



# Board of Trustees

SEPTEMBER 26, 2017

Committee Meetings  
&  
Board Packet

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

FROM: Richard M. Enty, Executive Director

DATE: September 21, 2017

RE: MONTHLY UPDATE

Month	Cash Sales Tax 2015	Cash Sales Tax 2016	Cash Sales Tax 2017	OVER (UNDER)	Percent
Jan	3,581,215.27	3,841,753.97	3,699,567.18	(142,186.79)	-3.70%
Feb	3,528,319.09	3,602,929.61	3,855,694.60	252,764.99	7.02%
Mar	4,487,866.45	4,560,452.70	4,756,847.41	196,394.71	4.31%
Apr	3,133,426.60	3,190,477.28	3,454,559.43	264,082.15	8.28%
May	3,109,527.19	3,252,123.31	3,478,015.71	225,892.40	6.95%
Jun	3,801,088.04	4,470,105.24	4,049,604.94	(420,500.30)	-9.41%
Jul	3,640,092.96	3,690,063.41	3,903,194.96	213,131.55	5.78%
Aug	3,757,991.65	3,725,602.49	4,008,496.05	282,893.56	7.59%
Sep	3,902,861.21	4,282,103.74	4,160,902.19	(121,201.55)	-2.83%
Oct	3,640,575.90	3,954,973.56	0.00	(3,954,973.56)	-100.00%
Nov	3,818,020.13	3,828,091.77	0.00	(3,828,091.77)	-100.00%
Dec	3,789,375.25	3,807,198.45	0.00	(3,807,198.45)	-100.00%
<b>Total</b>	<b>44,190,359.74</b>	<b>46,205,875.53</b>	<b>35,366,882.47</b>	<b>(10,838,993.06)</b>	<b>-23.46%</b>
	<b>2015</b>	<b>2016</b>	<b>2017</b>		
Jan - Aug	32,942,388.46	34,615,611.75	35,366,882.47	751,270.72	
		5.08%	2.17%		

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

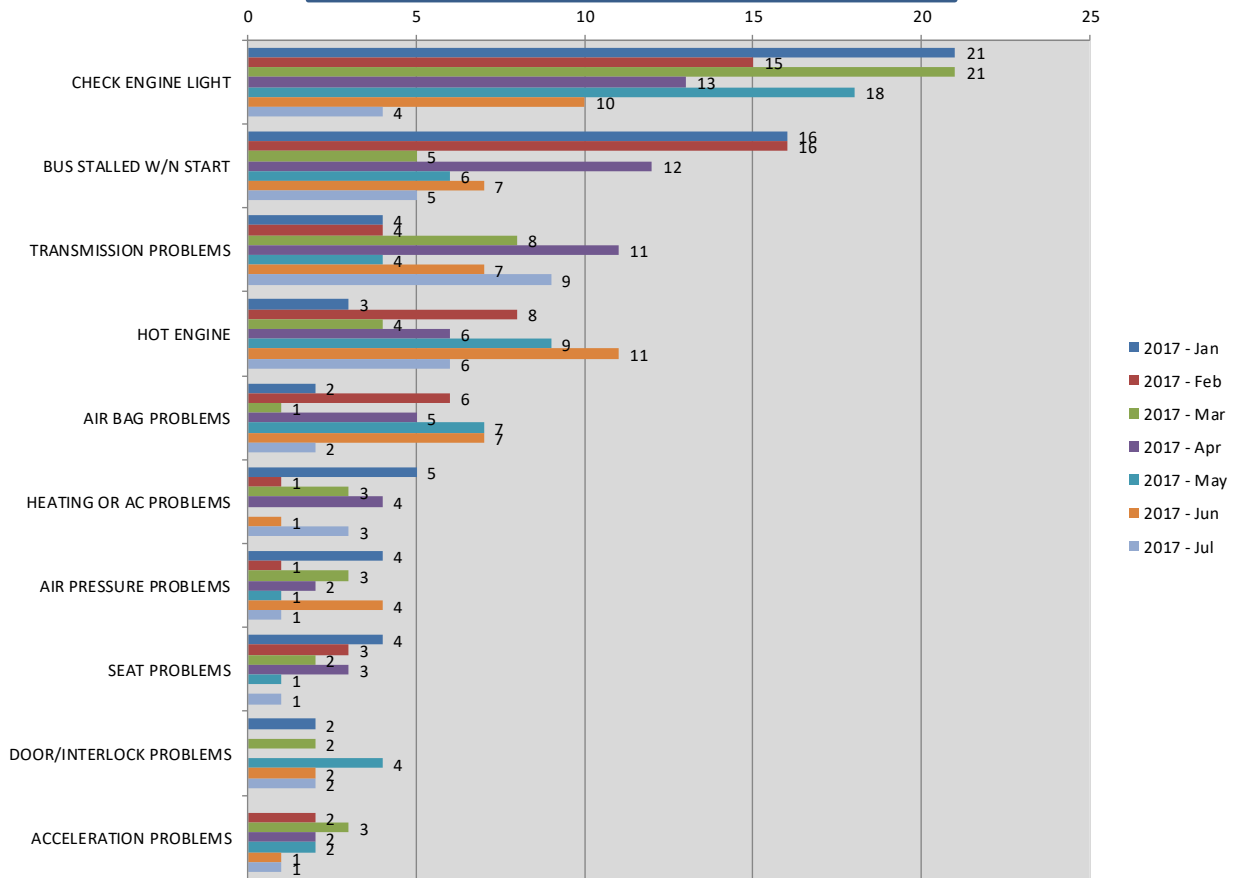
<u>Committee</u>	<u>Resolution Number</u>	<u>Authorizing</u>
Human Resources	2017-23	approving the Collective Bargaining Agreement with the Transport Workers Union of America, AFL-CIO, Local No. 1 (TWU).

# METRO MAINTENANCE

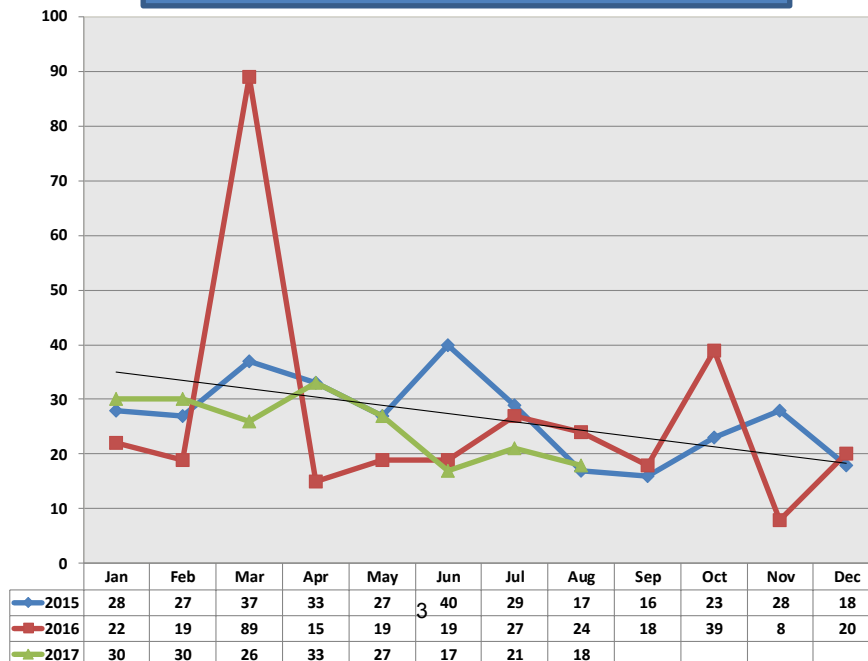
## September 2017 Update

- Average Monthly Repeat Road Calls are down 44% YTD from 2016
- The fleet is averaging 5,767 Miles Between Road Call YTD for 2017, an improvement from 4,005 MBRC YTD 2016
- Maintenance Staff met for an off-site leadership retreat on Friday, September 8<sup>th</sup>

### 2017 TOP TEN ROAD CALLS BY CATEGORY



### 2017 REPEAT ROAD CALLS



AUGUST 2017 PERFORMANCE REPORT FOR CUSTOMER SERVICES & PARATRANSIT

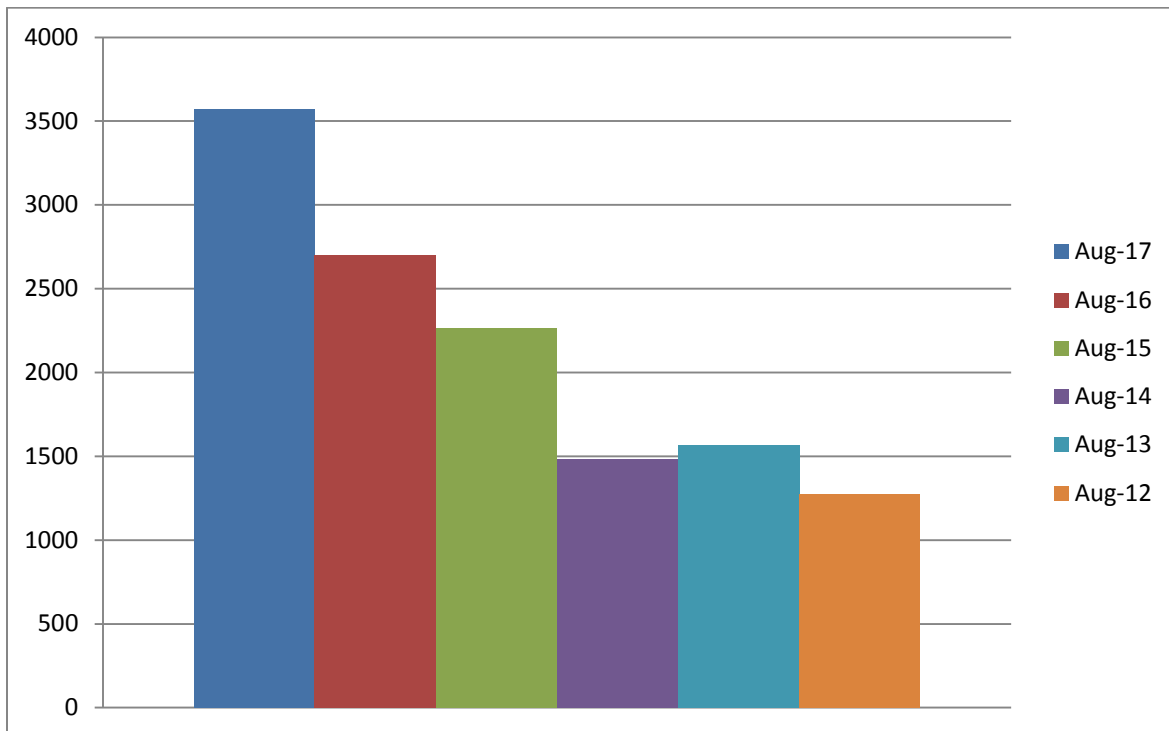
METRO Paratransit services transported a total of 23,120 people in the month of August. By comparison, August 2016 paratransit services transported a total of 22,963 passengers, a difference of 157 passengers making the service level and stable.

Evaluating year-to-date overall paratransit passenger counts, we continue to run steady over the past three years, with 1% difference in total paratransit ridership. Year-To-Date Paratransit Passenger Counts are shown below:

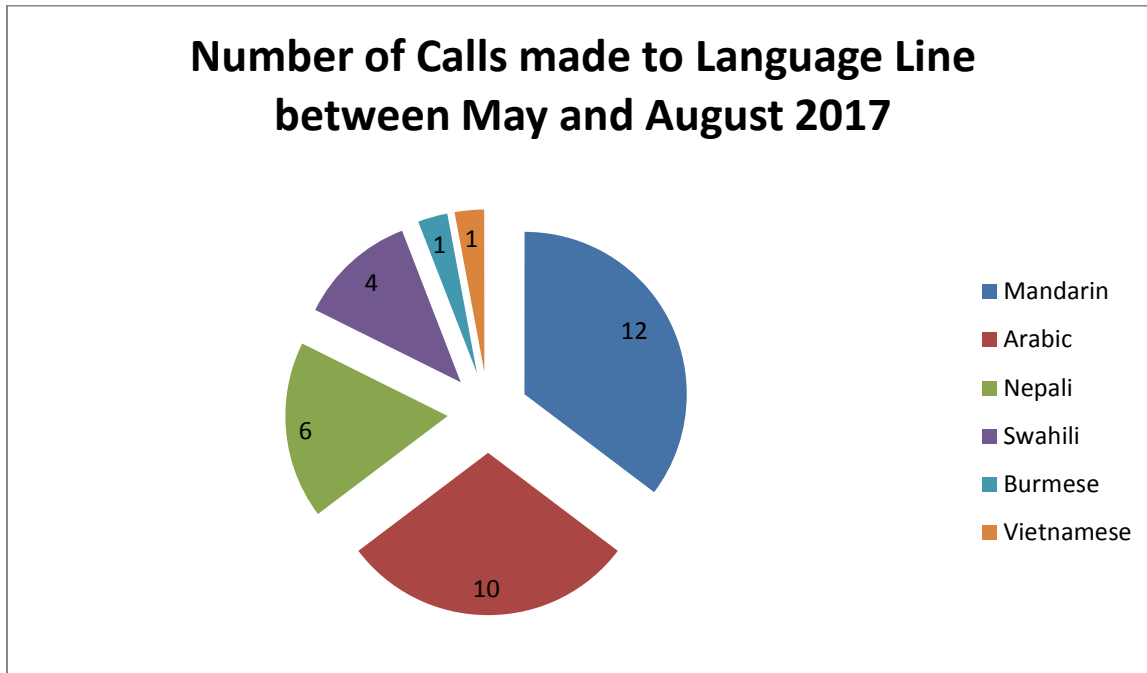
Year-To-Date thru August 2015	Year-To-Date thru August 2016	Year-To-Date thru August 2017
177,929 passengers transported	179,976 passengers transported	179,364 passengers transported

**NON EMERGENCY TRANSPORTATION PASSENGERS:** This is the program through the Department of Job and Family Services. METRO, along with other providers in the community, has a contract to provide transportation services exclusively for eligible Medicaid clients. The NET program offers transportation to medical appointments at no charge to the eligible client. Many of our existing clients are riding under this program at no charge, rather than under METRO programs for the nominal cost of our fare, which is cost effective for our passengers. The below chart shows the continued growth in passengers transported under this contract:

**NET PASSENGERS TRANSPORTED**



**LANGUAGE LINE:** In the month of August we had the need to utilize Language Line only five times for a total of 40 billable minutes at a cost of \$50.23. This month Mandarin was the language we needed assistance with on four of the five calls with Swahili being the fifth call. We are sporadically utilizing Language Line, logging 34 calls in the first four months. As you will see from the graph, Mandarin and Arabic interpreters are the two most commonly needed.



**CLIENT SERVICES:** Our Mobility Specialists performed 39 individual wheelchair weight and inspections for passengers, giving them the added opportunity to discuss our program in depth and answer any questions. Our group has also performed three internal assessments; travel trained six individuals to ride regular line service, and processed 182 total applications for various services. Twenty (20) of those applications were for the reduced fare to ride regular line service. The Customer Service group has attended, presented or manned a table at over a dozen events in the month of August. Seventy-seven (77) Service Desk Reports have also been filed this month. As part of our program to reach out to new riders, we have completed 56 courtesy calls to those whom recently had their new applications approved. This is an opportunity for us to answer any questions that may linger after new clients have reviewed their package of information on how to successfully use our METRO services.

**TRAINING IN/FOR/BY CUSTOMER SERVICE PERSONNEL:**

- 2 HRS SCAT Ride Alongs
  - 6 HRS Q-Straint Training Course & Braun Lift Inspection
  - 8 HRS Line Service Refresher Training
  - 52 HRS Road Supervisor Training with METRO Line Service Road Supervisors
  - 9.75 HRS ATI Conference – (Disability Related 3.5HRS/Senior issues 1HR/Assessments 5.25HRS)
  - 77.75 HRS Customer Service Training recorded in the month of August 2017
- BAM

**MONTHLY BOARD MEETING AGENDA  
VERNON LANE ODOM BOARD ROOM  
TUESDAY, SEPTEMBER 26, 2017  
9:00 A.M.**

**ITEM 1: CALL TO ORDER:**

**ITEM 2: AUDIENCE PARTICIPATION:**

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

**ITEM 3: RECOGNITION**

**ITEM 4: BOARD MINUTES:**

\*Approval of Board Meeting Minutes of August 29, 2017

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

**Finance Committee**

Chair Report

**Marketing & Service Planning Committee**

Chair Report

**Rail Operations Committee**

Chair Report

**Safety Committee**

Chair Report

**Human Resources Committee**

Chair Report

\*Resolution 2017-25 approving the Collective Bargaining Agreement with the Transport Workers Union of America, AFL-CIO, Local No. 1 (TWU).

**ITEM 6: EXECUTIVE SESSION**

**ITEM 7: OTHER BUSINESS:**

**ITEM 8: OFFICERS' REPORT:**

- President
- Executive Director

**ITEM 9: CALL FOR ADJOURNMENT:**

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

*Next Scheduled Meeting – October 31, 2017*



**METRO RTA  
BOARD MINUTES  
TUESDAY, AUGUST 29, 2017**

**Trustees Present:** Heather Heslop Licata, Scott Meyer, Gary Spring, Chuck Rector, Jack Hefner, Nicholas Fernandez, Robert De Journett, Dave Prentice, Stephan Kremer

**Trustees Absent:** Renee Greene, Sandra Foster, Donald Christian

**Staff Present:** Angela Neeley, Jessica Dreschel, Jamie Saylor, Bambi Miller, Molly Becker, John Sutherland, Christine Hoffer, Shawn Metcalf, Quintin Wyatt, Yvonne Briggs, Richard Speelman, Anthony Barbitta, TWU Local #1

**Guests Present:**

**CALL TO ORDER**

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

**AUDIENCE PARTICIPATION**

None

**RECOGNITION**

Ms. DeHavilland McCall, Director of Operations and Mr. Jamie Saylor, Chief Dispatcher, presented Operator George Keller with a plaque for Twenty-Five years of safe driving.

Operator Keller had his picture taken by Jessica Dreschel, Communications Department, with Ms. McCall and Mr. Jamie Saylor. They thanked him for his safe and dedicated service to METRO.

**APPROVAL OF MINUTES**

Ms. Licata asked for a motion to approve the Minutes of the June 29, 2017 meeting. Mr. Kremer made a motion for approval, seconded by Mr. Prentice. The minutes were approved unanimously by the Board.

## **FINANCE COMMITTEE**

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

Resolution 2017-18 authorizing a three year extension of the maintenance and support agreement for the Automatic Vehicle Location (AVL) system for line service through Avail Technologies, Inc. was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-18 was unanimously approved by the Board.

Resolution 2017-19 establishing an overall Disadvantaged Business Enterprise goal of 1.81% for 2018-2020 Federal Fiscal Years was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Kremer. Resolution 2017-19 was unanimously approved by the Board.

Resolution 2017-20 authorizing the Executive Director/Secretary-Treasurer to enter into a new agreement with the Akron Board of Education for the 2017-2018 school year was presented for approval. Mr. Meyer asked that the Board table this Resolution until more information is obtained regarding dollar breakdown of this contract. In the meantime, it was agreed to extend the current contract. Mr. Meyer made a motion for the extension, seconded by Mr. Hefner. Resolution 2017-20A was unanimously approved by the Board.

Resolution 2017-21 authorizing the filing of applications with the United States Department of Transportation, for grants under the Federal Transit Administration Act of 1964, as amended (going forward and retroactively) was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-21 was unanimously approved by the Board.

Resolution 2017-22 authorizing the filing of applications with the Ohio Department of Transportation for FY 2018 transportation grants. These grants may include but are not limited to the Ohio Elderly and Disabled Transit Fare Assistant Program, the Urban Transit Program, the Urban Capital Program, and any other programs as designated by ODOT. Mr. Meyer made a motion for approval, seconded by Mr. Prentice. Resolution 2017-22 was unanimously approved by the Board.

## **MARKETING AND SERVICE PLANNING COMMITTEE**

The Marketing and Service Planning Committee met and updates were presented.

## **RAIL OPERATIONS COMMITTEE**

The Rail Operations Committee did meet. There was no new business to discuss.

## **SAFETY COMMITTEE**

Mr. Prentice said the Safety Committee met. There were 18 accidents for the month. Six of them were preventable.

## **HUMAN RESOURCES**

Ms. Hoffer said the Human Resources Committee did meet. There was one Resolution for approval.

Resolution 2017-17 approving the collective bargaining agreement with International Brotherhood of Teamsters, Local 348 was presented for approval. Mr. Kremer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-17 was unanimously approved by the Board.

## **EXECUTIVE SESSION:**

## **OTHER BUSINESS**

### **OFFICERS' REPORT**

#### **President:**

None.

#### **Executive Director:**

None

## **ADJOURNMENT**

There being no other business to come before the Board, Ms. Licata asked for a motion to adjourn. Mr. Kremer made a motion for adjournment, seconded by Mr. Hefner. The meeting was adjourned at 9:05 a.m.

**CERTIFICATE OF COMPLIANCE**

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

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**HEATHER HESLOP LICATA,  
PRESIDENT**

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

# Finance Committee

**CONSOLIDATED INCOME STATEMENT REPORT**  
**SCHEDULED & SCAT SERVICES**  
**METRO Regional Transit Authority**  
**AUGUST 2017**

CURRENT MONTH				YEAR TO DATE					
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE	YTD % CHANGE
285,493	304,000	314,174	-6.1%	Passenger Fares	2,530,144	2,612,000	2,662,535	-3.1%	-5.0%
33,849	40,000	46,563	-15.4%	Advertising Revenue	272,033	312,000	319,633	-12.8%	-14.9%
<u>319,342</u>	<u>344,000</u>	<u>360,737</u>	<u>-7.2%</u>	<b>Total Operating</b>	<u>2,802,177</u>	<u>2,924,000</u>	<u>2,982,168</u>	<u>-4.2%</u>	<u>-6.0%</u>
62,890	57,900	6,466	8.6%	Non-Transportation	813,625	462,200	803,926	76.0%	1.2%
3,813	5,000	18,777	-23.7%	Rail Related Revenue	57,782	40,000	66,733	44.5%	-13.4%
				Local Subsidy					
4,202,932	3,845,000	4,325,357	9.3%	METRO Tax	31,946,697	30,110,000	31,084,329	6.1%	2.8%
110,944	75,000	106,580	47.9%	Local Contracted Services	1,064,121	800,000	732,319	33.0%	45.3%
13,385	14,000	14,037	-4.4%	State Subsidy	596,542	112,000	113,589	432.6%	425.2%
0	575,000	0	0.0%	Federal Subsidy	0	2,650,000	41,196	0.0%	0.0%
<u>4,713,306</u>	<u>4,915,900</u>	<u>4,831,954</u>	<u>-4.1%</u>	<b>TOTAL REVENUES</b>	<u>37,280,944</u>	<u>37,098,200</u>	<u>35,824,260</u>	<u>0.5%</u>	<u>4.1%</u>
				EXPENSES					
1,879,791	2,135,133	1,918,851	-12.0%	Wages and Salaries	14,821,226	15,612,576	14,000,521	-5.1%	5.9%
1,137,717	1,169,987	1,012,955	-2.8%	Fringe Benefits	9,112,833	9,400,535	8,725,041	-3.1%	4.4%
243,961	243,946	162,715	0.0%	Services	1,830,496	1,987,068	1,497,633	-7.9%	22.2%
263,706	281,452	201,250	-6.3%	Materials and Supplies	2,104,706	2,256,616	2,004,891	-6.7%	5.0%
148,467	163,833	134,376	-9.4%	Fuel	1,174,087	1,305,664	1,071,567	-10.1%	9.6%
77,635	73,760	29,416	5.3%	Utilities	649,141	660,080	550,838	-1.7%	17.8%
120,957	122,080	102,644	-0.9%	Casualty and Liability	955,454	976,640	931,263	-2.2%	2.6%
144,067	158,800	119,900	-9.3%	Purchased Transportation	1,172,419	1,270,400	1,117,865	-7.7%	4.9%
49,169	62,450	61,685	-21.3%	Other Expenses	453,609	489,600	420,634	-7.4%	7.8%
<u>4,065,470</u>	<u>4,411,441</u>	<u>3,743,792</u>	<u>-7.8%</u>	<b>TOTAL OPERATING EXPENSE</b>	<u>32,273,971</u>	<u>33,959,179</u>	<u>30,320,253</u>	<u>-5.0%</u>	<u>6.4%</u>
<u>647,836</u>	<u>504,459</u>	<u>1,088,162</u>	<u>28.4%</u>	<b>NET INCOME (LOSS)</b> Before Depreciation	<u>5,006,973</u>	<u>3,139,021</u>	<u>5,504,007</u>	<u>59.5%</u>	<u>-9.0%</u>
1,424	1,424	2,821	0.0%	Depreciation Operating	11,392	11,392	24,458	0.0%	-53.4%
895,495	895,495	793,158	0.0%	Depreciation Capital	6,832,846	6,832,846	6,202,638	0.0%	10.2%
<u>4,962,389</u>	<u>5,308,360</u>	<u>4,539,771</u>	<u>-6.5%</u>	<b>TOTAL EXPENSES</b>	<u>39,118,209</u>	<u>40,803,417</u>	<u>36,547,349</u>	<u>-4.1%</u>	<u>7.0%</u>
<u>(249,083)</u>	<u>(392,460)</u>	<u>292,183</u>	<u>36.5%</u>	<b>NET INCOME (LOSS)</b> After Depreciation	<u>(1,837,265)</u>	<u>(3,705,217)</u>	<u>(723,089)</u>	<u>50.4%</u>	<u>-154.1%</u>

**METRO Regional Transit Authority  
AUGUST 2017**

CURRENT MONTH				FRINGE BENEFITS					YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE		ACTUAL	BUDGET	LAST YEAR	BUDGET VARIANCE				
350,661	399,417	330,851	-12.2%	P E R S	2,887,372	3,128,893	2,814,365	-7.7%				
502,527	496,175	418,656	1.3%	HOSP-MEDICAL	4,799,956	3,969,400	3,810,249	20.9%				
20,869	16,317	10,475	27.9%	DENTAL	147,732	130,536	113,364	13.2%				
2,792	2,304	2,273	21.2%	LIFE-INS	27,951	18,435	17,321	51.6%				
0	833	0	0.0%	UNEMPLOYMENT	0	6,664	1,496	0.0%				
45,199	53,389	37,535	-15.3%	W. COMPENSATION	(584,073)	421,191	303,165	-238.7%				
10,783	4,525	6,683	138.3%	SICK LEAVE	91,504	36,200	82,497	152.8%				
45,957	76,983	55,811	-40.3%	HOLIDAY PAY	654,422	719,364	618,213	-9.0%				
155,242	107,589	147,195	44.3%	VACATION PAY	990,974	835,212	882,364	18.6%				
2,937	11,595	2,743	-74.7%	UNIFORM ALLOWANCE	91,378	127,760	75,775	-28.5%				
750	860	735	-12.8%	DEFER COMP EMPLR	5,617	6,880	6,232	-18.4%				
<b>1,137,717</b>	<b>1,169,987</b>	<b>1,012,957</b>	<b>-2.8%</b>	<b>TOTAL FRINGE BENEFITS</b>	<b>9,112,833</b>	<b>9,400,535</b>	<b>8,725,041</b>	<b>-3.1%</b>				

**METRO REGIONAL TRANSIT AUTHORITY**

**Consolidated Summary**

**Balance Sheet**

**AUGUST 2017 & 2016**

ASSETS	2017	2016	LIABILITIES AND CAPITAL	2017	2016
<b>Current Assets:</b>			<b>Current Liabilities:</b>		
Cash	2,760,736.24	10,020,512.57	Accounts Payable	668,657.40	273,560.16
Short Term Investments (sweep/repurch)	922,499.53	10,381,405.03	Accrued Payroll	2,679,238.38	2,567,674.70
Capital Fund (Restricted)	6,323.60	7,506,319.55	Accrued Payroll Liabilities	173,209.21	622,576.04
HB Contingency Trust	10,631,464.02	9,137,674.88 **	Capital Contract Payable	0.00	0.00
HB Savings	10,811,230.87	**Rainy Day Fund (2016)			
Fifth Third Investment Acct	7,102,795.43		Short Term Debt	0.00	0.00
HB Investment Agcy	4,742,796.99		Other	95,212.75	237,269.74
<b>Total Cash</b>	<b>36,977,846.68</b>	<b>37,045,912.03</b>	<b>Total Current Liabilities</b>	<b>3,616,317.74</b>	<b>3,701,080.64</b>
<b>Receivables, Inventory &amp; Prepaid :</b>			<b>Other Liabilities:</b>		
Trade, Less allowance	170,388.35	189,645.40	Long Term Debt	0.00	0.00
Federal Assistance	3,263,944.00	800,000.00	Net Pension Liability	19,171,267.00	19,171,267.00
State Assistance	21,316.42	6,460.99	Deferred Inflows	336,801.00	336,801.00
Sales Tax Receivable	7,963,546.67	7,870,766.73	Deferred Revenue	23,976.00	9,342.00
Material & Supplies Inventory	1,605,231.73	1,492,469.12	Other Estimated Liabilities	1,000.00	1,000.00
Prepaid Expenses	3,580,562.31	1,952,832.99	<b>Total Other Liabilities</b>	<b>19,533,044.00</b>	<b>19,518,410.00</b>
<b>Total Rec'v, Inv, &amp; PP</b>	<b>16,604,989.48</b>	<b>12,312,175.23</b>			
<b>Property, Facilities &amp; Equipment</b>			<b>Capital &amp; Accumulated Earnings:</b>		
Construction in Progress	2,290,508.61	11,157,742.75	Capital Grant: State & Federal	38,909,671.91	45,503,108.56
Land	4,480,557.96	4,283,301.36	Accumulated Earnings	90,643,810.06	80,001,484.69
Building & Improvements	56,127,631.02	45,144,709.46	<b>Total Grants &amp; Accum Earnings</b>	<b>129,553,481.97</b>	<b>125,504,593.25</b>
Transportation Equipment	74,162,083.20	73,702,061.20			
Other Equipment	11,795,231.56	8,571,619.35			
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	7,669,000.44	7,782,177.77			
<b>Total Fixed Assets</b>	<b>167,178,218.79</b>	<b>161,294,817.89</b>			
Less allowance for depreciation	(71,556,636.71)	(65,438,001.00)			
<b>Total Fixed Assets (net of deprec)</b>	<b>95,621,582.08</b>	<b>95,856,816.89</b>			
Deferred Outflows	3,485,891.00	3,485,891.00			
Deferred Charges & Other Assets	12,534.47	23,288.74			
<b>Total Deferred</b>	<b>3,498,425.47</b>	<b>3,509,179.74</b>			
<b>Total Assets</b>	<b>\$ 152,702,843.71</b>	<b>\$ 148,724,083.89</b>	<b>Total Liability and Earnings</b>	<b>\$ 152,702,843.71</b>	<b>\$ 148,724,083.89</b>



# Marketing & Service Planning Committee

**August 2017  
Performance Reports  
Combined Service**

**Current Month**

**Year to Date**

2017      2016      Percentage  
                         Changed

2017      2016      Percentage  
                         Changed

**Service Day Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
23	23	0.00%	Weekdays Operated	171	171	0.00%
4	4	0.00%	Saturdays Operated	34	35	-2.86%
4	4	0.00%	Sundays Operated	34	35	-2.86%

**Passenger Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
454,893	473,877	-4.01%	Total Passengers	3,398,298	3,413,166	-0.44%
17,443	18,149	-3.89%	Average Weekday Passengers	17,280	17,257	0.14%
7,783	8,216	-5.26%	Average Saturday Passengers	7,590	7,721	-1.69%
4,263	4,544	-6.19%	Average Sunday Passengers	4,070	4,105	-0.86%

**Service Level Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
630,436	596,219	5.74%	Total Vehicle Miles	4,580,473	4,431,555	3.36%
528,649	502,016	5.31%	Total Vehicle Revenue Miles	3,866,742	3,768,297	2.61%
0.8605	0.9439	-8.84%	Average Passengers per Vehicle Revenue Mile	0.8789	0.9058	-2.97%
43,326	40,604	6.70%	Total Vehicle Hours	329,884	303,176	8.81%
38,854	37,957	2.36%	Total Vehicle Revenue Hours	296,081	287,257	3.07%
11.7076	12.4845	-6.22%	Average Passengers per Vehicle Revenue Hour	11.4776	11.8819	-3.40%

**Financial Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
\$178,336	\$179,013	-0.38%	Cash Fares	\$1,501,362	\$1,548,642	-3.05%
\$107,157	\$135,161	-20.72%	Ticket and Pass Revenue	\$1,028,782	\$1,123,317	-8.42%
\$90,111	\$103,080	-12.58%	Other Fare Related Revenue	\$897,454	\$659,393	36.10%
11.5%	13.9%	-17.41%	Percentage Total Farebox Recovery	10.6%	10.9%	-2.67%
\$7.69	\$7.46	3.08%	Average Cost per Vehicle Revenue Mile	\$8.35	\$8.10	3.02%
\$104.67	\$98.71	6.04%	Average Cost per Vehicle Revenue Hour	\$109.04	\$106.32	2.56%
\$8.94	\$7.91	13.08%	Average Cost per Passenger	\$9.50	\$8.95	6.17%

**Safety Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
0	3	-100.00%	Preventable Accidents	33	36	-8.33%
8	5	60.00%	Nonpreventable Accidents	47	38	23.68%
8	8	0.00%	Total Accidents	80	74	8.11%

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

**Current Month**

**Year to Date**

2017      2016      Percentage  
                         Changed

2017      2016      Percentage  
                         Changed

**Service Day Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
23	23	0.00%	Weekdays Operated	171	171	0.00%
4	4	0.00%	Saturdays Operated	34	35	-2.86%
4	4	0.00%	Sundays Operated	34	35	-2.86%

**Passenger Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
23,120	22,963	0.68%	Total Passengers	179,364	179,976	-0.34%
746	741	0.68%	Average Passengers per Day	750	747	0.49%
81.75	84.00	-2.68%	Average Saturday ADA Passengers	84.1	77.3	8.84%
32.00	47.00	-31.91%	Average Sunday ADA Passengers	36.9	36.0	2.29%
51.23	61.65	-16.90%	Average Total ADA Passengers	53.0	57.8	-8.25%
5,141	6,055	-15.09%	Total Purchased Transportation Pass.	44,279	47,536	-6.85%

**Service Level Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
154,002	137,145	12.29%	Total METRO Vehicle Miles	1,041,802	983,804	5.90%
51,251	38,281	33.88%	Total Purchased Trans. Vehicle Miles	368,898	304,406	21.19%
205,253	175,426	17.00%	Total Vehicle Miles	1,410,700	1,288,210	9.51%
166,454	145,462	14.43%	Total Revenue Miles	1,132,651	1,080,584	4.82%
0.13890	0.15786	-12.01%	Average Pass. per Revenue Vehicle Mile	0.1584	0.1666	-4.92%
13,734	12,602	8.98%	Total Vehicle Hours	102,620	95,330	7.65%
11,104	10,353	7.25%	Total Vehicle Revenue Hours	83,038	78,831	5.34%
2.0821	2.2180	-6.13%	Average Pass. per Vehicle Revenue Hour	2.1600	2.2831	-5.39%
93%	95%	-2.11%	On-time Performance - METRO	93%	94%	-1.33%
94%	93%	1.08%	On-time Performance - Purchased Transportation	94%	93%	0.13%

**Financial Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
\$47,034	\$45,489	3.40%	Cash Fares	\$357,504	\$374,267	-4.48%
\$4,688	\$5,303	-11.60%	Ticket and Pass Revenue	\$44,253	\$43,083	2.72%
\$73,055	\$99,343	-26.46%	Other Fare Related Revenue	\$634,764	\$513,293	23.66%
15.7%	20.1%	-22.15%	Percentage Total Farebox Recovery	17.4%	15.9%	8.89%
\$5.36	\$5.84	-8.19%	Average Cost per Vehicle Revenue Mile - METRO	\$5.93	\$6.09	-2.58%
\$3.21	\$3.13	2.63%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.63	\$1.44	152.66%
\$77.67	\$81.75	-4.99%	Average Cost per Vehicle Revenue Hour - METRO	\$79.56	\$82.24	-3.26%
\$53.08	\$44.37	19.62%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$51.63	\$52.11	-0.93%
\$36.25	\$36.99	-2.02%	Average Cost per Passenger - METRO	\$35.53	\$35.67	-0.40%
\$28.02	\$19.80	41.52%	Average Cost per Passenger - Purchased Transportation	\$26.48	\$23.44	12.96%
2.5	2.8	-10.71%	Average Small Bus Age	2.4	2.7	-12.04%

**Safety Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
0	1	-100.00%	Preventable Accidents	5	9	-44.44%
4	2	100.00%	Nonpreventable Accidents	15	11	36.36%
4	3	33.33%	Total Accidents	20	20	0.00%

**August 2017  
Performance Reports  
Line Service**

**Current Month**

**Year to Date**

2017      2016      Percentage  
                         Changed

2017      2016      Percentage  
                         Changed

**Service Day Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
23	23	0.00%	Weekdays Operated	171	171	0.00%
4	4	0.00%	Saturdays Operated	34	35	-2.86%
4	4	0.00%	Sundays Operated	34	35	-2.86%

**Passenger Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
431,773	450,914	-4.24%	Total Passengers	3,218,934	3,233,190	-0.44%
16,698	17,409	-4.08%	Average Weekday Passengers	16,530	16,510	0.12%
7,701	8,132	-5.29%	Average Saturday Passengers	7,506	7,644	-1.80%
4,231	4,497	-5.92%	Average Sunday Passengers	4,033	4,069	-0.89%

**Service Level Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
425,183	420,793	1.04%	Total Vehicle Miles	3,169,773	3,143,345	0.84%
362,195	356,554	1.58%	Total Vehicle Revenue Miles	2,734,091	2,687,713	1.73%
362,449	356,946	1.54%	Total Scheduled Vehicle Revenue Miles	2,735,704	2,689,806	1.71%
1.1913	1.2633	-5.70%	Average Passenger per Revenue Vehicle Mile	1.1773	1.2030	-2.13%
29,592	28,002	5.68%	Total Vehicle Hours	227,264	207,846	9.34%
27,750	27,604	0.53%	Total Vehicle Revenue Hours	213,043	208,426	2.22%
27,750	27,635	0.42%	Total Scheduled Vehicle Revenue Hours	213,043	208,541	2.16%
15.5591	16.3350	-4.75%	Average Passenger per Vehicle Revenue Hour	15.1093	15.5124	-2.60%
76%	78%	-3.07%	On-time Performance	77%	88%	-12.97%

**Financial Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
\$131,302	\$133,524	-1.66%	Cash Fares	\$1,143,858	\$1,174,376	-2.60%
\$102,469	\$129,857	-21.09%	Ticket and Pass Revenue	\$984,529	\$1,080,235	-8.86%
\$17,055	\$3,737	356.34%	Other Fare Related Revenue	\$262,690	\$146,099	79.80%
7.7%	8.9%	-13.85%	Percentage Total FareBox Recovery	9.1%	9.7%	-6.50%
\$9.03	\$8.41	7.34%	Average Cost per Vehicle Revenue Mile	\$9.62	\$9.19	4.71%
\$117.88	\$108.72	8.42%	Average Cost per Vehicle Revenue Hour	\$123.51	\$118.52	4.21%
\$7.58	\$6.66	13.83%	Average Cost per Passenger	\$8.17	\$7.64	6.99%
4.9	4.8	2.08%	Average Big Bus Age	4.8	4.7	0.26%

**Safety Data**

2017	2016	Percentage Changed		2017	2016	Percentage Changed
0	2	-100.00%	Preventable Accidents	28	27	3.70%
4	3	33.33%	Nonpreventable Accidents	32	27	18.52%
4	5	-20.00%	Total Accidents	60	54	11.11%

**August 2017**

Current Month			Line Service Categories		Year to Date		
2017	2016	Percentage Changed	URBAN (1 - 34)	2017	2016	Percentage Changed	
385,373	409,711	-5.94%	Total Monthly Passengers	2,852,111	2,944,934	-3.15%	
31	31	0.00%	Service Days	239	240	-0.42%	
12,431.4	13,216.5	-5.94%	Average Daily Passengers	11,933.5	12,270.6	-2.75%	
18,7164	20,0683	-6.74%	Passengers per Vehicle Hour	18,2143	18,8254	-3.25%	
1.6350	1.7568	-6.93%	Passengers per Vehicle Mile	1.5940	1.6477	-3.26%	
\$5.83	\$5.11	13.96%	Total Operating Cost Per Passenger	\$6.28	\$5.82	8.04%	
<b>SUBURBAN (101-104, 110)</b>							
14,374	14,122	1.78%	Total Monthly Passengers	101,036	98,774	2.29%	
23	23	0.00%	Service Days	171	171	0.00%	
625.0	614.0	1.79%	Average Daily Passengers	590.9	577.6	2.30%	
5.33	5.27	1.06%	Passengers per Vehicle Hour	5.0364	4.9300	2.16%	
0.22	0.22	1.03%	Passengers per Vehicle Mile	0.2063	0.2020	2.13%	
\$24.44	\$22.91	6.65%	Total Operating Cost Per Passenger	\$27.39	\$26.32	4.06%	
<b>EXPRESS (60 &amp; 61)</b>							
8,347	9,290	-10.15%	Total Monthly Passengers	65,706	68,450	-4.01%	
23	23	0.00%	Service Days	171	171	0.00%	
362.9	403.9	-10.15%	Average Daily Passengers	384.2	400.3	-4.02%	
8.4398	9.3933	-10.15%	Passengers per Vehicle Hour	8.9359	9.2483	-3.38%	
0.3373	0.3755	-10.15%	Passengers per Vehicle Mile	0.3572	0.3714	-3.83%	
\$17.36	\$14.59	19.01%	Total Operating Cost Per Passenger	\$17.50	\$16.15	8.38%	
<b>CIRCULATOR (50, 51, 53, &amp; 59)</b>							
7,429	7,967	-6.75%	Total Monthly Passengers	53,858	57,198	-5.84%	
31	31	0.00%	Service Days	239	240	-0.42%	
239.6	257.0	-6.77%	Average Daily Passengers	225.3	238.3	-5.46%	
4.2664	3.5043	21.75%	Passengers per Vehicle Hour	3.9991	4.1028	-2.53%	
0.3018	0.2965	1.80%	Passengers per Vehicle Mile	0.2980	0.3073	-3.03%	
28.2208	32.2467	-12.48%	Total Operating Cost Per Passenger	\$31.28	\$29.86	4.78%	
<b>DASH (54)</b>							
7,185	N/A	N/A	Total Monthly Passengers	71,323	1,293	5416.09%	
23	N/A	N/A	Service Days	171	23	643.48%	
312.4	N/A	N/A	Average Daily Passengers	417.1	56.2	641.93%	
7.0864	N/A	N/A	Passengers per Vehicle Hour	7.7460	2.6994	186.95%	
0.9539	N/A	N/A	Passengers per Vehicle Mile	1.2736	0.4935	158.06%	
\$7.71	N/A	N/A	Total Operating Cost Per Passenger	\$6.24	\$42.04	-85.15%	
<b>GROCERY (91 - 95)</b>							
1,812	1,893	-4.28%	Total Monthly Passengers	13,714	14,182	-3.30%	
23	23	0.00%	Service Days	171	171	0.00%	
78.8000	82.3000	-4.25%	Average Daily Passengers	80.2	82.9	-3.26%	
6.2634	5.6719	10.43%	Passengers per Vehicle Hour	6.3570	3.0175	110.67%	
1.1109	1.2012	-7.52%	Passengers per Vehicle Mile	1.1247	1.2417	-9.42%	
\$47.38	\$42.37	11.83%	Total Operating Cost Per Passenger	\$51.43	\$48.24	6.61%	
<b>Sunday Line Service</b>							
16,922	17,987	-5.92%	Total Monthly Passengers	137,112	142,408	-3.72%	
4	4	0.00%	Service Days	34	35	-2.86%	
4,230.5	4,496.8	-5.92%	Average Daily Passengers	4,032.7	4,068.8	-0.89%	
13.68	14.23	-3.92%	Passengers per Vehicle Hour	13.05	12.73	2.51%	
1.1994	1.2678	-5.40%	Passengers per Vehicle Mile	1.1446	1.1152	2.64%	
\$6.75	\$5.63	19.97%	Total Operating Cost Per Passenger	\$7.57	\$7.20	5.18%	
<b>Saturday Line Service</b>							
30,805	32,526	-5.29%	Total Monthly Passengers	255,214	267,535	-4.61%	
4	4	0.00%	Service Days	34	35	-2.86%	
7,701.3	8,131.5	-5.29%	Average Daily Passengers	7,506.3	7,643.9	-1.80%	
16.9999	17.6433	-3.65%	Passengers per Vehicle Hour	16.5703	17.2534	-3.96%	
1.4483	1.5224	-4.86%	Passengers per Vehicle Mile	1.4136	1.4739	-4.09%	
\$5.40	\$4.69	15.21%	Total Operating Cost Per Passenger	\$5.90	\$5.46	7.96%	
<b>Call-A-Bus</b>							
148	101	46.53%	Total Monthly Passengers	1216	1137	6.95%	
<b>U of A ZipCard</b>							
16,176	18,020	-10.23%	Total Monthly Passengers	140,938	144,388	-2.39%	
<b>Akron Public Schools ID Cards</b>							
12,074	N/A	N/A	Total Monthly Passengers	120,189	N/A	N/A	
<b>Train Loop</b>							
466	N/A	N/A	Total Monthly Passengers	943	N/A	N/A	

**METRO REGIONAL TRANSIT AUTHORITY**  
**MONTHLY REPORT OF OPERATIONS**  
**August 2017**

9/21/2017

ROUTE #/DESCRIPTION	FAREBOX REVENUE			EXPENSE			TOTAL PASSEN-	REV	REV	PEAK	PASSENGERS PER:		NET COST PER PASSENGER:			FAREBOX RECOVERY			
	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	PER REV HOUR	PER REV MILE	Allocation model	GERS	HOURS	MILES	VEHICLES	REV HOUR	REV MILE	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model	
1	West Market	\$ 15,764	\$ 11,437	\$ 27,200	\$ 212,502	\$ 177,314	\$ 183,979	47,615	1,803	19,647	6	26.4	2.42	\$ 3.89	\$ 3.15	\$ 3.29	12.8%	15.3%	14.8%
2	Arlington	\$ 16,653	\$ 10,484	\$ 27,137	\$ 195,494	\$ 175,634	\$ 174,277	43,647	1,658	19,461	6	26.3	2.24	\$ 3.86	\$ 3.40	\$ 3.37	13.9%	15.5%	15.6%
3	Copley/Hawkins	\$ 8,925	\$ 5,825	\$ 14,750	\$ 137,432	\$ 107,226	\$ 124,223	24,250	1,166	11,881	5	20.8	2.04	\$ 5.06	\$ 3.81	\$ 4.51	10.7%	13.8%	11.9%
4	Delia/N Hawkins	\$ 3,864	\$ 2,175	\$ 6,040	\$ 64,890	\$ 60,881	\$ 70,063	9,057	550	6,746	4	16.5	1.34	\$ 6.50	\$ 6.06	\$ 7.07	9.3%	9.9%	8.6%
5	East Market/Eliet	\$ 3,120	\$ 1,872	\$ 4,992	\$ 75,147	\$ 84,490	\$ 74,054	7,794	638	9,362	3	12.2	0.83	\$ 9.00	\$ 10.20	\$ 8.86	6.6%	5.9%	6.7%
6	E. Market/Lakemore	\$ 5,923	\$ 4,752	\$ 10,675	\$ 122,005	\$ 126,118	\$ 119,033	19,783	1,035	13,974	5	19.1	1.42	\$ 5.63	\$ 5.84	\$ 5.48	8.7%	8.5%	9.0%
7	Cuyahoga Falls Ave	\$ 4,076	\$ 3,492	\$ 7,568	\$ 99,131	\$ 78,980	\$ 92,196	14,539	841	8,751	4	17.3	1.66	\$ 6.30	\$ 4.91	\$ 5.82	7.6%	9.6%	8.2%
8	Kenmore/Barberton	\$ 9,545	\$ 5,939	\$ 15,484	\$ 123,528	\$ 117,242	\$ 112,451	24,726	1,048	12,991	4	23.6	1.90	\$ 4.37	\$ 4.12	\$ 3.92	12.5%	13.2%	13.8%
9	Wooster/East Ave	\$ 5,257	\$ 3,252	\$ 8,508	\$ 85,304	\$ 74,407	\$ 77,888	13,538	724	8,244	3	18.7	1.64	\$ 5.67	\$ 4.87	\$ 5.12	10.0%	11.4%	10.9%
10	Howard/Portage Tr	\$ 7,273	\$ 5,566	\$ 12,839	\$ 131,618	\$ 124,674	\$ 124,093	23,174	1,117	13,814	5	20.8	1.68	\$ 5.13	\$ 4.83	\$ 4.80	9.8%	10.3%	10.3%
11	South Akron	\$ 1,016	\$ 570	\$ 1,587	\$ 30,230	\$ 25,387	\$ 27,058	2,375	256	2,813	1	9.3	0.84	\$ 12.06	\$ 10.02	\$ 10.72	5.2%	6.3%	5.9%
12	Tallmadge Hill	\$ 3,949	\$ 3,492	\$ 7,441	\$ 114,742	\$ 83,643	\$ 107,508	14,538	973	9,268	5	14.9	1.57	\$ 7.38	\$ 5.24	\$ 6.88	6.5%	8.9%	6.9%
13	Grant/Firestone	\$ 4,762	\$ 3,610	\$ 8,372	\$ 94,827	\$ 68,999	\$ 88,052	15,031	804	7,645	4	18.7	1.97	\$ 5.75	\$ 4.03	\$ 5.30	8.8%	12.1%	9.5%
14	Euclid/Barberton	\$ 10,203	\$ 6,398	\$ 16,601	\$ 194,907	\$ 175,809	\$ 168,129	26,635	1,653	19,480	5	16.1	1.37	\$ 6.69	\$ 5.98	\$ 5.69	8.5%	9.4%	9.9%
17	Brown/Inman	\$ 6,898	\$ 4,040	\$ 10,938	\$ 110,939	\$ 93,769	\$ 107,195	16,819	941	10,390	5	17.9	1.62	\$ 5.95	\$ 4.92	\$ 5.72	9.9%	11.7%	10.2%
18	Thornton/Manchester	\$ 6,205	\$ 3,743	\$ 9,949	\$ 93,699	\$ 97,404	\$ 92,450	15,585	795	10,793	4	19.6	1.44	\$ 5.37	\$ 5.61	\$ 5.29	10.6%	10.2%	10.8%
19	Eastland	\$ 6,234	\$ 4,227	\$ 10,461	\$ 104,180	\$ 77,205	\$ 94,674	17,600	884	8,554	4	19.9	2.06	\$ 5.32	\$ 3.79	\$ 4.78	10.0%	13.6%	11.0%
21	South Main	\$ 456	\$ 711	\$ 1,168	\$ 24,853	\$ 18,246	\$ 22,823	2,962	211	2,022	1	14.0	1.47	\$ 8.00	\$ 5.77	\$ 7.31	4.7%	6.4%	5.1%
24	Lakeshore	\$ 1,258	\$ 979	\$ 2,237	\$ 34,006	\$ 22,223	\$ 34,442	4,076	288	2,462	2	14.1	1.66	\$ 7.79	\$ 4.90	\$ 7.90	6.6%	10.1%	6.5%
26	Exchange/Whitepond	\$ 2,016	\$ 1,709	\$ 3,724	\$ 63,896	\$ 57,201	\$ 57,153	7,113	542	6,338	2	13.1	1.12	\$ 8.46	\$ 7.52	\$ 7.51	5.8%	6.5%	6.5%
28	Merriman Valley	\$ 967	\$ 835	\$ 1,803	\$ 46,813	\$ 42,201	\$ 50,910	3,478	397	4,676	3	8.8	0.74	\$ 12.94	\$ 11.62	\$ 14.12	3.9%	4.3%	3.5%
30	Goodyear/Darrow	\$ 4,218	\$ 2,605	\$ 6,822	\$ 88,493	\$ 80,383	\$ 80,707	10,844	751	8,907	3	14.4	1.22	\$ 7.53	\$ 6.78	\$ 6.81	7.7%	8.5%	8.5%
33	State Rd/Wyoga Lake	\$ 1,900	\$ 1,523	\$ 3,424	\$ 46,725	\$ 49,202	\$ 46,244	6,342	396	5,452	2	16.0	1.16	\$ 6.83	\$ 7.22	\$ 6.75	7.3%	7.0%	7.4%
34	Cascade Village/Uhler	\$ 4,936	\$ 3,327	\$ 8,263	\$ 131,752	\$ 108,554	\$ 115,462	13,852	1,118	12,028	4	12.4	1.15	\$ 8.91	\$ 7.24	\$ 7.74	6.3%	7.6%	7.2%
50	Montrose Circulator	\$ 346	\$ 375	\$ 721	\$ 54,984	\$ 58,567	\$ 58,322	1,560	466	6,489	3	3.3	0.24	\$ 34.78	\$ 37.08	\$ 36.92	1.3%	1.2%	1.2%
51	Stow Circulator	\$ 615	\$ 403	\$ 1,018	\$ 56,212	\$ 72,798	\$ 55,662	1,678	477	8,066	2	5.5	0.21	\$ 32.89	\$ 42.78	\$ 32.56	1.8%	1.4%	1.8%
53	Portage/Graham	\$ 1,064	\$ 677	\$ 1,741	\$ 54,495	\$ 59,181	\$ 58,160	2,819	462	6,557	3	6.1	0.43	\$ 18.71	\$ 20.38	\$ 20.01	3.2%	2.9%	3.0%
54	DASH Downtown	\$ 0	\$ -	\$ 0	\$ 119,518	\$ 67,982	\$ 101,525	7,185	1,014	7,533	4	7.1	0.95	\$ 16.63	\$ 9.46	\$ 14.13	0.0%	0.0%	0.0%
59	Chapel Hill Circulator	\$ 568	\$ 330	\$ 898	\$ 36,646	\$ 31,316	\$ 37,509	1,372	311	3,470	2	4.4	0.40	\$ 26.06	\$ 22.17	\$ 26.68	2.5%	2.9%	2.4%
60	NC Express Chapel Hill	\$ 710	\$ 370	\$ 1,080	\$ 20,379	\$ 43,135	\$ 30,604	1,542	173	4,779	2	8.9	0.32	\$ 12.52	\$ 27.27	\$ 19.15	5.3%	2.5%	3.5%
61	NC Express Montrose	\$ 9,409	\$ 1,635	\$ 11,043	\$ 96,202	\$ 180,178	\$ 114,323	6,805	816	19,964	5	8.3	0.34	\$ 12.51	\$ 24.85	\$ 15.18	11.5%	6.1%	9.7%
101	Richfield/Bath	\$ 123	\$ 306	\$ 429	\$ 39,900	\$ 72,736	\$ 52,486	1,273	338	8,059	3	3.8	0.16	\$ 31.01	\$ 56.80	\$ 40.89	1.1%	0.6%	0.8%
102	Northfield Express	\$ 91	\$ 1,022	\$ 1,113	\$ 92,632	\$ 196,888	\$ 97,739	4,255	786	21,816	2	5.4	0.20	\$ 21.51	\$ 46.01	\$ 22.71	1.2%	0.6%	1.1%
103	Stow/Hudson	\$ 92	\$ 775	\$ 866	\$ 56,076	\$ 108,356	\$ 61,873	3,225	476	12,006	2	6.8	0.27	\$ 17.12	\$ 33.33	\$ 18.92	1.5%	0.8%	1.4%
104	Twinsburg Creekside	\$ 101	\$ 806	\$ 907	\$ 82,872	\$ 154,314	\$ 90,670	3,357	703	17,098	3	4.8	0.20	\$ 24.42	\$ 45.70	\$ 26.74	1.1%	0.6%	1.0%
110	Green/Springfield	\$ 1	\$ 544	\$ 544	\$ 46,587	\$ 62,211	\$ 48,468	2,264	395	6,893	2	5.7	0.33	\$ 20.34	\$ 27.24	\$ 21.17	1.2%	0.9%	1.1%
91	Monday Grocery	\$ 266	\$ 81	\$ 347	\$ 7,544	\$ 3,874	\$ 16,566	339	64	429	2	5.3	0.79	\$ 21.23	\$ 10.40	\$ 47.84	4.6%	9.0%	2.1%
92	Tuesday Grocery	\$ 1,362	\$ 66	\$ 1,428	\$ 5,589	\$ 3,136	\$ 15,355	274	47	348	2	5.8	0.79	\$ 15.19	\$ 6.23	\$ 50.83	25.5%	45.5%	9.3%
93	Wednesday Grocery	\$ 938	\$ 96	\$ 1,034	\$ 6,090	\$ 2,807	\$ 15,573	399	52	311	2	7.7	1.28	\$ 12.67	\$ 4.44	\$ 36.44	17.0%	36.8%	6.6%
94	Thursday Grocery	\$ 933	\$ 116	\$ 1,049	\$ 10,029	\$ 3,060	\$ 23,651	482	85	339	3	5.7	1.42	\$ 18.63	\$ 4.17	\$ 46.89	10.5%	34.3%	4.4%
95	Friday Grocery	\$ 1,011	\$ 76	\$ 1,087	\$ 4,849	\$ 1,845	\$ 14,717	318	41	204	2	7.7	1.56	\$ 11.83	\$ 2.38	\$ 42.86	22.4%	58.9%	7.4%
	BoE Route	\$ 22	\$ 26	\$ 48	\$ -	\$ -	\$ 23,419	108	0	0	4	-	-	\$ (0.44)	\$ (0.44)	\$ 216.40	0.0%	0.0%	0.2%
	JARC	\$ -	\$ 200	\$ 200	\$ 6,326	\$ 8,698	\$ 16,745	831	54	964	2	15.5	0.86	\$ 7.37	\$ 10.23	\$ 19.91	3.2%	2.3%	1.2%
	LOOP	\$ 3	\$ 112	\$ 114	\$ 12,927	\$ 8,036	\$ 8,569	466	110	890	0	4.2	0.52	\$ 27.50	\$ 17.00	\$ 18.14	0.9%	1.4%	1.3%
	ZONE	\$ 278	\$ 165	\$ 443	\$ 44,192	\$ -	\$ 88,838	685	375	0	11	1.8	-	\$ 63.87	\$ (0.65)	\$ 129.04	1.0%	0.0%	0.5%
	SCAT	\$ 47,034	\$ -	\$ 47,034	\$ 988,995	\$ 1,097,793	\$ 769,479	17,979	8,390	121,637	35	2.1	0.15	\$ 52.39	\$ 58.44	\$ 40.18	4.8%	4.3%	6.1%
TOTALS:	Line Service	\$ 153,349	\$ 100,743	\$ 254,092	\$ 3,281,166	\$ 3,266,307	\$ 3,275,835	426,610	21,835	361,911	151	15.3	1.18	\$ 7.10	\$ 8.36	\$ 7.08	7.7%	7.8%	7.8%
TOTALS:	SCAT	\$ 47,034	\$ -	\$ 47,034	\$ 988,995	\$ 1,097,793	\$ 769,479	17,979	8,390	121,637	35	2.1	0.15	\$ 52.39	\$ 58.44	\$ 40.18	4.8%	4.3%	6.1%

**2017 MONTHLY RIDERSHIP BY ROUTE**

Route#	Description	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	% Change	Aug-16	SEP	OCT	NOV	DEC
1	West Market	41,403	41,405	42,719	40,389	45,190	43,758	42,627	47,615	-10.4%	53,159				
2	Arlington	36,141	39,877	39,282	38,461	38,786	39,987	38,220	43,647	-7.9%	47,402				
3	Copley Rd/Hawkins	21,322	22,717	21,695	21,492	22,016	21,736	20,331	24,250	-5.0%	25,521				
4	Delia/N Hawkins	9,779	10,858	11,019	9,507	10,918	8,687	7,989	9,057	-8.1%	9,852				
5	East Market/Ellet	6,163	6,314	7,133	6,500	7,069	7,017	6,665	7,794	14.8%	6,787				
6	East Market/Lakemore	17,014	17,861	19,243	17,328	19,169	18,161	18,346	19,783	0.2%	19,735				
7	Cuyahoga Falls Ave	13,143	14,127	14,382	13,726	13,912	14,039	13,394	14,539	-8.6%	15,908				
8	Kenmore/Barberton	21,588	22,040	22,606	21,961	24,432	23,022	20,785	24,726	-2.2%	25,272				
9	Wooster/East Ave	11,535	12,318	12,539	12,276	13,036	12,423	12,601	13,538	-5.4%	14,317				
10	Howard/Portage Trail	19,389	20,061	20,062	20,901	21,268	21,128	21,100	23,174	-10.6%	25,910				
11	South Akron	2,108	2,358	2,274	1,992	2,225	2,040	1,970	2,375	1.7%	2,335				
12	Tallmadge Hill	14,345	14,518	14,794	14,491	15,308	14,296	13,449	14,538	-12.0%	16,519				
13	Grant/Firestone Park	14,747	15,225	15,576	15,094	15,307	14,632	14,168	15,031	-6.5%	16,083				
14	Euclid/Barberton XP	21,167	22,285	22,495	22,036	23,295	23,391	22,713	26,635	7.2%	24,844				
17	Brown/Inman	16,855	16,947	16,665	15,676	16,804	15,309	14,947	16,819	-7.5%	18,174				
18	Thornton/Manchester	13,747	14,025	13,926	13,646	14,408	13,899	13,710	15,585	-5.6%	16,512				
19	Eastland	15,171	16,048	16,136	14,808	15,446	16,044	16,565	17,600	-2.1%	17,975				
21	South Main	2,583	2,482	2,551	2,698	2,812	2,481	2,699	2,962	-8.5%	3,236				
24	Lakeshore	4,376	5,234	4,450	4,045	4,588	3,816	3,893	4,076	-16.2%	4,865				
26	W Exchange/White Pond	5,599	6,178	6,086	5,645	6,105	6,072	5,642	7,113	4.2%	6,829				
28	Merriman Valley	4,471	4,434	4,288	3,824	4,298	2,891	2,556	3,478	-8.5%	3,801				
30	Goodyear/Darrow	10,208	10,478	10,408	10,029	11,073	9,530	9,441	10,844	1.8%	10,650				
33	State Rd/Wyoga Lake	4,663	4,362	4,804	4,905	5,469	5,752	5,350	6,342	12.1%	5,657				
34	Cascade Village/Uhler	13,909	14,506	14,836	14,435	14,972	13,373	12,269	13,852	-18.2%	16,941				
50	Montrose Circulator	2,093	2,038	1,945	1,841	2,300	1,821	1,790	1,560	-38.1%	2,519				
51	Stow Circulator	1,360	1,275	1,228	1,339	1,409	1,466	1,326	1,678	14.5%	1,465				
53	Portage/Graham	1,815	2,214	1,980	2,052	2,083	2,284	2,189	2,819	15.2%	2,446				
54	DASH Circulator	8,238	12,187	12,451	13,101	8,897	4,815	4,449	7,185	455.7%	1,293	** Only 8 service days in 2016			
59	Chapel Hill Circulator	1,268	1,180	1,126	1,169	1,356	1,303	1,179	1,372	-9.6%	1,518				
60	NCX Chapel Hill/Cleveland	1,412	1,364	1,322	1,352	1,441	1,522	1,281	1,542	-8.3%	1,681				
61	NCX Montrose/Cleveland	6,648	6,689	6,947	6,609	7,317	7,140	6,315	6,805	-10.6%	7,609				
101	Richfield/Bath	1,309	1,331	1,200	1,355	1,485	1,398	1,116	1,273	-19.2%	1,575				
102	Northfield Express	2,771	2,970	3,322	3,172	3,571	3,587	3,469	4,255	17.8%	3,612				
103	Stow/Hudson	2,911	2,791	3,035	2,669	2,698	2,987	2,859	3,225	22.7%	2,629				
104	Twinsburg Creekside	2,693	2,820	2,790	3,246	3,259	2,963	2,619	3,357	1.3%	3,314				
110	Green/Springfield	2,203	2,105	2,127	1,941	1,965	2,009	1,916	2,264	-23.3%	2,953				
<b>TOTAL:</b>		<b>376,147</b>	<b>395,622</b>	<b>399,442</b>	<b>385,711</b>	<b>405,687</b>	<b>386,779</b>	<b>371,938</b>	<b>422,708</b>	<b>-4.1%</b>	<b>440,898</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Rail Operations Committee



# Safety Committee

September 19, 2017

To: Richard M Enty, Executive Director  
Heather Heslop Licata, Board President and all other Board Members

From: Christine Hoffer, Director of Human Resources

RE: August 2017 Safety and Security Report

METRO employees were involved in 8 accidents during August 2017. None of the accidents were classified as Preventable.

In August the Akron Police and Summit County Deputy Sheriffs responded to twenty-seven (27) documented incidents at the Transit Center. The incidents resulted in twelve (12) adult arrests and three (3) juvenile arrests. The arrests included misconduct at a transit facility, drug possession, fighting, menacing, resisting arrest, open container and warrants. Akron Fire and EMS responded to the Transit Center on eleven (11) occasions to assist passengers with medical issues. Three (3) individuals were transported to detox from the transit center.

An increase of complaints regarding passengers drinking alcohol at certain bus shelters led to 5 arrests in August for open containers, possession of controlled substances, paraphernalia, and warrants. These individuals were summoned to Akron Municipal Court and warned that continued violations would result in a ban from METRO property. On August 3<sup>rd</sup> a female passenger made verbal threats to an Operator on the bus threatening serious physical harm. Through investigation and video on the bus the individual was found and charged with menacing within 24 hours.

Now that Akron Public Schools are back in session, the Random Stop Program will resume in September.

### **Upcoming Events**

Shawn Metcalf will attend the Anti-Terrorism Advisory Council Meeting and the OPTA Security Committee meeting in September.



# Human Resources Committee

September 18, 2017



TO: Richard Enty Executive Director  
Heather Heslop Licata, Board President,  
and All Other Board Members

FROM: Human Resources

RE: September 2017 Human Resources Report

During August 2017, there were three (3) terminations of employment at METRO RTA; one (1) involuntary and two (2) voluntary. We welcomed nine (9) new employees at METRO RTA.

METRO employees participated in 1,159 training hours during the month of August 2017.

<u>*OSHA Recordable Rate</u>		<u>**DART Rate</u>	
2016 YTD	3.39	2016 YTD	2.67
2017 YTD	8.43	2017 YTD	5.39

*\*OSHA – Occupational Safety & Health Administration*

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

During the Month of August 2017, there were seven (7) reported work-related injuries requiring medical treatment; two (2) resulting in lost time.

**Upcoming Events**

The Annual United Way Day and Benefits Fair will be held at METRO’s Kenmore location on Thursday, October 19, 2017 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 \$7,800 to United Way to help the community we serve.





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

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR Aug 2016	% CHANGE
415	409	1.47%	TOTAL EMPLOYEES	415	412	0.73%
276	270	2.22%	TOTAL OPERATORS	276	274	0.73%
245	245	0.00%	FULL-TIME OPERATORS	245	236	3.81%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
30	24	20.00%	SPECIAL SERVICE OPS	30	37	-18.92%
36	37	-2.70%	MECHANICS	36	38	-5.26%
16	16	0.00%	VEHICLE SERVICE	16	15	6.67%
70	69	1.45%	SALARIED STAFF	70	68	2.94%
17	17	0.00%	OFFICE PERSONNEL	17	17	0.00%
156	156	0.00%	MALE NON-MINORITY	156	160	-2.50%
114	112	1.75%	MALE MINORITY	114	11	936.36%
42.22%	41.79%	1.03%	% MINORITY	42.22%	40.96%	3.08%
71	71	0.00%	FEMALE, NON-MINORITY	71	72	-1.39%
74	70	5.71%	FEMALE, MINORITY	74	69	7.25%
51.03%	49.65%	2.80%	% MINORITY	51.03%	48.94%	4.27%
45.30%	44.50%	1.80%	TOTAL MINORITY	45.30%	43.69%	3.69%
34.94%	34.47%	1.36%	TOTAL FEMALE	34.94%	34.22%	2.10%

CURRENT MONTH	LAST YEAR Aug 2016	% CHANGE		Y-T-D 2017	Y-T-D 2016	% CHANGE
9	0	0.00%	NEW HIRES	20	37	-45.95%
3	2	0.00%	TERMINATIONS	14	11	27.27%
1	1		INVOLUNTARY TERM	2	2	
2	1		VOLUNTARY TERM	12	9	
0	7	0.00%	PROMOTIONS	7	15	0.00%
0	0	0.00%	TRANSFERS	0	2	0.00%
7	4	0.00%	ON-THE-JOB INJURIES	24	9	166.67%
7	4	0.00%	# WORKERS COMP CLAIMS	24	9	-9.00%
5	1	400.00%	SIC/ACC CLAIMS	25	40	-37.50%
6.75%	6.69%	0.90%	% OP ABSENTEEISM	6.78%	6.62%	2.42%
1,159.00	1,701.50	-31.88%	# TRAINING HOURS	11,066.75	15,366.50	-27.98%
1.54%	2.39%	-98.46%	% TRAINING/WORKING HRS	1.90%	2.73%	-30.30%
75,493	71,245	5.96%	TOTAL WORKING HOURS	581,633	563,505	3.22%

**TRAINING HOURS  
AUGUST 2017**

**CUSTOMER SERVICE**

LINE SERVICE REFRESHER TRAINING	8.00
SCAT RIDE ALONG REFRESHER TRAINING	2.00
Q-STRAINT TRAINING COURSE & BRAUN LIFT INSPECTION	6.00
ROAD SUPERVISOR TRAINING	52.00
ATI CONFERENCE (DISABILITY/SENIOR ISSUES/ASSESSMENTS)	9.75

**HUMAN RESOURCES**

SAFETY SEMINAR (LORI STOKES)	6.00
RECRUITING TRAINING	2.00

**OPERATIONS**

NEW OPERATOR	524.00
REFRESHER TRAINING	30.00
CDL (APD & SHERIFF) TRAINING	32.00
RETURN TO WORK TRAINING	16.00
SENSITIVITY TRAINING (SERVICE ANIMALS)	2.00
DISPATCHER OBSERVATION	3.00

**MAINTENANCE**

BASIC CNG BUS SAFETY FAIRLAWN FD	40.00
CNG FUEL SYSTEM INSPECTION	48.00
AMEREX FIRE & SUPPRESSION & METHANE DETECTION	16.00
COOLING SYSTEMS (VARIOUS EMPLOYEES)	12.00
ENGINE & EXHAUST SYSTEM REPAIR (VARIOUS EMPLOYEES)	106.50
TROUBLESHOOTING (VARIOUS EMPLOYEES)	12.00
BRAKES, STEERING & SUSPENSION (VARIOUS EMPLOYEES)	56.25
BODY SHOP & ELECTRICAL	40.25
INSPECTIONS & ROAD CALLS (VARIOUS EMPLOYEES)	23.25
WHEELCHAIR RAMP	3.00
HVAC	45.00

**PLANNING**

APTA SUSTAINABILITY & MULTIMODEL PLANNING WORKSHOP	64.00
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**TOTAL FOR AUGUST 2017** **1,159.00**

**YEAR-TO-DATE TOTAL FOR 2017** **11,066.75**

**COMMITTEE ASSIGNMENT:  
HUMAN RESOURCES**

**RESOLUTION 2017-25**

A resolution approving the collective bargaining agreement with the Transport Workers Union of America, AFL-CIO, Local No. 1 (TWU).

**WHEREAS**, METRO's management and union officials have been meeting to negotiate a new agreement, and

**WHEREAS**, the two sides were able to reach an agreement, and

**WHEREAS**, the Transport Workers Union of America, AFL-CIO, Local No. 1 (TWU) voted and ratified the proposed contract on September 10, 2017.

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

1. This contract between METRO and TWU is approved.
2. The Executive Director/Secretary-Treasurer is hereby authorized to execute this 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 26, 2017

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**HEATHER HESLOP-LICATA,  
PRESIDENT**

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



# Other

METRO REGIONAL TRANSIT AUTHORITY  
MONTHLY ATTENDANCE / LABOR

MTD 2017	MTD 2016	(VAR)	AUGUST	YTD 2017	YTD 2016	(VAR)
3	0	#N/A	NO PHYSICAL	7	0	#N/A
11	8	37.5%	RANDOM	90	74	21.6%
183	154	18.8%	FMLA	1,372	1,412	-2.8%
47	33	42.4%	TEMP ASSIGN	420	259	62.2%
265	270	-1.9%	SICK	2,088	1,942	7.5%
101	171	-40.9%	PERS LV	626	642	-2.5%
2	13	-84.6%	LOA	86	81	6.2%
5	0	#N/A	TRADE	28	27	3.7%
13	12	8.3%	BIRTHDAY	64	62	3.2%
21	12	75.0%	UNION BUS	111	106	4.7%
13	2	550.0%	SUSPENSION	86	104	-17.3%
4	3	33.3%	FUNERAL LV	62	58	6.9%
1	1	0.0%	JURY DUTY	8	16	-50.0%
1	0	#N/A	REPORT OFF	1	0	#N/A
0	0	#N/A	TRADE, UNION	0	0	#N/A
1	3	-66.7%	OK OFFICE	10	13	-23.1%
0	0	#N/A	LICENSE EXP	0	0	#N/A
0	0	#N/A	EXCUSED	0	0	#N/A
1	1	0.0%	WITNESS TIME	6	5	20.0%
3	9	-66.7%	ADT POST ACCIDENT	34	17	100.0%
0	0	#N/A	TRANSIT AMBASSADOR	0	0	#N/A
8	25	-68.0%	TRANSITIONAL WORK	148	141	5.0%
683	717	-4.7%		5,247	4,959	5.8%
39	26	50.0%	MISS OUTS	188	123	52.8%
4,430	5,161	-14.2%	UNSCHEDULED OT	28,278	33,201	-14.8%
376	436	-13.8%	SCHEDULED OT	2,892	2,775	4.2%
249	174	43.1%	PAD TIME	1,380	1,301	6.1%
47	34	38.2%	MINIMUM DAILY GUAR	298	394	-24.4%
28,602	28,002	2.1%	PLATFORM LINE TIME	193,936	183,678	5.6%
11,369	10,421	9.1%	SCAT PLATFORM TIME	71,033	67,945	4.5%
1,320	1,247	5.9%	DEADHEAD TRAVEL	8,742	8,367	4.5%
9	39	-76.9%	BOE PLT	455	572	-20.5%
45,949	43,669	5.2%	TOTAL LABOR	307,855	300,433	2.5%
9.64%	11.82%		UOT/LABOR	9.19%	11.05%	
23	23	0.0%	WKDYS	153	150	2.0%
4	4	0.0%	SUN	29	30	-3.3%
4	4	0.0%	SAT	29	30	-3.3%
2,695	2,695	METRO	PULL OUT PERFORMANCE	2,058	1,751	SCAT
2	7	LATE		146	47	LATE
99.93%	99.74%	% ON TIME		92.91%	97.32%	% ON TIME