551	34,471,206	-2.9%	6.0%
292,183	(45,032)	3,016,833	748.8%	NET INCOME (LOSS)	(723,090)	(1,437,151)	3,935,080	-49.7%	-118.4%
				After Depreciation					

METRO Regional Transit Authority
Aug-16

CURRENT MONTH					YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	FRINGE BENEFITS	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE
330,850	370,898	320,125	-10.8%	P E R S	2,814,365	2,957,354	2,561,334	-4.8%
418,656	428,590	503,600	-2.3%	HOSP-MEDICAL	3,810,249	3,428,720	3,321,973	11.1%
10,474	8,676	10,000	20.7%	DENTAL	113,364	69,408	51,473	63.3%
2,273	5,239	1,977	-56.6%	LIFE-INS	17,321	41,915	17,475	-58.7%
0	1,000	980	0.0%	UNEMPLOYMENT	1,496	7,000	9,875	-78.6%
37,535	68,165	91,128	-44.9%	W. COMPENSATION	303,165	538,383	453,959	-43.7%
6,683	3,927	9,916	70.2%	SICK LEAVE	82,497	31,416	58,878	162.6%
55,811	96,083	42,321	-41.9%	HOLIDAY PAY	618,213	667,365	541,038	-7.4%
147,195	112,597	125,758	30.7%	VACATION PAY	882,364	834,526	805,319	5.7%
2,743	5,477	2,649	-49.9%	UNIFORM ALLOWANCE	75,775	130,816	72,581	-42.1%
735	820	707	-10.4%	OTHERS *	6,232	6,560	6,001	-5.0%
1,012,955	1,101,472	1,109,161	-8.0%	TOTAL FRINGE BENEFIT	8,725,041	8,713,463	7,899,906	0.1%

* INCLUDES PHYSICALS & TUITION ASSISTANCE

METRO REGIONAL TRANSIT AUTHORITY

Balance Sheet

August

ASSETS	2016	2015	LIABILITIES AND CAPITAL	2016	2015
Current Assets:			Current Liabilities:		
Cash	10,020,512.57	18,595,010.48	Accounts Payable	273,560.16	655,359.95
Short Term Investments	10,381,405.03	10,907,821.00	Accrued Payroll	2,567,674.70	2,323,208.38
Capital Fund (Restricted)	7,506,319.55	6,506,359.55	Accrued Payroll Liabilities	622,576.04	538,245.71
Rainy Day Fund (Restricted)	9,137,674.88	7,481,635.80	Capital Contract Payable	0.00	0.00
Receivables:			Short Term Debt	0.00	0.00
Trade, Less allowance	189,645.14	203,998.57	Other	237,269.74	196,523.87
Federal Assistance	800,000.26	0.26	Total Current Liabilities	3,701,080.64	3,713,337.91
State Assistance	6,460.99	0.00	Other Liabilities:		
Sales Tax Receivable	7,870,766.73	7,487,594.03	Long Term Debt	0.00	0.00
Material & Supplies	1,492,469.12	1,167,084.21	Net Pension Liability	19,171,267.00	0.00
Prepaid Expenses	1,952,832.99	1,880,851.59	Deferred Inflows	336,801.00	0.00
Total Current Assets	49,358,087.26	54,230,355.49	Deferred Revenue	9,342.00	0.00
Property, Facilities & Equipment			Other Estimated Liabilities	1,000.00	1,000.00
Construction in Progress	11,157,742.75	14,968,492.79	Total Other Liabilities	19,518,410.00	1,000.00
Land	4,283,301.36	4,283,301.36	Capital & Accumulated Earnings:		
Building & Improvements	45,144,709.46	36,247,636.57	Capital Grant: State & Federal	45,503,108.56	50,260,615.32
Transportation Equipment	73,702,061.20	68,614,017.00	Accumulated Earnings	80,001,484.69	88,778,516.18
Other Equipment	8,571,619.35	9,653,865.47	Total Grants & Accum Earnin	125,504,593.25	139,039,131.50
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	7,782,177.77	7,367,806.20			
Total	161,294,817.89	151,788,325.39			
Less allowance for depreciation	(65,438,001.00)	(63,369,977.95)			
Total	95,856,816.89	88,418,347.44			
Deferred Outflows	3,485,891.00	0.00			
Deferred Charges & Other Assets	23,288.74	104,766.48			
Total	3,509,179.74	104,766.48			
Total Assets	\$ 148,724,083.89	\$142,753,469.41	Total Liability and Earning	\$ 148,724,083.89	\$ 142,753,469.41

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**COMMITTEE ASSIGNMENT:
FINANCE**

RESOLUTION 2016-17

A resolution authorizing the award of a contract for the purchase of radio consoles to Motorola Solutions.

WHEREAS, Summit County is upgrading their radio system, and

WHEREAS, METRO is required to upgrade our equipment to maintain compatibility, and

WHEREAS, Motorola has a contract with the State of Ohio under which METRO is able to purchase the equipment (STS 573077-0-1), and

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

1. A contract be awarded to Motorola Solutions in the amount of \$332,579.
2. The Executive Director/Secretary-Treasurer is authorized to execute said contract.
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: September 28, 2016

**SAUNDRA M. FOSTER,
PRESIDENT**

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

**COMMITTEE ASSIGNMENT:
FINANCE**

RESOLUTION 2016-18

A resolution authorizing and amending METRO Regional Transit Authority's established rate of fares schedule.

WHEREAS, METRO and Greater Cleveland Regional Transit Authority (GCRTA) would like to maintain the interconnectivity of our service areas, and

WHEREAS, GCRTA has modified their base cash fare, and

WHEREAS, METRO wants to maintain a consistent one ride fare between GCRTA and METRO, and

WHEREAS, after careful consideration, the following fare structure is being recommended.

RATE OF FARE		
CURRENT FARES		PROPOSED
PART I – CASH FARES		
\$1.25	LINE SERVICE - GENERAL FARE	
\$0.50	LINE SERVICE - OLDER ADULTS & PERSONS WITH DISABILITIES	
Free	LINE SERVICE - TWO (2) CHILDREN UNDER AGE 6 MUST BE ACCOMPANIED BY FARE-PAYING PASSENGER	
\$5.00	<div>NORTHCOAST EXPRESS SERVICE - GENERAL FARE</div> <div>1) Passenger may be given a \$1.25 credit towards the Northcoast Express when transferring from line service when paying the general ride cash fare or equivalent.</div> <div>2) Passenger may be given a \$1.25 credit towards line service fare when transferring from the Northcoast Express when paying the general ride cash fare or equivalent.</div> <div>3) Passengers with a valid 31 Day Pass may ride the Northcoast Express for \$3.75.</div> <div>4) Passengers with a valid 31 D&S Day Pass may ride the Northcoast Express for \$1.50.</div>	

CURRENT	RATE OF FARE	PROPOSED
\$2.00	<p>NORTHCOAST EXPRESS SERVICE - OLDER ADULTS & PERSONS WITH DISABILITIES</p> <p>1) Identification required; SCAT Discount ID card, disability/senior ID card, Medicare card.</p>	
\$4.00	<p>CALL A BUS SERVICE</p> <p>1) Passenger may be given a \$1.25 credit towards the "Call a Bus" general cash fare when transferring from line service when paying the general ride cash fare or equivalent.</p> <p>2) Passenger may be given a \$1.25 credit towards line service fare when transferring from the "Call a Bus" when paying the general ride cash fare.</p> <p>3) Passengers with a valid 31 Day Pass, 31 Day D&S Pass, 7 Day Pass or a One Day pass may receive a \$1.25 credit toward the general cash fare.</p>	
\$2.00	<p>SCAT SERVICE</p> <p>1) Persons with disabilities;</p> <p>2) Older adults, non-disabled;</p> <p>a. all must be pre-registered</p> <p>b. identification required (SCAT ID card only)</p> <p>c. anyone accompanying a SCAT eligible passenger is to pay full fare.</p> <p>3) Passenger will be issued a credit of \$0.50 toward their line service fare when transferring from SCAT to Line Service.</p> <p>4) Passenger will be issued a credit of \$0.50 when transferring from Line Service to SCAT service.</p>	
\$2.50	<p>AMERICANS WITH DISABILITIES ACT - SCAT SERVICE</p> <p>1) ADA-qualified; identification required;</p> <p>a. METRO ADA Complementary Paratransit ID required.</p> <p>2) Other transit systems ADA ID accepted;</p> <p>3) Personal care attendants to ride free.</p>	
PART II - TICKETS		
<p>\$40.00</p> <p>\$1.25</p> <p>\$0.50</p>	<p>NORTHCOAST EXPRESS SERVICE - TEN RIDE TICKET</p> <p>LINE SERVICE - ONE RIDE TICKET</p> <p>D&S LINE SERVICE - ONE RIDE TICKET</p> <p>1) May be sold at outlets, METRO's Customer Service Center, & vending machines;</p> <p>2) Not replaced if lost or stolen.</p>	

CURRENT	RATE OF FARE	PROPOSED
\$20.00	SCAT PUNCH TICKET 1) Must be punch ticket; each punch worth \$2.00; 2) Can be used on SCAT; 3) Not replaced if lost or stolen; 4) Must be registered with SCAT or ADA to utilize this ticket.	
PART III – SPECIAL PASSES		
Free	ACTIVE TRUSTEE & FORMER TRUSTEE 1) Identification required; a. picture pass, b. line service only.	
Free	ACTIVE EMPLOYEE, SPOUSE AND DEPENDENT CHILDREN 1) Identification required; a. picture pass, b. line service only, c. TWU & Non-union staff's dependent children.	
Free	RETIREE & SPOUSE 1) Upon request - identification required; a. picture pass; b. line service only. c. Includes spouse of deceased retiree	
Free	RECIPROCITY FOR RETIREES OF OTHER OHIO TRANSIT PROPERTIES 1) Identification required; a. line service only.	
Free	TRAVEL TRAINERS 1) Identification required; a. line service only.	
Free	POLICE & FIRE PERSONNEL 1) In uniform only.	

CURRENT	RATE OF FARE	PROPOSED
PART IV – MULTI RIDE PASSES		
\$50.00	THIRTY-ONE (31) DAY PASS	
\$15.00	SEVEN (7) DAY PASS	
\$2.50	ALL DAY PASS	
	<ul style="list-style-type: none"> 1) Unlimited rides on regularly scheduled line service for bearer only; 2) Not replaced if lost or stolen; 3) Void if mutilated or changed in any manner; 4) Subject to examination upon request; 5) Continuous riding prohibited; 6) May be sold at outlets, METRO's Customer Service Center, and vending machines. 	
\$30.00	THIRTY-ONE (31) DAY PASS - OLDER ADULTS & PERSONS WITH DISABILITIES (D&S PASS)	
	<ul style="list-style-type: none"> 1) Unlimited rides on regularly scheduled line service, for bearer only. 2) Not replaced if lost or stolen; 3) Identification required: <ul style="list-style-type: none"> a. SCAT discount ID card; b. disability/senior ID card; c. MEDICARE card; 4) Subject to examination upon request; 5) Continuous riding prohibited; 6) May be sold at outlets, METRO's Customer Service Center, and vending machines; 7) Not valid on SCAT. 	

PART V – INTER AGENCY AGREEMENTS
PARTA, SARTA, GCRTA, Laketran, Medina County, Lorain County and Brunswick all have entered into an agreement to honor each agency's transfers from where the two agency's routes connect.
GCRTA and METRO have entered into an agreement to honor GCRTA's transfers from where the two agency's routes connect with METRO's Northcoast Express service: * Fare Credit equal to the base cash fare of GCRTA will be given with a valid GCRTA transfer. * Fare Credit equal to the cash fare of a D&S fare will be given with a valid GCRTA transfer.
PART VI – PRIOR LEGISLATION
SUPERSEDES: Resolution No.'s 1977-58; 1987-24; 1979-37; 1980-32; 1981-04; 1981-48; 1982-36; 1984-09; 1984-17; 1984-37; 1985-16; 1985-44; 1989-23; 1990-65; 1992-13; 1992-19; 1992-56; 1993-30; 1993-46; 1995-29; 1995-42; 1997-29; 1998-17; 1999-48; 2000-26; 2001-24; 2001-46; 2002-44; 2005-12, 2006-01, 2006-35, 2009-17, 2009-31, 2013-29 and 2014-01.

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

1. Fares become effective on October 3, 2016.
2. The Executive Director/Secretary-Treasurer is authorized to implement the amended fare/rate structure.
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: September 28, 2016

**SAUNDRA M. FOSTER,
PRESIDENT**

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

Marketing & Service Planning Committee

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**August 2016
Performance Reports
Combined Service**

Current Month

Year to Date

2016 2015 Percentage
Changed

2016 2015 Percentage
Changed

Service Day Data

23	21	9.52%	Weekdays Operated	171	171	0.00%
4	5	-20.00%	Saturdays Operated	35	34	2.94%
4	5	-20.00%	Sundays Operated	35	35	0.00%

Passenger Data

473,876	463,637	2.21%	Total Passengers	3,413,165	3,488,222	-2.15%
18,149	18,566	-2.24%	Average Weekday Passengers	17,257	17,585	-1.86%
8,216	8,800	-6.64%	Average Saturday Passengers	7,721	8,289	-6.85%
4,544	4,697	-3.26%	Average Sunday Passengers	4,105	4,345	-5.53%

Service Level Data

581,561	546,591	6.40%	Total Vehicle Miles	4,416,758	4,365,921	1.16%
488,616	484,449	0.86%	Total Vehicle Revenue Miles	3,754,789	3,908,427	-3.93%
0.97	0.96	1.34%	Average Passengers per Vehicle Revenue Mile	0.91	0.89	1.85%
40,587	37,164	9.21%	Total Vehicle Hours	303,158	302,973	0.06%
37,942	35,456	7.01%	Total Vehicle Revenue Hours	287,241	287,196	0.02%
12.49	13.08	-4.49%	Average Passengers per Vehicle Revenue Hour	11.88	12.15	-2.17%

Financial Data

\$179,013	\$201,125	-10.99%	Cash Fares	\$1,548,642	\$1,712,982	-9.59%
\$135,161	\$128,154	5.47%	Ticket and Pass Revenue	\$1,123,317	\$1,081,372	3.88%
\$103,080	\$47,659	116.29%	Other Fare Related Revenue	\$659,393	\$490,671	34.39%
11.1%	9.2%	21.43%	Percentage Total Farebox Recovery	10.9%	11.4%	-3.97%
\$7.67	\$8.48	-9.61%	Average Cost per Vehicle Revenue Mile	\$8.13	\$7.40	9.92%
\$98.75	\$115.91	-14.81%	Average Cost per Vehicle Revenue Hour	\$106.33	\$100.70	5.58%
\$7.91	\$8.86	-10.81%	Average Cost per Passenger	\$8.95	\$8.29	7.92%

Safety Data

3	3	0.00%	Preventable Accidents	36	32	12.50%
5	6	-16.67%	Nonpreventable Accidents	38	50	-24.00%
8	9	-11.11%	Total Accidents	74	82	-9.76%

August 2016
Performance Reports
SCAT/ADA Paratransit Service

Current Month

Year to Date

2016	2015	Percentage Changed		2016	2015	Percentage Changed
Service Day Data						
23	21	9.52%	Weekdays Operated	171	171	0.00%
4	5	-20.00%	Saturdays Operated	35	34	2.94%
4	5	-20.00%	Sundays Operated	35	35	0.00%

Passenger Data

22,962	21,366	7.47%	Total Passengers	179,975	177,736	1.26%
741	689	7.47%	Average Passengers per Day	747	741	0.84%
84.0	83.8	0.24%	Average Saturday ADA Passengers	77.3	80.1	-3.50%
47.0	39.6	18.69%	Average Sunday ADA Passengers	36.0	30.7	17.19%
61.6	57.4	7.48%	Average Total ADA Passengers	57.8	57.4	0.62%
6,054	4,362	38.79%	Total Purchased Transportation Pass.	47,519	33,707	40.98%

Service Level Data

122,487	128,603	-4.76%	Total METRO Vehicle Miles	969,007	1,108,203	-12.56%
38,281	27,349	39.97%	Total Purchased Trans. Vehicle Miles	304,406	208,369	46.09%
160,768	155,952	3.09%	Total Vehicle Miles	1,273,413	1,316,572	-3.28%
132,062	130,191	1.44%	Total Revenue Miles	1,067,076	1,114,824	-4.28%
0.17	0.16	5.95%	Average Pass. per Revenue Vehicle Mile	0.17	0.16	5.79%
12,585	11,327	11.11%	Total Vehicle Hours	95,312	94,622	0.73%
10,338	9,245	11.82%	Total Vehicle Revenue Hours	78,815	78,335	0.61%
2.2	2.3	-3.89%	Average Pass. per Vehicle Revenue Hour	2.3	2.3	0.64%
95%	95%	0.00%	On-time Performance - METRO	94%	93%	0.94%
93%	93%	0.00%	On-time Performance - Purchased Transportation	93%	92%	1.77%

Financial Data

\$45,489	\$41,234	10.32%	Cash Fares	\$374,267	\$352,196	6.27%
\$5,303	\$6,193	-14.36%	Ticket and Pass Revenue	\$43,083	\$35,342	21.90%
\$99,343	\$44,000	125.78%	Other Fare Related Revenue	\$513,293	\$342,903	49.69%
20.1%	11.3%	78.41%	Percentage Total Farebox Recovery	15.9%	13.8%	15.74%
\$6.67	\$6.92	-3.58%	Average Cost per Vehicle Revenue Mile - METRO	\$6.19	\$5.02	23.31%
\$3.13	\$3.60	-13.00%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.66	\$3.60	1.68%
\$81.91	\$96.55	-15.16%	Average Cost per Vehicle Revenue Hour - METRO	\$82.26	\$71.95	14.33%
\$44.37	\$52.45	-15.40%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$52.11	\$49.88	4.49%
\$36.99	\$41.83	-11.57%	Average Cost per Passenger - METRO	\$35.96	\$31.62	13.74%
\$19.81	\$22.57	-12.26%	Average Cost per Passenger - Purchased Transportation	\$23.45	\$22.25	5.36%
2.8	2.0	40.00%	Average Small Bus Age	2.7	2.0	35.00%

Safety Data

1	2	-50.00%	Preventable Accidents	9	9	0.00%
2	2	0.00%	Nonpreventable Accidents	11	9	22.22%
3	4	-25.00%	Total Accidents	20	18	9.76%

August 2016
Performance Reports
Line Service

Current Month

Year to Date

2016 2015 Percentage
 Changed

2016 2015 Percentage
 Changed

Service Day Data

23	21	9.52%	Weekdays Operated	171	171	0.00%
4	5	-20.00%	Saturdays Operated	35	34	2.94%
4	5	-20.00%	Sundays Operated	35	35	0.00%

Passenger Data

450,914	442,271	1.95%	Total Passengers	3,233,190	3,310,486	-2.33%
17,409	17,876	-2.62%	Average Weekday Passengers	16,510	16,844	-1.98%
8,132	8,716	-6.70%	Average Saturday Passengers	7,644	8,209	-6.88%
4,497	4,657	-3.45%	Average Sunday Passengers	4,069	4,315	-5.70%

Service Level Data

420,793	390,639	7.72%	Total Vehicle Miles	3,143,345	3,049,349	3.08%
356,554	354,258	0.65%	Total Vehicle Revenue Miles	2,687,713	2,793,603	-3.79%
356,946	354,790	0.61%	Total Scheduled Vehicle Revenue Miles	2,689,806	2,811,550	-4.33%
1.26	1.25	1.30%	Average Passenger per Revenue Vehicle Mile	1.20	1.19	1.51%
28,002	25,837	8.38%	Total Vehicle Hours	207,846	208,351	-0.24%
27,604	26,211	5.32%	Total Vehicle Revenue Hours	208,426	208,861	-0.21%
27,635	27,913	-1.00%	Total Scheduled Vehicle Revenue Hours	208,541	222,570	-6.30%
16.3	16.9	-3.19%	Average Passenger per Vehicle Revenue Hour	15.5	15.9	-2.13%
78%	86%	-8.81%	On-time Performance	88%	88%	0.18%

Financial Data

\$133,524	\$159,892	-16.49%	Cash Fares	\$1,174,376	\$1,360,786	-13.70%
\$129,857	\$121,962	6.47%	Ticket and Pass Revenue	\$1,080,235	\$1,046,031	3.27%
\$3,737	\$3,659	-	Other Fare Related Revenue	\$146,099	\$147,768	-1.13%
8.9%	8.7%	2.87%	Percentage Total FareBox Recovery	9.7%	10.8%	-10.15%
\$8.42	\$9.32	-9.64%	Average Cost per Vehicle Revenue Mile	\$9.19	\$8.45	8.71%
\$108.72	\$125.90	-13.64%	Average Cost per Vehicle Revenue Hour	\$118.52	\$113.08	4.81%
\$6.66	\$7.46	-10.80%	Average Cost per Passenger	\$7.64	\$7.75	-1.36%
4.8	4.3	11.63%	Average Big Bus Age	4.7	4.3	10.17%

Safety Data

2	1	100.00%	Preventable Accidents	27	23	17.39%
3	4	-25.00%	Nonpreventable Accidents	27	41	-34.15%
5	5	0.00%	Total Accidents	54	64	-15.63%

August 2016

Current Month

Line Service Categories

Year to Date

2016	2015	Percentage Changed		2016	2015	Percentage Changed
URBAN (1 - 34)						
409,711	406,138	0.88%	Total Monthly Passengers	2,944,934	3,026,610	-2.70%
31	31	0.00%	Service Days	242	240	0.83%
13,216.5	13,101.2	0.88%	Average Daily Passengers	12,169.1	12,610.9	-3.50%
21.1	21.0	0.88%	Passengers per Vehicle Hour	18.8	19.4	-2.78%
1.9	1.8	0.88%	Passengers per Vehicle Mile	1.6	1.7	-1.82%
5.16	5.39	-4.31%	Total Operating Cost Per Passenger	5.82	5.12	13.56%
SUBURBAN (101-104, 110)						
14,122	14,617	-3.39%	Total Monthly Passengers	98,774	105,618	-6.48%
23	21	9.52%	Service Days	172	171	0.58%
614.0	696.0	-11.78%	Average Daily Passengers	574.3	617.6	-7.01%
5.26	5.45	-3.39%	Passengers per Vehicle Hour	4.93	4.88	1.11%
0.23	0.23	-3.39%	Passengers per Vehicle Mile	0.20	0.21	-3.86%
22.14	24.74	-10.51%	Total Operating Cost Per Passenger	26.32	24.76	6.32%
EXPRESS (60 & 61)						
9,290	9,325	-0.38%	Total Monthly Passengers	68,450	73,078	-6.33%
23	21	9.52%	Service Days	172	171	0.58%
403.9	444.0	-9.03%	Average Daily Passengers	398.0	427.4	-6.88%
10.3	10.3	-0.38%	Passengers per Vehicle Hour	9.2	10.0	-7.63%
0.4	0.4	-0.38%	Passengers per Vehicle Mile	0.4	0.4	-7.77%
14.53	14.85	-2.12%	Total Operating Cost Per Passenger	16.15	14.08	14.65%
CIRCULATOR (50, 51, 53, & 59)						
7,967	8,400	-5.15%	Total Monthly Passengers	57,198	66,752	-14.31%
31	31	0.00%	Service Days	242	240	0.83%
257.0	271.0	-5.17%	Average Daily Passengers	236.4	278.1	-14.99%
4.8	5.1	-5.15%	Passengers per Vehicle Hour	4.1	4.0	2.98%
0.3	0.3	-5.15%	Passengers per Vehicle Mile	0.3	0.3	11.21%
30.58	31.21	-1.99%	Total Operating Cost Per Passenger	29.86	26.03	14.72%
DASH (54)						
1,293	N/A	N/A	Total Monthly Passengers	1,293	N/A	N/A
8	N/A	N/A	Service Days	8	N/A	N/A
161.6	N/A	N/A	Average Daily Passengers	161.6	N/A	N/A
2.7	N/A	N/A	Passengers per Vehicle Hour	2.7	N/A	N/A
0.5	N/A	N/A	Passengers per Vehicle Mile	0.5	N/A	N/A
42.04	N/A	N/A	Total Operating Cost Per Passenger	42.04	N/A	N/A
GROCERY (91 - 95)						
1,893	1,751	8.11%	Total Monthly Passengers	14,182	14,591	-2.80%
23	21	9.52%	Service Days	172	171	0.58%
82.3	83.4	-1.32%	Average Daily Passengers	82.5	85.3	-3.28%
7.3	6.8	8.11%	Passengers per Vehicle Hour	3.0	7.2	-58.17%
1.7	1.6	8.11%	Passengers per Vehicle Mile	1.2	1.7	-26.88%
45.81	53.02	-13.60%	Total Operating Cost Per Passenger	48.24	50.61	-4.69%
Sunday Line Service						
17,987	23,286	-22.76%	Total Monthly Passengers	142,408	151,008	-5.70%
4	5	-20.00%	Service Days	36	35	2.86%
4,496.8	4,657.2	-3.44%	Average Daily Passengers	3,955.8	4,314.5	-8.31%
11.0	14.2	-22.76%	Passengers per Vehicle Hour	12.7	13.1	-3.16%
0.9	1.2	-22.76%	Passengers per Vehicle Mile	1.1	1.1	4.17%
4.35	8.37	-48.07%	Total Operating Cost Per Passenger	7.20	7.88	-8.68%
Saturday Line Service						
32,526	43,579	-25.36%	Total Monthly Passengers	267,535	279,103	-4.14%
4	5	-20.00%	Service Days	34	34	0.00%
8,131.5	8,715.8	-6.70%	Average Daily Passengers	7,868.7	8,208.9	-4.14%
13.7	18.4	-25.36%	Passengers per Vehicle Hour	17.3	17.3	-0.51%
1.1	1.5	-25.36%	Passengers per Vehicle Mile	1.5	1.4	4.11%
4.69	6.43	-27.18%	Total Operating Cost Per Passenger	5.46	5.98	-8.61%
Call-A-Bus						
101	120	-15.83%	Total Monthly Passengers	1137	2104	-45.96%
U of A ZipCard						
18020	15526	16.06%	Total Monthly Passengers	144388	148614	-2.84%

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
August 2016

9/19/2016

ROUTE # / DESCRIPTION	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	EXPENSE		TOTAL PASSEN- GERS	REV HOURS	REV MILES	PEAK VEHICLES	PASSENGERS PER:		NET COST PER PASSENGER:			FAREBOX RECOVERY	
				PER REV HOUR	PER REV MILE					REV HOUR	REV MILE	REV HOUR	REV MILE	REV MILE	(Per Hour)	Allocation Model
1 West Market	\$ 18,394	\$ 15,495	\$ 33,890	\$ 203,062	\$ 175,568	53,209	1,868	2,55	6	28.5	2.55	\$ 3.18	\$ 2.66	\$ 2.73	16.7%	18.9%
2 Arlington	\$ 18,070	\$ 13,808	\$ 31,878	\$ 178,868	\$ 161,853	47,416	1,645	2.47	6	28.8	2.47	\$ 3.10	\$ 2.74	\$ 2.76	17.8%	19.6%
3 Copley/Hawkins	\$ 10,360	\$ 7,550	\$ 17,910	\$ 125,996	\$ 99,126	25,926	1,159	2.20	5	22.4	2.20	\$ 4.17	\$ 3.13	\$ 3.78	14.2%	15.5%
4 Delia/N Hawkins	\$ 4,726	\$ 2,869	\$ 7,595	\$ 59,765	\$ 53,693	9,852	550	1.54	4	17.9	1.54	\$ 5.30	\$ 4.68	\$ 5.78	12.7%	11.8%
5 East Market/Eliet	\$ 2,934	\$ 1,976	\$ 4,910	\$ 69,345	\$ 78,019	6,787	638	0.73	3	10.6	0.73	\$ 9.49	\$ 10.77	\$ 9.49	7.1%	7.1%
6 E. Market/Lakemore	\$ 6,251	\$ 5,831	\$ 12,082	\$ 112,179	\$ 117,661	20,022	1,032	1.43	5	19.4	1.43	\$ 5.00	\$ 5.27	\$ 4.96	10.8%	10.3%
7 Cuyahoga Falls Ave	\$ 4,637	\$ 4,633	\$ 9,270	\$ 91,722	\$ 73,684	15,908	844	1.82	4	18.9	1.82	\$ 5.18	\$ 4.05	\$ 4.85	10.1%	12.6%
8 Kenmore/Barborton	\$ 10,363	\$ 7,360	\$ 17,722	\$ 114,473	\$ 109,381	25,272	1,053	1.95	4	24.0	1.95	\$ 3.83	\$ 3.63	\$ 3.49	15.5%	16.2%
9 Wooster/East Ave	\$ 6,013	\$ 4,175	\$ 10,188	\$ 78,594	\$ 69,418	14,337	723	1.74	3	19.8	1.74	\$ 4.77	\$ 4.13	\$ 4.38	13.0%	14.0%
10 Howard/Portage Tr	\$ 8,922	\$ 7,598	\$ 16,520	\$ 121,018	\$ 116,315	26,091	1,113	1.89	4	23.4	1.89	\$ 4.01	\$ 3.82	\$ 3.62	13.7%	14.2%
11 South Akron	\$ 983	\$ 686	\$ 1,670	\$ 27,881	\$ 23,685	2,357	256	0.84	1	9.2	0.84	\$ 11.12	\$ 9.34	\$ 10.07	6.0%	6.8%
12 Tallmadge Hill	\$ 4,234	\$ 4,846	\$ 9,080	\$ 105,828	\$ 78,035	16,642	973	1.71	5	17.1	1.80	\$ 5.81	\$ 4.14	\$ 5.49	8.6%	9.0%
13 Grant/Firestone	\$ 5,311	\$ 4,712	\$ 10,022	\$ 88,543	\$ 65,519	16,180	814	2.08	4	19.9	2.08	\$ 4.85	\$ 3.43	\$ 4.52	11.3%	15.3%
14 Euclid/Barborton	\$ 9,766	\$ 7,235	\$ 17,001	\$ 180,682	\$ 164,021	24,844	1,662	1.28	5	14.9	1.28	\$ 6.59	\$ 5.92	\$ 5.71	9.4%	10.4%
17 Brown/Inman	\$ 7,516	\$ 5,293	\$ 12,808	\$ 102,320	\$ 87,416	18,174	941	1.75	5	19.3	1.75	\$ 4.93	\$ 4.11	\$ 4.81	12.5%	14.7%
18 Thornton/Manchester	\$ 6,691	\$ 4,809	\$ 11,499	\$ 87,670	\$ 89,061	16,512	806	1.56	3	20.5	1.56	\$ 4.61	\$ 4.70	\$ 4.26	13.1%	12.9%
19 Eastland	\$ 6,416	\$ 5,285	\$ 11,701	\$ 94,670	\$ 72,028	18,148	871	2.12	3	20.8	2.12	\$ 4.57	\$ 3.32	\$ 3.91	12.4%	14.2%
21 South Main	\$ 517	\$ 942	\$ 1,460	\$ 22,922	\$ 17,023	3,236	211	1.60	1	15.3	1.60	\$ 6.63	\$ 4.81	\$ 6.15	6.4%	8.6%
24 Lakeshore	\$ 1,615	\$ 1,418	\$ 3,033	\$ 32,322	\$ 20,733	4,870	297	1.98	2	16.4	1.98	\$ 6.01	\$ 3.63	\$ 6.06	9.4%	14.6%
26 Exchange/Whitepond	\$ 2,120	\$ 1,989	\$ 4,109	\$ 60,224	\$ 53,530	6,829	554	1.07	2	12.3	1.07	\$ 8.22	\$ 7.24	\$ 7.37	6.8%	7.5%
28 Merriman Valley	\$ 1,132	\$ 1,117	\$ 2,248	\$ 43,176	\$ 39,371	3,835	397	0.82	3	9.7	0.82	\$ 10.67	\$ 9.68	\$ 11.75	5.2%	4.8%
30 Goodyear/Darrow	\$ 4,155	\$ 3,101	\$ 7,256	\$ 81,618	\$ 74,993	10,650	751	1.20	3	14.2	1.20	\$ 6.98	\$ 6.36	\$ 6.43	8.9%	9.6%
33 State Rd/Wyoga Lake	\$ 2,101	\$ 1,647	\$ 3,748	\$ 43,095	\$ 45,902	5,657	396	1.04	2	14.3	1.04	\$ 6.96	\$ 7.45	\$ 6.99	8.7%	8.7%
34 Cascade Village/Uhler	\$ 6,585	\$ 4,938	\$ 11,524	\$ 121,516	\$ 101,294	16,957	1,118	1.41	4	15.2	1.41	\$ 6.49	\$ 5.29	\$ 5.72	9.5%	11.4%
50 Montrose Circulator	\$ 559	\$ 735	\$ 1,294	\$ 58,459	\$ 51,268	2,524	538	0.41	3	4.7	0.41	\$ 22.65	\$ 19.80	\$ 22.55	2.2%	2.2%
51 Stow Circulator	\$ 535	\$ 427	\$ 962	\$ 55,583	\$ 70,150	54,854	511	0.18	2	2.9	0.18	\$ 37.28	\$ 47.23	\$ 36.79	1.7%	1.8%
53 Portage/Graham	\$ 1,112	\$ 716	\$ 1,829	\$ 50,261	\$ 55,212	2,460	462	0.38	3	5.3	0.38	\$ 19.69	\$ 21.70	\$ 21.31	3.6%	3.4%
54 DASH Downtown	\$ -	\$ -	\$ -	\$ 52,038	\$ 22,060	1,293	479	0.49	4	2.7	0.49	\$ 40.25	\$ 17.06	\$ 42.04	N/A	N/A
59 Chapel Hill Circulator	\$ 561	\$ 442	\$ 1,003	\$ 34,883	\$ 27,558	35,257	321	0.46	2	4.7	0.46	\$ 23.32	\$ 17.49	\$ 22.56	2.9%	3.6%
60 NC Express Chapel Hill	\$ 1,158	\$ 490	\$ 1,648	\$ 18,796	\$ 40,243	28,395	173	0.35	2	9.7	0.35	\$ 10.20	\$ 22.96	\$ 15.91	8.8%	4.1%
61 NC Express Montrose	\$ 11,326	\$ 2,216	\$ 13,541	\$ 88,728	\$ 168,097	107,141	816	0.38	5	9.3	0.38	\$ 9.88	\$ 20.31	\$ 12.30	15.3%	12.6%
101 Richfield/Bath	\$ 128	\$ 459	\$ 587	\$ 35,383	\$ 63,772	1,575	325	0.21	2	4.8	0.21	\$ 22.09	\$ 40.12	\$ 26.40	1.7%	0.9%
102 Northfield Express	\$ 92	\$ 1,063	\$ 1,155	\$ 85,436	\$ 183,687	3,651	786	0.17	2	4.6	0.17	\$ 23.08	\$ 49.99	\$ 25.06	1.4%	0.6%
103 Stow/Hudson	\$ 131	\$ 766	\$ 897	\$ 51,720	\$ 101,091	56,305	476	0.22	2	5.5	0.22	\$ 19.33	\$ 38.11	\$ 21.84	1.7%	1.5%
104 Twinsburg Creekside	\$ 218	\$ 965	\$ 1,183	\$ 76,434	\$ 143,967	85,402	703	0.19	3	4.7	0.19	\$ 22.71	\$ 43.09	\$ 25.41	1.5%	0.8%
110 Green/Springfield	\$ 2	\$ 860	\$ 862	\$ 42,301	\$ 58,021	45,058	389	0.43	2	7.6	0.43	\$ 14.03	\$ 19.36	\$ 14.97	2.0%	1.5%
91 Monday Grocery	\$ 547	\$ 98	\$ 645	\$ 8,516	\$ 3,149	15,749	338	0.90	2	4.3	0.90	\$ 23.29	\$ 7.41	\$ 44.69	7.6%	20.5%
92 Tuesday Grocery	\$ 1,138	\$ 76	\$ 1,214	\$ 5,155	\$ 2,926	13,790	262	0.75	2	5.5	0.75	\$ 15.04	\$ 6.53	\$ 48.00	23.6%	41.5%
93 Wednesday Grocery	\$ 798	\$ 137	\$ 936	\$ 6,768	\$ 7,254	15,501	472	0.55	2	7.6	0.55	\$ 12.36	\$ 13.39	\$ 30.86	13.8%	6.0%
94 Thursday Grocery	\$ 1,019	\$ 131	\$ 1,151	\$ 9,250	\$ 2,854	21,270	451	1.33	3	5.3	1.33	\$ 17.96	\$ 3.78	\$ 44.61	12.4%	5.4%
95 Friday Grocery	\$ 1,217	\$ 108	\$ 1,325	\$ 5,590	\$ 2,151	13,897	370	1.45	2	7.2	1.45	\$ 11.53	\$ 2.23	\$ 33.98	23.7%	9.5%
BoE	\$ -	\$ 36	\$ 36	\$ -	\$ -	122	-	-	-	-	-	\$ -	\$ -	\$ -	-	-
JARC	\$ -	\$ 229	\$ 229	\$ 5,835	\$ 8,114	15,126	54	0.82	2	14.7	0.82	\$ 7.11	\$ 10.01	\$ 18.90	3.9%	1.5%
ZONE	\$ -	\$ 213	\$ 213	\$ 40,342	\$ -	79,745	371	-	11	2.0	-	\$ 54.90	\$ -	\$ 108.80	0.5%	0.3%
Loop	\$ -	\$ -	\$ -	\$ 17,939	\$ 12,207	17,625	165	0.37	1	3.3	0.37	\$ 33.10	\$ 22.52	\$ 32.52	N/A	N/A
SCAT	\$ 45,489	\$ -	\$ 45,489	\$ 830,186	\$ 789,636	16,908	7,636	0.18	34	2.2	0.18	\$ 46.41	\$ 44.01	\$ 40.12	5.5%	6.3%
TOTALS	\$ 170,353	\$ 129,481	\$ 299,834	\$ 2,978,967	\$ 2,998,902	445,917	27,400	1.25	143	16.3	1.25	\$ 6.01	\$ 7.52	\$ 6.02	10.1%	10.0%
TOTALS	\$ 45,489	\$ -	\$ 45,489	\$ 848,125	\$ 801,843	17,450	7,801	0.55	34	5.5	0.55	\$ 46.00	\$ 43.34	\$ 39.88	5.4%	6.1%

2016 MONTHLY RIDERSHIP BY ROUTE

Route#	Description	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	% Change	Aug-15	SEP	OCT	NOV	DEC
1	West Market	43,338	45,150	47,383	47,328	47,931	47,059	47,508	53,159	0.0%	53,169				
2	Arlington	40,186	41,692	43,764	41,871	40,522	41,240	42,148	47,402	-5.8%	50,319				
3	Copley Rd/Hawkins	22,435	22,495	24,257	24,267	23,474	22,652	23,827	25,521	-4.2%	26,644				
4	Delia/Hawkins	9,603	10,609	11,026	10,634	10,474	8,706	8,784	9,852	-3.9%	10,256				
5	East Market/Eliet	6,405	6,949	7,041	6,900	6,693	6,322	5,418	6,787	-1.3%	6,876				
6	East Market/Lakemore	16,042	17,558	18,074	17,390	18,632	17,395	17,475	19,735	2.8%	19,199				
7	Cuyahoga Falls Ave	12,864	13,514	15,212	14,492	14,405	14,037	13,651	15,908	-4.5%	16,654				
8	Kennore/Barberton	19,689	21,120	22,761	22,578	22,044	22,182	21,621	25,272	-1.5%	25,663				
9	Wooster/East Ave	12,485	12,964	12,974	12,690	12,830	12,188	12,749	14,317	1.1%	14,157				
10	Howard/Portage Trail	19,472	20,750	21,530	21,910	21,877	23,140	22,828	25,910	3.8%	24,950				
11	South Akron	1,914	1,964	2,417	2,020	2,141	1,996	2,016	2,335	-8.8%	2,561				
12	Tallmadge Hill	14,025	13,957	14,226	14,661	15,369	14,343	13,715	16,519	-9.6%	18,266				
13	Grant/Firestone Park	15,821	15,257	15,164	14,826	14,824	14,474	14,368	16,083	-13.5%	18,587				
14	Eucld/Barberton XP	19,311	20,519	22,202	21,953	22,329	22,153	21,869	24,844	-6.2%	26,473				
17	Brown/Inman	15,745	17,588	18,340	18,455	17,221	16,430	15,555	18,174	7.6%	16,897				
18	Thornton/Manchester	14,943	15,360	16,087	16,127	15,138	14,328	14,417	16,512	-12.6%	18,884				
19	Eastland	14,745	14,853	16,696	16,333	15,603	15,574	15,628	17,975	-0.7%	18,104				
21	South Main	303	1,250	2,374	2,566	2,328	2,712	3,006	3,236	N/A	-				
24	Lakeshore	4,153	4,321	4,023	4,380	3,995	3,985	4,153	4,865	8.0%	4,506				
26	W Exchange/White Pond	6,387	6,545	6,863	6,456	6,427	6,663	6,123	6,829	-17.1%	8,234				
28	Merriman Valley	3,410	3,626	3,514	3,537	3,514	2,710	2,495	3,801	7.6%	3,533				
30	Goodyear/Darrow	9,942	9,946	10,695	10,743	10,503	9,457	9,266	10,650	-10.2%	11,861				
33	State Rd/Wyoga Lake	4,480	4,412	5,035	4,944	4,921	4,909	4,618	5,657	-2.7%	5,814				
34	Cascade Village/Uhler	14,210	14,578	15,981	15,262	14,819	15,098	14,998	16,941	-1.6%	17,219				
50	Montross/Circulator	1,906	2,051	1,956	2,007	2,503	2,680	2,518	2,519	4.1%	2,420				
51	Stow/Circulator	1,088	1,493	1,434	1,314	1,478	1,475	1,236	1,465	-7.6%	1,585				
53	Portage/Graham	1,748	2,087	2,307	2,032	2,064	2,225	2,201	2,446	-1.0%	2,471				
54	DASH Circulator	-	-	-	-	-	-	-	1,293*	N/A	-	* 8 Service Days			
59	Chapel Hill Circulator	1,077	1,353	1,468	1,409	1,431	1,398	1,288	1,518	-4.3%	1,586				
60	NCX Chapel Hill/Cleveland	1,632	1,830	1,803	1,800	1,708	1,663	1,207	1,681	21.2%	1,387				
61	NCX Montross/Cleveland	6,423	6,927	7,617	7,000	6,564	7,584	5,402	7,609	14.1%	6,667				
101	Richfield/Bath	1,255	1,552	1,729	1,605	1,515	1,664	1,455	1,575	29.1%	1,220				
102	Northfield Express	2,579	3,028	3,385	3,035	3,036	3,597	2,935	3,612	3.6%	3,485				
103	Stow/Hudson	1,841	2,685	3,132	2,732	2,324	2,370	1,936	2,629	-4.7%	2,758				
104	Twinsburg Creekside	2,697	2,573	2,720	2,267	2,354	2,745	2,959	3,314	9.2%	3,036				
110	Green/Springfield	2,208	2,342	2,524	2,361	2,370	2,551	2,520	2,953	22.3%	2,414				
TOTAL:		366,362	384,898	407,714	399,885	395,361	389,705	383,893	439,605	-1.8%	447,855				

Date: September 28, 2016
To: Sandra M. Foster, President and Other Board Members
From: Alex Harnocz, Interim Planning & Development Director
RE: August Performance Report and Planning Update

August is a month of transition at METRO. We transition into our Fall Schedule with the return of Akron Public Schools. In the Performance Report you will notice the return of BOE ridership statistics, as well as the new DASH Circulator. The month of August was also a period of transition for our Planning Department. Kris Liljeblad departed for retirement and distributed his many tasks and ongoing projects among the staff. We have been working hard to incorporate those pieces of work into our pre-existing workflow and we have been working hard to keep up strong teamwork and collaboration within the Planning Department.

I am very appreciative of the opportunity to serve as the Interim Planning & Development Director. I hope to carry on the strong projects that we have in the works and to expand our commitment to data-driven decision making. We are in a great position with more information available to us than ever before, and METRO has a staff that is eager to make that information useful.

Overall, ridership continues its slight decline. The total ridership number shows a slight uptick from August 2015, but we were helped by two additional weekdays. In my eyes, average weekday ridership is the key indicator for the entire performance report. It is down 2.24% month over month and 1.86% year to date. To me, average weekday ridership represents how well we do the basics. I believe that improving the fundamentals of our service—frequency and reliability—are the keys to reversing the downward trend in that indicator and many of the other we measure ourselves.

In addition to the Performance Report, you will see three resolutions from the Planning Department related to the Title VI Report for 2013 – 2016. Title VI of the Civil Rights Act guarantees non-discrimination in the provision of transit service. In practice, this means a lot of detailed analysis and study of the operation of our system and proposed service changes. FTA requires a Board resolution adopting the report as a whole, but also additional resolutions focused on Service Monitoring (how well we measure up to our own stated standards) and Equity Analysis (how we evaluated major service changes to ensure non-discrimination).

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Title VI

Program Report

For

The Federal Transit Administration

US Department of Transportation

By

METRO Regional Transit Authority

Akron, OH

Richard M. Enty,
Executive Director/
Secretary-Treasurer
METRO Regional Transit Authority
416 Kenmore Boulevard
Akron, OH 44301

September 2016

INTRODUCTION

The purpose of this report is to provide the Federal Transit Administration (FTA) with documentation of METRO Regional Transit Authority's (METRO) compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 3, 2012. METRO is reporting its compliance as a public transit provider serving an urbanized area with a population exceeding 200,000 people.

1.) GENERAL REPORTING REQUIREMENTS

1.1) Title VI Notice to the Public

A notice is printed and posted on all buses and at METRO facilities including 416 Kenmore Boulevard, Robert K. Pfaff Transit Center, and Rolling Acres Transit Center to read as follows: "METRO operates programs without regard to race, color, and national origin. If you feel that you have been discriminated against due to race, color or national origin, please go to our web-site www.akronmetro.org or call 330-762-0341." In addition, all public notices and all public documents contain a non-discrimination clause. A copy of the public notice posted on buses is included in **Attachment B**.

1.2) Title VI Complaint Procedures

METRO has developed procedures for investigating and tracking Title VI complaints filed against them and has made these procedures for filing a complaint available to members of the public upon request. Complaints may be made by mail, by phone through METRO's Customer Service Department, in person, or online. The Title VI Complaint Form is available at <http://www.akronmetro.org/metro-title-vi-concerns.aspx>

1.3) Title VI Complaint Form

A copy of the Title VI Complaint Form is included as **Attachment C**.

1.4) List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

METRO RTA currently has no outstanding investigations or lawsuits related to Title VI complaints from the period May 2013 to July 2016. A summary of all civil rights compliance review activities from this time period is included as **Attachment D**.

1.5 Public Participation Plan

METRO seeks out and considers the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. METRO's public participation strategy offers early and continuous opportunities for LEP persons to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

In order to ensure meaningful involvement in service design for all minority and low-income people in the service area, METRO maintains an extensive mailing list and notifies over 450 community organizations, elected officials, and stakeholders of all service modifications and public meetings. Legal notices of service modifications and all public meetings are published in the Akron Beacon Journal and the Reporter, a newspaper serving the minority community.

Please see **Attachment E** for a copy of the Public Participation Policy of METRO RTA. It is a policy of METRO to conduct at least one (1) session of all public meeting rounds at the Robert K Pfaff Transit Center to provide direct bus access for minority and low-income riders. In addition, public meetings around the county include sessions at public housing meeting rooms, libraries, community centers, grocery stores, or other meeting halls which are both ADA accessible and have bus transportation available.

1.5.a Public Hearings for Service Changes

In the period July 2013 through July 2016, METRO RTA held several public meetings. The subjects of these public meetings were as follows:

1.5.b October 2013

A series of four (4) public meetings was held in October of 2013 to receive public comment on route and schedule changes which were proposed for the #18, #26, #31 to take effect in the Winter of 2014. Public meetings were held in four (4) locations throughout the METRO service area: the Robert K. Pfaff Transit Center, Kiwanis Towers, Center Towers, and Stow City Hall. All of these meeting locations are accessible by METRO bus, and meetings were scheduled at times when transit service is available. Meetings were scheduled for locations particularly affected by the proposed service change.

A presentation was given on all of the proposed service changes with special emphasis on changes in the geographic area of the meeting. Members of the public were given the opportunity to voice their comments or to submit them in writing.

1.5.c December 2013

A public meeting was held in December 2013 to receive public comment on bus service availability in the City of Green. This meeting was held at Green City Hall. METRO proposed changes to Routes 110 and 111 that were discussed related to planning for the Winter 2014 schedule change. The citizens in attendance pressed for continuation of current service as well as more route coverage, increased frequencies on existing routes, a longer service day, and a 7-day a week schedule. There was also interest in more door-to-door service, and continuation of service for ADA populations that are currently served. City representatives have previously expressed a desire for bus circulator service focused on the Green vicinity.

1.5.d April / May 2014

A series of nine (9) public meetings was held in April and May of 2014 to receive public comment on route and schedule changes which were proposed for the #1, #8, #31, #50, #60, #61, #101, and #111 to take effect in Fall 2014. Public meetings were held in eight (8) locations throughout the METRO service area: the Robert K. Pfaff Transit Center (twice), Green City Hall, Fairlawn-Bath Library, Stautzenberger College, Coventry Town Hall, New Franklin City Hall, the Quality Inn Conference Center in Springfield Township and the Fairlawn-Montrose ACME Meeting Room. All of these meeting locations are accessible by METRO bus, and meetings were scheduled at times when transit service is available.

A presentation was given on all of the proposed service changes with special emphasis on changes in the geographic area of the meeting. Members of the public were given the opportunity to voice their comments or to submit them in writing.

In addition to the public meetings, the route and schedule change presentation was available on METRO's website and comments were received by phone and email.

1.5.e April / May 2015

A series of three (3) public meetings was held in April and May of 2015 to receive public comment on proposed route and schedule changes for Fall 2015 including: #1 and #50 at the Montrose Layover, Call-A-Bus Service in Green, and changes to the weekend routing of the #12. Public meetings were held at the Robert K. Pfaff Transit Center (twice), and Fairlawn-Bath Library. These meeting locations are accessible by METRO bus, and meetings were scheduled at times when transit service is available.

In addition to the public meetings, the route and schedule change presentation was available on METRO's website and comments were received by phone and email.

1.5.f May 2015

A public meeting was held on May 20, 2015 in conjunction with the East Akron Neighborhood Development Corporation (EANDC). This meeting was to discuss the Arlington Corridor Health in Transportation Study and the accompanying recommendations for stop consolidation on METRO's #2 route. The meeting was held at South Arlington Methodist Church, which is accessible by bus. Comments were received related to the stop consolidation project, service on the #2, and METRO service in general.

1.5.g October 2015

A series of five (5) public meetings was held in October 2015 to receive public comment on proposed route and schedule changes for Winter 2106 including: new service to South Akron, extension of the #5 to ASW Global, and new bus stop signs. Public meetings were held at the Robert K. Pfaff Transit Center (twice), and the Main Library in Downtown Akron, Firestone Park Library, and Ellet Library. These meeting locations are accessible by METRO bus, and meetings were scheduled at times when transit service is available.

In addition to the public meetings, the route and schedule change presentation was available on METRO's website and comments were received by phone and email.

1.5.h April 2016

A series of twelve (12) public meetings was held in April of 2016 to introduce the *Driving METRO Forward* project and receive public comment on its guiding principles. Meeting locations included: Barberton Library, Cuyahoga Falls Library (x2), Ellet Branch Library, North Hill Branch Library, Kenmore Branch Library, Maple Valley Branch Library, Robert K. Pfaff Transit Center, Highland Square Library (x2), Firestone Branch Library, and V. Odom Branch Library.

Driving METRO Forward is an 18 month initiative to study METRO's fixed route bus system using new data sources and revise the system as a whole. At each meeting, the same presentation was used to describe the project and to stimulate discussion with attendees.

These Guiding Principles were the focus of the Round 1 outreach process:

1. Match Service to Modern Travel Patterns
2. Strengthen Network Structure
3. Simplify the Routes
4. Foster a Transit-First Lifestyle
5. Build Financial Stability

In addition to the public meetings, the presentation was available on METRO's website and comments were received by phone and email. Taking the public input on these goals into consideration, METRO staff then moved into the creation of a draft system map.

1.5.i June 2016

In June 2016, six (6) public meetings were held to collect public comment on the initial system design map for the *Driving METRO Forward* project. Meetings were held at the sites of the most well-attended meetings from the April 2016 round. Meeting locations included: Robert K. Pfaff Transit Center (x2), Main Library in Downtown Akron, Cuyahoga Falls Library, Highland Square Branch Library, and Ellet Branch Library.

No concrete service or fare changes were presented at this meeting. Rather, a conceptual map was presented. These meetings were intended to provide an update to METRO's customers and stakeholders prior to the development of a preferred alternative.

1.6 Language Assistance Plan

On April 13, 2007 guidance was published to provide technical assistance to help public transportation providers receiving Federal Transit Administration (FTA) funding implement the U.S. Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087–74100, December 14, 2005).

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

The DOT LEP Guidance states that certain FTA recipients or sub recipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan. However, the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to a recipient's program or activities.

1.6.a Developing a Language Implementation Plan.

Using the 2007 guidance, METRO completed a four factor analysis to determine the need for a Limited English Proficiency (LEP) plan. As a part of the four factor analysis, METRO reviewed 2010 Census data and 2015 Census estimates, and surveyed staff to determine the extent to which contact is made with LEP persons. The review of the Census data showed that less than 2% of Summit County's population speaks English "less than well."

In addition, front line employees such as customer service representatives and bus operators were surveyed. Ninety-five (95) bus operators (36%) returned completed surveys. 56 of the 95 operators (59%) responded that they had interactions with non-English speaking customers during the Fall Sign-Up Period. 24 Customer Service staff members (90%) returned completed surveys. 17 of the 24 (71%) indicated that they had interactions with non-English speakers during the Fall Sign-Up period. Unfortunately, this survey may have been too general in nature and was not designed to ascertain an accurate percentage of total passengers were thought to be LEP nor did it ask if they were ultimately able to assist the passenger.

Using the guidance provided by federal agencies, METRO has developed a Language Implementation Plan which is included as **Attachment F**.

1.7 Board Membership

The Board of Trustees for METRO RTA has 12 members. METRO's board has four (4) individuals who are members of a minority population. The Executive Director, who is a member of a minority population, serves as Secretary/Treasurer to the Board, but is not a Board Member. Please see **Attachment G** for more detail.

1.8 Sub-Recipients

METRO RTA does not have any sub-recipients.

1.9 Facility Construction

METRO will integrate into environmental analyses, considerations expressed in the DOT Order on Environmental Justice by incorporating an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects. Such analyses will include a description of the low-income and minority populations with the study area, a discussion of the adverse effects, and the positive effects of the project, a description of all environmental mitigation and enhancement actions, a discussion of remaining effects after mitigation, and a comparison of mitigation and enhancement actions in predominantly low-income and minority areas with such actions taken in predominantly non-minority and non-low-income areas.

METRO construction projects, including the RKP Park & Ride and South Bus Barn Expansion, were carried out at existing METRO facilities and therefore did not require an equity analysis.

2.) Requirements for Fixed-Route Transit Providers

METRO RTA is a fixed-route transit provider which operates more than 50 fixed route vehicles in peak service. METRO serves a UZA of more than 200,000 people. The following section demonstrates compliance with the requirements for a transit authority of this size.

2.1 Service Standards

Transit System Evaluation Procedures for METRO RTA (August, 1999) are attached as **Attachment H**. METRO has service standards and policies for the required indicators – vehicle load, vehicle assignment, vehicle headway, transit amenities and transit access. Further information on METRO service policy is provided for the following indicators:

2.1.a Vehicle Load Factor

METRO's policy is a load factor of no greater than 125% of the seated capacity of a transit vehicle. It is METRO's policy that when a vehicle exceeds this load factor, a "chaser" bus is assigned by dispatch to complement the assigned bus service. **Attachment I** shows the results of a load factor analysis of all METRO fixed routes based on data from April 2016.

After grouping the routes into "Minority" and "Non-Minority" status we analyzed how often the maximum onboard count exceeded the number of seats on the bus and how often it exceeded the maximum capacity (130% of seated capacity).

27,148 of the total 35,642 (76%) of the total trips were performed on Minority routes. In total, Minority routes exceeded the seated capacity of the bus on 1.59% of trips and exceeded total capacity on 0.28% of trips. Non-Minority routes exceeded seated capacity on 0.6% of trips and total capacity on 0.06% of trips. It is more likely that a bus will be overcrowded on a Minority route, but overcrowding overall is a very occasional problem. **Attachment I** includes a more in-depth discussion of methodology and analysis of Vehicle Load Factor.

2.1.b Vehicle Headway

METRO's Frequency of Service Standard states:

- A.) Service frequency (headways) should be established to provide a sufficient number of vehicles operating past the maximum load point(s) on a route to accommodate the passenger volume.
- B.) Headways on all regular-route services should correspond with clockface values to the maximum extent possible when frequencies exceed ten (10) minutes.
- C.) In instances where passenger loads are so light as to require excessive time intervals (headways) between vehicles to conform to loading standards, a "policy headway" (or minimum service level) should be used. Policy headways are only needed for regular-route services. Other services are special in nature because they are generally operated to serve a specific market; such as, headways should be determined by demand. Policy headways are defined as:

Type of Service	Peak	Off-Peak	Evening / Saturday
Main Route (above average Passengers / Revenue Mile)	10 – 20 minutes	30 – 60 minutes	45 – 70 minutes
Secondary (below average (Px/Rev. Mile)	30 – 45 minutes	45 – 80 minutes	60 – 90 minutes
Express Route	Demand Based	Demand Based	Demand Based

D.) Additional policies related to new services are available in **Attachment H**.

Methodology and analysis of METRO’s headways is included as **Attachment J**. Generally, METRO routes do not meet or exceed their policy headway. During the daytime, two minority routes meet their policy headway and two do not. During the evening, two minority routes and four non-minority routes meet or exceed their policy headway. On Saturday, one minority route and two non-minority routes meet or exceed their policy headway. On Sunday, six minority routes and two non-minority routes meet or exceed their policy headway.

2.1.c On-Time Performance

METRO buses are “On Time” if they depart a timepoint not ahead of schedule or not more than 4 minutes behind schedule. The service standards state that 75% of the trips should be operated “On Time.” “On Time” status has traditionally been determined via spot checks by road supervisors and reported at the system level.

In April 2016, METRO’s Operations Department reported that line service buses were “On Time” 91% of the time. This figure is based on 591 recorded observations by road supervisors during the month of April.

In December 2014, METRO began installing an Automatic Vehicle Location (AVL) system. By summer of 2015, AVL units had been installed on 100% of the fleet. Final shakedown and full implementation of the system has not yet been completed at the time of this report; however, we believe that the Schedule Adherence Report for April 2015 is worth reporting, since it gives the schedule adherence values by route and uses over 100,000 samples for the month of April.

Overall, the AVL system reports that METRO line service is “On Time 81.4% of the time. Several routes individually fall below the 75% threshold. Additional study of both On-Time performance and the performance of the Avail system is required for these routes to determine if “false early” or “false late” readings are being recorded or if a true schedule adherence problem is present.

The route-by-route analysis of On-Time Performance is available in **Attachment K**.

2.1.d Service Availability

METRO strives to provide equitable transit services throughout its service area. In order to quantify the measure of the distance a person must travel to access transit services, **Attachment N** is provided. Specifically, this Attachment measures the number of persons within 1,000 feet of a METRO stop within the urban corridor (defined as population density greater than 4,000 persons or three dwelling units per square mile), and within 2,000 feet within suburban corridors (defined as population density of 2,000 to 4,000 persons per square mile).

Overall, METRO service is available to approximately 24.7% of Summit County residents, including 63% of minority residents and 76.2% of low-income residents, based on 2014 Census estimates. Further detail is available in **Attachment N**.

2.1.e Transit Amenities

METRO's policies for bus stop placement is covered in the Transit System Evaluation Procedures dated August, 1999 which state that METRO will "Provide shelters and benches for passengers at major boarding points." Traditionally, METRO has defined "major boarding points" as stop locations where more than 30 boardings per day occur. When a stop exceeds this threshold, METRO begins planning the installation of a shelter at METRO's expense. When a shelter is requested at a particular location, but the location does not meet the 30 boardings per day threshold, METRO will work with the requesting employer or organization if they are willing to contribute a portion of the cost of shelter installation.

A map and table of all bus shelters in the METRO service area is provided as **Attachment L**. Of METRO's 112 bus passenger waiting shelters, seventy-four (74) are located in minority census blocks.

2.1.f Vehicle Assignment

METRO's fixed-route bus fleet is all dispatched from one facility. The majority of the fleet consists of 40-foot transit buses. These buses are assigned on a mostly interchangeable basis. In April 2016 the average age of the METRO line service fleet was 4.8 years.

There are two exceptions to the interchangeability of the fleet. METRO operates six (6) high-capacity articulated buses, which are only assigned to Routes 1 and 2 these buses were built in 2013. METRO operates eight (8) over-the-road style coaches for its North Coast Express commuter service. These buses are assigned only to Routes 60 and 61. Six (6) of these buses were built in 2009, two (2) were built in 2001 and rehabbed in 2015.

Eight of the eleven non-minority routes had an average bus age older than 4.8. 13 of 22 minority routes had an average bus age older than 4.8 years. Looking at the issue using a different metric, there were 10 routes where more than 60% of the rides occurred on buses five years or older. Four of these were minority routes and six were non-minority routes. Methodology and tables detailing the Vehicle Assignment analysis are available in **Attachment M**.

It is more likely that a customer would ride on an older bus on a non-minority route than a minority route. Largely, this is because METRO's older or smaller buses are often assigned to suburban routes which perform fewer trips per day.

2.2 Demographic and Service Profile Maps and Charts

Demographic and Service Profile Maps and Charts are included as **Attachment N**.

2.3 Demographic Ridership and Travel Patterns Collected by Survey

METRO RTA completed an On-Board Passenger Survey in November 2013. The final summary report is included as **Attachment O**.

2.4 Results of Monitoring Program

In addition to monitoring route-by-route performance for the required categories discussed above, METRO also monitors and reports system performance through its monthly *Performance Report*. The *Performance Report* is provided to the Board of Trustees and entered into the minutes at every regular meeting. The *Performance Report* details a wide array of performance measures for both line service buses and paratransit. Key line service metrics which are also identified in the Service Policy Standards (**Attachment H**) include Passengers per Revenue Mile, Passengers per Revenue Hour, and Cost per Passenger. These metrics are discussed in **Attachment Q**, and a route-by-route summary is provided at the end of that attachment. All information is drawn from the April 2016 *Performance Report*, because April is considered a representative month for METRO service.

2.5 Public Engagement Process for Setting Policies

2.5.a Major Service Change Policy

Major Service Change Policy was adopted as Resolution 2013-17. METRO recognizes that this policy requires additional refinement and additional public engagement. We plan to revise the Major Service Change Policy prior to the Title VI analysis of the *Driving METRO Forward* project.

2.5.b Disparate Impact Policy

METRO's Disparate Impact Policy was first included in the 2013 Title VI Report. The Disparate Impact and Disproportionate Burden policies were drafted to comply with the updated guidance issued on October 1, 2012. These policies remain unchanged at the time of this report. The policies are enclosed as **Attachment R**.

There is no record of a specific public hearing related to the acceptance of these policies. However, this policy was discussed, voted on, and accepted at the May 2013 meeting of METRO's Board of Trustees. The Disparate Impact /Disproportionate Burden Policy was adopted as Resolution 2013-17. Board Meetings are, by definition, public meetings and are open to members of the public who wish to comment on agenda items. There were two guest speakers at the May 2013 meeting, but neither commented on the Disparate Impact or Disproportionate Burden Policy.

METRO recognizes that this policy requires additional refinement and additional public engagement. We plan to revise the Disparate Impact Policy prior to the Title VI analysis of the *Driving METRO Forward* project.

2.5.c Disproportionate Burden Policy

See Section 2.5.b.

2.5.d Service & Fare Equity Analysis Policy

METRO's Service and Fare Equity Analysis Policy was included in the 2013 Title VI Report and remains unchanged at the time of this report. The policy is enclosed as **Attachment S**.

There is no record of a specific public hearing related to the acceptance of this policy. However, this policy was discussed, voted on, and accepted at the May 2013 meeting of METRO's Board of Trustees. The Service & Fare Equity Analysis Policy was adopted as Resolution 2013-18. Board Meetings are, by definition, public meetings and are open to members of the public who wish to comment on agenda items. There were two guest speakers at the May 2013 meeting, but neither commented on the Service & Fare Equity Analysis Policy.

METRO recognizes that this policy requires additional refinement and additional public engagement. We plan to revise the Service and Fare Equity Analysis prior to the Title VI analysis of the *Driving METRO Forward* project.

2.5.e Public Engagement Policy

METRO's Public Engagement Policy was included in the 2013 Title VI Report and remains unchanged at the time of this report. The policy is enclosed as **Attachment E**.

There is no record of a specific public hearing related to the acceptance of this policy. However, this policy was discussed, voted on, and accepted at the May 2013 meeting of METRO's Board of Trustees. The Public Engagement Policy was approved as Resolution 2013-19. Board Meetings are, by definition, public meetings and are open to members of the public who wish to comment on agenda items. There were two guest speakers at the May 2013 meeting, but neither commented on the Public Engagement Policy.

2.6 Results of Service Fare & Equity Analyses

2.6.a Determination of Minority Routes

As of the 2010 census, the Summit County population was 19.4% minority. Census block groups with a higher percentage of minority residents were identified as minority block groups. **Attachment P** details the minority block groups and the transit routes which serve them. Route mileage was examined and routes which have more than 1/3 of their mileage in minority block groups were identified.

The 2013 On-Board survey was cross-tabulated to get a breakdown of rider characteristics by route. Overall, METRO's ridership is 62.5% minority. The minority ridership share by route is listed in the table below. Generally, routes serving minority block groups had above-average minority ridership. A combination of these factors was considered when designating a route a "minority route" for this Title VI Analysis. Please see the table below for greater detail.

Minority Route Determination

Route	Minority Census Block Groups Served: (Summit County population 19.4% minority)	> 1/3 Route Miles in Minority Census Tracts?	Minority Ridership – 2013 On-Board Survey (METRO Average 62.5%)	Minority Route for Title VI Analysis?
#1 – West Market	506100-2, 506100-6, 506400-1, 506600-1, 506800-1, 507101-2, 507102-2, 507400-1, 508301-1, 508301-2, 533501-3	Yes	62.5%	Yes
#2 – S. Arlington	503100-1, 503100-2, 503200-1, 503200-3, 503300-1, 503300-2, 503300-4, 503300-5, 503300-6, 503300-7, 503400-1, 503500-4, 503500-5, 503500-3, 503800-2, 503800-3, 504100-1, 506800-1, 508301-1, 508900-1, 508900-2, 508900-3,	Yes	71.2%	Yes
#3 – Copley Road	506200-1, 506200-2, 506200-4, 506200-5, 506500-1, 506500-2, 506500-3, 506800-1, 506800-2, 508301-1, 508301-2, 508399-1, 508399-4, 508600-1, 508600-2, 508600-3, 508800-3, 508800-4, 508800-5, 508800-6,	Yes	83.5%	Yes
#4 – Exchange / Delia	506100-1, 506100-5, 506100-6, 506200-1, 506200-4, 506200-5, 506400-4, 506400-5, 506500-1, 506500-2, 506500-3, 506600-3, 506800-1, 506800-2, 507101-1, 507101-2, 507201-1, 508301-1, 508301-2,	Yes	85.2%	Yes
#5 – Joy Park / Gilchrist	502500-1, 503100-1, 503100-2, 503200-1, 503200-3, 503400-1, 503500-1, 503500-2, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1	Yes	66%	Yes
#6 – East Market	502500-1, 502500-2, 503400-1, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1, 502500-1, 502500-2, 503400-1,	Yes	41.5%	Yes
#7 – C. Falls Avenue	501100-1, 502101-1, 502101-2, 502102-1, 502102-2, 502200-1, 502200-3, 502200-5, 506800-1, 507500-2, 507600-3, 508301-1, 530901-1	Yes	52.1%	Yes
#8 – Kenmore/ Barberton	501900-1, 501900-2, 505300-1, 505300-2, 505300-3, 505600-1, 505600-2, 505700-1, 506800-1,	No	44.4%	No
#9 – East Avenue	501800-1, 505200-1, 505400-2, 506700-1, 506700-2, 506800-1, 506800-2, 508301-1, 508399-1, 508399-2, 508399-4,	Yes	76.4%	Yes
#10 – Howard / Portage	501100-1, 502101-1, 502101-2, 502102-1, 502102-2, 502200-1, 506800-1, 507400-1, 507500-3, 507500-4, 507500-1, 507500-2, 507500-3, 508300-1	Yes	45.4%	Yes
#11 – South Akron	501900-2, 504100-1, 504200-2, 504200-3, 504400-2, 504500-1, 504500-2, 504600-1, 504600-2, 504600-4, 504700-1, 504700-2, 504700-4, 504700-6, 504800-3, 506800-1,	Yes	55.0%	Yes
#12 – Tallmadge Avenue	501100-1, 502101-2, 502102-1, 502102-2, 502102-3, 502200-1, 502200-3, 502200-4, 502200-5, 506800-1, 508301-1,	Yes	65.1%	Yes
#13 – Grant Street	501700-2, 504200-2, 504200-3, 504400-2, 504500-1, 504700-2, 504700-4, 504700-6, 504800-3, 506800-1, 508301-1, 508900-2, 508900-3	Yes	57.1%	Yes

Route	Minority Census Block Groups Served: (Summit County population 19.4% minority)	> 1/3 Route Miles in Minority Census Tracts?	Minority Ridership – 2013 On-Board Survey (METRO Average 62.5%)	Minority Route for Title VI Analysis?
#14 – Euclid / Barberton	501800-1, 501900-1, 501900-2, 505200-1, 506800-1, 506800-2, 508301-1	Yes	63.3%	Yes
#17 – Brown / Inman	501700-1, 503100-2, 503200-1, 503200-2, 503300-5, 503300-6, 503300-7, 503800-2, 503800-3, 504100-1, 506800-1, 508301-1, 508900-2, 508900-3,	Yes	65.7%	Yes
#18 – Manchester	501800-1, 501900-1, 501900-2, 505600-1, 506800-1,	Yes	60.4%	Yes
#19 – Eastland	502102-1, 502102-2, 502200-5, 502500-1, 502500-2, 503400-1, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1, 509000-2, 509000-3,	Yes	64.0%	Yes
#21 – South Main	501900-1, 501900-2, 505300-1, 505300-2, 505600-1, 506800-1,	Yes	Not in 2013 Survey	Yes
#24 – Lakeshore	501900-1, 501900-2, 505300-1, 505300-3, 506800-1, 505600-1,	Yes	68.3%	Yes
#26 – W. Exchange	506100-1, 506100-2, 506100-6, 506400-1, 506400-4, 506400-5, 506500-1, 506600-3, 506800-1, 506800-2, 507101-2, 507102-2, 507400-1, 508301-1, 508301-2, 533400-4	Yes	71.7%	Yes
#28 – Merriman Valley	506600-1, 506600-2, 506800-1, 507201-1, 507203-1, 507203-2, 507203-4, 507400-1, 508301-1, 508301-2,	Yes	69.2%	Yes
#30 – Goodyear Heights	502500-1, 502500-2, 502600-1, 502600-3, 502700-3, 502700-4, 502800-3, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1,	Yes	55.1%	Yes
#33 – State / Wyoga Lake	501100-1, 502101-1, 502200-1, 502200-3, 506800-1, 507500-1, 507500-2, 507600-3, 507600-4, 508301-1, 532902-3	No	68.4%	No
#34 – Cascade / Uhler	501100-1, 502101-1, 502101-2, 502102-1, 502102-2, 502102-3, 502200-1, 502200-3, 502200-4, 502200-5, 506800-1, 507400-1, 507500-1, 507500-2, 507500-3, 507500-4, 507500-5, 507500-6, 508301-1,	Yes	76.8%	Yes
#50 – Montrose Circulator	5033501-3, 533501-2	No	83.3%	No
#51 – Stow Circulator	502102-1, 502102-2,	No	66.6%	No
#53 – Portage / Graham	502101-2, 502102-1, 502102-2, 507203-1, 507500-1, 508000-1, 508000-2,	No	47.4%	No
#59 – Chapel Hill Circulator	502102-1, 502102-2, 502200-5, 530901-1	No	50%	No
#60 – NCX via C. Falls	530103-2	No	22.7%	No
#61 – NCX via Akron/Montrose	506100-6, 506600-2, 506800-1, 508301-1, 508301-2,	No	42.5%	No
#101 – Richfield / Bath	506800-1	No	53.8%	No
#102 – Northfield	506800-1, 508301-1, 530103-2	No	61.3%	No
#103 – Stow / Hudson	506800-1, 501900-2	No	52.3%	No
#104 – Twinsburg / Creekside	506800-1, 501900-2, 530103-2	No	Not in 2013 Survey	No
#110 - Green	506800-1, 502500-1, 502500-2, 503100-1, 503100-2, 503200-1, 503400-1, 503500-1, 503500-2, 503800-2, 503800-3, 508900-1, 508900-2, 508900-3	No	50%	No

2.6.b Short Turn of #31 Stow Express

Route & Location: In January of 2014, the routing of the #31 Stow Express was shortened and this route was rebranded as the #51 Stow Circulator. As the #31, this route provided service to the City of Stow, and then followed the Route 8 freeway to the Robert K. Pfaff (RKP) Transit Center in Downtown Akron. The route performed poorly, drawing only 3.9 passengers per revenue hour and 0.23 passengers per revenue mile in April 2013. The route was originally designed as a commuter route, but ridership was primarily local.

For this reason, in Fall of 2013 METRO proposed to eliminate the freeway segment of the route and provide transfer opportunities at our Independence Turnaround hub. The existing route length was 16.0 miles and the proposed route was approximately 9.5 miles long. However, service hours and mileage were not projected to change dramatically, since existing service would be re-allocated to the shorter route.

Vehicle Type & Load: Given that low ridership was the driving factor for this change, load factors and vehicle types were not considered. Both before and after the change, the #51 is served by METRO's standard fleet and loads generally do not exceed capacity.

Headway & Span:

Prior to the change, the #31 offered 12 outbound trips per day. The service span was from 6:37AM to 6:56PM with an average headway of 55 minutes. There was an additional inbound trip ending at 11:00PM

After the change, in April 2014, the #31 offered 18 outbound trips per day. The service span was from 6:10AM to 6:38PM with an average headway of 36 minutes. There is an additional inbound trip ending at 11:00PM.

Cost:

Prior to the change, in April 2013, the #31 had a total monthly operating cost of \$56,019 with a farebox recovery ratio of 3.6%. In April of 2014, after the change, the #51 had a total monthly operating cost of \$50,502 with a farebox recovery ratio of 3.3%

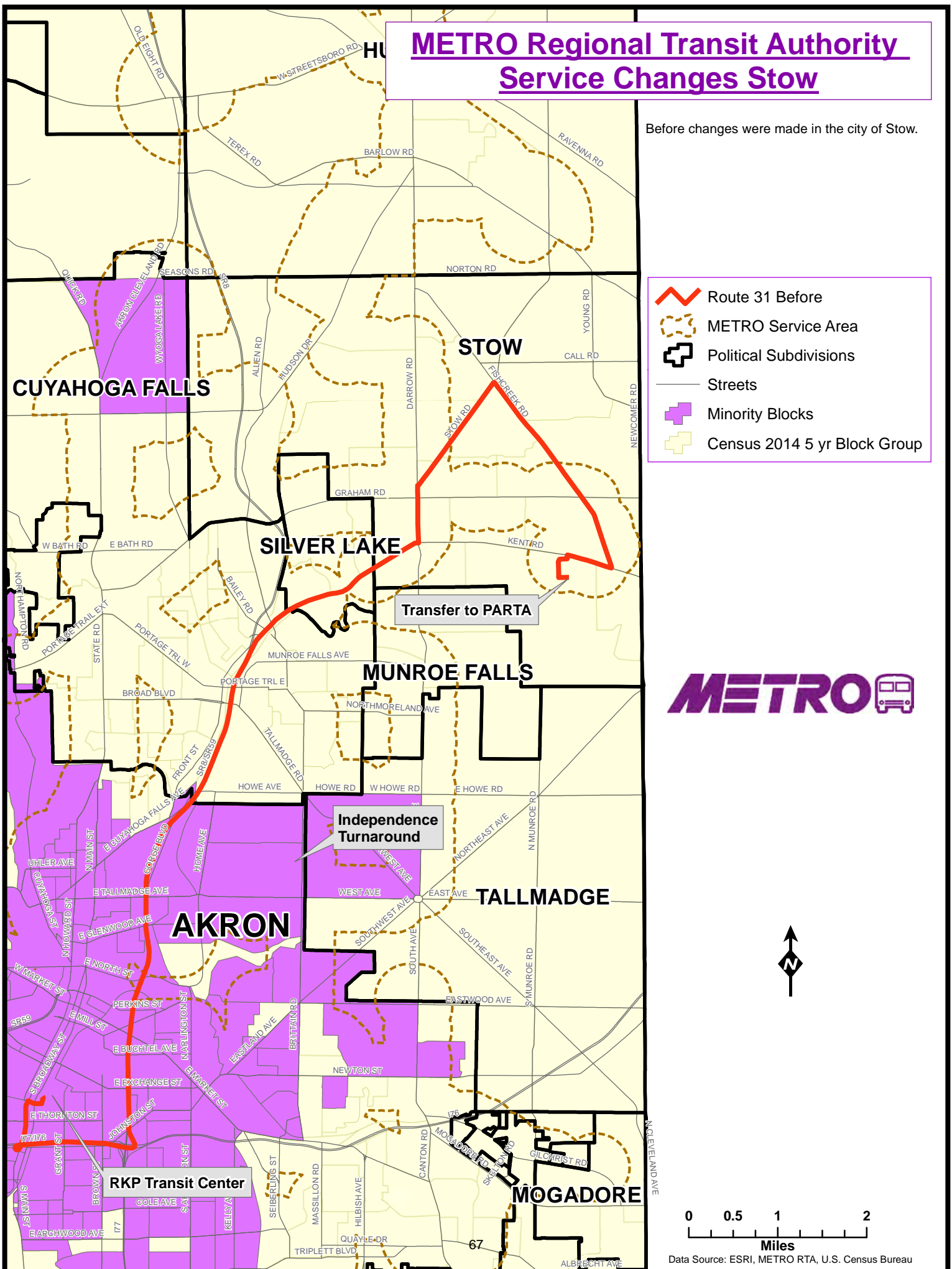
Analysis & Mitigation:

This service change was presented at a series of public meetings during Fall of 2013, including one at the Stow City Hall on November 1st 2013. Customers and public officials observed that with the proposed change, riders on Route 31 will no longer have a one-seat ride to Downtown Akron and will have to transfer at Chapel Hill Mall to get there.

Given that the #31 (now #51) is not a "minority route," and reduced route length was exchanged for greater service frequency, no mitigation was required for this service change.

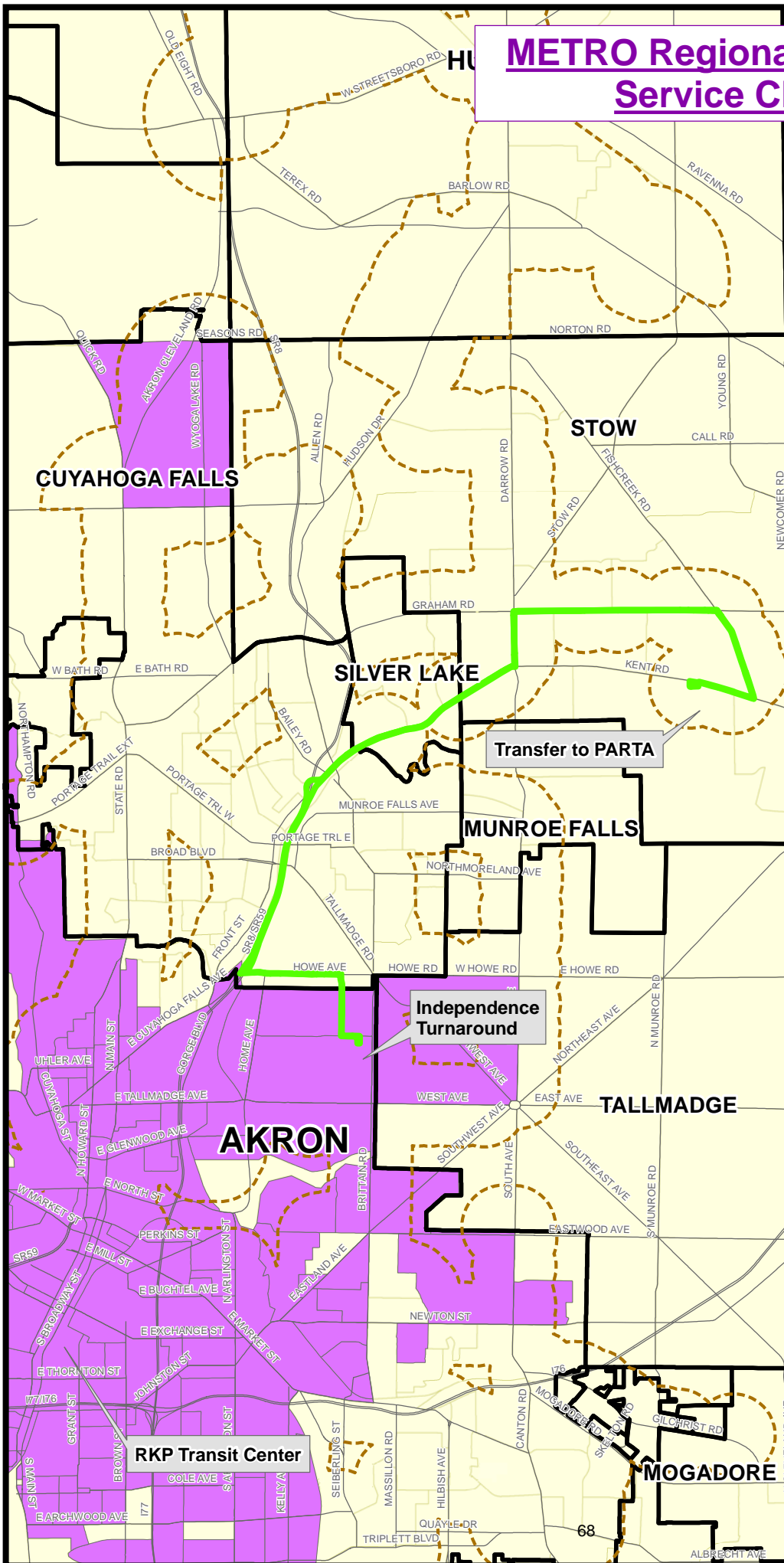
METRO Regional Transit Authority Service Changes Stow

Before changes were made in the city of Stow.



METRO Regional Transit Authority Service Changes Stow

After changes were made in the city of Stow.



- Route 51 After
- METRO Service Area
- Political Subdivisions
- Streets
- Minority Blocks
- Census 2014 5 yr Block Group



Data Source: ESRI, METRO RTA, U.S. Census Bureau

2.6.c Short Turn of #18 Manchester

Route & Location: In January of 2014, the routing of the #18 Manchester was shortened. Prior to this change, the #18 traveled south to service Kiwanis Towers in the Portage Lakes area. South of the commercial strip near Manchester Road and Robinson Avenue ridership was very low. The existing route was 10.5 miles in length. Revised route is 7.6 miles in length.

Vehicle Type & Load: Given that low ridership was the driving factor for this change, load factors and vehicle types were not considered. Both before and after the change, the #18 is served by METRO's standard fleet and loads generally do not exceed capacity.

Headway & Span: Prior to the change, the #18 offered 27 outbound trips per weekday with a 38 minute average headway and a service span from 6:15AM to 11:00PM. After the change, the #18 offered 26 trips per weekday with an average 40 minute headway and a service span from 6:15AM to 11:00PM

	Weekday Rev.Miles	Saturday Rev.Miles	Sunday Rev.Miles	Weekday Rev.Hours	Saturday Rev.Hours	Sunday Rev.Hours	Route Rev.Miles
Old	469	236	147	32	17	11	10.5
New	403	211	148	29.5	16	11	7.6
Change	-14%	-10%	-	-7%	-6%	-	-27%







Cost: Prior to the change, in April of 2013, total operating cost of the #18 was \$86,615, with a farebox recovery ratio of 20.4%. After the change, in April of 2014, the total operating cost of the #18 was \$73,059 with a farebox recovery ratio of 20.8%.

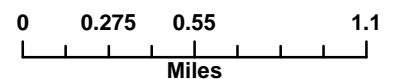
Analysis & Mitigation: The #18 is considered a "minority route." However, the proposed service cuts did not affect minority census blocks. Reductions in service on the #18 do not have the potential for disproportionately high impact on minority riders.

The main equity concern related to this change was a loss of access for low-income seniors at Kiwanis Towers. To mitigate the negative impact of loss of line service, and potential disparate impact additional grocery bus service was added for Kiwanis Towers residents. Access to transit remained relatively unchanged for the remaining portion of the route.

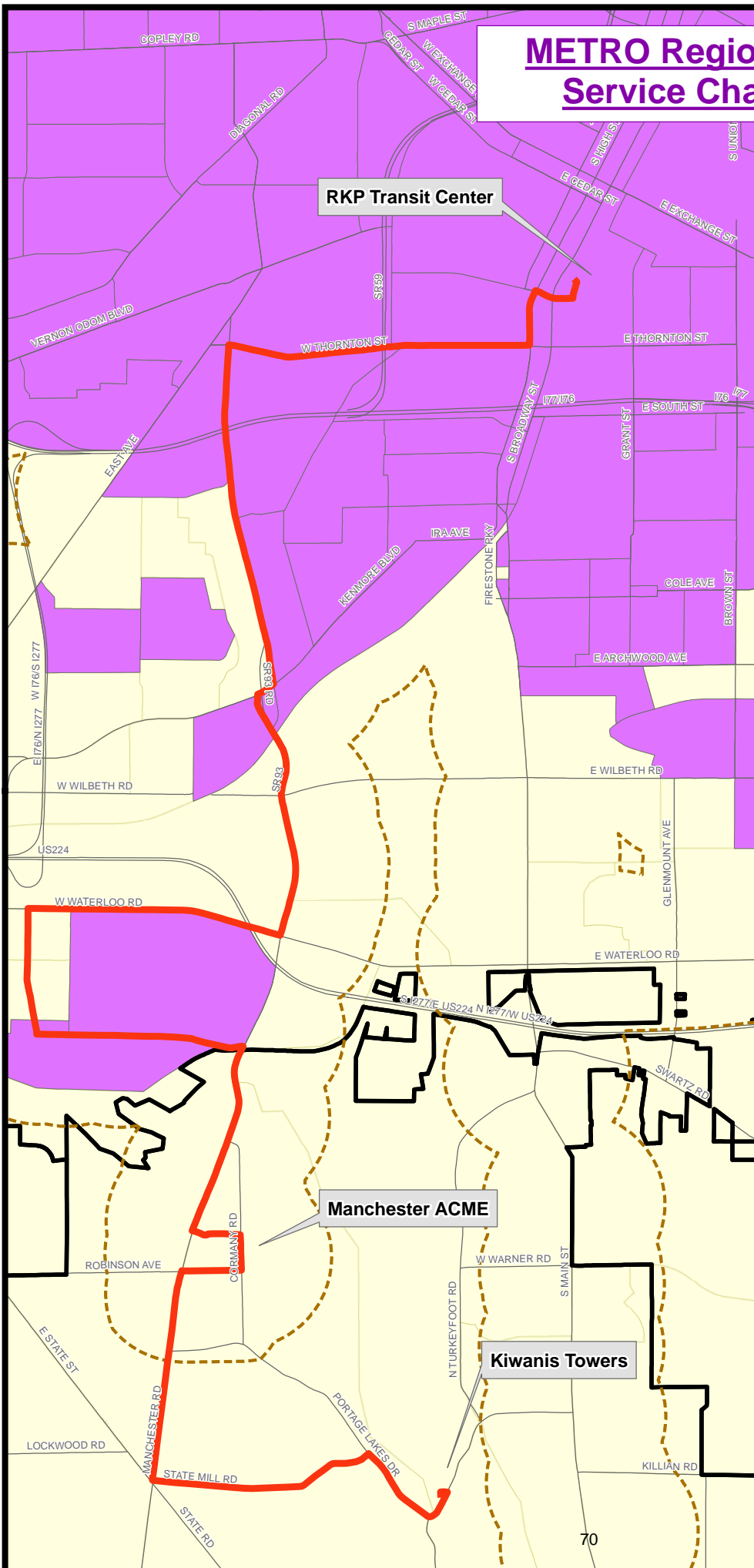
METRO Regional Transit Authority Service Changes - Manchester

Before changes were made to the the Manchester area route.

-  Route 18 Before
-  METRO Service Area
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group









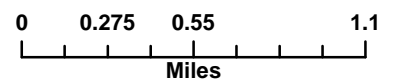
Data Source: ESRI, METRO RTA, U.S. Census Bureau



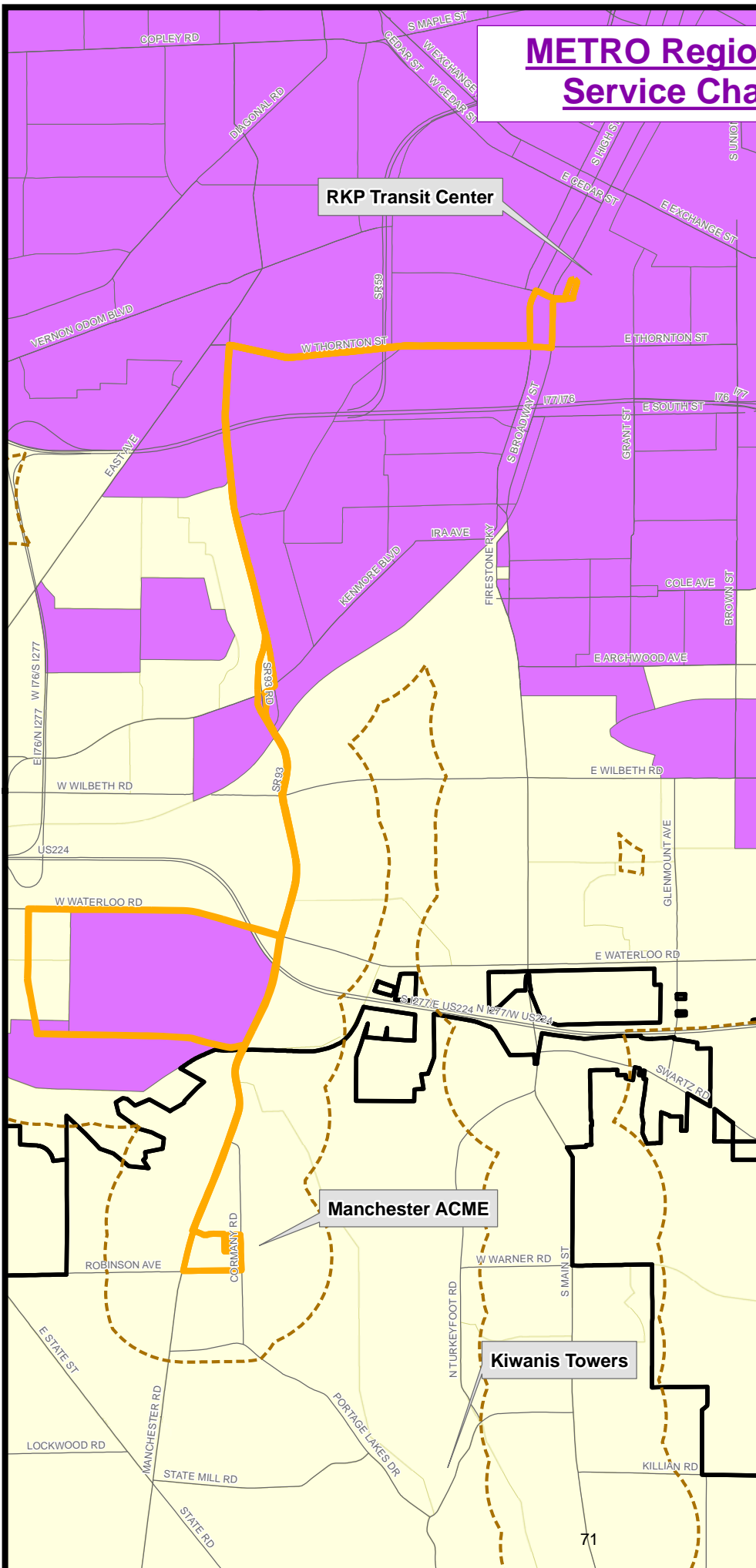
METRO Regional Transit Authority Service Changes - Manchester

After changes were made to the the Manchester area route.

-  Route 18 After
-  METRO Service Area
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group



Data Source: ESRI, METRO RTA, U.S. Census Bureau



2.6.d North County Routes

Route & Location Changes:

In January 2014, METRO re-organized service to the northern portion of Summit County by introducing a new route and revising the travel pattern for the two existing routes. Changes were planned to maintain route coverage and scheduling in support of existing ridership, while improving directness of service and reducing travel time.

The #102 Northfield, #103 Stow/Hudson, and #104 Twinsburg/Creekside are primarily reverse-commute routes which bring employees from Akron to suburban employment sites. Census data has little value in evaluating these routes, since many passengers transfer from neighborhood routes to reach these commuter routes (33% of respondents to the 2013 Onboard Survey indicated that they transferred from other routes onto the #102 or #103).

Headway & Span: Prior to the change, in Fall 2013, the #102 offered 9 outbound trips per day with an average headway of 108 minutes and a span from 5:30AM to 9:50PM. After the change, in Winter 2014, the #102 offered 18 trips per day with an average headway of 57 minutes and a span from 5:30AM to 9:50PM

Prior to the change, in Fall 2013 the #103 offered 9 outbound trips per day with an average headway of 122 minutes and a span from 5:30AM to 9:50PM. After the change, in Winter 2014, the #103 offered 10 outbound trips per day with an average headway of 111 minutes and a span from 5:30AM to 9:50PM.

	Rev. Miles	Rev. Hours
#102 Old	712.7	32.6
New	977.8	33.9
Change	+37%	+4%
#103 Old	439.9	22.6
New	492.2	21.3
Change	+12%	-5.7%
#104 Old	-	-
New	592.6	21.6
Change	-	-
North County Total Old	1152.6	55.2
New	2062.6	76.8
Change	+79%	+39%

Vehicle Type & Load: Given that low ridership was the driving factor for this change, load factors and vehicle types were not considered. Both before and after the change, the North County Routes are served by METRO's standard fleet and loads generally do not exceed capacity.

Cost: Prior to the service change in April 2013, monthly operating expense for the #102 was \$83,650 with a farebox ratio of 2.4%. Monthly operating expense for the #103 was \$61,009 with a farebox ratio of 1.9%. Overall, North County service had an operating cost of \$144,659 with a farebox ratio of 2.1%.

After the service change in April 2014, monthly operating expense for the #102 was \$81,675 with a farebox ratio of 2.9%. Monthly operating expense for the #103 was \$50,444 with a farebox ratio of 3.8%.

Monthly operating expense for the #104 was \$54,578 with a farebox ratio of 3.2%. Overall, North County service had an operating cost of \$186,697 for a farebox ratio of 3.2%.

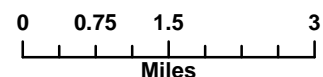
Analysis & Mitigation: An On-Board survey was conducted in August 2013 to gain more detailed information about the trip characteristics of riders. 51 surveys were returned on the #102 (27% of average daily riders) and 24 surveys were returned on the #103 (18% of average daily riders). Both routes were primarily used for work trips. 75% of the trips on the #102 and 81% of the trips on the #103 were work trips.

Overall, dramatic service additions were made to the North County area. We believe that benefits will accrue primarily to reverse-commuters, but also to the residents of the north county area, since the more direct routing and additional trips make transit more attractive to suburban choice riders.

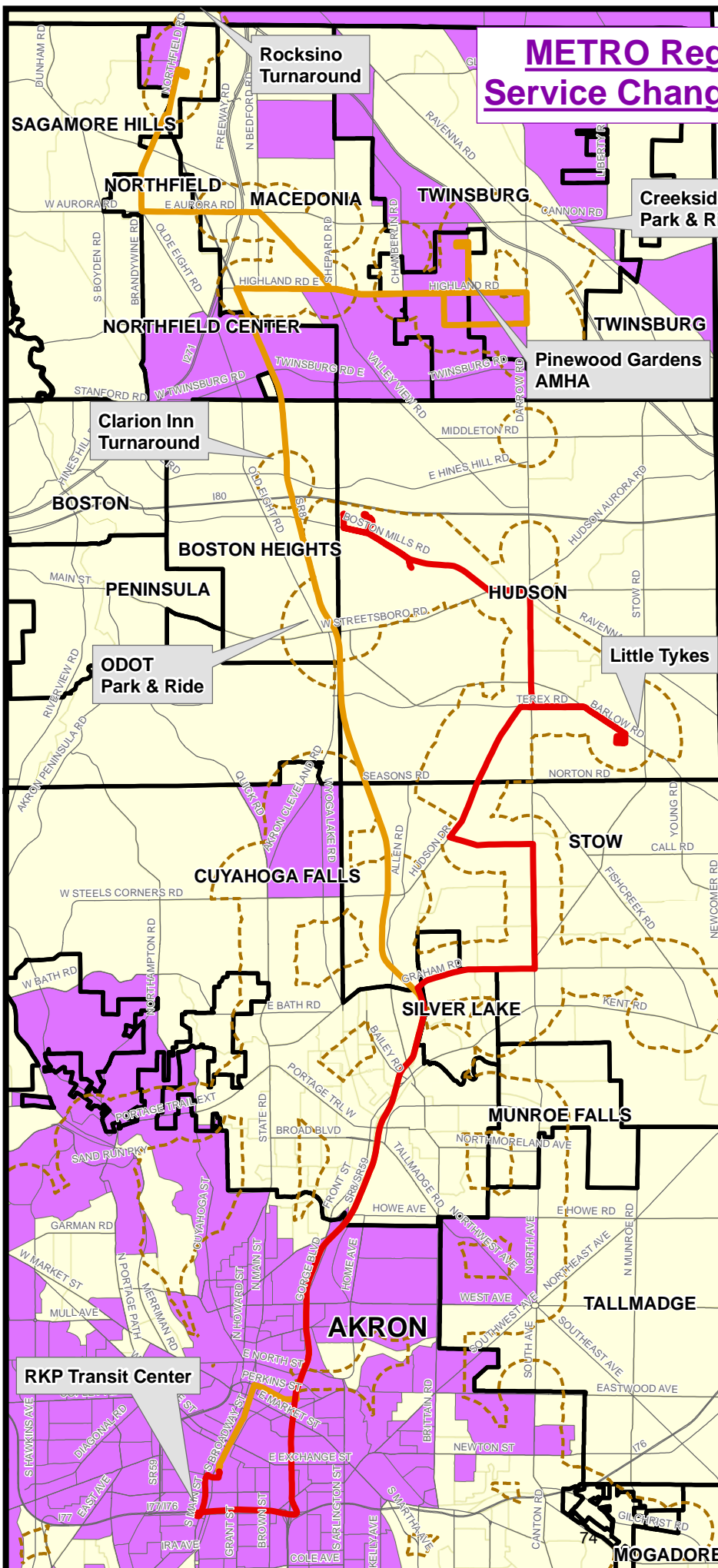
METRO Regional Transit Authority Service Changes - North County Routes

Before changes were made to the northern county routes.

- Route 102 Before
- Route 103 Before
- METRO Service Area
- Political Subdivisions
- Streets
- Minority Blocks
- Census 2014 5 yr Block Group











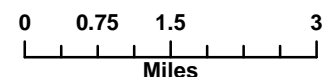
Data Source: ESRI, METRO RTA, U.S. Census Bureau



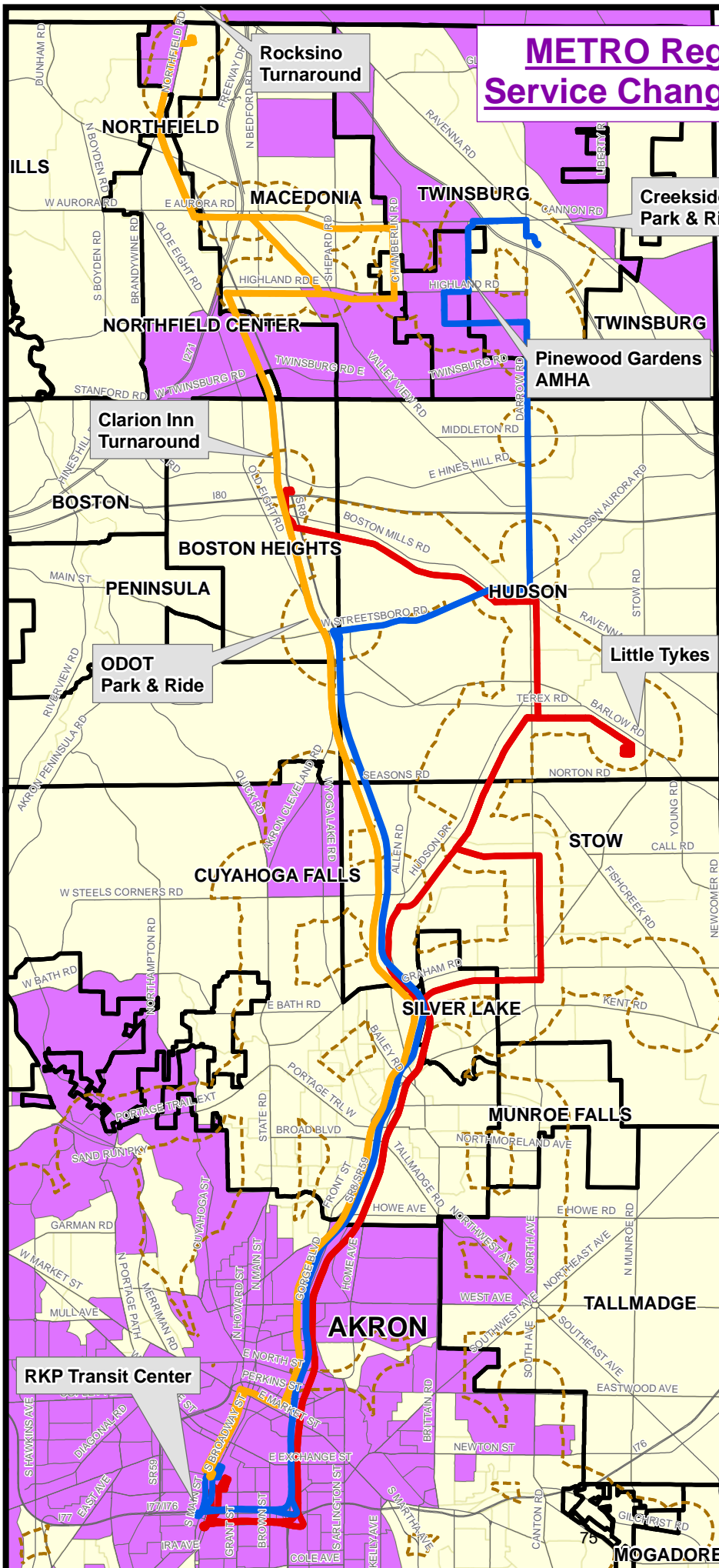
METRO Regional Transit Authority Service Changes - North County Routes

After changes were made to the northern county routes.

-  Route 104 After
-  Route 102 After
-  Route 103 After
-  METRO Service Area
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group



Data Source: ESRI, METRO RTA, U.S. Census Bureau



2.6.e #111 S. Main Short Turn

Route & Location

The #111 South Main / New Franklin served South Akron neighborhoods, the VA Clinic, and the Interval Brotherhood Home before proceeding to a rural portion of Summit County in the City of New Franklin where it performed a one-way coverage loop. This one-way loop had very low ridership. As a result, METRO proposed the elimination the route segment beyond the Interval Brotherhood home, including the one-way loop beginning in the Fall of 2014. Two low-ridership trips were also proposed for elimination.

Headway & Span

Prior to the change, in Summer 2014, the #111 offered 10 outbound trips per day with an average headway of 70 minutes and a span from 7:20AM to 5:50PM. After the change, in Fall 2014, the #111 offered 8 outbound trips per day with an average headway of 77 minutes and a span from 7:20AM to 4:20PM.

The portion of the route which was eliminated was only performed twice a day in the outbound direction and three times a day in the inbound direction. Daily revenue mileage on the eliminated route segment was approximately 36 miles. In Spring 2013, the #111 performed 193 revenue miles per day. In addition to the elimination of this route segment, two low-ridership trips were eliminated beginning with the Fall 2014 schedule. Total revenue miles on the route were reduced to 114 per weekday.

Vehicle & Load

Given that low ridership was the driving factor for this change, load factors and vehicle types were not considered. Both before and after the change, the #111 was served by METRO's standard fleet and loads generally do not exceed capacity.

Cost

In April of 2014, prior to the change, the #111 had a total monthly operating cost of \$33,240 with a farebox recovery ratio of 8.5%. In April of 2015, after the change, the #111 had a total monthly operating cost of \$23,183 with a farebox recovery ratio of 7.7%

Analysis:

The #111 (now #11) is not classified as a "minority route." The service cuts proposed in 2014 did not affect minority census blocks. Overall, minority ridership is below the METRO system average on this route. Reductions in service on the #111 do not have the potential for disproportionately high impact on minority riders.







RKP Transit Center

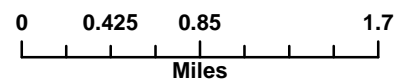
METRO Regional Transit Authority Service Changes - Main Street

Before changes were made to Main Street.

VA Clinic

Interval
Brotherhood
Home

-  Route 11 Before
-  METRO Service Area
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group



Data Source: ESRI, METRO RTA, U.S. Census Bureau







RKP Transit Center

METRO Regional Transit Authority Service Changes - Main Street

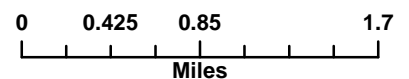
After changes were made to Main Street.

VA Clinic

Interval
Brotherhood
Home

-  Route 11 After
-  METRO Service Area
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group

METRO 



Data Source: ESRI, METRO RTA, U.S. Census Bureau

2.6.f New Route - #21 S. Main

Route & Location

In 2015, Summit County announced its plan to move the Department of Job and Family Services (DJFS) facility from downtown Akron where it was served directly by several METRO routes to an outlying location approximately ¼ mile from the nearest METRO stop on the #13. The DJFS provides many critical services to Summit County, especially for low income residents, disabled residents, and recently arrived refugees. These populations are of special concern to METRO, and given that they are particularly sensitive to walk distance, METRO's leadership identified four goals for a service change in South Akron: establish a bus stop and S. Main and Stanton Avenue to serve DJFS directly, provide service to this stop during DJFS operating hours, improve existing service to South Akron neighborhoods, stay within budget of one additional peak-hour bus.

Throughout 2015, METRO's Planning Department studied alternatives for providing service to this site. These alternatives included re-routing the #13, re-routing the #111, re-routing all South Akron service including the #13, #17, and #111 (now #11), and adding direct service to DJFS. Ultimately, it was decided that the least disruptive and most customer-responsive solution would be to add additional service on South Main Street providing direct service between the downtown Transit Center, DJFS, and VA Clinic.

Headway & Span

In January 2016, METRO began service on the #21, South Main Street. The #21 provides 7:05 revenue hours and 88 revenue miles of service over 14 round trips. The service span is from 8:00AM to 5:10PM, which covers the operating hours of the DJFS facility as nearly as practical.

Vehicle & Load

The #21 is served by METRO's standard fleet and loads generally do not exceed capacity. Given the relatively low ridership volume, the #21 is often assigned a 35 foot bus.

Cost

As of July 2016, the #21 carried 16.4 passengers per revenue hour and 1.71 passengers per revenue mile. Total operating cost was \$20,944 for July 2016 with a farebox ratio of 5.8%. A bus shelter was constructed at S. Main & Stanton Avenue, serving the nearest inbound bus stop to the DJFS facility.








Analysis

The preferred alternative developed by the Service Planning Committee was presented at a series of public meetings throughout October and November, 2015. Public reaction to the addition of direct service to DJFS and the VA Clinic was positive. Customers dependent on other South Akron routes were appreciative that their current route, schedule, and routine were not going to be disrupted.

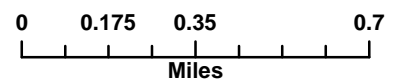
METRO Regional Transit Authority Service Changes - Southside Routes

Before changes were made to Southside routes.

Before Changes

-  Route 11
-  Route 13
-  Route 17
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group

METRO 



Data Source: ESRI, METRO RTA, U.S. Census Bureau

RKP Transit Center

New DJFS

VA Clinic

South Arlington Plaza









Giant Eagle
Waterloo

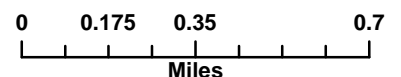
Goodwill
Industries

METRO Regional Transit Authority Service Changes - Southside Routes

After changes were made to Southside routes.

After Changes

-  Route 21
-  Route 13
-  Route 17
-  New Route 21
-  Political Subdivisions
-  Streets
-  Minority Blocks
-  Census 2014 5 yr Block Group



Data Source: ESRI, METRO RTA, U.S. Census Bureau

RKP Transit Center

New DJFS

New Bus Stop Shelter

VA Clinic

South Arlington Plaza

Giant Eagle Waterloo

Goodwill Industries

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LIST OF ATTACHMENTS

- Attachment A - Civil Rights Assurance
- Attachment B - Title VI Public Notice
- Attachment C - Procedure for Tracking Title VI Complaints
- Attachment D - Summary of Title VI Complaints and Investigations
- Attachment E - Public Participation Policy
- Attachment F - Language Assistance Plan
- Attachment G - Board Representation
- Attachment H - Transit System Evaluation Procedures
- Attachment I - Load Factor Analysis
- Attachment J - Headway Analysis
- Attachment K - On-Time Performance Analysis
- Attachment L - Transit Amenities Analysis
- Attachment M - Vehicle Assignment Analysis
- Attachment N - Demographic / Service Profile
- Attachment O - 2013 On-Board Survey Summary Report
- Attachment P - Service Provided by Census Block Group
- Attachment Q - Service Monitoring Summary
- Attachment R - Disproportionate Burden Policy / Disparate Impact Policy
- Attachment S - Service and Fare Equity Policy
- Attachment T - Board Resolutions

Attachment A

Civil Rights Assurance

FTA Urban Mass Transportation Civil Rights Assurance

The METRO Regional Transit Authority hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- 1.) No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- 2.) The METRO Regional Transit Authority will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
- 3.) The METRO Regional Transit Authority will make it known to the public that any person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

RICHARD M. ENTY, Executive Director,
Secretary-Treasurer
(Name and Title of Authorized Officer)

Date: _____

(Signature of Authorized Officer)

Department of Transportation Title VI Assurance

The METRO Regional Transit Authority hereinafter referred to as the Recipient) HEREBY AGREES THAT, as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin, be subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its operating, new start, and/or capital programs:

1. That the Recipient agrees that each program and each facility as defined in subsections 21.23(b) and 21.23(e) of the Regulations, will be (with regard to a program) conducted, or will be (with regard to a facility) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all operating, new start, and/or capital programs, in adapted form in all proposals for negotiated agreements:

The METRO Regional Transit Authority, in accordance with the Act and the Regulations issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, minority business enterprise will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Attachment A of this assurance in every contract subject to the Act and the Regulations.
4. That the Recipient shall insert the clauses of Attachment B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.

5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Attachment C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements enter into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under operating, new start and/or capital programs; and (b) for the construction or use of or access to space on, over, or under real property acquired, or improved under operating, new start and/or capital programs.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, subgrantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Urban Mass Transportation Act of 1964, as amended, and is binding on it, other recipients, sub-grantees, contractors, subcontractors, transferees, successors in interest and other participants in the Urban Mass Transportation Act of 1964. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

DATED: _____

METRO REGIONAL TRANSIT AUTHORITY

BY: RICHARD M. ENTY, Executive Director, Secretary-Treasurer

(SIGNATURE OF AUTHORIZED OFFICIAL)

Attachment B

Title VI Public Notice

Placeholder for Public Notice (Communications)

Attachment C

Procedure for Tracking Title VI Complaints

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Title VI Complaint Form

Instructions:

If you wish to submit a Title VI complaint to METRO Regional Transit Authority, please fill out the form below and send it to: METRO RTA, Attn: EEO Officer, 416 Kenmore Blvd., Akron, OH 44301. You can also fax the form to 330-762-0854, Attn: EEO officer. For a full copy of METRO's Title VI procedures, or for questions about this process please visit www.akronmetro.org or call 330-762-0341 and ask to speak with the EEO Officer.

1. Name (complainant):

2. Phone:

(____) _____

3. Home Address (Street #, City, ST, Zip):

4. If applicable, name and title of person(s) who allegedly discriminated against you:

5. Location where the alleged incident took place:

6. Date of alleged incident (or date range if activity took place on more than one date):

7. Is this activity still on-going?

☐ Yes

☐ No

8. Discrimination was based on:

- ☐ Race/Color ☐ Sex (includes sexual harassment)
☐ Vietnam Era Veteran ☐ National Origin ☐ Sexual Orientation
☐ Disabled Veteran ☐ Creed/Religion ☐ Disability ☐ Age
☐ Retaliation

9. In your own words, describe the alleged discrimination. Be sure to include how you believe you were treated differently. If more space is needed please feel free to use the back of this form.

10. Please list below any person(s) we may contact for additional information to support or clarify your complaint:

11. Have you filed this complaint with any other federal, state or local agency, or with any federal or state court? ☐ Yes ☐ No

If yes, check all that apply:

- ☐ Federal Agency ☐ Federal Court ☐ State Agency ☐ State Court
☐ Local Agency

Please provide the name and phone number of the contact person at the agency/court where the complaint was filed:

12. Please sign below. You may attach any written or other information that you think is relevant to your complaint.

Signature:

Date:

Attachment D

Summary of Title VI Complaints & Investigations

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Attachment D
EEO Case Summary, May 2013 – July 2016

Date	Alleged Type / Basis	Action	Finding / Outcome	Status
5/16/2013	Applicant for discounted bus fare submitted complaint to OCRC regarding alleged race discrimination	Received Notice 5/22/13	No Probable Cause Finding	Closed
6/25/2013	Current employee filed complaint alleging unfair hiring practices by subordinate	Forwarded to outside legal counsel due to conflict of interest	No probable cause finding	Closed
9/3/2013	Director alleging discrimination (basis: race, retaliation, sex) against another Director	In-house preliminary investigation started	No probable cause finding	Closed
12/18/2013	Current employee alleging discrimination by a Director (basis: race)	In-house preliminary investigation started	Employee decided not to file complaint at this time	Closed
7/23/2014	Applicant alleging race and age discrimination	EEOC Complaint filed	Pending - answer submitted to EEOC 9/28/2014 after request for extension to submit answer was approved. No probable cause finding, per EEOC.	Closed
7/28/2015	Passenger complaint of Discrimination by Operator (basis: race)	In house investigation - not filed with OCRC	No Probable Cause	Closed

Date	Alleged Type / Basis	Action	Finding / Outcome	Status
10/7/2015	Passenger complaint of Discrimination by Eligibility Admin (basis: race)	In house investigation - not filed with OCRC	No Probable Cause	Closed
10/14/2015	Passenger complaint of Discrimination /Harassment by Operator (basis: race)	In house investigation - not filed with OCRC	No Probable Cause	Closed
3/23/2016	Passenger complaint of Race Discrimination by an employee	In house investigation - not filed with OCRC	No Probable Cause - complainant never responded to phone calls	Closed

Attachment E

Public Participation Policy

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Attachment E
Public Engagement Policy
Effective September 1, 1994 (Resolution 1994-34)

Fare and Service Changes – Public Notification Process

1.) Purpose / Scope

- 1.1 To provide guidance for the proper notification to the public of any and all proposed fare increases or service changes.

2.) Guidance / Authority

- 2.1 306.35 Ohio Revised Code – Powers and Duties of a Regional Transit Authority
- 2.2 FTA Notice Requirements – C 9030-1A
- 2.3 Federal Register, April 17, 1980 DOT Public Hearing Requirements for Service Changes and Fare Changes

3.) Fare Change Policy

- 3.1 It is the Policy of the METRO Regional Transit Authority to not make any permanent change in fares without first giving public notification of such change and allowing the public the opportunity to give comments regarding such change.
- 3.2 Furthermore, the Board of Trustees shall not approve any permanent fare change without first giving consideration to any and all comments received at the public hearing for such purpose.
- 3.3 Temporary, seasonal and charter rates of fare are not subject to Sections 3.1 and 3.2 of this section.
- 3.4 Section 5(i)(3) defines fare changes as an increase or decrease in rate of fare.

4.) Service Change Policy

- 4.1 It is the policy of METRO Regional Transit Authority not to make any significant change in service without first giving public notification of such change, and allowing the public the opportunity to give comments regarding such service changes.
- 4.2 Furthermore, the Board of Trustees shall not approve any significant service change without first giving consideration to any and all comments received at a public hearing held for such purpose.
- 4.3 A significant service change is any permanent change that would effect 25% or more of the transit route miles, transit revenue miles, or ridership of a transit route.
- 4.4 Temporary service changes, detours, and seasonal changes such as Board of Education (BOE) service are not subject to this policy.

5.0 Public Hearing

- 5.1 The METRO Regional Transit Authority shall publish in a newspaper of general circulation within the County of Summit, and at least one newspaper of minority

representation, notification of a public hearing concerning any permanent fare changes or significant service changes.

- 5.2 Said notice to be published once at least 30 calendar days prior to the date the public hearing is to take place, and said notice to contain a detailed description of current fares compared to proposed fares, and route service to be revised to current service levels.

6.0 Public Hearing

- 6.1 A detailed transcript of the public hearing must be made by the Secretary-Treasurer.
- 6.2 Such detailed transcript must further be furnished to all Board of Trustees members at least 10 calendar days prior to the Board considering any action to revise permanent fares or approve significant service changes.
- 6.3 The Board of Trustees shall give consideration to the comments received at the public hearing prior to any action approving said changes.

7.0 Documentation

- 7.1 It shall be the responsibility of the Secretary-Treasurer to maintain all documentation relating to any permanent fare changes or significant service changes.

Attachment F

Language Assistance Plan

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Implementation Plan for Language Assistance

Task 1: Identifying LEP Individuals Who Need Language Assistance

METRO has developed working relationships with the IIA, various medical providers, social service agencies, housing providers, and educational institutions throughout the METRO service area. A partial list of these agencies includes Direction Home (formerly known as the Area Agency on Aging), ASIA, Inc., Summit County Department of Job and Family Services (DJFS); Akron Metropolitan Housing Agency (AMHA), Children's Hospital, Akron General Medical Center, Summa Health Services, Cleveland Clinic and Akron Public Schools, as well as law enforcement. METRO will continue to work closely with IIA and other organizations and agencies in the community to assist the LEP community and assist in evaluating if any persons with new language are brought to the community to ensure we assist in breaking down transportation barriers.

Task 2: Language Assistance Measures

Through partnerships with the agencies above, METRO has been able to provide transit system information to their staffs, which they have used to help their LEP clients to access their services using transit through their own translators (routes, destinations, fares) and/or clients with higher level English skill who can share it with family members and/or other clients. The effectiveness of this activity has been evident by the incidence of LEP persons using METRO's route system efficiently without contacting METRO personnel directly for additional assistance. That is, the language survey METRO conducted with operators and Customer Service staff in February 2016 indicates numerous interactions; LEP customers are obviously using the bus regardless of their lack of language skill. Also, a few of the responses to the "Other" question in the survey suggested that even with limited language skill, and some difficulty communicating with our staff, most people manage enough key words to get the information that they need. These data points lead us to believe that METRO's travel training with partner agencies has been quite effective.

- 1) Travel Trainers, Customer Service Clerks, Outside Agencies and riders alike, can access METRO's website with language translation on the home page.
- 2) METRO will contract with a phone language translation service to assist in a three way call if our representative deems that they do not possess the skills to assist the passenger.
- 3) Instructions will be shared with bus operators on how to properly work with persons in the LEP community.
- 4) METRO Customer Service Clerks at the Robert K. Pfaff Transit Center (RKPTC) are all equipped with the "I Speak" card, as well as the Receptionist in our main offices. METRO will keep an on-going monthly tally of the number of persons we assist at the RKPTC and a separate tally of the persons who fall into the LEP category that we are unable to assist. This data will give METRO information going forward as to the frequency and percentage of LEP persons METRO is unable to assist.

Task 3: Training of Staff

METRO provides a travel training program that is designed to provide bus riding skills to individuals that have previously been uncertain about the process. These trainings are individually planned and can vary in length, based on the person's abilities. Our travel trainers have effectively trained staff at our partner agencies who work directly with the LEP population, thereby improving information about, and access to, our fixed route transit services.

Customer Service Clerks have at their disposal, "I Speak" cards containing 38 different languages. If they are unable to properly give information in English to the passengers, Clerks can reference the "I Speak" card and reach out to the IIA for immediate assistance. Operations Supervisors will also possess the "I Speak" cards, as they often interface with customers or are contacted via radio by operators who may need assistance. As METRO's website contains language translation for 22 languages, Customer Service Clerks also have access to it as well as Google Translate for additional language translation.

Task 4: Providing Notice to LEP Persons

As 2015 Census data indicates, within Summit County, METRO's service area, 1.97% of the population speaks English "less than well." Considering that as well as the success of our travel training partnerships and website electronic translation capabilities, METRO has no current plans to publish multi-lingual notices.

Task 5: Monitoring and Updating the Plan

In the near future, METRO will begin tracking the number of persons we assist at RKPTC including a separate tally of the persons who fall into the LEP category that we believe we were unable to assist. This data will give METRO information going forward as to the frequency and percentage of LEP persons METRO is unable to assist. METRO will conduct an annual LEP survey, somewhat more robust than our most recent one, and will continue to work closely with the IIA to train and support their travel trainers who work directly with their clients. The IIA presented a seminar in the past few months as an informational session on persons relocating from the Congo area, in anticipation of some families moving to Akron. We will continue to participate these sorts of sessions by IIA and our other partners who serve those events as well.

- | | | |
|--------------------------|--|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞ս, և չո՞ւմ կատարե՞ք այս քանակություն, եթե խոսո՞ւմ կա՞մ կարդո՞ւմ ե՞ք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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Attachment G

Board Representation

Attachment G
Board Representation
as of April, 2016

Board of Trustees

White	8	66%
African-American	3	25%
Hispanic	1	8%
Total	12	100%

Attachment H

Transit System Evaluation Procedures

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**Transit System Evaluation Procedures
For the
METRO Regional Transit Authority**

August, 1999
(UMTA Grant #OH-09-0078)

Prepared by:
METRO Regional Transit Authority
416 Kenmore Boulevard
Akron, Ohio 44301

This report was prepared in cooperation with the US Department of Transportation, Urban Mass Transportation Administration, Federal Transit Administration, and the Akron Metropolitan Area Transportation Study. The contents of this report reflect the views of METRO RTA, which is responsible for the facts and accuracy of the data presented herein. The contents do not reflect the official view and policies of the FTA and/or AMATS. The report does not constitute a standard, specification, or regulation.

INTRODUCTION

Improvements in METRO services must be planned as part of the comprehensive planned development of the urban area. In order for FTA to approve the programming of projects in the AMATS Transportation Improvement Plan (TIP), and subsequently approve project funding, a planning guidance and documentation process must be followed. Part of this process includes development of a Transportation Systems Management Plan (TSM). The TSM plan, including the TDP, must be submitted to FTA prior to submission of the TOP in order to keep the project planning support documentation current.

TRANSIT SYSTEM OBJECTIVES

The overall goal of the METRO Regional Transit Authority is to develop and maintain an effective and efficient network of public transportation services for the benefit of all residents and visitors within the Authority area. Service objectives designed to accomplish this should be consistent with service standards in the following area:

- 1.) Accessibility
 - a.) Provide regular-route public transportation service to satisfy the major travel desires of the majority of residents in the METRO service area.
 - b.) Provide supplementary services to satisfy the needs of the elderly, handicapped, and other special market groups.
- 2.) Convenience and Speed
 - a.) Provide service that is reasonable, direct, and effective in transporting passengers
 - b.) Provide service that minimizes:
 - i. Travel time by transit
 - ii. Aggregate "access time" related to walking to and from transit services
 - iii. Transferring
 - c.) Provide service that is competitive with automobile travel in terms of overall travel times and cost.
 - d.) Provide clear and readable schedules that are easily remembered by customers when headways exceed 10 minutes.
- 3.) Safety and Comfort
 - a.) Offer safe public transportation service
 - b.) Provide clean and comfortable equipment and facilities
 - c.) Provide shelters and benches for passengers at major boarding points.
- 4.) Efficiency
 - a.) Provide peak and off-peak services that make the best use of manpower, vehicles and other resources while encouraging maximum use of the entire network of public transportation.

- b.) Minimize underutilized and/or inefficient services that are a drain on transportation resources without sufficient offsetting benefits.
 - c.) Maximize average operating speeds within the limits of safe, comfortable operation
 - d.) Minimize recovery time in relation to revenue-producing time
 - e.) Minimize operation of redundant or competitive services
- 5.) Responsiveness
 - a.) Conduct a continuing probe of opportunities for increasing ridership and service effectiveness.
 - b.) Adjust service to coincide with changes in travel desires of residents and visitors.
 - c.) Adjust services to improve METRO's competitive advantage to the private automobile.
 - d.) Develop service improvements cooperatively with the communities within the METRO Authority.

PERFORMANCE EVALUATION

A performance evaluation process is essential for improving the efficiency and effectiveness of METRO operations. This process provides a means of assessing how well METRO is meeting the goals and objectives set for the service and financial performance.

This process, in effect, establishes the framework for management policy which:

- 1.) Provides a uniform and effective basis for evaluating the relative costs, benefits, and overall performance for individual services.
- 2.) Provides a responsive and effective means for establishing new services and improvements to existing services.
- 3.) Provides a consistent basis for determining the operating responsibility for individual services and supplemental financing arrangements for these services.
- 4.) Provides a basis by which to provide sound input to AMATS for preparing and updating the TIP.

In addition, this process:

- 1.) Identifies those services which are a "drain" on METRO resources without sufficient offsetting benefits.
- 2.) Evaluates proposals for service improvements on the basis of market potential/public benefit and their impact on METRO's resources.
- 3.) Provides a mechanism for evaluating the reporting service performance to Management, an Advisory Board, or individual communities to determine the best allocation of resources.
- 4.) Provides information which can be used to identify possible experimental services.

PERFORMANCE CRITERIA AND STANDARDS

The objectives of METRO's planning and evaluation procedure is to develop and implement service plans which are effective in improving the "quality of service" and are efficient in their use of available resources. The tools for measuring services and plans for improved services against this objective will be the performance criteria and standards presented in Part One, Service Design Standards and Part Two, Operating Performance Standards.

Part One – Service Design Standards

1.) Standard for Route Spacing

To a great extent, the attractiveness of transit service is influenced by its accessibility. One measure of accessibility is the distance between routes. Route spacing is a function of population density and topography of the operating area.

Recommended:

A.) For regular-route service (all service other than express), the spacing function should consider:

- population density per square mile
- adequate street access/street configuration constraints
- contiguous development of land use
- demographic characteristics of the target population
- residential design

B.) Generally, route spacing should reflect the parameters shown in the table below.

Route Spacing Guide

Area Type	Population per Square Mile	Average Route Spacing
Urban	4,000+	Up to ½ mile
Suburban	1,000 – 4,000	½ to 3 miles
Rural	> 1000	Greater than 3 miles

C.) Operation of competitive, overlapping, or redundant regular-route services should be avoided except on thoroughfares where additional service is warranted or where junctions of routes occur due to street design or the need to service a major activity center.

D.) The location of service types other than regular-route service should be determined by studies of market potential (see #13, #14).

2.) Maximum Walking Distance for Transit User to a Bus Stop

Surveys have shown that only 12% of METRO riders walk more than 3-4 blocks to get to a bus stop. This figure is not surprising considering the severe weather conditions which often prevail in our area. Therefore, keeping walking distances to bus stops to a minimum is crucial to attract and retain transit riders.

Recommended:

Maximum Walking Distance

Average Route Spacing	Maximum Walking Distance (Feet)
½ mile or less	1,000 – 1,300
½ to 3 miles	1,300 – 2,500
Greater than 3 miles*	5,300 – 7,900

* In rural areas, where average route spacing is greater than three (3) miles, or where population per square mile is less than 1,000, park-and-ride access is assumed.

3.) Percentage of the Population to Whom Service is Directly Accessible

Recommended:

- Urban Areas, 90% (population density > 4,000/mi²)
- Suburban, 75% (population density 1,000 - 4,000/mi²)
- Rural, 50% (population < 1,000/mi²)

4.) Route Layout

Recommended:

- A.) The alignment of a route should be as direct as possible avoiding circuitous paths, in order to minimize travel time.
- B.) Service should be operated only over streets having at least ten (10) foot wide lanes. Safety considerations should always prevail in the final determination.
- C.) Service should not be operated over streets which continually exhibit dangerous situations such as steep grades, poorly plowed or sanded roadways, or streets where illegal parking habitually encroaches on the roadway reducing passageways to less than ten (10) feet.

5.) Frequency of Service

Recommended:

- A.) Service frequency (headways) should be established to provide a sufficient number of vehicles past the maximum load point(s) on a route to accommodate the passenger volume.
- B.) Headways on all regular-route services should correspond with clockface values to the maximum extent possible when frequencies exceed ten (10) minutes.
- C.) In instances where passenger loads are so light as to require excessive time intervals (headways) between vehicles to conform with loading standards, a “policy headway” (or minimum service level) should be used. Policy headways are needed only for regular-route services. Other services are special in nature because they are generally operated to serve a specific market; as such, headways should be determined by demand. Policy headways for regular route service are shown in the table below:

Policy Headways (Minutes)

Type of Service	Peak	Off-Peak	Evening/Weekend
Main Route (above average efficiency*)	10 – 20	30 -60	45 – 70
Secondary (below average efficiency*)	30 – 45	45 - 80	60 – 90
Express Route	Demand Based	Demand Based	Demand Based

* Efficiency is defined in terms of passengers by revenue mile.

D.) For new services, frequency of service should be determined by applying loading standards to projected ridership or by comparing the service with similar types and functions in proximity to the proposed service. In no case should the headways assigned to a new service exceed the policy headways in Table 3.

E.) For school services, school hours which are staggered outside the normal commuting peak hours are desirable to ease manpower and vehicle requirements. Schools with hours that conflict with this guideline should be given a lower service priority.

F.) The exact hours and days that a new service is to be operated should be determined by the characteristics of the target market and/or comparison with services of similar type and/or function.

6.) Minimum and Maximum Spacing Acceptable between Bus Stops by Category

Recommended:

	No Less Than	No More Than
CBD Area	150'	300'
Urban / Suburban	300'	600'
Industrial / Commercial	As Required	As Required

7.) Location of Bus Stops in Relation to Intersections

Choices:

- 1.) Farside
- 2.) Nearside
- 3.) Mid-Block

Recommended:

Location decision-making should be based on the following criteria:

- 1.) Safety
 - a.) Passenger Movements
 - b.) Bus Movements
 - c.) Traffic Movements
 - d.) Pedestrian Movements
- 2.) Effect on Traffic
 - a.) Bus-Vehicle Conflicts
 - b.) Right-Turn-on-Red Movements
- 3.) Impact on Adjacent Land Use and Development

- a.) Commercial Activities
- b.) Land Use
- 4.) Estimated Load Factors and Transfer Points
 - a.) Farside stops are preferable to all other locations when situations permit
 - b.) Sufficient right-of-way at stops should be established when the combined headways of routes using the same stop are in five (5) minute or less duration or the terminal point of routes is at the same location.

Part Two – Operating Performance Standards

8.) Criteria for Transit System Operating Speed

There are several factors affecting the amount of recovery time built into a route's schedule. These factors include the relationship of frequency and round trip running time and traffic variations throughout the day. The ability of an operator to maintain his/her schedule through variable traffic conditions during the day is the key consideration. Because of this, each route must be analyzed individually to assess circumstances which may make a route's average speed substandard.

Recommended:

Total mileage divided by platform hours:

- Main Line, 12 MPH
- Feeder Line, 15-17 MPH
- Limited Stop or Express, 20 MPH
- CBD Area, 8 MPH
- Total Fleet Average, 12, MPH

9.) Schedule Adherence

Recommended:

- A.) No trip should leave a terminal or intermediate time point ahead of the scheduled time (no "running hot")
- B.) A bus is operating "on time" if it arrives at intermediate and terminal points no later than four (4) minutes after its scheduled arrival
- C.) At least 75% of total trips should be operated "On Time"

10.) Acceptable Load Factors for Line Service During Different Periods of the Day

Recommended:

- A.) Peak periods – 150% of seated capacity
- B.) Off-Peak periods – 100% of seated capacity

11.) Vehicle Cleanliness – Interior and Exterior Appearance Criteria

Recommended:

Vehicle Cleanliness (Interior)	Vehicle Cleanliness (Exterior)
- Washed Daily - Vacuumed Daily	- Washed Daily - No visible collision damage

- Vandalism & Graffiti to receive immediate attention	- Advertising contracts should reserve 10% of advertising space on each bus for METRO public service information
---	--

Infractions of these standards will be forwarded to the manager of the vehicle service department.

12.) Transfer Policy

The percentage of transfers made on a transit system provides a measure of how direct the service is. The more direct service is, the lower passenger travel time will be. While it is financially unfeasible to provide all customers with direct non-transfer transportation, through-routing of passengers is desirable.

Recommended:

- A.) A linkage of routes which correspond to travel patterns must consider schedule ramifications but not necessarily be controlled by them.
- B.) No more than 25% of our passengers should have to transfer to complete their trip.

13.) Criteria to Modify Existing or New Service

Recommended:

Failure to meet the performance standards below should result in service evaluation to identify the problem(s) and recommend a solution. After a comprehensive review period of six (6) months, recommendation should be made concerning the substandard service.

A.) Revenue to Direct Cost Ratio

The table below shows the minimum revenue to direct cost standards:

Type of Service	Minimum Percentage of System-wide Average
Regular Route	50%
Express	60%
School	100%**
Contract	100%**

* Revenue to direct cost is a ratio of farebox revenue generated on a route to the total operating cost of that route.

** As negotiated

B.) Passengers per Revenue Mile

A service should maintain or exceed the passenger per revenue mile average shown below:

Time Period	Minimum Percentage of System-wide Average
AM Peak	70%
Mid Day	60%
PM Peak	70%
Off-Peak	50%
Total	70%

C.) Passengers per Revenue Vehicle Hour

Standards for passengers per revenue vehicle hour appear below:

Time Period	Minimum Percentage of System-wide Average
AM Peak	70%
Mid Day	60%
PM Peak	70%
Off-Peak	50%
Total	70%

D.) Cost per Passenger

Generally, service should not exceed the following cost per passenger parameters.

Time Period	Minimum Percentage of System-wide Average
AM Peak	175%
Mid Day	200%
PM Peak	175%
Off-Peak	225%
Total	175%

INFORMATION REQUIREMENTS

The data base from which accurate and reliable information can be drawn as needed can be provided through internal sources. Information can be provided from the annual system survey and Section 15 route sampler survey material. For the purpose of comparability, the annual system survey should be undertaken in the months of March and/or April. Productivity measurements are not necessarily creating new data, but making use of information already gathered for accounting and management purposed.

Procedures that address the quality and quantity of information, the specific data elements required, the format for initial reporting, and the critical timeliness for the collection of data are important. These procedures should include:

- Administrative procedures requiring departmental units to report information in a specific format on a specific date. This should stress the importance of deadlines in order to ensure that the administrative body has timely information.
- Administrative procedures identifying the importance that must be placed on achieving standards and targets. Accountability in this respect is essential to the credibility, and hence utility, of the program.

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Attachment I

Load Factor Analysis

Load Factor Analysis

Method

Along with the Automatic Vehicle Location (AVL) system installed in 2014 and 2015, METRO installed Automatic Passenger Counters on its entire line service fleet. The counters establish an on-board count by keeping a running total of boards and alights through each door. The software provided by the AVL supplier can generate a report which gives the load factor of each recorded trip by hour of the day.

All weekday trips during the month of April 2016 were sampled. Trips in the 4AM to 6AM hours, and the 10AM to 3PM hours were classified as “Base” trips. The 7-9AM hours were classified “AM Peak”. “PM Peak” trips were in the 4PM to 6PM hours. Trips beginning after 7PM were classified as “Evening.” The

AVL system records which vehicle operated each trip, the average onboard count, and the maximum onboard count for the trip. These records were compared to the seated capacity of the bus and the total capacity of the bus. The program defines total capacity as 130% of seated capacity, while METRO’s Service Standards give total capacity as 150% of seated capacity. So, this analysis is a more conservative interpretation of overcrowding than the accepted standard.

There were four buses that were known to have over-counting issues with their APCs at this time. As a result, trips from buses 1702, 2101, 2127, and 2129 were removed from the dataset. Given that all of METRO’s routes draw from the same pool of buses dispatched from the same facility, the impact of removing these buses was small. 6.9% of the trips were removed from the #4 dataset, 6.6% from the #24 dataset, and 6.8% from the #103 dataset. Overall, 3.3% of the trips in the dataset were removed because they were performed by these buses with over-counting issues.

Analysis

After grouping the routes into “Minority” and “Non-Minority” status using the route miles travelling through Census Block Groups with greater than the average minority population for Summit County, we analyzed how often the maximum onboard count exceeded the number of seats on the bus and how often it exceeded the maximum capacity (130% of seated capacity).

27,148 of the total 35,642 (76%) of the total trips were performed on Minority routes. In total, Minority routes exceeded the seated capacity of the bus on 1.59% of trips and exceeded total capacity on 0.28% of trips. Non-Minority routes exceeded seated capacity on 0.6% of trips and total capacity on 0.06% of trips. It is more likely that a bus will be overcrowded on a Minority route, but overcrowding overall is a very occasional problem.

The table below gives the results of a similar analysis broken out by time of day:

Base	% Exceeds Seats	% Exceeds Max	AM Peak	% Exceeds Seats	% Exceeds Max	PM Peak	% Exceeds Seats	% Exceeds Max	Evening	% Exceeds Seats	% Exceeds Max
Minority Trips	1.29%	0.13%		0.47%	0.12%		3.18%	0.67%		2.39%	0.58%
Non-Minority Trips	0.77%	0.06%		0.21%	0%		0.71%	0		0.56%	0.16%

The following pages give the same analysis broken out by route. Time periods with greater than 1% overcrowded trips are highlighted in yellow, time periods with greater than 5% overcrowded trips are highlighted in red. It is clear that providing additional capacity in the PM Peak and Evening hours, especially on priority corridors such as the #1, #2, #3, and #8, would relieve overcrowding and provide for a more equitable system.

	Minority Route	Base		AM Peak		PM Peak		Evening		Total Trips	
Route	Census	%	%	%	%	%	%	%	%	%	%
1	Minority	3.27%	0.40%	0.90%	0.00%	12.90%	3.23%	10.66%	3.23%	5.13%	1.00%
2	Minority	2.30%	0.41%	0.85%	0.00%	7.54%	1.51%	6.10%	1.69%	3.36%	0.67%
3	Minority	1.71%	0.53%	0.25%	0.25%	1.30%	0.65%	3.48%	1.49%	1.50%	0.60%
4	Minority	0.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
5	Minority	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
6	Minority	1.20%	0.00%	0.28%	0.00%	0.33%	0.00%	1.17%	0.00%	0.83%	0.00%
7	Minority	3.31%	0.37%	0.00%	0.00%	3.16%	0.00%	1.86%	0.62%	2.34%	0.24%
8	No	3.67%	0.28%	0.94%	0.00%	4.35%	0.00%	2.91%	0.97%	3.09%	0.27%
9	Minority	0.18%	0.00%	0.00%	0.00%	1.35%	0.00%	0.00%	0.00%	0.37%	0.00%
10	Minority	2.06%	0.00%	0.27%	0.00%	2.07%	0.59%	0.43%	0.00%	1.42%	0.12%
11	Minority	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
12	Minority	1.12%	0.00%	0.66%	0.66%	2.00%	1.60%	0.00%	0.00%	1.05%	0.45%
13	Minority	1.13%	0.00%	0.76%	0.76%	3.43%	1.72%	0.00%	0.00%	1.39%	0.52%

	Minority Route	Base		AM Peak		PM Peak		Evening		Total Trips	
Route	Census	%	%	%	%	%	%	%	%	%	%
14	Minority	0.37%	0.00%	0.30%	0.30%	3.30%	0.30%	0.31%	0.00%	0.88%	0.11%
17	Minority	0.56%	0.00%	2.34%	0.39%	5.93%	0.74%	1.99%	0.00%	2.29%	0.24%
18	Minority	0.60%	0.00%	1.40%	0.00%	3.62%	0.00%	0.00%	0.00%	1.21%	0.00%
19	Minority	0.77%	0.00%	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.39%	0.00%
21	Minority	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	-	0.00%	0.00%
24	Minority	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
26	Minority	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
28	Minority	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	-	0.00%	0.00%
30	Minority	0.35%	0.00%	0.41%	0.00%	1.35%	0.00%	0.00%	0.00%	0.57%	0.00%
33	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.00%	0.22%	0.00%
34	Minority	0.70%	0.00%	0.32%	0.00%	1.91%	0.00%	0.00%	0.00%	0.77%	0.00%
50	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
51	No	0.00%	0.00%	0.00%	0.00%	1.68%	0.00%	0.00%	0.00%	0.35%	0.00%
53	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	-	0.00%	0.00%
59	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-	-	0.00%	0.00%
60	No	1.45%	0.00%	0.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.65%	0.00%
61	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
101	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
102	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
103	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
104	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
110	No	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Attachment J

Headway Analysis

Headway Analysis

Method

METRO's Headway standards are defined for peak, off-peak, and weekend service. Policy headways are defined for "major" and "minor" routes. A minor route is defined as a route with less than average productivity (measured via Passengers per Revenue Mile). METRO's service is not heavily oriented to commute peaks, because demand for the system is spread throughout the day. Therefore, we have evaluated the average headway between 6AM and 7PM as the "peak." After 7PM, METRO service operates on 70 minute headways tied to pulses from the downtown transit center. Headways longer than the policy headway are highlighted in orange, headways shorter than policy are highlighted in red, and headways falling within the policy range are highlighted in green. In some cases, there were too few trips to establish an average headway.

Analysis

Generally, METRO routes do not meet or exceed their policy headway. During the daytime, two minority routes meet their policy headway and two do not. During the evening, two minority routes and four non-minority routes meet or exceed their policy headway. On Saturday, one minority route and two non-minority routes meet or exceed their policy headway. On Sunday, six minority routes and two non-minority routes meet or exceed their policy headway.

Route	Minority Route?	Pass. per Rev. Mile	Policy Headway Peak	Average Daytime Headway (6AM-7PM)	Policy Headway Off-Peak	Average Evening (after 7PM)	Policy Headway Weekend	Saturday	Sunday
1	Minority	2.41	10 to 20	24	30 to 60	70	45 to 70	80	55
2	Minority	2.3	10 to 20	23	30 to 60	70	45 to 70	80	55
3	Minority	2.08	10 to 20	34	30 to 60	70	45 to 70	80	66
4	Minority	1.66	10 to 20	43	30 to 60	None	45 to 70	90	90
5	Minority	0.79	30 to 45	56	45 to 80	None	60 to 90	90	None
6	Minority	1.3	10 to 20	36	45 to 80	70	60 to 90	90	90
7	Minority	1.73	10 to 20	36	30 to 60	70	45 to 70	90	90
8	No	1.82	10 to 20	40	30 to 60	70	45 to 70	80	55
9	Minority	1.62	10 to 20	40	30 to 60	70	45 to 70	90	90
10	Minority	1.66	10 to 20	38	30 to 60	70	45 to 70	80	57
11	Minority	0.79	30 to 45	77	45 to 80	None	60 to 90	None	None
12	Minority	1.67	10 to 20	35	30 to 60	70	45 to 70	94	94
13	Minority	2.01	10 to 20	40	30 to 60	70	45 to 70	95	95
14	Minority	1.2	30 to 45	34	45 to 80	70	60 to 90	80	57
17	Minority	1.9	10 to 20	38	30 to 60	70	45 to 70	90	90

Route	Minority Route?	Pass. per Rev. Mile	Policy Headway Peak	Average Daytime Headway (6AM-7PM)	Policy Headway Off-Peak	Average Evening (after 7PM)	Policy Headway Weekend	Saturday	Sunday
18	Minority	1.62	10 to 20	36	30 to 60	70	45 to 70	90	90
19	Minority	2.02	10 to 20	44	30 to 60	70	45 to 70	95	95
21	Minority	1.39	10 to 20	40	30 to 60	None	45 to 70	None	None
24	Minority	1.89	10 to 20	37	30 to 60	70	45 to 70	90	None
26	Minority	1.11	30 to 45	43	45 to 80	None	60 to 90	90	None
28	Minority	0.83	30 to 45	57	45 to 80	None	60 to 90	None	None
30	Minority	1.27	10 to 20	40	45 to 80	None	60 to 90	95	100
33	No	0.96	30 to 45	143	45 to 80	70	60 to 90	4 Trips	None
34	Minority	1.33	10 to 20	36	30 to 60	70	45 to 70	80	70
50	No	0.34	30 to 45	27	45 to 80	44	60 to 90	50	46
51	No	0.17	30 to 45	37	45 to 80	None	60 to 90	None	None
53	No	0.34	30 to 45	62	45 to 80	None	60 to 90	None	None
59	No	0.47	30 to 45	56	45 to 80	30	60 to 90	65	None
101	No	0.23	30 to 45	60	45 to 80	1 Trip	60 to 90	None	None
102	No	0.15	30 to 45	57	45 to 80	67	60 to 90	None	None
103	No	0.25	30 to 45	66	45 to 80	3 Trips	60 to 90	None	None
104	No	0.15	30 to 45	51	45 to 80	70	60 to 90	None	None
110	No	0.38	30 to 45	99	45 to 80	None	60 to 90	None	None

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Attachment K

On-Time Performance Analysis

On Time Performance

Method

METRO buses are “On Time” if they depart a timepoint not ahead of schedule or not more than 4 minutes behind schedule. The service standards state that 75% of the trips should be operated “On Time.” “On Time” status has traditionally been determined via spot checks by road supervisors and reported on a system level.

In April 2016, METRO’s Operations Department reported that line service buses were “On Time” 91% of the time. This figure is based on 591 recorded observations by road supervisors during the month of April.

In December 2014, METRO began installing an Automatic Vehicle Location (AVL) system. By summer of 2015, AVL units had been installed on 100% of the fleet. Final shakedown and full implementation of the system has not yet been completed at the time of this report; however, we believe that the Schedule Adherence Report for April 2015 is worth reporting, since it gives the schedule adherence values by route and uses over 100,000 samples for the month of April.

Overall, the AVL system reports that METRO line service is “On Time 81.4% of the time. Several routes individually fall below the 75% threshold. Additional study of both On-Time performance and the performance of the Avail system is required for these routes to determine if “false early” or “false late” readings are being recorded or if a true schedule adherence problem is present.

Schedule Adherence via AVL, April 2016

	% OnTime	% Late	% Early	Total Departures
1 WEST MARKET	79.9	14.7	5.3	5506
10 HOWARD/PORTA	78.3	16.3	5.3	3879
101 RICHFIELD/B	82.6	11.7	5.7	1555
102 NORTHFIELD	79.2	18.6	2.2	1268
103 STOW/HUDSON	75	17.1	7.9	1618
104 TWINSBURG/C	72.3	14.5	13.2	3082
11 SOUTH AKRON	83.3	5.6	11	1435
110 GREEN/SPRIN	74.7	15.8	9.5	1949
12 TALLMADGE HI	92.1	5.6	2.2	3609
13 GRANT/FIREST	92.5	4.4	3.2	2844
14 EUCLID / BAR	82.6	9.3	8.1	6519
17 BROWN/INMAN	76.9	17.3	5.8	3999
18 THORNTON/MAN	82.7	12.4	4.9	3093
19 EASTLAND	80.8	11.2	7.9	4031
2 ARLINGTON	83	14.4	2.6	7951
21 SOUTH MAIN	97.9	0.8	1.3	1177
24 LAKESHORE	67.2	11.3	21.5	926
26 WEST EXCHANG	86.5	8	5.5	2264
28 MERRIMAN VAL	85.2	5.1	9.7	1373
3 COPLEY ROAD/H	77.9	9.3	12.8	4369
30 GOODYEAR/DAR	85.5	8	6.5	3241
33 STATE/WYOGA	87.4	8.3	4.4	1744
34 CASCADE VALL	75.3	15.3	9.4	4879
4 DELIA / NORTH	82.5	7.2	10.3	2736
5 JOY PARK/GILC	74.6	17.1	8.2	3368
50 MONTROSE CIR	84.8	3.7	11.5	2728
51 STOW CIRCULA	83.9	9.8	6.3	2966
53 PORTAGE/GRAH	81.6	8.8	9.6	1514
59 CHAPEL HILL	60.6	22.4	17	1561
6 EAST MARKET/L	78.2	16.4	5.3	5053
7 CUYAHOGA FALL	90	5.3	4.7	2093
8 KENMORE/BARBE	86.2	7.6	6.2	4298
9 VERN ODOM BLV	85.3	10.5	4.2	2625
Total	81.4	11.6	7	101253

Attachment L

Transit Amenities Analysis

METRO Regional Transit Authority

Stop Shelters & Benches

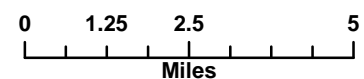
This map displays all of METRO's shelters and benches for bus stops within the service area and if they serve a minority or non-minority area defined by the Census Blocks.

Bus Stop Amenities

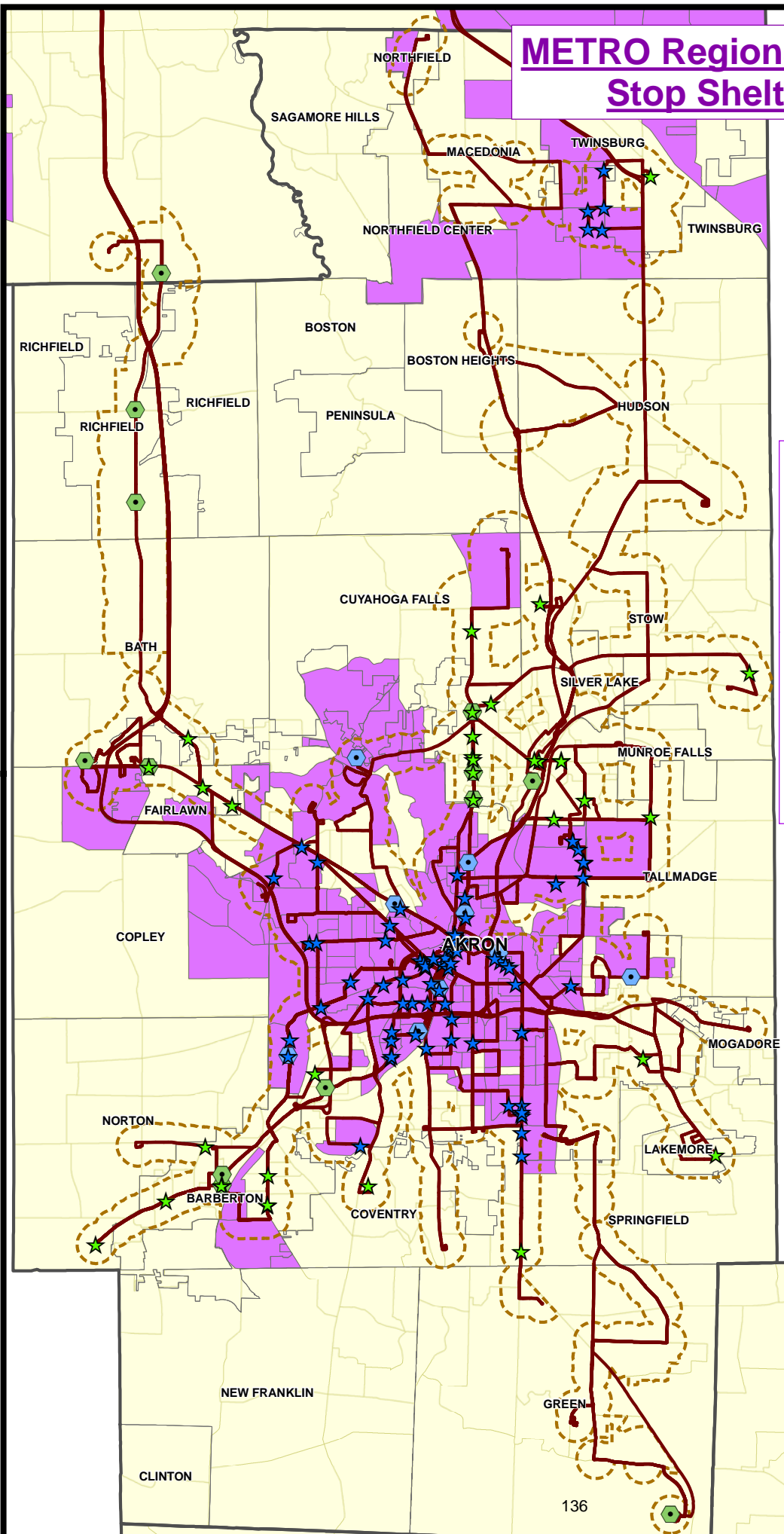
- ★ Minority Area Shelters
- ★ Non-Minority Area Shelters
- Minority Area Benches
- Non-Minority Area Benches

- METRO Fixed Routes
- - - METRO Service Area
- Political Subdivisions
- Minority Blocks
- Census 2014 5 yr Block Group

METRO 



Data Source: ESRI, METRO RTA, U.S. Census Bureau



Stop ID	City	StopDescription	Boardings / Day	Routes Served	Block Group	Minority Block Group?
0633	AKRON	N. MAIN @ ST. THOMAS HOSP	47.4	7, 12, 33	501100-1	Yes
1902	AKRON	E. NORTH ST & SPRING ST	4.8	34	501100-1	Yes
0908	AKRON	EAST AVE & MANCHESTER RD	51.2	9	501800-1	Yes
0911	AKRON	V. ODOM BLVD @ V. ODOM LIBRARY	23.4	9	501800-1	Yes
1363	AKRON	THORNTON ST & AMHERST ST	64.6	18, 24	501900-2	Yes
1366	AKRON	THORNTON ST & S. MAIN	10.7	18, 24	501900-2	Yes
0627	AKRON	BRITTAIN RD @ NIMMER APTS	37.4	7, 12, 19, 59	502102-1	Yes
0629	AKRON	BRITTAIN RD & TALLMADGE AVE	44.2	7, 12, 19, 59	502102-1	Yes
0618	AKRON	INDEPENDENCE TURNAROUND	555.6	7, 10, 12, 19, 34, 51, 53, 59	502102-2	Yes
1031	AKRON	BRITTAIN RD @ NIMMER APTS	4.1	7, 12, 19, 59	502102-2	Yes
1996	AKRON	CHAPEL HILL MALL	0.7	59	502102-2	Yes
1037	AKRON	THE JOB CENTER	84.6	12	502200-5	Yes
1809	AKRON	GOODYEAR BLVD & PIONEER ST	19.0	30	502600-1	Yes
0156	AKRON	S. ARLINGTON & 7TH AVE	24.5	2	503200-3	Yes
0170	AKRON	S. ARLINGTON PLAZA	18.6	2	503300-7	Yes
1321	AKRON	VIRGINIA AVE & ELLER AVE	13.6	17	503300-7	Yes
0215	AKRON	S. ARLINGTON & 7TH AVE	42.7	2	503500-5	Yes
0491	AKRON	WEDGEWOOD DR & ABINGTON RD	17.4	5	503701-4	No
0196	AKRON	S. ARLINGTON & DERBYDALE RD	30.6	2	503800-2	Yes
0199	AKRON	S. ARLINGTON @ HERZIG COLLEGE	9.3	2	503800-2	Yes
0142	AKRON	S. ARLINGTON & JONATHAN AVE	43.5	2	503800-3	Yes
0200	AKRON	S. ARLINGTON PLAZA	62.0	2	503800-3	Yes
0201	AKRON	S. ARLINGTON & ROSEMARY BLVD	69.8	2	503800-3	Yes
1143	AKRON	GRANT ST & E. SOUTH ST	55.4	13	504200-2	Yes
2333	AKRON	S. MAIN @ DJFS	35.3	21	504400-2	Yes
1272	AKRON	BROWN ST & LOVERS LANE	22.3	17	504600-1	Yes
1448	AKRON	THORNTON ST @ WILLIAMS TOWER	16.6	18	505200-1	Yes
0834	AKRON	EDISON AVE & W. MILLER AVE	18.7	8	505300-2	Yes
0734	AKRON	LAKESHORE BLVD & LAKE ST	7.5	8, 24	505300-3	Yes
1645	AKRON	LAKESHORE BLVD & LONG ST	3.0	24	505300-3	Yes
0891	AKRON	EAST AVE @ ACME	14.0	9	505400-4	No

Stop ID	City	StopDescription	Boardings / Day	Routes Served	Block Group	Minority Block Group?
0737	AKRON	LAKESHORE BLVD & KENMORE BLVD	20.7	8, 24	505600-2	Yes
0754	AKRON	KENMORE BLVD & LAKESHORE BLVD	6.6	8	505600-2	Yes
1423	AKRON	CARNEGIE AVE & HANCOCK AVE	4.7	18	505800-3	Yes
1659	AKRON	WHITE POND DR & PARKGATE AVE	19.0	26	506100-2	Yes
0023	AKRON	W. MARKET @ ACME #1	73.9	1, 26	506100-6	No
0340	AKRON	S. HAWKINS AVE & MARLON AVE	6.0	4	506100-6	No
0332	AKRON	W. EXCHANGE ST & S. PORTAGE PATH	26.5	4, 26	506500-1	Yes
0098	AKRON	W. MARKET & RHODES AVE	35.7	1, 61	506600-2	Yes
1247	AKRON	DIAGONAL RD & BISSON AVE	26.5	14	506700-1	Yes
0001	AKRON	RKP TRANSIT CENTER	5915.7	All (Except Circulators)	506800-1	Yes
0231	AKRON	W. CEDAR @ AKRON GENERAL HOSP.	27.6	3, 4, 14	506800-1	Yes
0232	AKRON	W. CEDAR & PINE ST	31.5	3, 4, 14	506800-1	Yes
0262	AKRON	S. MAIN @ CANAL PLACE	6.8	3, 14, 17, 26	506800-1	Yes
0855	AKRON	LOCUST ST @ BELCHER APTS	13.0	9	506800-1	Yes
0915	AKRON	LOCUST ST @ BELCHER APTS	19.3	9	506800-1	Yes
0916	AKRON	OPPORTUNITY PKWY & DART AVE	1.1	9	506800-1	Yes
1103	AKRON	WOLF LEDGES PKWY & E. THORNTON ST	15.1	11, 13	506800-1	Yes
1106	AKRON	GRANT ST & MORGAN AVE	1.1	13	506800-1	Yes
0953	AKRON	N. HOWARD ST @ LAUER APTS	38.3	10, 34	507500-4	Yes
0005	AKRON	S. MAIN & BUCHTEL AVE	103.4	1, 3, 10, 14, 26, 28, 34	508301-1	Yes
0011	AKRON	S. MAIN & BOWERY	41.5	1, 10, 26, 28, 34	508301-1	Yes
0014	AKRON	S. MAIN & UNIVERSITY AVE	69.0	1, 3, 10, 14, 26, 28, 34	508301-1	Yes
0015	AKRON	S. MAIN @ MAIN LIBRARY	149.9	1, 10, 26, 28, 34	508301-1	Yes
0016	AKRON	S. MAIN @ FIRST ENERGY BLG	97.5	1, 10, 26, 28, 34	508301-1	Yes
0017	AKRON	S. MAIN & MILL ST	54.6	1, 10, 26, 28, 34	508301-1	Yes
0259	AKRON	W. BOWERY @ CHILDREN'S HOSPITAL	10.0	3, 14	508301-1	Yes
0399	AKRON	S. BROADWAY & BUCHTEL AVE	32.5	5, 6, 7, 12, 19, 30, 33, 102	508301-1	Yes
0401	AKRON	S. BROADWAY @ QUAKER SQUARE	53.2	5, 6, 7, 12, 19, 30, 33, 102	508301-1	Yes
0402	AKRON	S. BROADWAY & STATE ST	33.5	5, 6, 7, 12, 19, 30, 33, 102	508301-1	Yes
0438	AKRON	E. MARKET & SUMMIT ST	4.2	5, 6	508301-1	Yes
0945	AKRON	N. MAIN & E. MARKET	4.4	10, 34	508301-1	Yes

Stop ID	City	StopDescription	Boardings / Day	Routes Served	Block Group	Minority Block Group?
0946	AKRON	N. MAIN & E. MARKET	7.6	10, 34	508301-1	Yes
1240	AKRON	V. ODOM BLVD & S. HAWKINS AVE	22.2	14	508399-1	Yes
0245	AKRON	ROLLING ACRES TRANSIT CENTER	184.8	3, 9, 14	508399-4	Yes
0254	AKRON	2183 ROMIG ROAD	16.2	3, 14	508399-4	Yes
0308	AKRON	COPLEY RD & S. PORTAGE PATH	39.2	3	508600-2	No
0277	AKRON	FREDERICK BLVD & COPLEY RD	54.7	3	508800-4	Yes
0278	AKRON	COPLEY RD & S. HAWKINS AVE	5.0	3	508800-4	Yes
0150	AKRON	E. EXCHANGE @ DAVE'S MARKET	67.4	2, 110	508900-1	Yes
0411	AKRON	E. MARKET & ADAMS ST	16.9	5, 6, 30	508900-1	Yes
0412	AKRON	E. MARKET & BUCHTEL AVE	17.5	5, 6, 30	508900-1	Yes
0409	AKRON	E. MARKET @ CITY HOSPITAL	91.8	5, 6, 19, 30	508900-4	Yes
0417	AKRON	E. MARKET & BUCHTEL AVE	82.3	5, 6, 30	509000-1	Yes
0723	BARBERTON	NW. 2ND ST & W. TUSCARAWAS AVE	74.4	8, 14	510100-2	No
0729	BARBERTON	NW. 2ND ST & W. TUSCARAWAS AVE	122.6	8, 14	510100-2	No
2004	BARBERTON	NORTON AVE @ STARK STATE	2.1	8	510100-3	No
1184	BARBERTON	SE. 5TH ST & PORTSMOUTH ST	16.0	14	510301-4	No
1230	BARBERTON	5TH ST NE. @ BARBERTON HOSPITAL	6.2	14	510302-2	No
1227	BARBERTON	5TH ST SE. @ ALPETER APTS	15.5	14	510302-4	No
1198	BARBERTON	WOOSTER RD & NW. 23RD ST	1.0	14	510500-4	No
0638	CUYAHOGA FALLS	HOWE AVE @ TARGET	65.7	7, 34, 51, 53	520103-1	No
1013	CUYAHOGA FALLS	PORTAGE TRAIL & COOK ST	10.0	10	520104-2	No
0994	CUYAHOGA FALLS	PORTAGE TRAIL & COOK ST	3.8	10	520104-3	No
0701	CUYAHOGA FALLS	BAILEY RD & KENNEDY BLVD	0.0	7, 59	520106-1	No
0927	CUYAHOGA FALLS	STATE RD & FALLS AVE	12.0	10, 33	520201-2	No
0931	CUYAHOGA FALLS	STATE RD & HIGH BRIDGE RD	2.6	10, 33	520201-2	No
1549	CUYAHOGA FALLS	STATE RD @ GIANT EAGLE	9.5	33, 53	520301-1	No
0924	CUYAHOGA FALLS	STATE RD @ ACME	13.8	10, 33	520301-2	No
0921	CUYAHOGA FALLS	STATE RD & MAITLAND AVE	22.8	10, 33	520301-3	No
0939	CUYAHOGA FALLS	STATE RD & N. HAVEN BLVD	7.6	10, 33	520302-3	No
0991	CUYAHOGA FALLS	PORTAGE TRAIL & FRONT ST	9.6	10	520400-3	No
1017	CUYAHOGA FALLS	PORTAGE TRAIL & 2ND ST	36.6	10	520400-3	No

Stop ID	City	StopDescription	Boardings / Day	Routes Served	Block Group	Minority Block Group?
2006	TWINSBURG	CREEKSIDE PARK N RIDE	41.8	60, 104	530105-1	No
2153	TWINSBURG TWP	HADDEN RD & RAY CT	11.3	104	530105-2	Yes
2340	TWINSBURG	HADDEN RD & E. HIGHLAND RD	0.9	104	530105-2	Yes
1822	STOW	FISHCREEK RD & CREEKSIDE CT	1.5	51	530501-3	No
1618	STOW	STOW COURTHOUSE	3.8	53	530603-1	No
1984	TALLMADGE	NORTH AVE & E. HOWE RD	2.6	59	530800-1	No
0581	LAKEMORE	CANTON RD & SANITARIUM RD	10.5	6	531002-2	No
0186	SPRINGFIELD	S. ARLINGTON @ WALMART	111.3	2	531103-2	No
1395	COVENTRY	MANCHESTER ACME	69.0	18	531801-2	No
1204	NORTON	WOOSTER RD @ JR WHEEL	26.8	14	532001-4	No
0076	FAIRLAWN	W. MARKET @ FAIRLAWN TOWN CENTER	39.6	1	532202-2	No
0043	FAIRLAWN	W. MARKET & MERZ BLVD	61.4	1, 61, 101	532202-4	No
0111	FAIRLAWN	W. MARKET @ ROSEMONT COMMONS	56.5	1	532202-6	No
2010	AKRON	JAMES FISHER PARK N RIDE	77.7	61, 101	532302-2	No
2147	TWINSBURG	ENTERPRISE PKWY & BAVARIA RD	5.0	104	532701-2	Yes
2180	TWINSBURG TWP	BOYLE PKWY & E. HIGHLAND RD	2.1	104	532701-2	Yes
2339	TWINSBURG	BOYLE PKWY & ENTERPRISE PWKY	0.6	104	532701-2	Yes
1868	CUYAHOGA FALLS	STATE RD & CHART RD	22.0	33	532902-1	No
1547	CUYAHOGA FALLS	GRAHAM RD & PRANGE DR	3.9	33, 53	532902-4	No

Attachment M

Vehicle Assignment Analysis

Vehicle Assignment

Method

In order to measure the distribution of equipment among minority and non-minority routes, we generated tables of farebox entries by route and by bus from April 2016. For each route, we calculated the number of rides on each bus, and grouped these by the age of the bus.

In order to get an average bus age by ride, each ride was multiplied by the age of the bus it occurred on. We divided the total number of rides by the sum of all the (Ride x Bus Age) figures.

Analysis

METRO's fixed-route bus fleet is all dispatched from one facility. The majority of the fleet consists of 40-foot transit buses. These buses are assigned on a mostly interchangeable basis. One exception are the six high-capacity articulated buses, which are only assigned to Routes 1 and 2. In April 2016 the average age of the METRO line service fleet was 4.8 years.

Eight of the eleven non-minority routes had an average bus age older than 4.8. 13 of 22 minority routes had an average bus age older than 4.8 years.

Looking at the issue using a different metric, there were 10 routes where more than 60% of the rides occurred on buses five years or older. Four of these were minority routes and six were non-minority routes.

It is more likely that a customer would ride on an older bus on a non-minority route than a minority route. Largely, this is because METRO's older or smaller buses are often assigned to suburban routes which perform fewer trips per day.

Vehicle Assignment Table

Route	Minority	Avg. Age of Bus (years)	% Rides New Bus	% Rides Old Bus
1	Minority	3.8	85.2%	14.8%
2	Minority	3.7	84.6%	15.4%
3	Minority	4.6	67.5%	32.5%
4	Minority	7.2	45.0%	55.0%
5	Minority	6.0	23.1%	76.9%
6	Minority	4.5	67.6%	32.4%
7	Minority	4.7	61.4%	38.6%
8	No	4.6	62.1%	37.9%
9	Minority	4.8	50.3%	49.7%
10	Minority	5.2	52.4%	47.6%
11	Minority	5.9	5.0%	95.0%
12	Minority	4.8	58.4%	41.6%
13	Minority	5.9	60.5%	39.5%
14	Minority	5.0	58.0%	42.0%
17	Minority	5.0	52.5%	47.5%
18	Minority	5.1	50.9%	49.1%
19	Minority	5.0	54.5%	45.5%
21	Minority	3.7	96.1%	3.9%
24	Minority	5.9	49.8%	50.2%
26	Minority	5.4	39.3%	60.7%
28	Minority	8.1	30.1%	69.9%
30	Minority	4.7	51.5%	48.5%
33	No	7.8	18.2%	81.8%
34	Minority	5.1	54.5%	45.5%
50	No	6.5	8.0%	92.0%
51	No	5.2	53.3%	46.7%
53	No	6.8	21.0%	79.0%
59	No	4.0	78.7%	21.3%
101	No	5.4	44.0%	56.0%
102	No	4.5	61.8%	38.2%
103	No	5.3	38.2%	61.8%
104	No	5.7	35.4%	64.6%
110	No	5.7	30.6%	69.4%








Attachment N

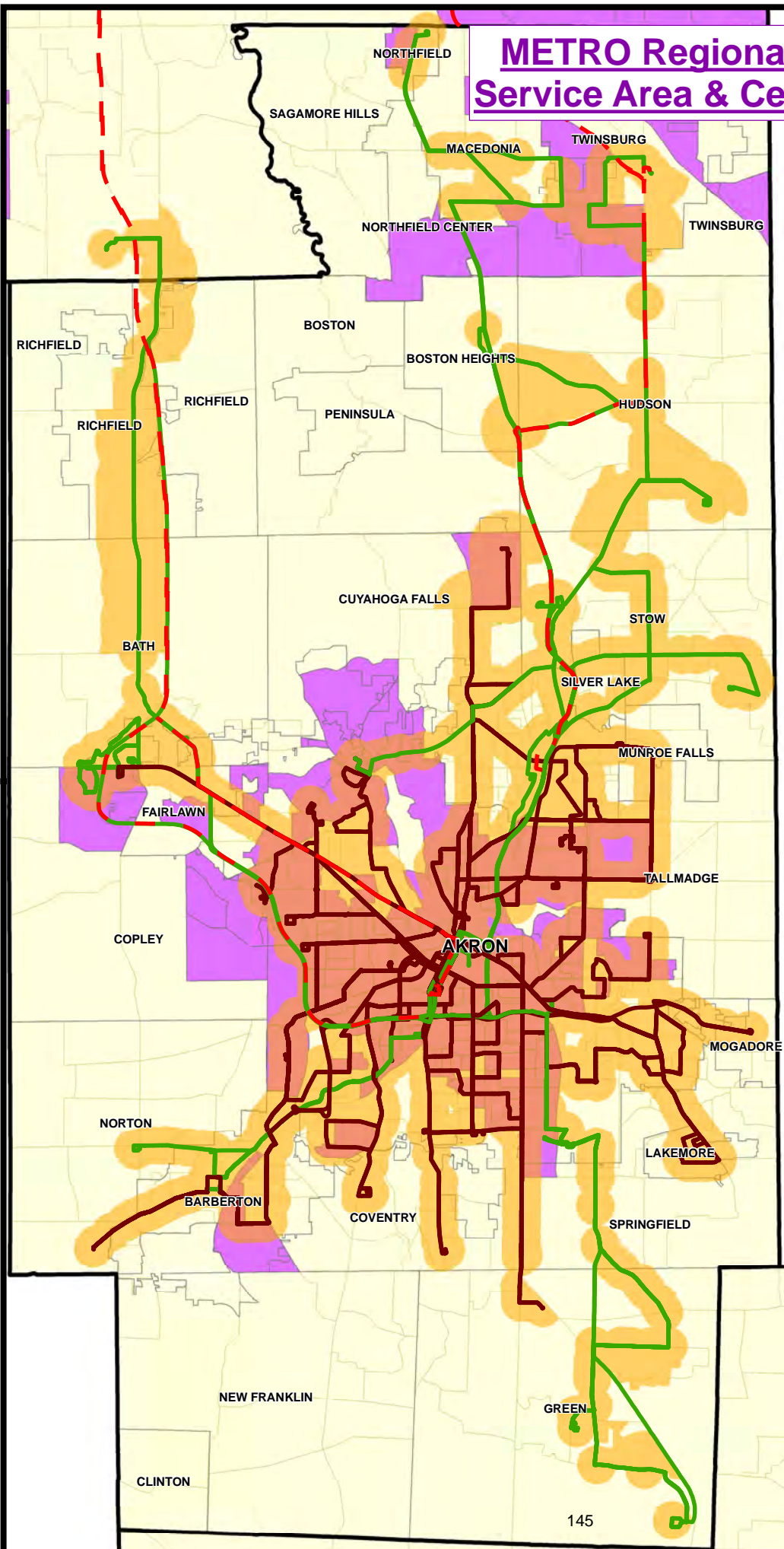
Demographic / Service Profile

Transit Coverage									
	Total Population	Population Served	Percent	Minority Population	Population Served	Percent	Low Income Population	Population Served	Percent
Summit County Total	541,968	133,830	24.7%	111,103	70,026	63.0%	72,624	55,353	76.2%
Akron	197,859	122,694	62.0%	74,790	66,017	88.3%	52,828	46,134	87.3%
Barberton	26,234	1,433	5.5%	2,413	692	28.7%	4,853	3,231	66.6%
Cuyahoga Falls	49,146	1,208	2.5%	3,244	490	15.1%	5,603	3,431	61.2%
Balance of County	268,729	8,495	3.2%	30,656	2,827	9.2%	9,340	2,557	27.4%

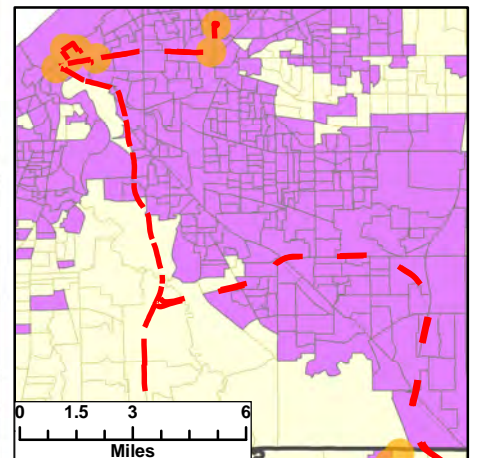
METRO Regional Transit Authority Service Area & Census Block Minority

Defined as Non-White above the average population percentage of Summit County: 19.4%

-  Commuter Service
-  Other Line Service
-  Minority Routes
-  METRO Service Area
-  Political Subdivisions
-  Minority Blocks
-  Census 2014 5 yr Block Group



Cleveland



METRO 










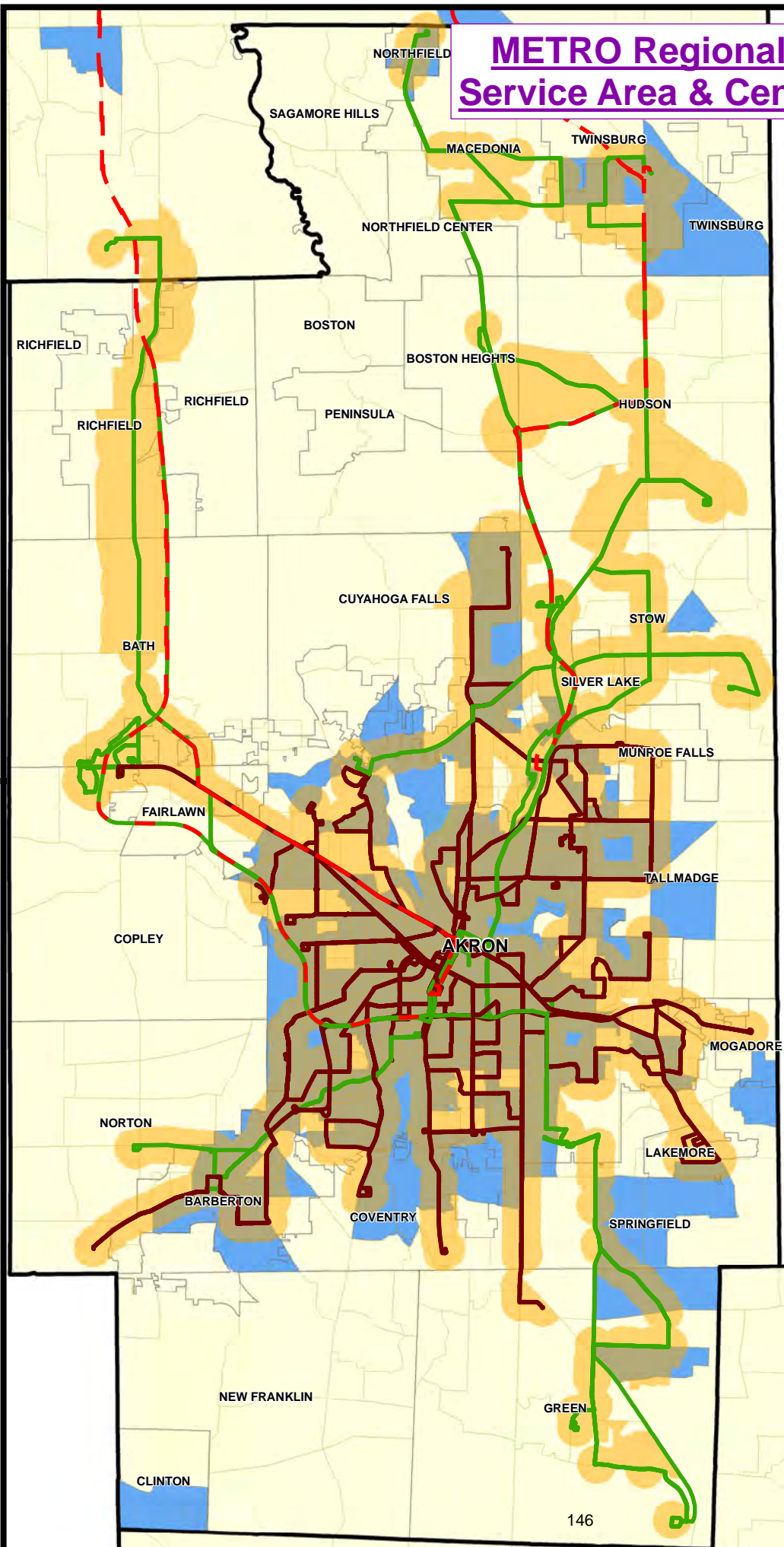
0 1.25 2.5 5
Miles

Data Source: ESRI, METRO RTA, U.S. Census Bureau

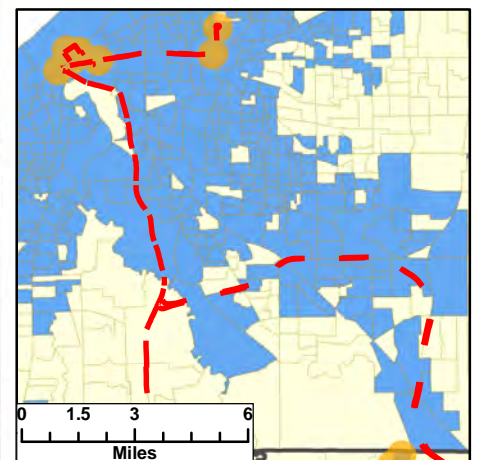
METRO Regional Transit Authority Service Area & Census Poverty Blocks

Defined that by Census Blocks above Summit County's percentage, where 13.4% of the population is considered living in poverty.

-  Commuter Service
-  Other Line Service
-  Minority Routes
-  METRO Service Area
-  Political Subdivisions
-  Poverty Blocks
-  Census 2014 5 yr Block Group



Cleveland








METRO 



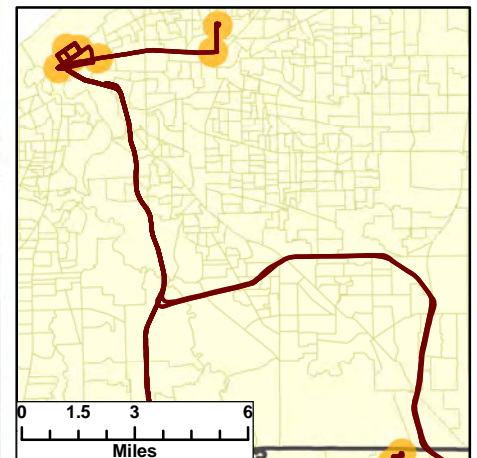
0 1.25 2.5 5
Miles

Data Source: ESRI, METRO RTA, U.S. Census Bureau

METRO Regional Transit Authority Service Area & Owned Property

-  Metro Owned Property
-  Metro Line Service
-  METRO Service Area
-  Political Subdivisions
-  Census 2014 5 yr Block Group

Cleveland



METRO 



0 1.25 2.5 5
Miles

Data Source: ESRI, METRO RTA, U.S. Census Bureau

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Attachment O

2013 On-Board Survey Summary Report

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METRO Survey Results (Fall 2013)

DRAFT Summary Report

February 2014



EXECUTIVE SUMMARY AND KEY FINDINGS

The Akron Metropolitan Regional Transit Authority (METRO) sought to conduct a survey to understand the characteristics and travel patterns of its passengers. After determining sample sizes to reach statistical significance by route, estimating response rates, estimating the cost of all materials, and creating a one-page survey, the project team conducted the survey in Akron the first full week of November 2013. An online and telephone survey supplemented the on-board paper form, focusing on customer satisfaction. METRO used the contact information from the on-board survey to contact the same respondents for the online and telephone survey.

Former METRO staff and METRO affiliates acted as the crew of on-board surveyors. Due to their connections with METRO, knowledge of the system, and overall positive energy, the surveyors brought in nearly 3,400 survey responses. All routes reached their targeted statistical significance, and bias was kept at a minimum. After temporary staff entered that data, it was cleaned and each route assigned a weight to reduce over- or under-representation. Most questions had a 94 percent response rate or greater. The project team then conducted an analysis by question for the whole system and by route. Though results vary and caveats exist, key observations include:

- **METRO riders have few other transportation options.** Ninety percent of respondents state that they do not have regular access to a private vehicle. Roughly 90 percent of riders have a yearly income less than \$20,000. METRO plays a critical role in allowing Akron citizens to access jobs, healthcare, schools, and other day-to-day needs.
- **Riders do not walk far to their stops.** Nearly 90 percent of riders walk to the stop, and about 85 percent of these respondents walk three blocks or fewer. The online survey indicates that many are happy with how close the stops are to their destinations.
- **METRO riders use the bus for more than work commuting.** Work is the most common purpose of trip, but the majority of trips occur for other reasons. Shopping, medical appointments, and school are other common responses. Coverage along commercial corridors, hospitals, and schools is very important to riders.
- **Young adults are frequent users of METRO.** Over a third of respondents were between the ages of 19 and 34. These riders are an asset that METRO should hold on to through listening to customer needs and making necessary improvements.
- **Increasing frequency, providing later evening service, and adding more weekend service are the most desired service improvements.** These three improvements are the most commonly cited desires among riders on nearly every fixed-route system, and METRO is no exception. However, many agencies find them the most difficult to put place because they are often costly to implement. Depending on budget, METRO should explore these service improvements but should also explore other options that boost satisfaction, e.g., real-time schedule information.
- **Trips can be long and crosstown trips may not be well served.** With many trips originating or ending in surrounding communities, and a downtown-based radial route structure focused on coverage, riders often travel long distances. The average trip length is 4.0 miles as the crow flies not including trips to or from Cleveland.

METRO staff and board members can use the results of the survey effort to make informed “next step” decisions as they develop and improve the bus system in the Akron metropolitan area.

INTRODUCTION

The Akron Metropolitan Regional Transit Authority (METRO) provides local transit services throughout the city of Akron and Summit County, OH, and operates commuter services to Cleveland, roughly 35 miles to the north. Charged with providing "safe, dependable, cost-effective, and customer-focused" transportation services for the community, METRO sought to study its nearly 40 routes and 11,000 unique riders per day through an on-board survey. This report summarizes the results of that survey conducted on METRO buses in November 2013.

One of the on-going challenges faced by all transit agencies is fully understanding the characteristics and travel patterns of their customers. Recent federal legislative updates for Title VI of the Civil Rights Act of 1964 have also increased the importance and priority of collecting and maintaining this data. However, the data required to achieve this level of statistical validity is in excess of what agencies typically collect. The goal of this survey effort was to give METRO a statistically valid understanding of riders and trips both on a system-wide and route level.

METHODOLOGY

As with many surveys, the objectives of careful planning and preparation by the project team were to minimize sampling and non-response error, determine an appropriate sample size, and minimize sample and question bias. Various factors influenced the design and implementation of the METRO on-board survey, including the stated goals, project budget, daily and weekly ridership levels, schedules, and weather. To meet the goals and objectives, the project team took numerous steps to ensure a successful survey effort while working within the project constraints.

Survey Design

Often the first question of survey design is whether the study population is riders or trips. For various reasons, it is frequently necessary and desirable to capture both socio-economic, demographic, and behavioral information of riders, and origin-destination and characteristics of trips on the same survey instrument. This was the case here.

Drawing from experience and other examples, the project team carefully crafted a survey instrument, paying attention to wording, meaning, importance, and overall survey length. Since this was an on-board survey, the survey had to be long enough to capture salient information but short enough to finish on a typical bus ride. Thus, the team designed a single-sided, 8.5" x 11" survey with 13 multiple-choice questions and 5 short fill-ins. The survey was printed on cardstock to aid in survey completion while on-board a moving bus.

The first seven questions on the survey instrument collected information on the respondent's trip, while questions 16 and 17 collected origin and destination information. Origin and destination information is commonly the most difficult to collect since it can be confusing for the rider, especially when the trip requires transfers or long "first-mile"/"last-mile" distances. For this reason, the origin and destination questions were placed at the end of the form, reducing the possibility of partial responses.

Questions 8 through 15 asked socio-economic, demographic, and behavioral information about the respondent. The final question on the form asked the respondent to enter their name, phone, and email for a chance to win a 31-day METRO pass. METRO randomly chose names and handed out 25 passes to respondents. See Appendix A for the entire survey instrument.

Due to the desire to keep the paper on-board survey relatively short, METRO and the project team agreed to create a separate online survey asking customer satisfaction questions. This survey, hosted on Survey Monkey, included a broad array of questions, as shown in Appendix B. The first five questions of the online survey, as well as questions 9 through 11, asked behavioral and socio-economic information similar to the paper form to establish baseline information about the respondent. Questions six through eight asked respondents if METRO serves the correct areas, if any destinations are difficult to reach by bus, and to rank potential service improvements by importance. Questions 12 through 16 focused on customer satisfaction of various aspects of the bus service, why the respondent rides METRO, and what would encourage him or her to ride more frequently. The final substantive questions, 17 through 20, asked about the usefulness of **METRO's website**, **potential** improvements to the website, and if the respondent had any additional comments to share. The final question asked again about contact information for a chance to win one of six additional 31-day METRO pass. Winners were drawn randomly.

On-Board Survey Sampling Plan

Ridership typically drops after mid-November due to weather and the holidays. Therefore, the project team chose the week of November 4th for data collection to give the team enough time to prepare yet ensure that the week was as close to a typical work-week as possible. To help prevent bias, the project team planned to survey every weekday trip on all routes from 6:00 AM to 6:00 PM where bus and surveyor schedules allowed. Surveyors did not repeat a trip unless the number of collected surveys was falling far short of the target sample.

To guarantee statistical significance, the project team calculated a minimum target sample or sample size for each route. These sample sizes, based on ridership and an acceptable level of statistical confidence and margin of error, are shown in Appendix C. Various sources describe in detail the calculations used to determine sample size.¹ Most METRO routes were sampled to reach a 90 percent confidence level with a +/- 5 percent margin of error; only routes with the highest ridership could reach a higher confidence level and/or margin of error. Our goal was to collect a little over 2,200 surveys over the five days of surveying.

Response rates between 20 and 40 percent are typical of on-board surveys. The project team used an initial response rate (the ratio of returned surveys to distributed surveys) of 30 percent to help determine printing needs and costs. Since surveyors were instructed to approach every boarding passenger about taking the survey, the actual response rate is the ratio of returned surveys to boarding passengers, though this can often only be estimated. The surveyors did not discard the paper survey if the passenger refused to participate.

Sample bias, where some members of a population are more or less likely to participate than others, occurs in at least small amounts in nearly every survey. By sampling every trip and approaching all boarding passengers, sample bias was significantly reduced for this survey. Common types and sources of bias are discussed in more detail in Appendix D.

A respondent could fill out more than one survey, but only if he or she was making a different or unique trip (e.g. answering about the same trip on different days was not allowed). In reality, riders often do not care to take the same survey twice, as it can seem repetitive and disrupt their ride. Many transit agencies will weigh the responses by route, direction, and/or time of day to

¹ e.g. Page 6-7 of the University of Wisconsin-Madison 2012 On-board Campus Bus Survey, http://transportation.wisc.edu/files/2012_BusSurveyResults.pdf

account for this self-selection bias, especially with origin and destination data. We discuss weighting in further detail later in this section.

Implementation

Prior to the survey week, METRO alerted operators to the survey and hired former employees or METRO affiliates to act as the surveyors during the week. In addition, one former METRO employee helped the project team manage the fieldwork and surveyors. All of the temporary staff hired for the survey contributed significantly to the success of the week-long effort. On Monday of the survey week, the project team led a half-day training session, and surveying commenced that afternoon. The team provided surveyors with a METRO pass, apron, pencils, a shift assignment, and survey forms. Many also brought additional bags to carry the completed forms.

The Robert K. Pfaff Transit Center, METRO's downtown hub, served as the survey administration headquarters. Surveyors had to arrive at the transit center 15-30 minutes before their shift started. They dropped off collected surveys during any lengthy breaks and at the end of their shift, and provided valuable verbal feedback to the team throughout the process. Surveyors collected all surveys on-board the buses or instructed the passenger to return it to the transit center where the team had set up a return box. A mailing address was also provided, but respondents had to provide their own postage. Only one surveyor was on-board for most trips; a few trips on the articulated buses required two surveyors.

Pre-determined shifts for the first day and a half of surveying allowed for the project team to set up and acquaint themselves with METRO facilities and survey staff. As survey responses came in, the team sorted and counted the responses by route and day and checked for completion or abnormalities. The team also created shifts for the following day based on the number of collected surveys and the trips not yet surveyed.

Survey staff passed out small business cards (Appendix E) with the online survey information at the transit center and to people who took the on-board survey. In order to reach riders who do not have access to a computer, METRO conducted a telephone survey in December and January using the contact information collected on the paper forms and had operators fill out the online tool.

Data Entry and Cleaning

The raw data was transcribed into an MS Access form created specifically for the METRO survey. Once complete, the database was converted into Excel for cleaning and analysis. Though the Access form reduced data entry errors, the data still had to be cleaned for responses that were impossible, clearly incorrect, or otherwise erroneous.

Data Weighting

The client and project team decided that the best course of action for the METRO survey was to weight the data by route to help correct for over- or under-representation of some routes. Weights are typically applied to segmented data to give a more accurate representation of responses as a proportion of the total. Weights are determined by comparing the percentage of total system ridership on each route to the percentage of responses on that same route. A weight equal to one represents a route that had a proportionate number of responses to ridership, a weight above one indicates a route that was under-represented, and a weight below one indicates a route that was over-represented. The distance from one is the amount of over- or under-representation.

ON-BOARD SURVEY RESULTS

During the survey week, surveyors collected 3,397 responses, and all but 10 surveys indicated a route number. All routes reached the targeted statistical significance, and Route 31 reached a 95 percent confidence level despite a target of 90 percent. See Figure 1 and Figure 2 for the number of responses by question and by route. The weights and adjusted number of responses by route are also included in Figure 2.

The number of responses to each individual question was over 94 percent for most questions, which is very high. The passenger boarding time received fewer responses, and the sub-questions for Questions 3, 4, 5, and 6 received the least amount of responses. Surprisingly few respondents indicated a transfer route, though the survey team believes this can most likely be attributed to how the question was worded. METRO has been heavily marketing the Day, 7-day, or 31-day passes, which has greatly reduced the number of "transfer" passes used by riders. Respondents may have taken the question too literally as a result.

Figure 1 Number of responses by question

Question	Count	% of Total
1 Route	3,387	99.7%
2 Board time	2,868	84.4%
3a Transfer from (yes or no)	3,392	99.9%
3b Route transferred from²	196	16.0%
3c Minutes waited²	1,088	78.3%
4a Transfer to (yes or no)	3,392	99.9%
4b Route transfer to²	40	2.7%
5a Origin mode	3,348	98.6%
5b Blocks walked²	2,201	74.4%
5c Auto mode²	202	95.5%
6a Destination mode	3,325	97.9%
6b Blocks walk²	2,068	69.2%
6c Auto mode²	136	86.8%
7 Trip purpose	3,367	99.1%
8 Weekly frequency	3,332	98.1%
9 Years riding	3,351	98.6%
10 Vehicles available	3,348	98.6%
11 Sex	3,339	98.3%
12 Age	3,343	98.4%
13 Employment status	3,342	98.4%
14 Race/Ethnicity	3,321	97.8%
15 Income	3,205	94.3%

² The percentages reported for these sub-questions are out of the total who indicated they transferred, walked, etc. For example, the percentage for "Blocks walked" is the number of people who entered a number of blocks out of the number of people who walked, not out of the total number of responses to the question.

Figure 2 Number of responses by route, including weight and adjusted number of responses

Route		Count	% of Total	Weight	Adj. Count
1	West Market	322	9.5%	1.15	369
2	Arlington	282	8.3%	1.17	331
3	Copley Road/Hawkins	240	7.1%	0.99	237
4	Delia/North Hawkins	94	2.8%	0.93	88
5	Joy Park/Gilchrist	47	1.4%	1.19	56
6	East Market/Lakemore	181	5.3%	1.01	183
7	Cuyahoga Falls Avenue	95	2.8%	1.25	118
8	Kenmore/Barberton	153	4.5%	1.02	155
9	Vern Odom Blvd/East Avenue	124	3.7%	0.89	111
10	Howard/Portage Trail	155	4.6%	1.00	155
12	Tallmadge Hill	136	4.0%	0.94	128
13	Grant/Firestone Park	112	3.3%	1.28	143
14	Euclid/Barberton Express	142	4.2%	1.47	208
17	Brown/Inman	116	3.4%	1.31	151
18	Thornton/Manchester	141	4.2%	0.99	139
19	Eastland	155	4.6%	0.89	138
23	Portage/Graham	25	0.7%	0.80	20
24	Lakeshore	39	1.2%	1.04	41
26	West Exchange/White Pond	66	1.9%	0.92	61
28	Merriman Valley	37	1.1%	1.06	39
30	Goodyear/Darrow	112	3.3%	0.73	82
31	Stow Express	45	1.3%	0.28	13
33	State/Wyoga Lake	55	1.6%	0.72	39
34	Cascade Valley/Uhler	131	3.9%	0.97	127
50	Montrose Circulator	20	0.6%	0.71	14
59	Chapel Hill Circulator	14	0.4%	0.92	13
X60	North Coast Express	48	1.4%	0.47	23
X61	North Coast Express	42	1.2%	0.99	42
101	Richfield/Bath	31	0.9%	0.45	14
102	Northfield/Twinsburg	45	1.3%	0.73	33
103	Stow/Hudson	43	1.3%	0.50	22
110	Green/Springfield	29	0.9%	0.56	16
111	South Main/Waterloo	32	0.9%	0.65	21
90s	Grocery Routes	78	2.3%	0.76	59
TOTAL		3,387			3,387

System-wide, an estimated response rate of around 31 percent was achieved, though this varied widely by route. Excluding Route 31 as an outlier, the estimated response rates ranged from 21 percent to 70 percent across all routes.

It should be noted that Routes X60 and X61, as express/commuter routes to Cleveland, provide a very different service than all other METRO routes. Thus, these two routes are often exceptions, **and riders do not show the same characteristics as the “average” or typical METRO rider.** A breakdown of each question for both of these routes is included in the route-by-route analysis spreadsheet provided to METRO. X60 and X61 are still included in the system-wide results reported in the following sections.

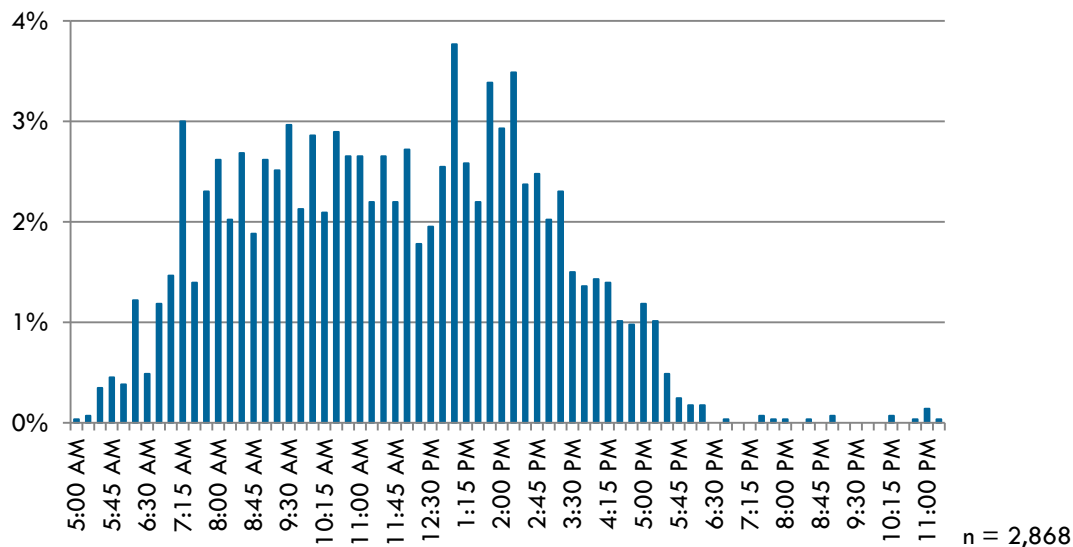
Trip Characteristics

The typical trip of a METRO rider requires walking fewer than three blocks to the bus stop and making at least one transfer. The rider can expect to wait around ten minutes to make the transfer, but twenty minutes or more is not uncommon. Once the rider reaches his or her stop, he or she typically walks three blocks or fewer to reach the final destination.

Time of Day

When charted for all routes, travel on METRO is strongest during the lunch hour and afternoon until about 2:30 PM. During the standard commuting times, only the morning shows a peak. However, these results are likely biased towards the morning and afternoon. Though surveying occurred until 6:00 PM every day, many respondents likely took the survey earlier in the day and were unwilling to take it again or unsure if they could. It is common for surveys to show this bias.

Figure 3 What approximate time did you get on this bus?



Transfers

Thirty-six percent of respondents report that they need to transfer from another bus to reach the one they are on (Figure 4). Of these respondents, 23 percent had to wait 20 minutes or more.

However, more than 60 percent of respondents who transfer wait less than 15 minutes (Figure 5). Respondents on Routes 23 and 102 reported the longest wait times. Forty-one percent of respondents state that they had to transfer to reach their destination (Figure 6). Overall, 64 percent of respondents indicated that they either made or will make (or both) a transfer to complete their trip. Again, the number of transfers is likely an undercount due to respondents' misinterpretation of the question.

Figure 4 Did you transfer to this bus from another bus?

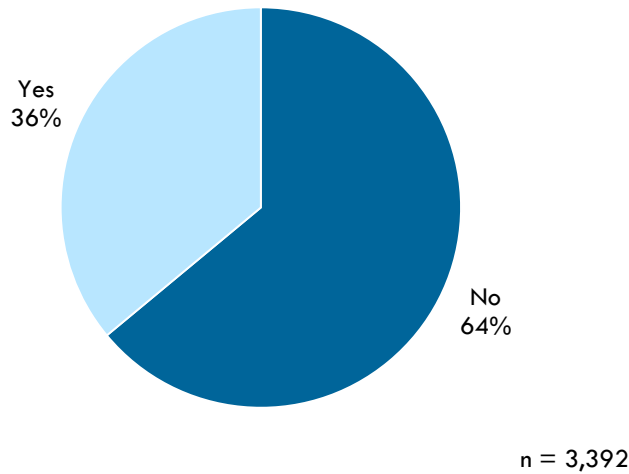


Figure 5 If you made a transfer, how long did you wait for the bus you are on?

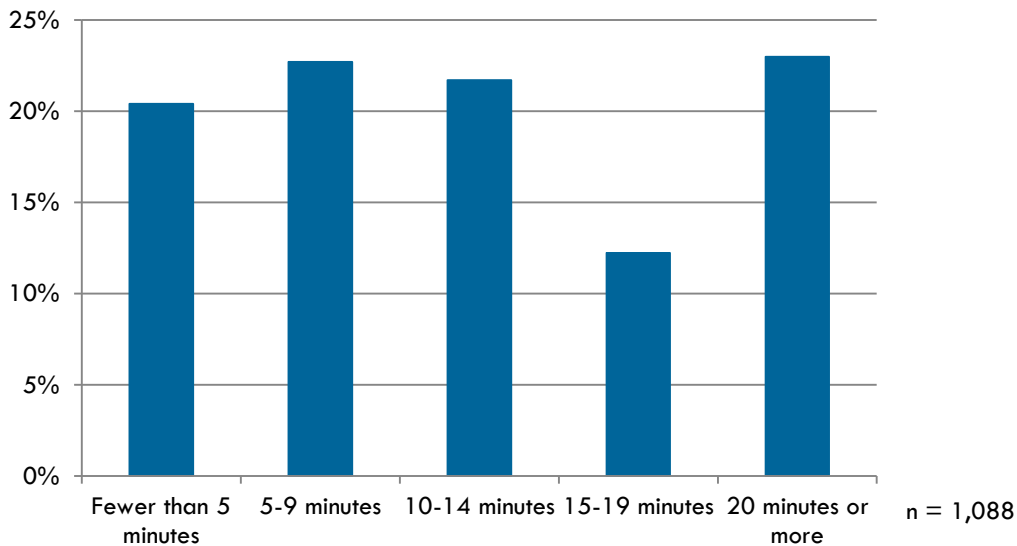
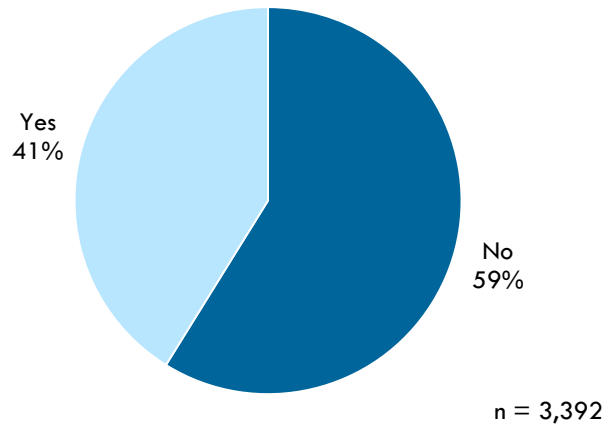


Figure 6 Will you transfer to another bus to get to your final destination?



Origin Mode

Close to 90 percent of respondents reach the bus stop on foot (Figure 7). Of these respondents, nearly half walk one block or less to the stop. Only about four percent of respondents walk more than six blocks to a stop (Figure 8). Of the respondents who arrive to the stop by auto, 71 percent are dropped off and the remainder drive themselves (Figure 9). Bicycling to or from a METRO bus stop is not common, but Routes 102 and 103 show a higher percentage than other routes, with nine percent and five percent of respondents arriving by bicycle, respectively.

Figure 7 How did you get to the bus stop where you started your trip?

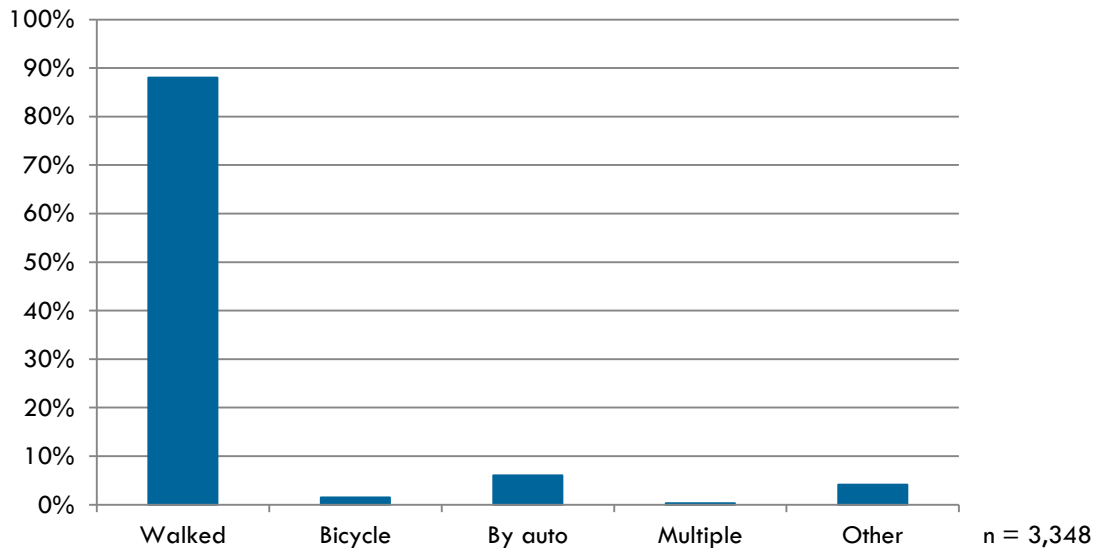


Figure 8 Number of blocks from origin to bus stop

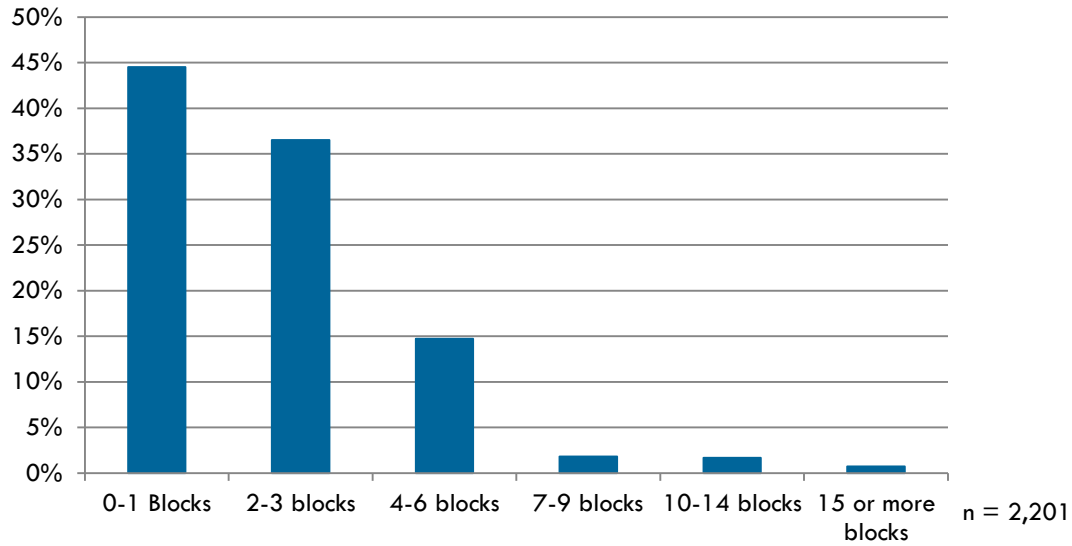
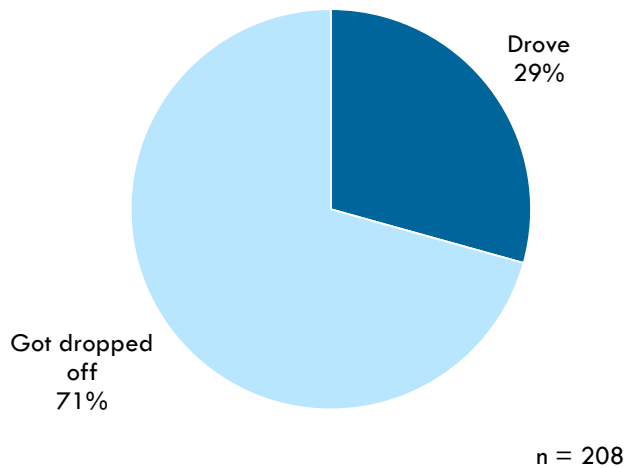


Figure 9 Arrival mode by respondents arriving by auto



Destination Mode

Similar to the origin mode, 90 percent of respondents state that they walk to reach their final destination (Figure 10). Of the respondents who walk, half walk a block or less to reach the destination. Less than four percent of these respondents walk more than six blocks (Figure 11). Sixty-four percent of the respondents who take an auto to their destination are picked up, and the remaining 36 percent drive themselves (Figure 12).

Figure 10 How will you get to your final destination from the bus stop?

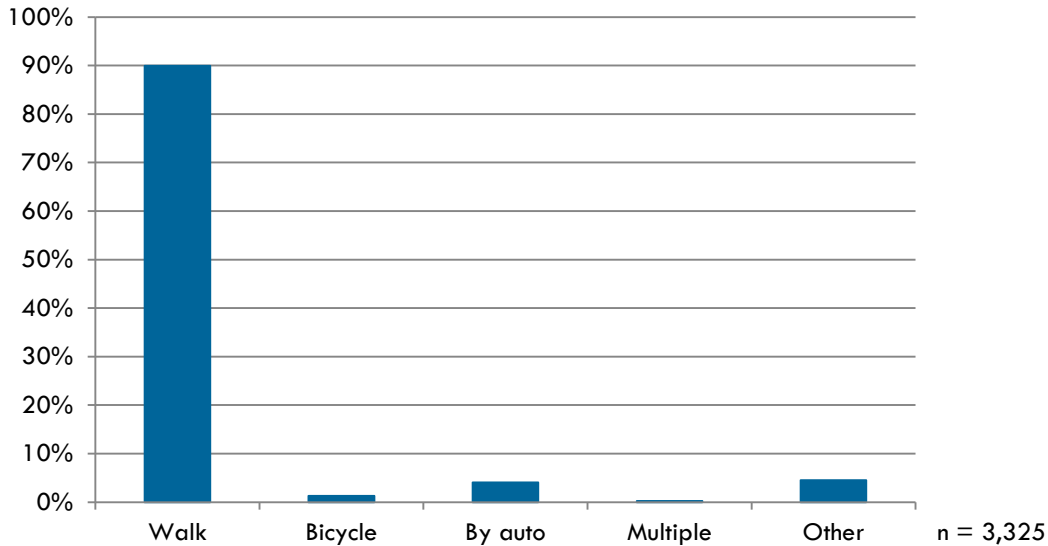
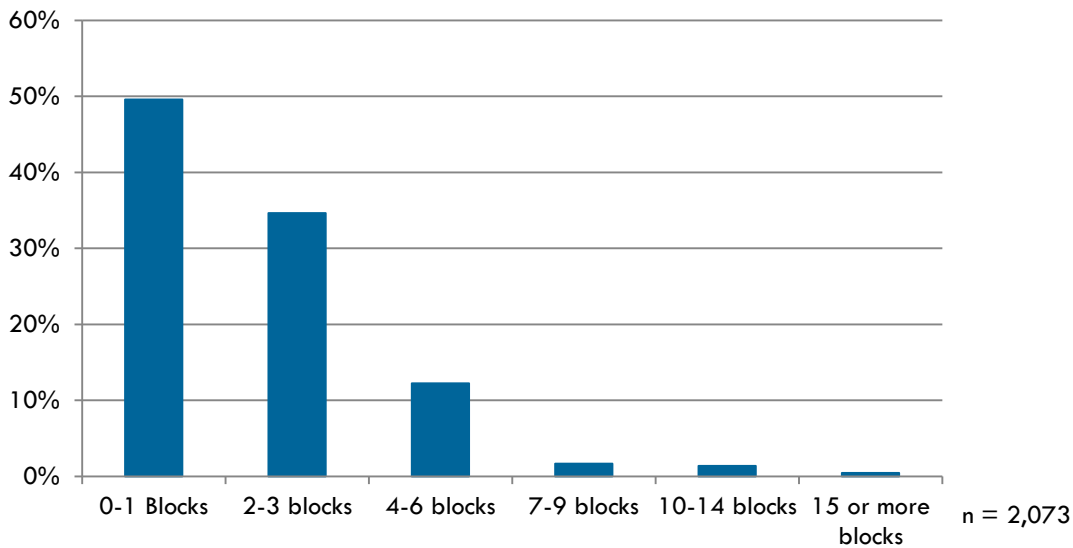


Figure 11 Number of blocks to destination from bus stop



Trip Purpose

Although work is the most common purpose of METRO trips, commutes only account for 39 percent of trips overall (Figure 13). Transit experts typically estimate that around 50 to 60 percent of transit trips are for work commuting, indicating that METRO has a low percentage of work commutes out of the total trips. Whether this indicates that riders find it difficult to use METRO for their commute or especially useful for other trip purposes is hard to say with certainty from this survey, but further analysis on this question is included in the “Cross Tabulations” section. Trip purposes have a considerable amount of variation by route, with Routes 33, 59, 101, 103, and 110 showing a high proportion of work commuters.

Figure 12 Destination mode for respondents arriving by auto

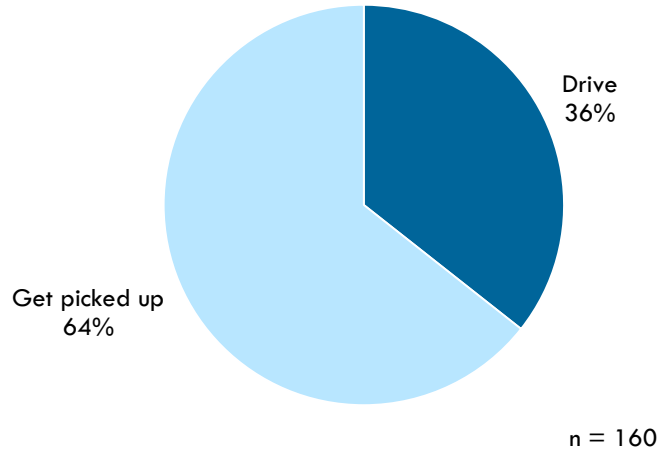
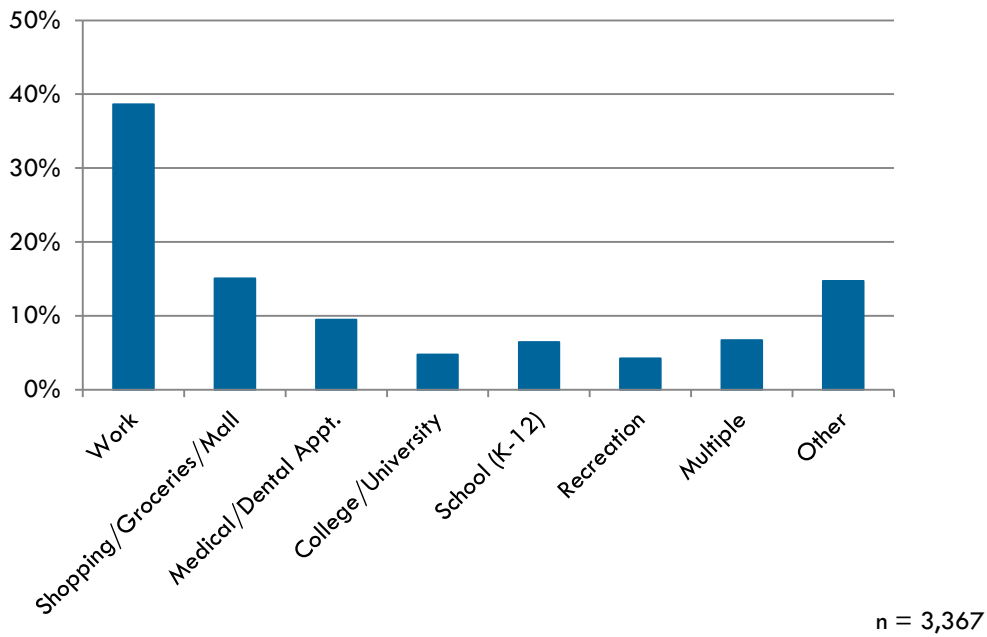


Figure 13 What is the purpose of your trip?



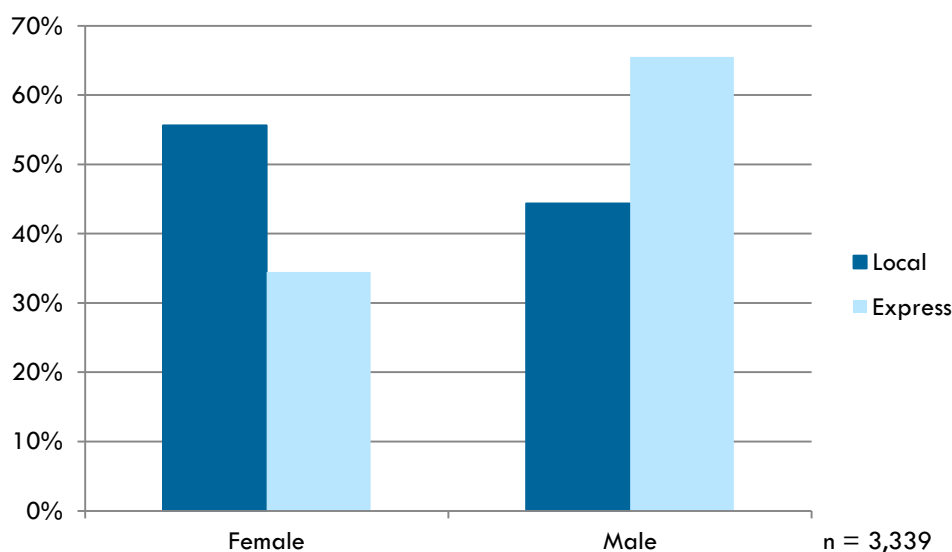
Rider Characteristics

The riders of METRO are racially and economically diverse, but the majority comes from low-income households, communities of color, and English speakers. Despite the fact that 48 percent are employed at least part-time, more than half of respondents live on less than \$10,000 per year. Considering 59 percent of respondents do not have access to a private vehicle, METRO service is **critical to access jobs, shopping, healthcare, and other destinations**. The “typical rider” varies by route, but most respondents are frequent users of METRO, riding five or more days per week. Moreover, more than 50 percent of respondents report riding METRO for more than four years. Ridership rates are particularly high among younger adults, with more than half of respondents under the age of 45.

Sex

About fifty-six percent of respondents on local bus routes were female (Figure 14), though many routes reflect a nearly 50-50 split among genders. The commuter express routes, X60 and X61, have more of an imbalance, with about two-thirds male respondents and one-third female. Route 102 is the only route with more than 70 percent of respondents answering male. The grocery routes (90s) and Route 50 show the most unbalanced results, with at least a 3:1 ratio of females to males.

Figure 14 Sex of respondents

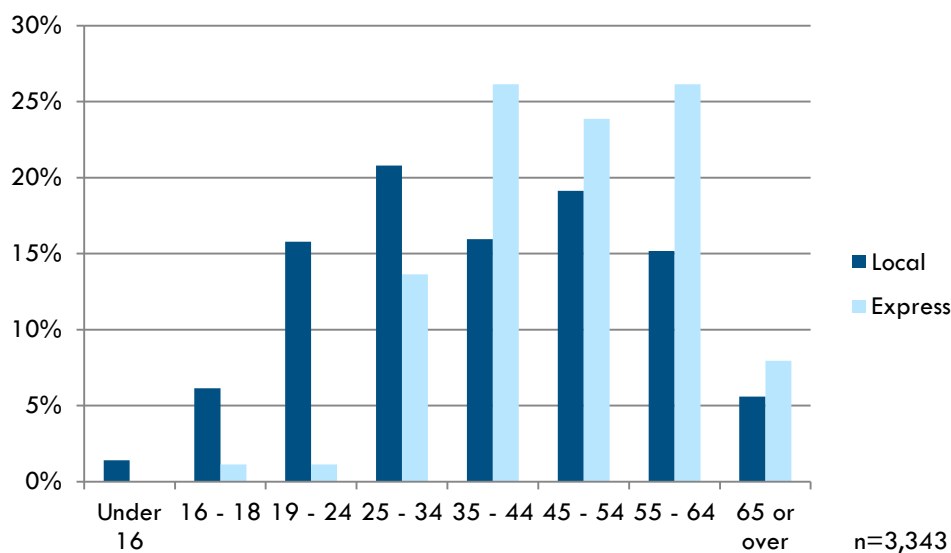


Age

More than a third of METRO riders are between the ages of 19 and 34, indicating a relatively young ridership base. About half of respondents are between the ages of 35 and 64 (Figure 15). Young people between 18 and 34 account for just over 22 percent of the Akron metropolitan area population, while those aged 35 to 64 account for 41 percent, one indication that young people are disproportionately more likely to take transit than those aged 35 or over. Those under 19 and 65 or over are not well represented in this survey for various reasons. These reasons include a

general unwillingness to take the survey or distrust of the surveyor by those under 19 (based on surveyor feedback and previous experience), some children are too young to understand the survey, and those 65 and over often have a hard time using regular fixed-route service.

Figure 15 Age of respondents



On express routes, the age distribution among respondents is much different compared to the local bus routes. Over 75 percent of express route respondents are between the ages of 35 and 64, indicative of a ridership base commuting to work.

Employment Status

Twenty-eight percent of respondents on local bus routes are employed full time, and another 24 percent of respondents are employed part-time (Figure 16). More than a fifth are unemployed. Of the remaining 32 percent, most either are a student (16 percent) or retired (10 percent). Over 92 percent of respondents on express routes are employed full-time or part-time. On Routes 12, 13, and 30, more than thirty percent of respondents were unemployed. The most popular routes for students are Routes, 3, 4, 24, and 31. Retirees account for 60 percent of riders on the 90s, and make up close to a fifth of riders on Routes 18, 23, and 26.

Race/Ethnicity

Over 90 percent of respondents indicated that they are African American or white, though African Americans make up over 50 percent. Hispanics and Asians/Pacific Islanders each make up about one percent of respondents (Figure 17). Routes have substantial variation, however. As shown in the figure, more than two-thirds of respondents on X60 and X61 indicated that they are white, while about 27 percent indicated African American. More than 60 percent of respondents on Routes 2, 3, 4, 9, 12, 22, 34, and 50 state they are African American. White respondents make up more than half of the respondents on Routes 6, 8, 10, 23, 59, and 110, as well as the 90s routes. Hispanic riders have the greatest share of responses on Routes 31 and 33 with 5 percent and 4 percent, respectively. Asian/Pacific Islander respondents have the highest rate on Route 50 with 6 percent.

Figure 16 Employment status of respondents

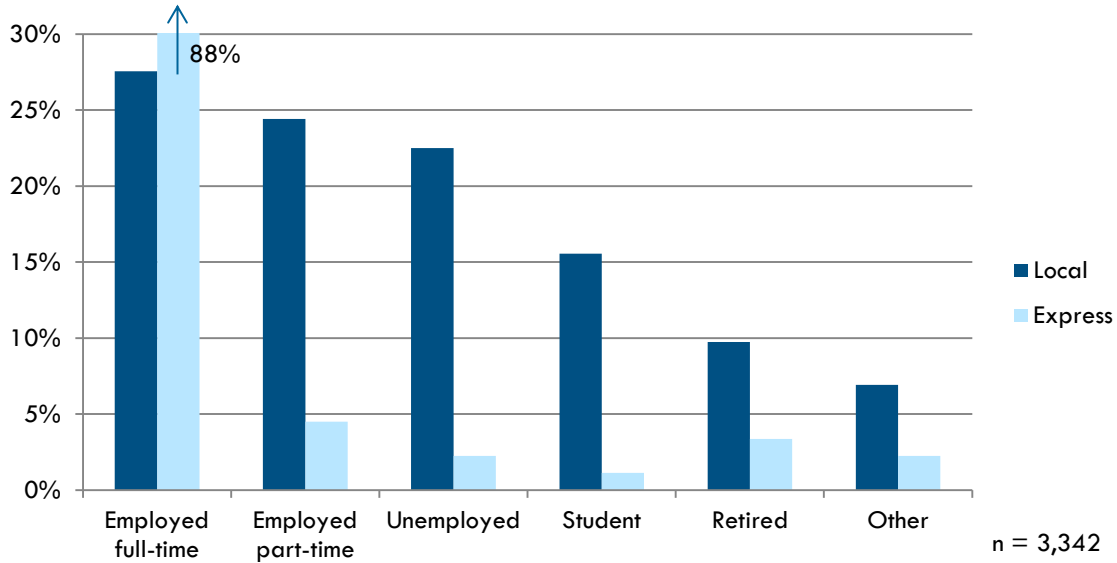
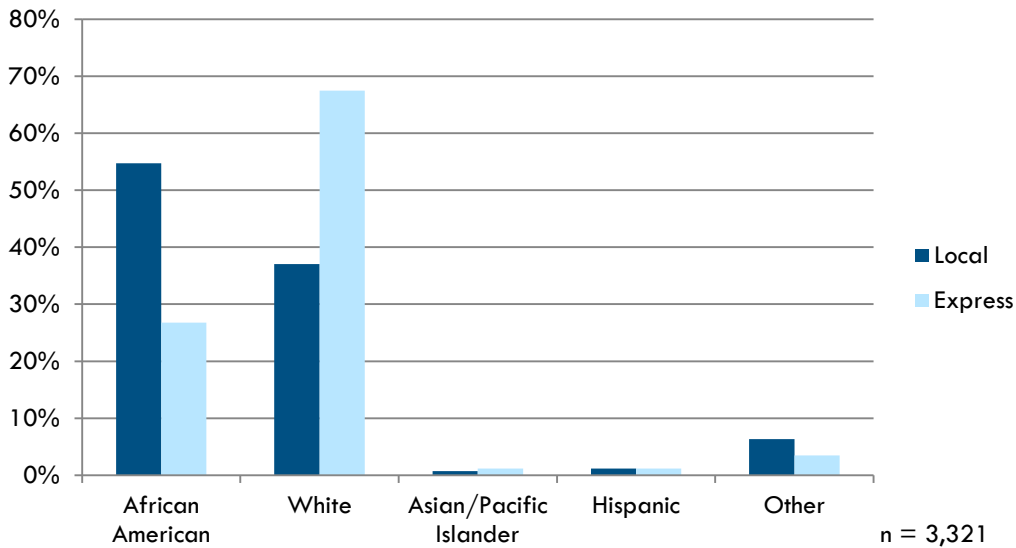


Figure 17 Which of the following best describes your ethnic or racial origin?



Household Income

Though over half of respondents are employed full- or part-time, 55 percent report a household income lower than \$10,000 per year (Figure 18). Another 25 percent state a household income between \$10,000 and \$19,999 per year. Only 5 percent of respondents make more than \$40,000 per year. On the commuter express routes to Cleveland, more than 70 percent of respondents make over \$50,000 per year, again indicating the very different ridership bases of the local and express routes. As shown in Figure 19, 11 routes have more than 60 percent of respondents reporting a household income of less than \$10,000 a year.

Figure 18 What is the annual income of your household?

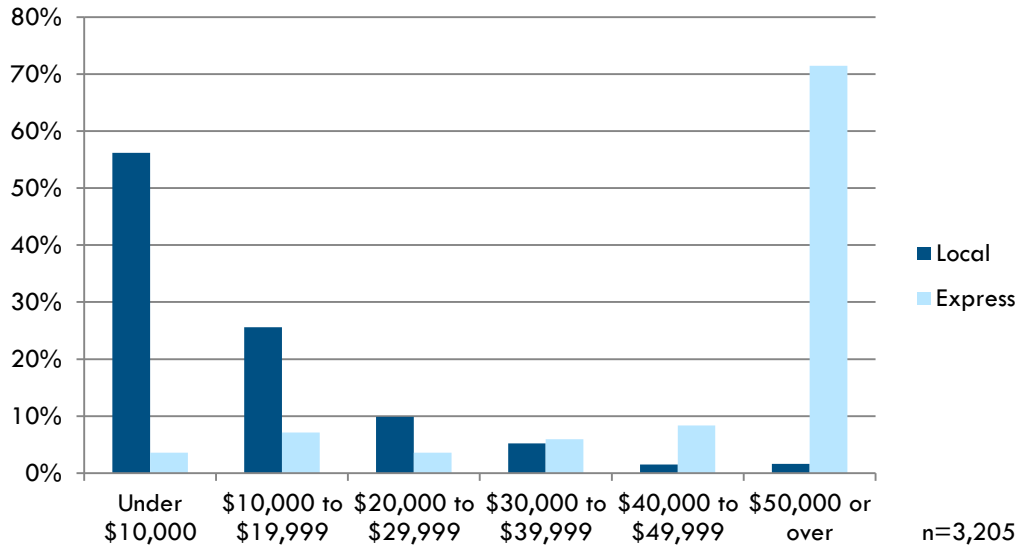


Figure 19 Routes with highest rate of low-income respondents

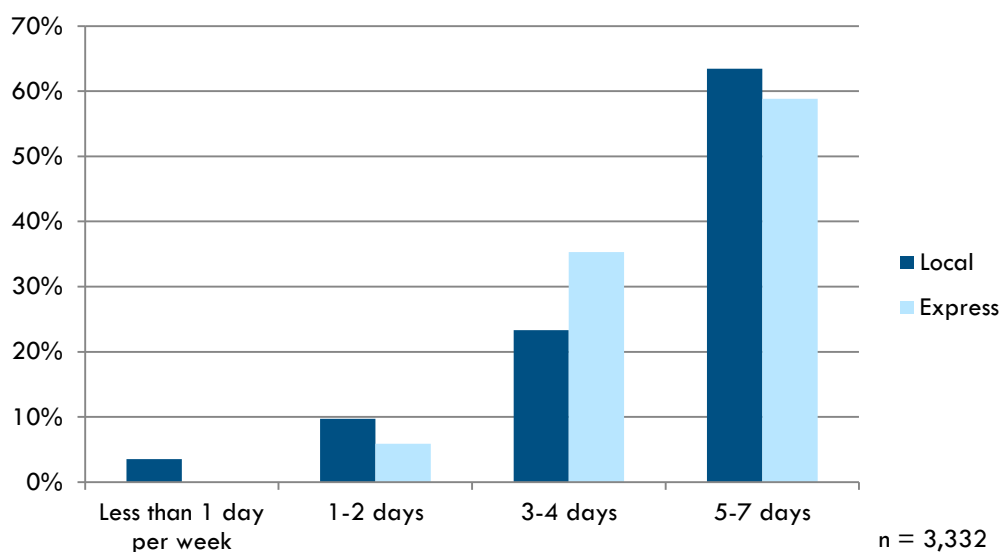
Route	% of respondents with household income <\$10,000	Total Responses (weighted)
2	61.9%	320
3	60.5%	225
4	61.6%	80
5	65.2%	55
9	63.9%	106
13	67.9%	139
14	60.8%	191
19	68.9%	131
24	65.7%	36
30	62.4%	80
59	61.5%	12

Weekly Frequency

Around 60 percent of respondents use transit services five or more days per week (Figure 20). Respondents on express routes indicate a higher use of METRO between three and four days per week compared to respondents on local routes, though approximately a fifth of local respondents still indicate the same weekly frequency. Only about six to ten percent of respondents are casual

riders, using transit services two or fewer days per week. Few METRO riders use the system less than one day per week. Online results for this question show nearly the exact same pattern.

Figure 20 How many days per week do you usually ride the bus?



Years Riding

A majority of METRO customers are long-time users of the bus system, but 18 percent of local bus route respondents and 34 percent of express route respondents have started riding METRO in the 12 months prior to the survey. Fifty-three percent of respondents have been a METRO customer for more than four years (Figure 21). Online results suggest a similar pattern with most customers riding METRO for more than four years, followed by 1-2 years, 3-4 years, and 1-6 months. A turnover rate of 20 percent of riders per year is typical for transit systems across the country. Understanding customer needs and responding to them quickly and effectively builds a loyal ridership base that can provide long-term benefits for the system.

Vehicles Available and Valid Driver's Licenses

Most respondents on local bus routes would not have had a vehicle available to make their trips without METRO. Only nine percent report that they would definitely have a vehicle available, and 31 percent stated that a private vehicle might have been available (Figure 22). The responses by route are similar to the overall responses except for routes X60 and X61, also shown in Figure 22. For the express routes, 83 percent of respondents have a vehicle available all of the time or some of the time to make their trip. Online results show a slightly different breakdown, yet over 87 percent of respondents still indicated that they would never or only sometimes have access to a vehicle. When asked if they have a valid driver's license, **58.5 percent of online respondents said** that they do not.

Figure 21 How long have you been a METRO rider?

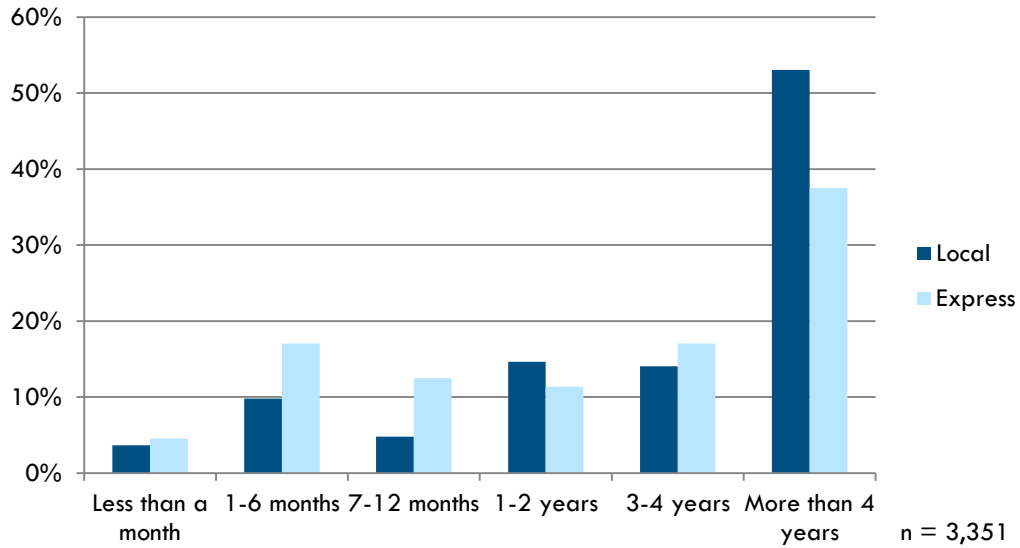
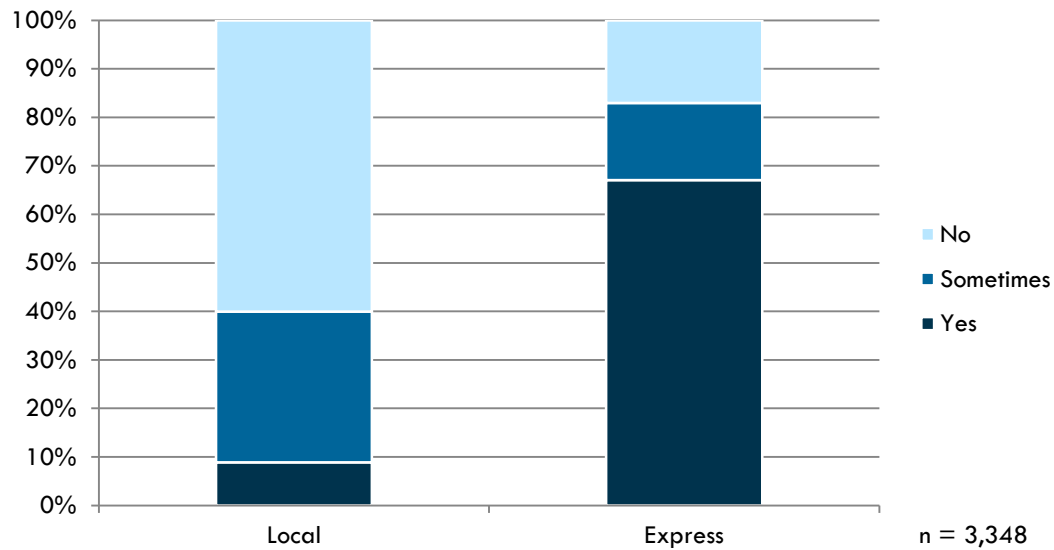


Figure 22 If METRO were not available, would you have a vehicle available?



Origins and Destinations

Over 1,200 responses had an origin and destination that were different from one another, and could be geocoded and mapped. Since there were fewer records for the origins and destinations, the data had to be reweighted based on the responses by route for the roughly 1,200 records. To map the most common connections, origins and destinations were grouped together based on Census block group, and the weight of each repeating pair was added together. Two connections in the opposite directions (A to B and B to A) were added together; direction did not matter for this analysis. To estimate the number of daily connections between block groups, the total weight of each line was scaled upwards to be in proportion with daily ridership (~20,000 riders/day).

The origins and destinations of trips stretch from Cleveland to Canton, with the vast majority clustered in Akron (Figure 23). As is often the case, trips radiate from downtown with a high number of trips beginning or ending to the west, northwest (Fairlawn), northeast (Tallmadge and Cuyahoga Falls), and south of downtown. The University of Akron is a popular destination and origin, as is Cleveland for those in Fairlawn.

The strongest connections shown on Figure 24 are often connecting residential areas to employment or retail, with many industrial areas and shopping centers showing up as origins and destinations. Trips to Rolling Acres, a shopping district located southwest of the city, generates its highest activity from Barberton and the residential area around Summit Lake. To the south of Akron, Arlington Plaza Shopping Center, Lockheed Martin, and surrounding industrial land uses show significant connections to downtown and near-by residential areas. Residential areas near Tallmadge and Cuyahoga Falls show high activity into the downtowns Akron and Tallmadge.

The University of Akron generates or attracts just over 600 estimated trips per day based on origin and destination data obtained from the survey. Six areas account for 25 percent (~150) of those trips: Fairlawn, a residential area northwest of downtown (bounded by Edgerton Road, Merriman Road, and W Market Street), the Chapel Hills area, the Arlington Plaza area, the Firestone Golf Course area southwest of I-77 and I-76; and a residential area immediately southwest of campus (bounded by Martin Luther King Jr. Boulevard, W Bartges Street, E Thornton Street, and S Main Street). It is likely that students account for a majority of the ridership as they travel to reach jobs and off-campus housing, but the top origins and destinations suggest that faculty and staff also play a part. Figure 26 and Figure 27 show where University of Akron students, faculty, and staff travel from campus. Routes 1, 6, and 17 appear to be the top routes for the university.

The radial nature and coverage of the METRO bus network means that many of the most common connections within Akron are a single seat ride, though the ride may be lengthy. As Figure 23 and Figure 24 show, there are numerous popular crosstown connections not served well by the radial network, such as those to or from Rolling Acres, and the areas north and south of Akron that do not need to connect to downtown. The average trip length, excluding commuter trips to Cleveland, was 4.0 miles as the crow flies, which is a long trip when considering that few transit trips are direct between the origin and destination. When considering all trips, including those to Cleveland, the average trip length increases to 4.8 miles as the crow flies.

Total activity (origins + destinations for all block groups) as displayed in Figure 25 shows similar results to the previous two figures, with most activity in downtown but significant activity in the surrounding communities. Transit demand remains centrally located in Akron, at least on one end, but now reaches a minimum of 10 miles (as the crow flies) from the core, and much farther in some cases. The challenge remains to serve these areas cost-effectively.

Figure 23 Metro Akron top origin-destination pairs (trips) by Census block group

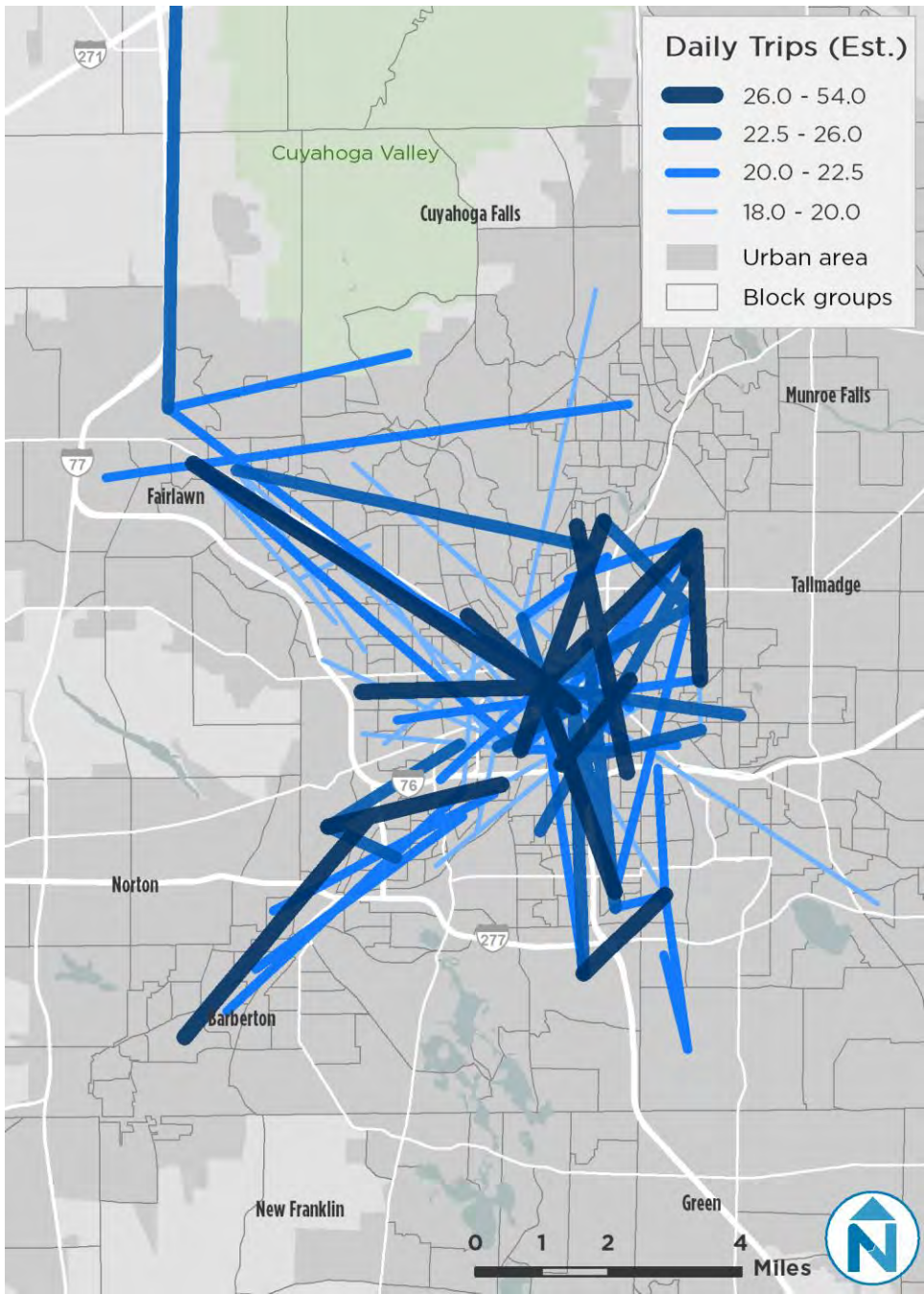


Figure 24 Downtown Akron top origin-destination pairs (trips) by Census block group

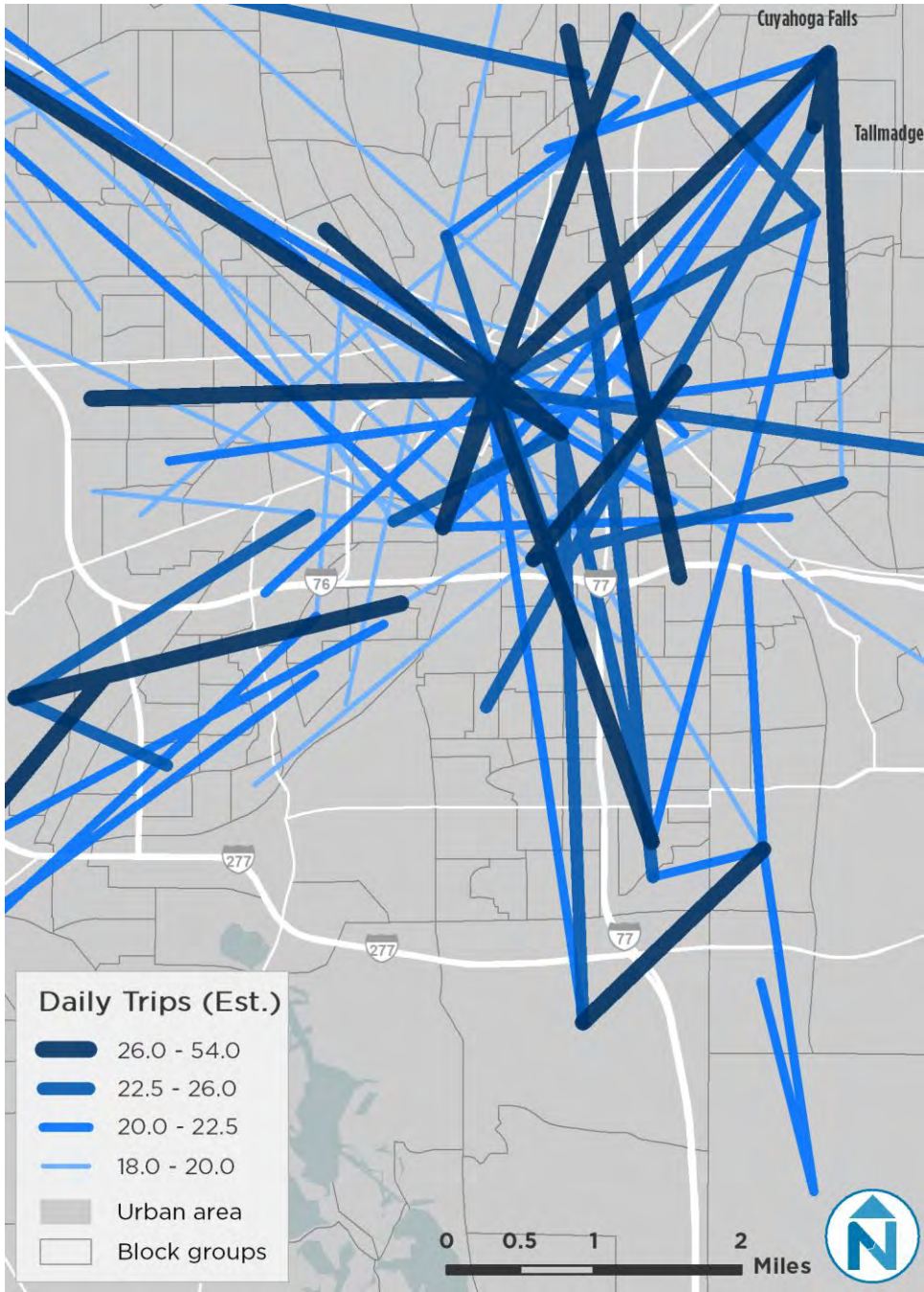


Figure 25 Daily activity (origins + destinations) by Census block group

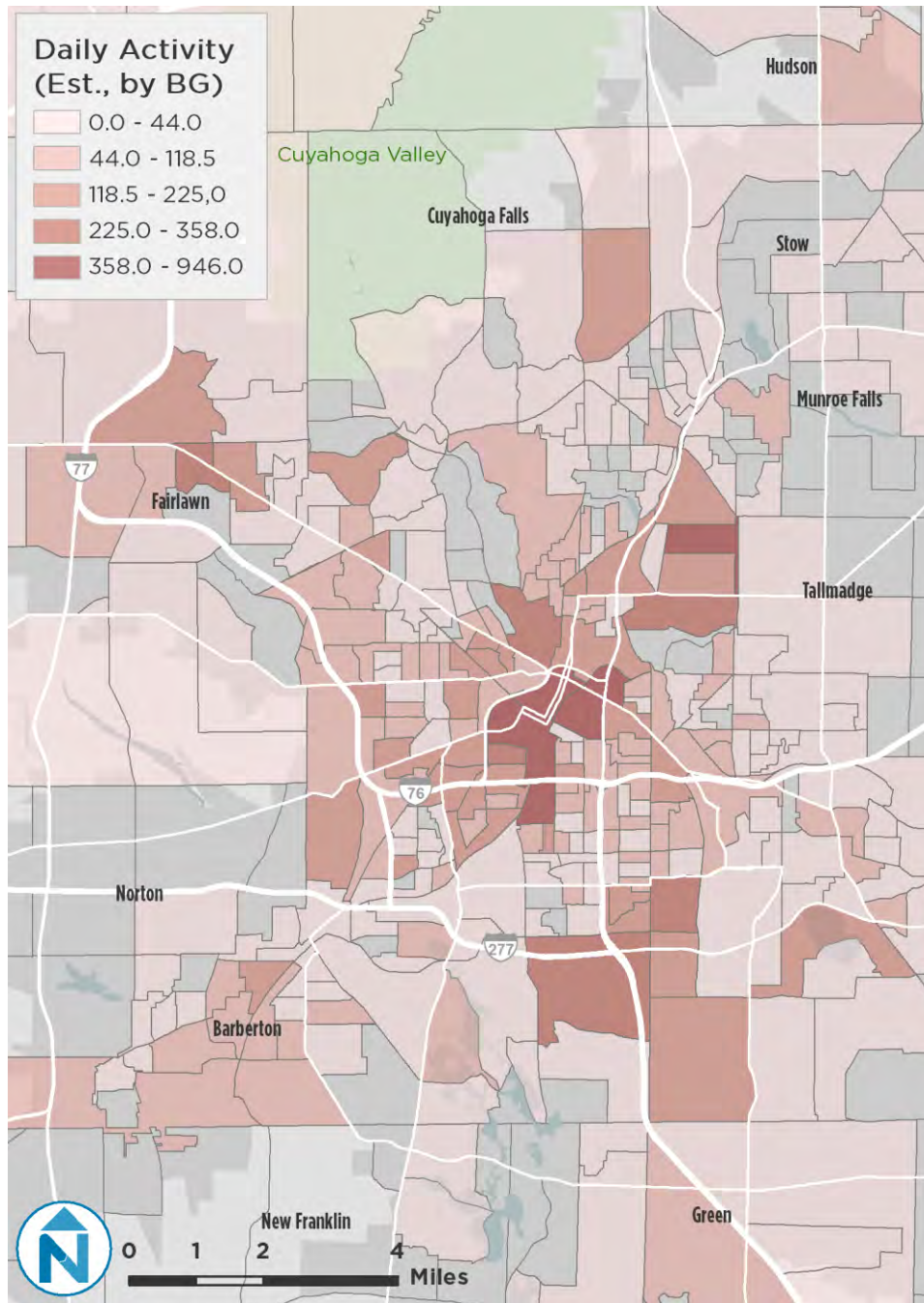


Figure 26 Origins and Destinations based at the University of Akron (metro area)

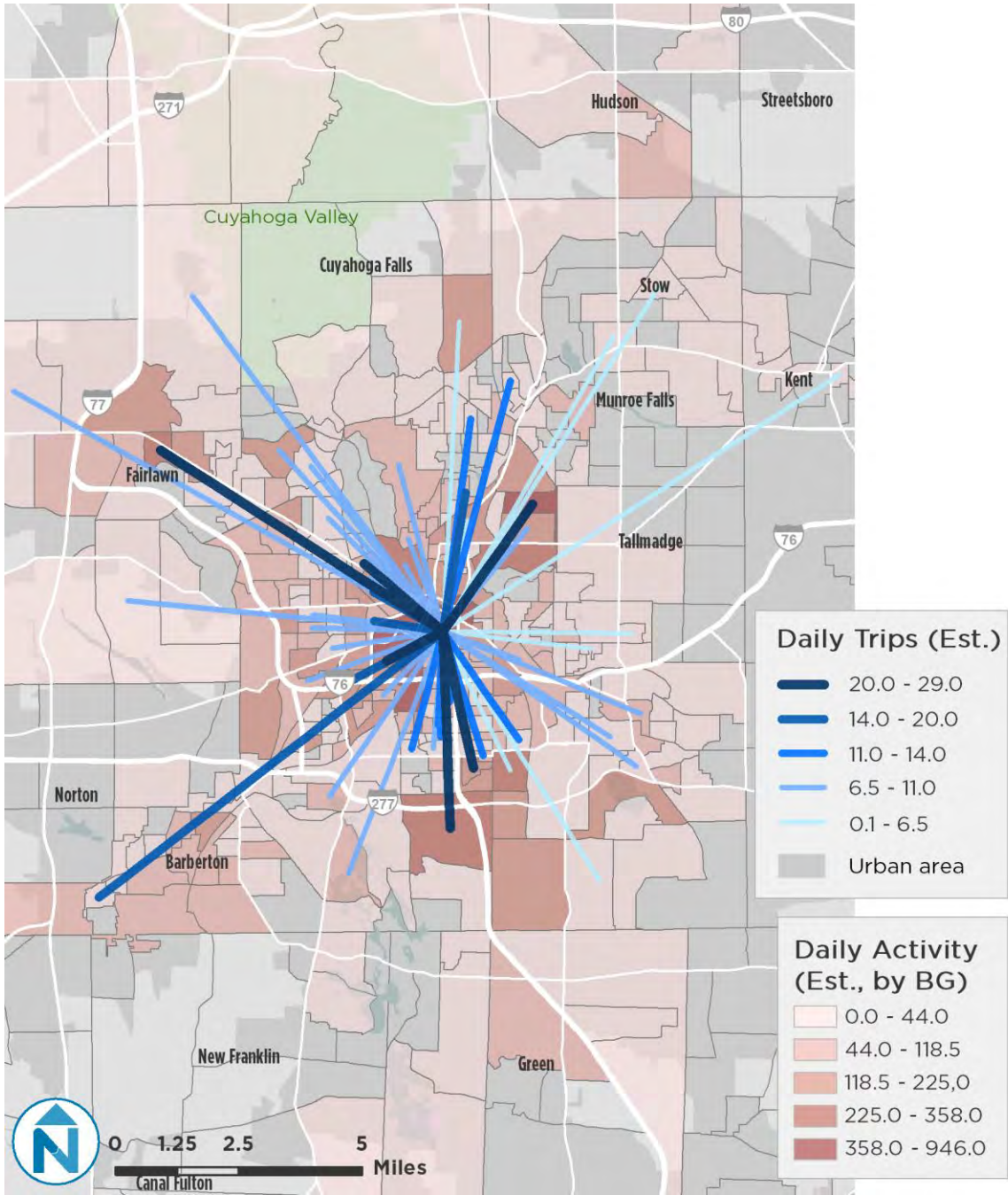
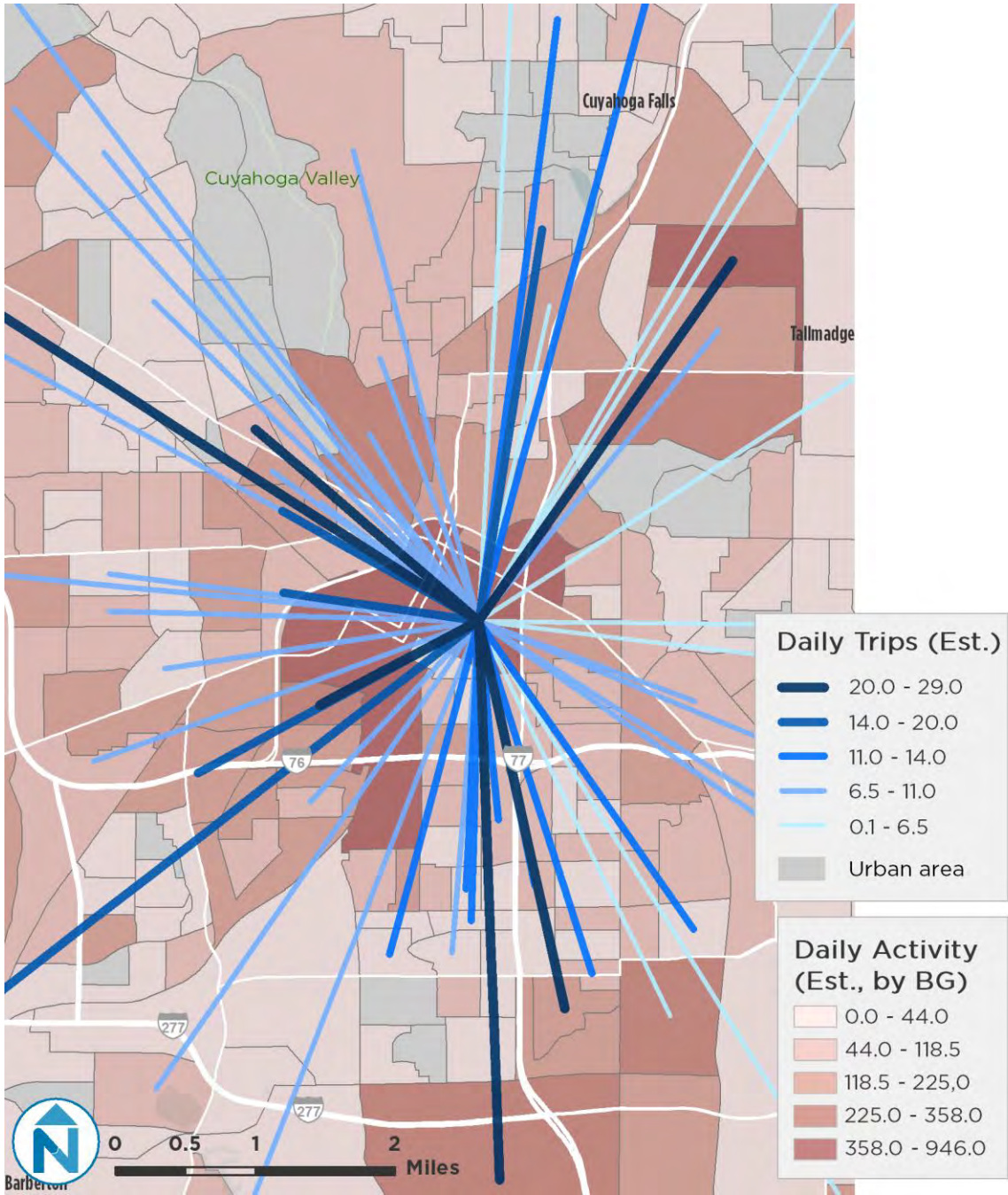


Figure 27 Origins and Destination based at the University of Akron (downtown area)



ONLINE SURVEY RESULTS

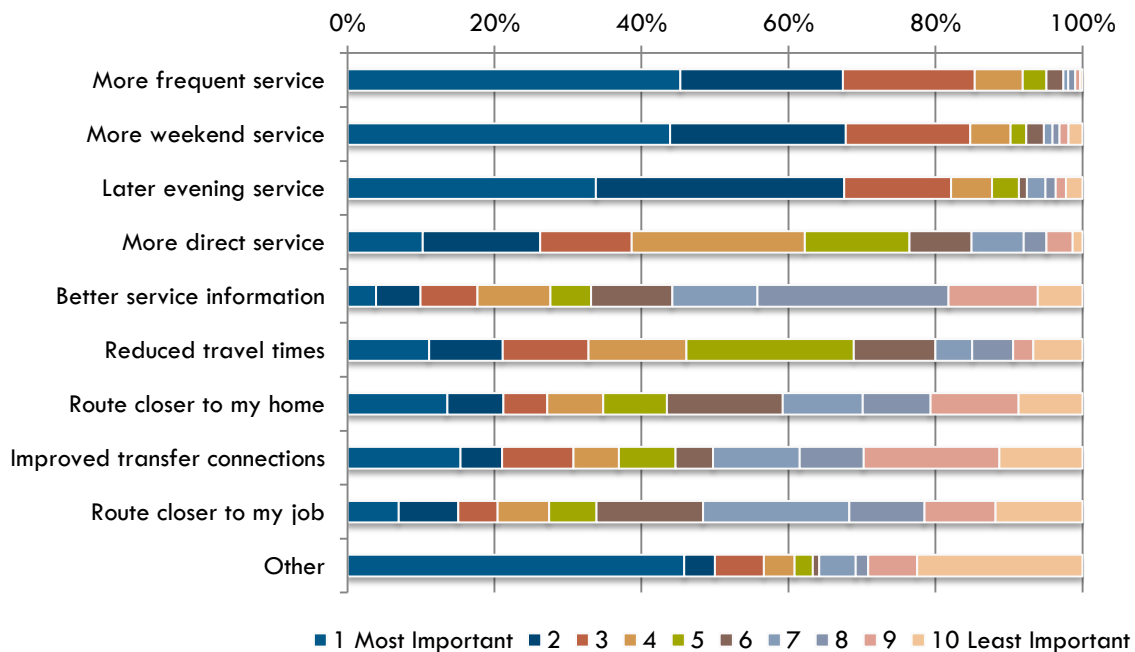
Responses collected online totaled 730. METRO collected 458 out of the 730 responses utilizing temporary staff to make over 1,900 telephone calls. METRO also sent separate email notifications and other reminders to surveyed riders, which increased the number of online survey responses during the same period. This likely accounts for the remaining 272 online surveys collected. A majority of this sample population is the same as the sample population from the on-board survey. Some online questions were also very similar to the paper survey, and so the results provided a good crosscheck.

Customer Satisfaction

METRO's regular bus service received an overall rating of either excellent or good by almost 87 percent of online respondents. Nearly all of the remaining responses indicated that the bus service was fair. Most customers of METRO are also **satisfied with the system's** coverage, with nearly 72 percent of online respondents stating that there are no destinations particularly difficult to reach by bus. Green, Stow, Copley, Cleveland, Tallmadge, and Cuyahoga Falls had the highest number of comments (five or more) of all destinations mentioned. Similarly, nearly 91 percent of respondents said that METRO serves the right areas. Those who said that METRO does not serve the right areas mentioned Copley most frequently, though only five did so.

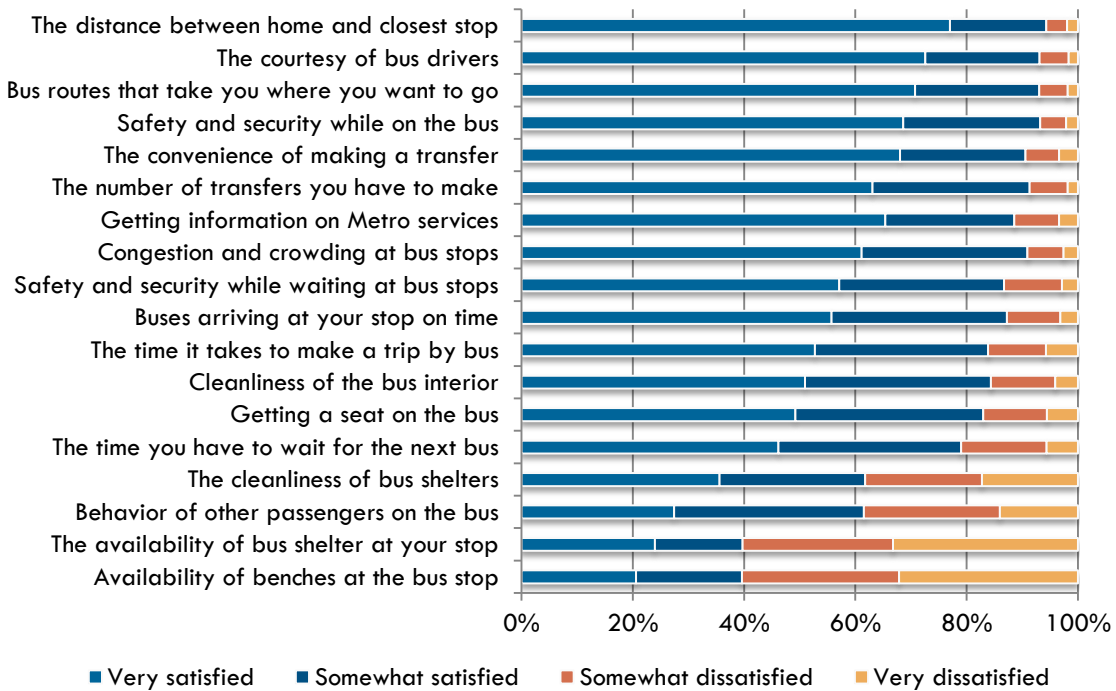
Important service improvements for METRO include more frequent service, later evening service, and more weekend service. Nearly three-quarters of respondents ranked some combination of these three improvements as most or second most important to them (see Figure 28). Nearly a quarter of those who marked "Other" indicate that longer hours and weekend and holiday service are important, aligning with the most important improvements marked on the choices provided.

Figure 28 Relative importance of potential service improvements



The amenities available and cleanliness of the bus shelters or stops, and the behavior of other passengers on the bus, caused the most dissatisfaction among online respondents. Over 60 percent of respondents were at least somewhat dissatisfied with both the lack of a shelter at their stop and the lack of an available bench at their stop. Respondents were most satisfied with the distance between their home and the nearest stop and the courteousness of the drivers (Figure 29). Respondents seem happy in general with the service itself but would like METRO to improve the conditions of their infrastructure (not including the downtown transit center).

Figure 29 Satisfaction with METRO



Overall, respondents indicate that METRO should focus on increasing frequency, adding more weekend service, running later into the evening, and improving the bus stop conditions to encourage more frequent use of the system. Passenger behavior, especially of youths and high school kids, was also pointed out in question responses and numerous fill-in comments. Though real-time information has not shown up in the top results for concerns or major improvements needed, recent research suggests that investing in top tier real-time information systems can be a powerful, and often much less expensive, substitute for increasing frequency. METRO does not currently offer real-time information, but is in the process of implementing such a system. The agency has contracted with Avail Technologies to implement an automatic vehicle location (AVL) system with automatic passenger counters (APCs) and real-time schedule information over the next year. This is important since METRO has a relatively young customer base.

When asked why they ride METRO (multiple answers allowed), over three-quarters of respondents indicated that they simply have no other way to travel. Nearly 60 percent also said that the bus system is convenient, while around 40 percent said that it is less expensive than

owning a personal vehicle, and it is high quality service. For the few people who answered the online survey and who are not METRO customers, most prefer to use their own vehicle for their transportation needs. Around 38 percent (three responses) said that METRO does not go where they need to go.

Website and Schedule Information

About two thirds of respondents had used METRO's website for route and schedule information, and nearly all of them obtained the information they needed. Less than five percent indicated that they had not. Of the comments received on how to improve the website experience, most said that no improvement is needed. Ten percent would find an app or better mobile site beneficial, and 11 percent would like METRO to improve their route and stop maps.

CROSS TABULATIONS

Cross-tabulations can help METRO gain a much deeper understanding of their riders than looking at each question individually. While one must be careful not to assume causation, correlations between many factors exist that can give METRO an indication of worthwhile service improvements or changes to try. We present four of the more interesting ones below, but with so much data, a great number of cross-tabulations are possible that may provide valuable insights.

Sex by Age

On most transit systems in the U.S., females make up a larger number of riders than males, and METRO is no different. This is often due to the traditional roles of females as caregivers and homemakers necessitating a greater number of trips throughout the day compared to two daily trips to and from work. In Figure 30, one can see these patterns occur at METRO. Females are a greater percentage of ridership starting at age 16 until around age 45, when more females may be returning to work or taking fewer trips as caregivers and homemakers. At age 45, females and males equalize and remain so even after reaching age 65.

Length of Time Riding METRO by Age

Figure 31 demonstrates that capturing users when they first start riding METRO can provide a long-term ridership base and create growth. Of those METRO riders aged 16-18, nearly 35 percent have been riding for more than four years. This figure grows with every age group, peaking at nearly 75 percent of those aged 65 or over. However, in nearly every age group, approximately ten percent have been riding for six months or less. In those aged under 16, over 30 percent have been riding for six months or less. Retaining these riders can be a cost-effective strategy for future development.

Trip Purpose by Employment Status

METRO has a lower number of work trips as a percentage of all trips than a similarly positioned transit system. Given this, one may question whether people who are employed are actually taking the bus for work purposes or for other reasons. As shown in Figure 32, about 77 percent of full-time employees said that the purpose of their trip was to go to or from work. Predictably, a lower amount (only about 56 percent) of those who are employed part-time indicated "to/from work" as

their trip purpose. Since the on-board survey occurred during the traditional weekday working hours but not all work days or shifts occur during these hours, these results seem reasonable. Therefore, though Figure 32 does not help answer why work trips make up a lower percentage of METRO trips overall, it indicates that employees find the system useful for reaching work.

Figure 30 Sex by Age

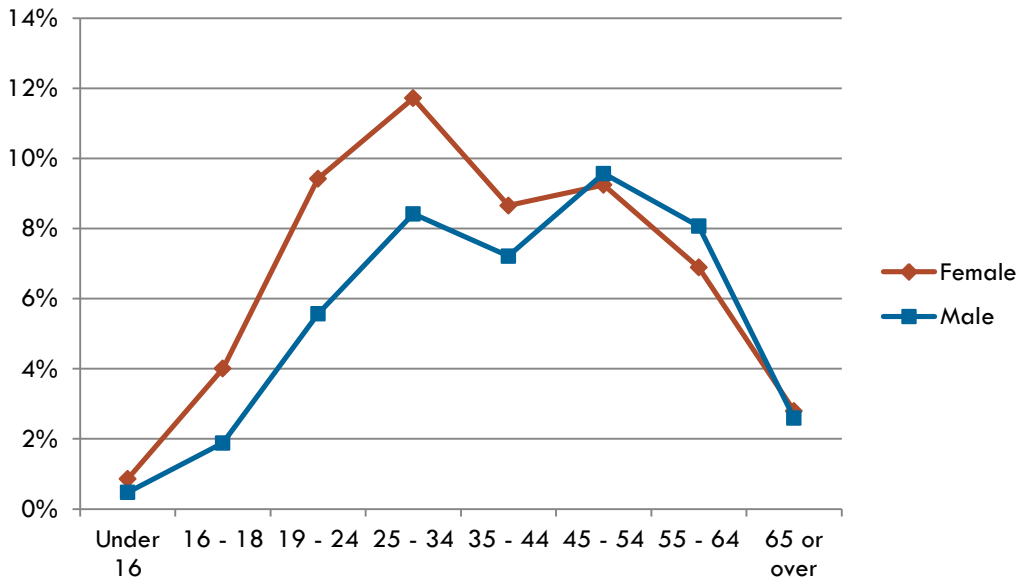


Figure 31 Length of Time Riding METRO by Age

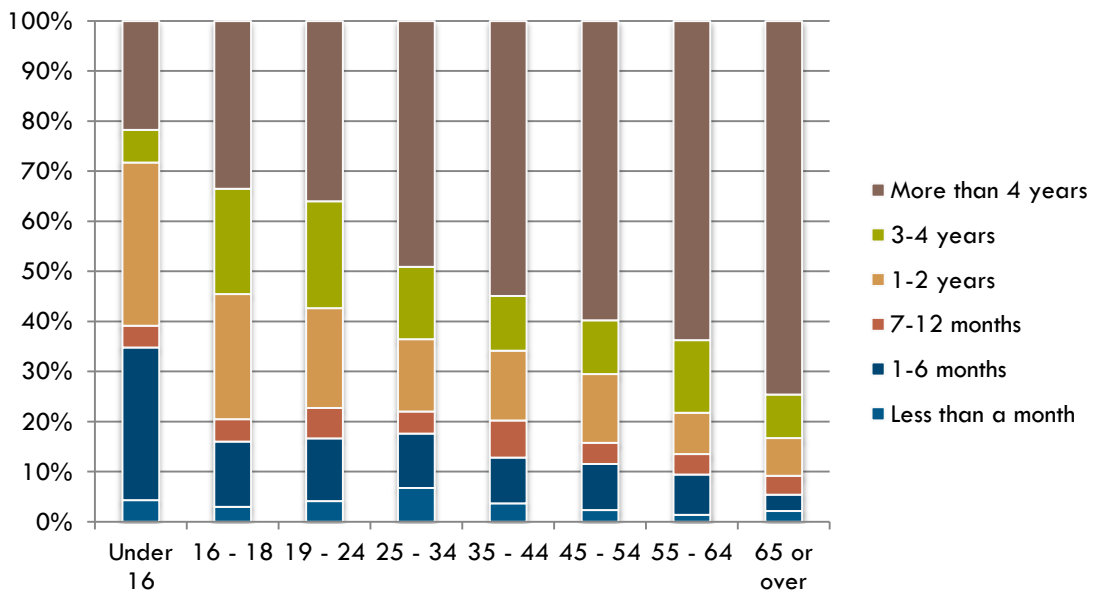
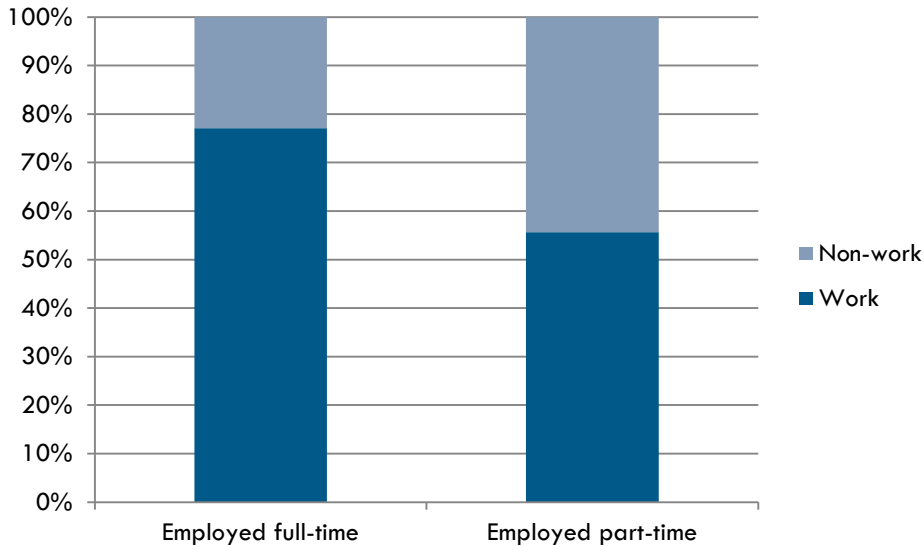


Figure 32 Trip Purpose (work or non-work trip) by Employment status (full-time or part-time)



Trip Purpose by Wait Time for Transfers

With many respondents waiting more than 10 or 15 minutes to transfer, investigating whether wait times are longer or shorter for certain trip purposes may be an indicator of how difficult it is to make those trips. Figure 33 below shows that respondents waited approximately the same amount of time, 12.4 - 12.8 minutes, for all trip types except medical and college trips. College trips required a wait about one minute shorter, possibly because the University of Akron is located in downtown, while medical trips required a wait of about one minute longer. Though this is not much, medical trips may be more difficult to take on METRO than other types of trips, likely due to the wide geographic dispersal of medical facilities around the region.

Figure 33 Trip Purpose by Average Wait Time to Transfer

Trip Purpose	Avg. Transfer Wait Time (min)
Work	12.8
School	12.8
College	11.8
Shopping	12.4
Medical	14.0
Recreation	12.6
Other	12.8

SURVEY CONCLUSIONS

Several conclusions from the survey data may guide future METRO service design:

- More than 57 percent of METRO riders who transfer wait more than 10 minutes and 35 percent wait more than 15 minutes for a transfer. Industry experience shows that longer transfer waits, even in a nicer facility, reduce ridership potential for service. METRO should examine opportunities to reduce transfer wait times.
- The data suggests that at least 45 percent of respondents walk less than 0-1 blocks to or from their origin and destination. While this can be seen as providing a great service to existing customers, it also suggests stop spacing that is close. Close stop spacing improves some passengers convenience but it makes all passengers bus rides longer. METRO should consider whether consolidating bus stops in select corridors is warranted.
- A 20 percent annual turnover rate of passengers is typical for transit systems the size of **METRO's**. Retaining existing riders longer is the most cost effective way for METRO to grow ridership. In addition, the turnover rate suggests that on-going marketing to ensure a steady stream of new customers should continue.
- Though work trips remain the most common type of trip, METRO riders tend to use the system for work less than similar systems. This suggests that the system should facilitate a broad range of trips types to the extent that effectiveness and efficiency allow.
- **METRO's route structure allows for one-seat rides** to many common connections. However, crosstown service gaps exist. Radial routes with broad coverage often mean that crosstown trips are extremely long and impractical. METRO should consider whether shifting some of its routes to connect non-downtown origins and destinations might better serve their users.
- With the exception of the commuter routes to Cleveland, METRO has a strongly transit dependent population base. The survey also suggests that about 16 percent of riders are students, which, given the fact that this includes both college and secondary school riders, appears low compared to similar systems. METRO should consider opportunities to reach out to educational institutions to begin attracting more of a student / choice population.

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Attachment P

Service Provided by Census Block Group

Tract	Block	Percent of Minority Population	Serviced by Metro Line Service	Routes
501100	1	60.17%	YES	7, 10, 12, 33, 34
501700	1	42.53%	YES	17
501700	2	29.31%	YES	13
501800	1	94.91%	YES	9, 14, 18
501900	2	69.54%	YES	8, 11, 14, 18, 21, 24, 103, 104
501900	1	68.94%	YES	8, 14, 18, 21, 24,
502101	1	58.73%	YES	7, 10, 33, 34
502101	2	43.83%	YES	7, 12, 34, 53
502102	1	44.24%	YES	7, 10, 12, 19, 34, 51, 53, 59 (ITA)
502102	2	39.02%	YES	7, 10, 12, 19, 34, 51, 53, 59
502102	3	20.88%	YES	12, 34
502200	1	46.76%	YES	7, 10, 12, 33, 34
502200	3	45.00%	YES	7, 12, 33, 34
502200	4	40.58%	YES	12, 34
502200	5	24.90%	YES	7, 12, 19, 34, 59
502300	6	61.34%	YES	19
502300	4	60.67%	NO	* #19 within 1/4 mile
502300	5	55.84%	YES	19
502300	3	38.05%	YES	19
502300	1	37.16%	YES	19
502300	2	30.94%	YES	19
502500	2	61.17%	YES	6, 19, 30, 110
502500	1	35.49%	YES	5, 6, 19, 30, 110
502600	1	40.78%	YES	30
502600	3	30.97%	YES	30
502700	4	39.91%	YES	30
502700	1	33.77%	YES	19
502700	3	23.68%	YES	30
502800	3	41.28%	YES	30
503100	1	60.94%	YES	2, 5, 110
503100	2	40.14%	YES	2, 5, 17, 110
503200	1	74.61%	YES	2, 5, 17, 110
503200	3	73.71%	YES	2, 5
503200	2	61.95%	YES	17
503300	1	82.68%	YES	2, 11
503300	6	57.27%	YES	2, 17
503300	5	55.86%	YES	2, 17
503300	2	47.45%	YES	2, 11
503300	4	28.92%	YES	2, 11
503300	7	19.54%	YES	2, 17
503400	1	85.89%	YES	2, 5, 6, 19, 110
503500	5	85.41%	YES	2, 5
503500	4	72.49%	YES	2
503500	1	66.07%	YES	5, 110

Tract	Block	Percent of Minority Population	Serviced by Metro Line Service	Routes
503500	3	31.90%	YES	2
503500	2	31.36%	YES	5, 110
503800	3	57.13%	YES	2, 17, 110
503800	2	34.62%	YES	2, 17, 110
504100	1	22.32%	YES	2, 11, 17
504200	3	51.11%	YES	11, 13
504200	2	32.20%	YES	11, 13
504200	1	24.16%	YES	17
504400	1	48.53%	YES	13
504400	2	45.86%	YES	11, 13, 21
504500	2	56.28%	YES	11, 17
504500	1	50.36%	YES	11, 13, 17
504500	3	36.30%	YES	13
504600	4	71.84%	YES	11, 17
504600	1	57.49%	YES	11, 17
504600	2	24.95%	YES	11
504700	6	58.79%	YES	11, 13, 21
504700	4	38.57%	YES	11, 13, 17
504700	1	23.30%	YES	11, 17
504700	2	19.49%	YES	11, 13, 17
504800	3	39.83%	YES	11, 13, 17
505200	1	68.24%	YES	9, 14, 18
505300	3	75.99%	YES	8, 24
505300	2	70.30%	YES	8, 21
505300	1	60.33%	YES	8, 21, 24
505400	2	36.09%	YES	9, 14
505500	3	21.44%	YES	9
505600	2	65.40%	YES	8, 24
505600	1	43.77%	YES	8, 18, 21, 24
505700	1	20.65%	YES	8, 18
505800	2	46.38%	YES	18
505800	3	29.31%	YES	18
506100	6	67.97%	YES	1, 4, 26, 61
506100	2	43.85%	YES	1, 26
506100	1	37.29%	YES	4, 26
506100	5	33.46%	YES	4
506200	2	90.87%	YES	3
506200	4	90.22%	YES	3, 4
506200	5	89.41%	YES	3, 4
506200	3	82.22%	NO	*#3 within 1/4 mile
506200	1	76.65%	YES	3, 4
506400	5	67.06%	YES	4, 26
506400	4	45.68%	YES	4, 26
506400	1	28.76%	YES	1, 26

Tract	Block	Percent of Minority Population	Serviced by Metro Line Service	Routes
506500	2	97.74%	YES	3, 4
506500	1	94.18%	YES	3, 4, 26
506500	3	69.68%	YES	3, 4
506600	2	57.87%	YES	1, 28, 61
506600	3	38.75%	YES	3, 4, 26
506600	1	32.53%	YES	1, 28
506700	1	99.46%	YES	9, 14
506700	2	96.23%	YES	9, 14
506800	2	92.10%	YES	3, 4, 9, 14, 26
506800	1	60.43%	YES	(RKP) 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 17, 18, 19, 21, 24, 26, 28, 30, 33, 34, 61, 101, 102, 103, 104
507101	2	52.78%	YES	1, 4, 26
507101	1	51.33%	YES	4
507102	2	23.13%	YES	1, 26
507201	1	32.58%	YES	4, 28
507202	2	30.02%	YES	1
507203	2	43.70%	YES	28
507203	4	33.37%	YES	28
507203	1	29.96%	YES	28, 53
507400	1	51.94%	YES	1, 10, 26, 28, 34
507500	4	85.87%	YES	10, 34
507500	6	69.78%	YES	34
507500	3	61.48%	YES	10, 34
507500	5	48.71%	YES	34
507500	1	41.99%	YES	10, 33, 34, 53
507500	2	36.65%	YES	7, 10, 33, 34
507600	3	47.26%	YES	7, 33
507600	4	29.08%	YES	33
508000	2	33.26%	YES	53
508000	1	29.98%	YES	53
508301	2	70.86%	YES	1, 3, 4, 26, 28, 61
508301	1	41.90%	YES	1, 2, 3, 4, 5, 6, 7, 9, 10, 12, 13, 14, 17, 19, 26, 28, 30, 33, 34, 61, 102
508399	2	97.60%	YES	9, 14
508399	1	91.56%	YES	3, 9, 14
508399	4	64.54%	YES	(RATC) 3, 9, 14
508600	1	97.27%	YES	3
508600	3	95.93%	YES	3, 14
508600	2	86.63%	YES	3, 14
508800	3	100.00%	YES	3, 14
508800	1	99.45%	NO	*#14 within 1/4 Mile
508800	2	98.72%	YES	14

Tract	Block	Percent of Minority Population	Serviced by Metro Line Service	Routes
508800	6	93.03%	YES	3, 14
508800	5	87.42%	YES	3, 14
508800	4	74.25%	YES	3
508900	4	75.60%	YES	5, 6, 19, 30
508900	1	41.42%	YES	2, 5, 6, 19, 30, 110
508900	3	34.35%	YES	2, 13, 17, 110
508900	2	21.01%	YES	2, 5, 6, 13, 17, 19, 30, 110
509000	2	71.68%	YES	19
509000	1	59.51%	YES	5, 6, 19, 30
509000	3	56.50%	YES	19
510301	3	56.90%	YES	14
510301	2	43.93%	YES	14
530101	1	32.90%	NO	None
530103	2	25.24%	YES	60, 102, 104
530104	1	35.43%	NO	None
530105	2	84.58%	YES	102, 104
530108	2	43.27%	NO	None
530108	1	21.61%	NO	None
530901	1	27.32%	YES	7, 59
532202	1	34.20%	YES	1
532202	3	25.17%	YES	*#1 within 1/4 Mile
532701	2	29.53%	YES	102, 104
532702	1	25.04%	YES	102
532702	2	22.37%	YES	102
532703	1	29.87%	NO	None
532708	2	25.21%	NO	None
532902	3	40.53%	YES	33
533400	4	41.99%	YES	26
533400	1	25.72%	NO	None
533400	3	25.64%	NO	None
533501	3	36.09%	YES	1, 50
533501	2	23.33%	YES	50

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Attachment Q

Service Monitoring Summary

Route	Minority Route?	Load Factor - Total Trips over 130% Seated	On-Time Performance	Px per Revenue Mile	Px per Revenue Hour	Cost per Px	Average Bus Age	Meets Base Policy Headway?
1	Minority	1.00%	79.9%	2.41	25.7	\$3.48	3.8	No
2	Minority	0.67%	83.0%	2.30	26.6	\$3.56	3.7	No
3	Minority	0.60%	77.9%	2.08	20.1	\$4.72	4.6	No
4	Minority	0.00%	82.5%	1.66	19.0	\$6.29	7.2	No
5	Minority	0.00%	74.6%	0.79	11.0	\$10.13	6.0	No
6	Minority	0.00%	78.2%	1.30	17.3	\$6.50	4.5	No
7	Minority	0.24%	90.0%	1.73	18.1	\$5.98	4.7	No
8	No	0.27%	86.2%	1.82	21.6	\$4.45	4.6	No
9	Minority	0.00%	85.3%	1.62	17.9	\$5.59	4.8	No
10	Minority	0.12%	78.3%	1.66	19.3	\$4.90	5.2	No
11	Minority	0.00%	83.3%	0.79	24.1	\$12.37	5.9	No
12	Minority	0.45%	92.1%	1.67	14.6	\$7.00	4.8	No
13	Minority	0.52%	92.5%	2.01	18.9	\$5.48	5.9	No
14	Minority	0.11%	82.6%	1.20	13.4	\$7.09	5.0	Yes
17	Minority	0.24%	76.9%	1.90	19.5	\$5.28	5.0	No
18	Minority	0.00%	82.7%	1.62	20.4	\$4.77	5.1	No
19	Minority	0.00%	80.8%	2.02	19.2	\$4.82	5.0	No
21	Minority	0.00%	97.9%	1.39	11.3	\$8.43	3.7	No
24	Minority	0.00%	67.2%	1.89	13.5	\$7.68	5.9	No
26	Minority	0.00%	86.5%	1.11	12.4	\$8.38	5.4	Yes
28	Minority	0.00%	85.2%	0.83	8.8	\$14.01	8.1	No
30	Minority	0.00%	85.5%	1.27	14.2	\$6.99	4.7	No
33	No	0.00%	87.4%	0.96	13.0	\$8.92	7.8	No
34	Minority	0.00%	75.3%	1.33	14.3	\$7.02	5.1	No
50	No	0.00%	84.8%	0.34	3.7	\$31.30	6.5	Exceeds
51	No	0.00%	83.9%	0.17	2.8	\$43.40	5.2	Yes
53	No	0.00%	81.6%	0.34	5.0	\$27.83	6.8	No
59	No	0.00%	60.6%	0.47	4.6	\$26.11	4.0	No
101	No	0.00%	82.6%	0.23	5.3	\$27.70	5.4	No
102	No	0.00%	79.2%	0.15	4.3	\$31.10	4.5	No
103	No	0.00%	75.0%	0.25	6.6	\$22.04	5.3	No
104	No	0.00%	72.3%	0.15	3.9	\$39.09	5.7	No
110	No	0.00%	74.7%	0.38	6.5	\$19.91	5.7	No

Commuter Service

60	No	0.00%	N/A	0.41	11.4	\$16.63	N/A	Yes
61	No	0.00%	N/A	0.39	9.4	\$14.72	N/A	Yes

Attachment R

Disproportionate Burden Policy / Disparate Impact Policy

Disparate Impact / Disproportionate Burden Policy

Adopted May 2013, (Resolution 2013-17)

METRO RTA is obligated to implement Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 200d) which states that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.”

New guidance issued by the Federal Transit Administration, effective October 1, 2012 requires that transit agencies, including METRO RTA, conduct equity analyses of planned major service and fare changes, prior to implementation, to determine whether the planned changes will have a *disparate impact* on the basis of race, color or national origin, or will cause a *disproportionate burden* on low income populations. *Disparate impacts* are defined as unintentional discrimination against a protected class.

A *disparate impact* and *disproportionate burden policy* is required as a basis for determining whether planned changes would adversely affect minority as compared to non-minority populations, and low income as compared to non-low income populations.

METRO RTA’s policy will be to conduct equity analyses of major planned service and fare changes prior to implementation. The evaluation will include: a) a comparison of the minority population served before and after the planned change; b.) a comparison of the low income population served before and after the planned change; and c.) comparisons of transit service quality before and after the planned change, as measured by service headway, directness of service, span of service, and vehicle load factors. A major service change should not adversely affect (loss) or benefit (gain) a minority or low-income population twenty percent (20%) more or less than non-minority or non-low income populations as determined by demographic analysis of proposed changes and U.S. Census data and/or transit rider survey data. *This level of impact will be considered a disparate impact on minority populations, or a disproportionate burden on low income populations.*

[Staff note: The determination of adverse impact is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the “four-fifths rule.” This standard requires benefits to accrue to unprotected populations at a rate at least four fifths (or 80%) of the rate for protected populations. The maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20%.]

If a major service change would result in a disparate impact or disproportionate burden, METRO RTA will: a.) Consider modifying the proposed service change; and b.) Analyze the modification to evaluate whether the potential disparate impact or disproportionate burden has been removed.

Attachment S

Service and Fare Equity Policy

METRO RTA
Service and Fare Equity Analysis
Adopted May 2013 (Resolution 2013-18)

Goals:

- Assess the effects of proposed fare or service changes
- Assess the alternatives available for people affected by the change
- Determine if proposals would have a disproportionately high and adverse effect on minority and low-income riders
- Describe the actions proposed to minimize, mitigate or offset any adverse effects (Adverse effects shall include both intentional – Disparate Treatment – and unintentional – Disparate Impact.)

Purpose:

- Determine benefits to and potential negative impacts on minority and low-income populations
- Quantify expected effects
- Determine appropriate course of action, whether avoidance, minimization or mitigation.

A Service and Fare Equity Analysis should be performed for:

- Any change effecting 25% or more of service hours or revenue miles;
- The elimination of a route or portion of a route resulting in an area having no alternative service within one-quarter of a mile;
- The creation of a new transit route;
- Any increase or decrease of any amount to the fare.

Equity Analysis shall consist of one of two (2) methodologies:

- Prescriptive
- Narrative/Other

Prescriptive Methodology will:

- Create maps
- Measure service spans and modes
- Assess alternatives, travel times, costs
- Determine if disproportionate impact
- Mitigate

Narrative/Other Methodology will:

- Evaluate changes during service or fare change planning
- Explain the methodology
- Determine if impacts are disproportionate
- Identify alternatives and mitigate

All Service and Fare Equity Analysis will measure

- Headway

- Span of Service
- Route Impacts
- Vehicle Types (eg. Bus Capacities)
- Load Factors
- Cost
- Location changes

METRO RTA shall attempt to identify and to mitigate all adverse effects of any and all major service and fare changes to line service bus routes. Service and fare equity analysis shall be conducted by the Department of Planning and Development during the service planning stages.

Attachment T

Board Resolutions

RESOLUTION 2016-19

**COMMITTEE ASSIGNMENT:
Marketing & Service Planning**

A resolution recognizing the METRO RTA has performed Service Monitoring based on its Transit System Evaluation Procedures and Service and Fare Equity Policy

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated September 28, 2016;

WHEREAS, METRO RTA has a Service and Fare Equity Analysis Policy, a Disparate Impact Policy, and a Disproportionate Burden Policy

WHEREAS, the Service and Fare Equity Analysis Policy is designed to assess the effects of proposed fare or service changes and assess the alternatives available for people affected by the changes;

WHEREAS, the analysis must determine if the proposed changes would have a disproportionately high and adverse affect upon minority and low-income riders;

WHEREAS, that policy is designed to minimize, mitigate or offset negative impacts upon minority and low-income riders; and

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's consideration, awareness, and approval of the Service Monitoring in relation to these policies.

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

1. The Board has considered and recognizes the METRO RTA Service Monitoring and authorizes its submittal to FTA.

DATE ADOPTED: September 28, 2016

**SAUNDRA M. FOSTER
PRESIDENT**

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

RESOLUTION 2016-20

**COMMITTEE ASSIGNMENT:
Marketing & Service Planning**

A resolution recognizing the results of METRO RTA's Equity Analysis.

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated September 28, 2016;

WHEREAS, METRO RTA has a public engagement policy;

WHEREAS, that policy is designed to reach minority and low-income population;

WHEREAS, METRO has a Service and Fare Equity Policy;

WHEREAS, the Service and Fare Equity Analysis Policy is designed to assess the effects of proposed fare or service changes and assess the alternatives available for people affected by the changes;

WHEREAS, service changes must consider impacts to minority and low-income populations;

WHEREAS, METRO has a Disparate Impact Policy and a Disproportionate Burden Policy; and

WHEREAS, disparate impacts of service changes affecting minority and low-income riders must be mitigated;

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

1. The Board has considered the METRO RTA Equity Analysis and authorizes its submittal to the FTA.

DATE ADOPTED: September 28, 2016

**SAUNDRA M. FOSTER
PRESIDENT**

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

RESOLUTION 2016-21

**COMMITTEE ASSIGNMENT:
Marketing & Service Planning**

A resolution adopting and authorizing submittal of the METRO RTA Title VI Report to the Federal Transit Administration for 2016.

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 12, 2013;

WHEREAS, METRO RTA is reporting its compliance as a public transit provider serving an urbanized area with a population exceeding 200,000 people;

WHEREAS, the Title VI Report presents various measures of service and fare impacts upon minority and low-income riders;

WHEREAS, the Title VI Report measures METRO's compliance with Title VI requirements; and

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's awareness and approval of the Title VI Report.

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

1. The Board has considered the METRO RTA Title VI Report for 2016; is adopting it for the METRO RTA service area; and authorizes its submittal to FTA.

DATE ADOPTED: September 28, 2016

SAUNDRA M. FOSTER
PRESIDENT

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

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Rail Operations Committee

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Safety Committee

September 20, 2016



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

From: Christine Hoffer, Director of Human Resources
RE: August 2016 Safety and Security Report

METRO employees were involved in eight (8) accidents during August 2016, three (3) from SCAT and five (5) from line service. Five (5) of the accidents were classified as Non-Preventable, two (2) were classified as Preventable, and one (1) is pending further investigation. All of the operators with preventable accidents met with Manager of Safety Quentin Wyatt, who reviewed the onboard video and reasonable measures that could have been utilized to avoid the accident and prevent accidents in the future.

Manager of Safety Quentin Wyatt attended Transportation Safety Institute (TSI) Training: Fundamentals of Bus Collision Investigation in Landover, MD.

In August the Akron Police and Summit County Deputy Sheriffs responded to (22) documented incidents at the Transit Center. The incidents resulted in eleven (11) adult arrests and one (1) juvenile arrest. The arrests included disorderly conduct, trafficking, robbery, drug possession, and warrants. Akron Fire and EMS responded to the Transit Center on eight (8) occasions to assist passengers with medical issues. On August 24, 2016, Deputy Rimedio discovered a male who had overdosed in the restroom at the Transit Center. The individual was treated on scene by Akron Fire and EMS and transported to Akron General Hospital. Four (4) other individuals were transported to detox from the Transit Center.

On August 23, 2016, APD Officer Petit discovered a missing juvenile female with an adult male at the Transit Center. When questioned, it was discovered that the male had felony warrants and did not have guardianship of the juvenile. The male was arrested and the juvenile female was returned to her mother.

Upcoming Events

Safety & Security new class orientation will be September 22nd.

In September, Shawn Metcalf will attend the OPTA Security Committee meeting being held at COTA, and the Local Emergency Planning Committee meeting. Quentin Wyatt will attend TSI Training: Effectively Managing Transit Emergencies in Boston, MA.

AUGUST 2016 ACCIDENT REPORT

Date	Preventable	Non- Preventable	SCAT	LINE	Property Damage	Personal Injury	Operator Cited	Disabling Damage	Details
8/5/2016	1		1		1				Bus Struck Pole
8/11/2016		1	1		1				Car Backed into Bus
8/12/2016	1			1		1			Onboard / Passenger Fall
8/15/2016		1		1					Van Turned in Front of Bus
8/19/2016		1	1	1	1			1	Other Vehicle Turned into Bus
8/26/2016		1		1	1				Truck Struck Bus Mirror
8/26/2016	pending			1		1			Onboard / Passenger Fall
8/29/2016		1	1						Truck Struck Bus Mirror
SUM	2	5	3	5	4	2	0	1	
%	28.57	71.43	42.86	71.43	57.14	28.57	0.00	14.29	
TOTAL	7								

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Human Resources Committee

September 20, 2016



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

FROM: Human Resources

RE: September 2016 Human Resources Report

During August 2016, there were two (2) terminations of employment (*one resignation and one retirement*) at METRO RTA. We welcomed one (1) new employee in our Maintenance Department and thirteen (13) new employees in our Operations Department.

METRO employees participated in 2,368.50 training hours during the month of August 2016.

<u>*OHSA Recordable Rate</u>		<u>**DART Rate</u>	
2015 YTD	11.35	2015 YTD	9.62
2016 YTD	3.39	2016 YTD	2.67

*OSHA – Occupational Safety & Health Administration

**DART – Days Away, Restricted Transfer

During the Month of August 2016, there was one (1) reported work-related injury requiring medical treatment, but did not result in lost time.

Upcoming Events

The Annual United Way Day and Benefits Fair will be held at METRO RTA's Kenmore location on Thursday, October 20, 2016 from 8 am until 5 pm. As in the past, our vendors will be on site and flu shots will be available. We will again hold the Annual Chili Cook Off during this event. Board members are invited to join us. Last year METRO RTA employees contributed more than \$8,680 to United Way to help the community we serve.

HUMAN RESOURCES MONTHLY REPORT
METRO REGIONAL TRANSIT AUTHORITY
August 31, 2016

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR AUG 2015	% CHANGE
412	400	3.00%	TOTAL EMPLOYEES	412	392	5.10%
274	262	4.58%	TOTAL OPERATORS	274	257	6.61%
236	237	-0.42%	FULL-TIME OPERATORS	236	222	6.31%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
37	24	35.14%	SPECIAL SERVICE OPS	37	34	8.82%
38	37	2.70%	MECHANICS	38	33	15.15%
15	15	0.00%	VEHICLE SERVICE	15	13	15.38%
68	69	-1.45%	SALARIED STAFF	68	69	-1.45%
17	17	0.00%	OFFICE PERSONNEL	17	17	0.00%
160	157	1.91%	MALE NON-MINORITY	160	152	5.26%
111	105	5.41%	MALE MINORITY	111	101	9.90%
40.96%	40.08%	2.20%	% MINORITY	40.96%	39.92%	2.60%
72	70	2.86%	FEMALE, NON-MINORITY	72	71	1.41%
69	68	1.47%	FEMALE, MINORITY	69	64	7.81%
48.94%	49.28%	-0.69%	% MINORITY	48.94%	47.41%	3.22%
43.69%	43.25%	1.02%	TOTAL MINORITY	43.69%	42.09%	3.80%
34.22%	34.50%	-0.80%	TOTAL FEMALE	34.22%	34.44%	-0.64%

CURRENT MONTH	LAST YEAR Aug-15	% CHANGE		Y-T-D 2016	Y-T-D 2015	% CHANGE
14	8	0.00%	NEW HIRES	37	28	32.14%
2	3	0.00%	TERMINATIONS	11	14	-21.43%
0	0		INVOLUNTARY TERM	2	5	
2	3		VOLUNTARY TERM	9	9	
0	1	0.00%	PROMOTIONS	15	4	0.00%
0	0	0.00%	TRANSFERS	2	0	0.00%
1	0	0.00%	ON-THE-JOB INJURIES	9	41	-78.05%
1	0	0.00%	# WORKERS COMP CLAIMS	9	41	-9.00%
2	5	0.00%	SIC/ACC CLAIMS	40	31	29.03%
6.68%	6.59%	1.37%	% OP ABSENTEEISM	6.62%	6.54%	1.22%
2,368.50	1,945	21.81%	# TRAINING HOURS	15,366.50	11,593	32.55%
3.11%	2.82%	-96.89%	% TRAINING/WORKING HRS	2.73%	2.11%	29.24%
76,180	68,957	10.47%	TOTAL WORKING HOURS	563,505	548,655	2.71%

TRAINING HOURS

AUGUST 2016

CUSTOMER SERVICE

CUSTOMER SERVICE/PARATRANSIT TRAINING	39.00
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HUMAN RESOURCES

EEOC (LORI STOKES)	15.00
FLEETNET	1.00

OPERATIONS

NEW OPERATOR TRAINING	1,352.00
REFRESHER TRAINING	64.00
SENSITIVITY TRAINING	8.00
DRIVE TIME FOR APPRENTICES TRAINING	16.00
MCI TRAINING	8.00
DRUG & ALCOHOL TRAINING	20
ETHICS, SEXUAL HARASSMENT, WORKPLACE VIOLENCE, EEO	72

MAINTENANCE

ENGINE REPAIR (VARIOUS EMPLOYEES)	128.25
STEERING & SUSPENSION (VARIOUS EMPLOYEES)	151.75
BRAKE REPAIR	39.25
INSPECTIONS	113.00
HVAC REPAIR	76.50
ROAD CALLS	13.5
CUMMINGS ISLG (OFF-SITE)	120.00
ELECTRICAL	40.00
COOLING SYSTEMS	50.75
BODY REPAIR	27.00
TRANSMISSION REPAIR	7.00
EXHAUST	5.00
WHEELCHAIR/RAMP REPAIR	1.5

TOTAL FOR AUGUST 2016	2,368.50
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<u>YEAR-TO-DATE TOTAL FOR 2016</u> <small>210</small>	<u>15,366.50</u>
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Other