

METRO REGIONAL TRANSIT AUTHORITY

Planning/Marketing/Rail Committee

JUNE 17, 2020
10:30 AM

CHAIR: MR. DONALD CHRISTIAN
MEMBERS: MS. RENEE GREENE, MR. GARY SPRING
& MR. VINCENT RUBINO



**METRO RTA
PLANNING / MARKETING / RAIL
COMMITTEE MEETING AGENDA
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, JUNE 17, 2020
10:30 A.M.**

ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM MAY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Marketing Report | Molly Becker

- Art In Transit
- Service Change: EZFare, Schedules, Messaging
- #IAmEssential-RKPTC
- Annual Report
- KPIs

Rail Report | Valerie Shea

- No report

Planning Report | Valerie Shea

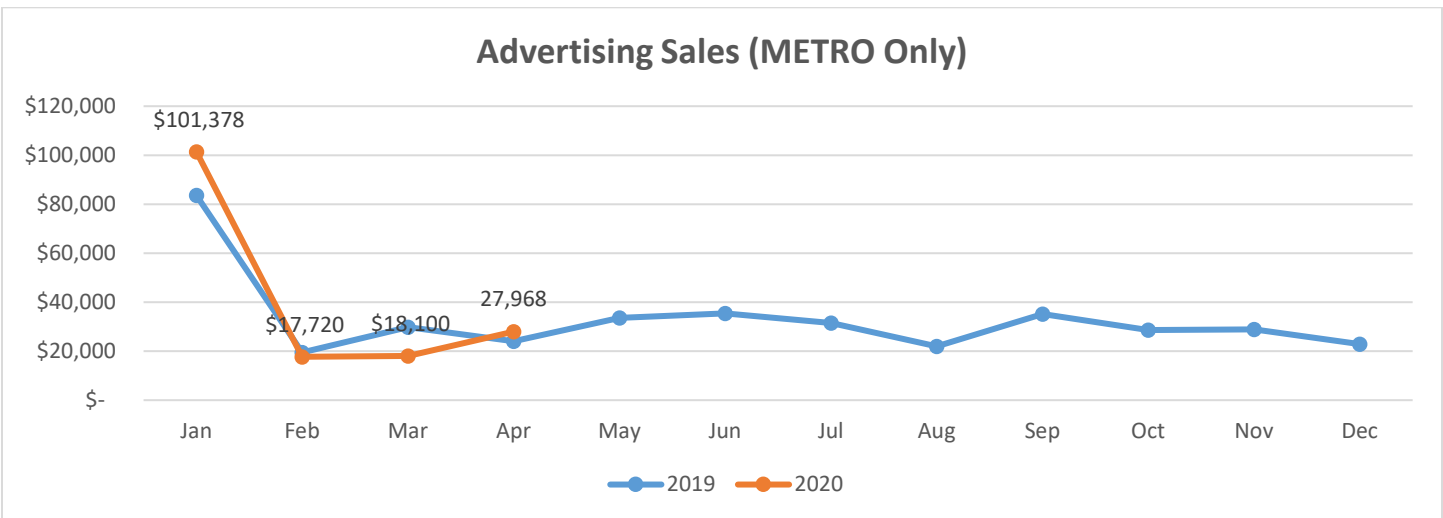
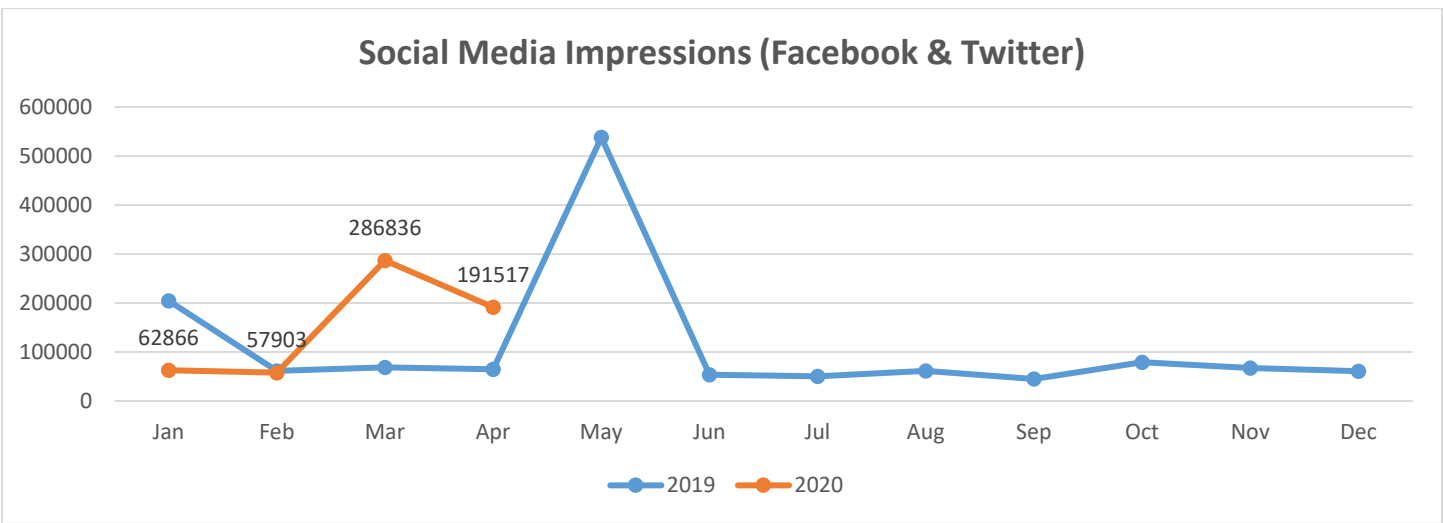
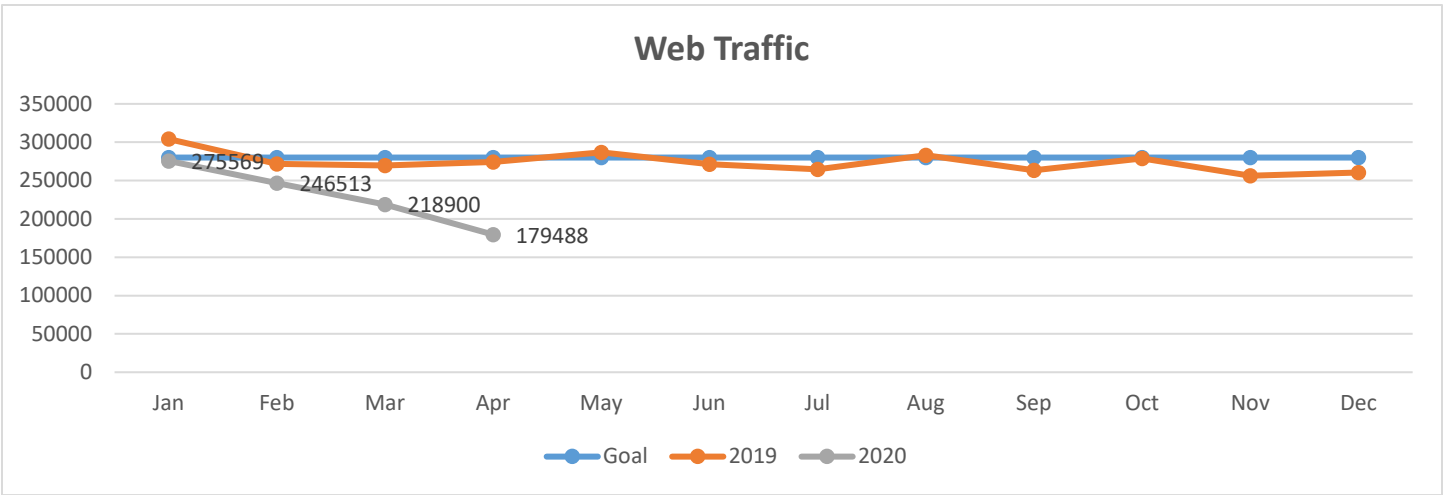
- Performance Reports (March and April)
- Service Change
 - Early Observations
 - EZFare Usage
- Strategic Plan
 - Schedule
 - First Draft Service Recommendations

ITEM 4: RESOLUTIONS FOR CONSIDERATION

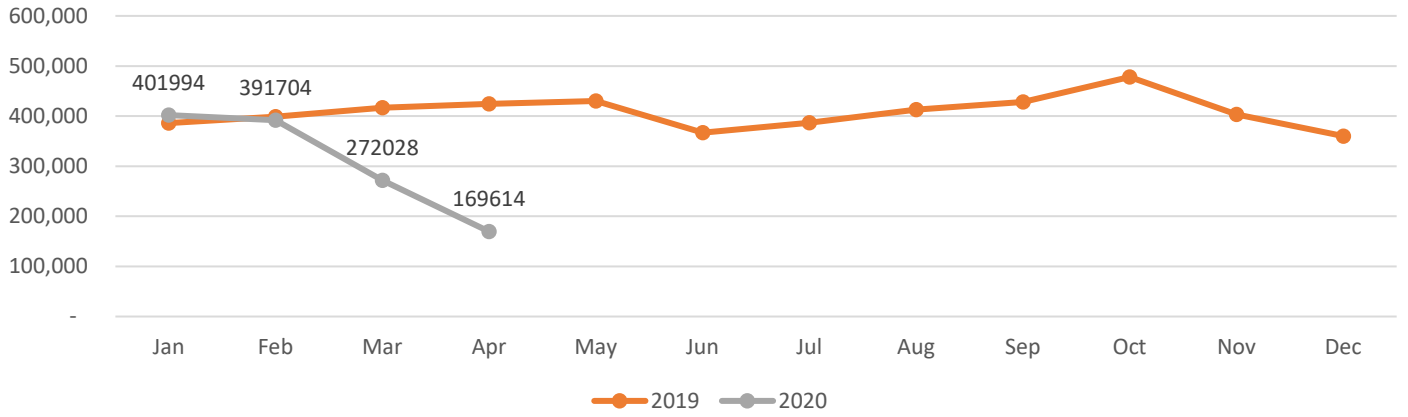
ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

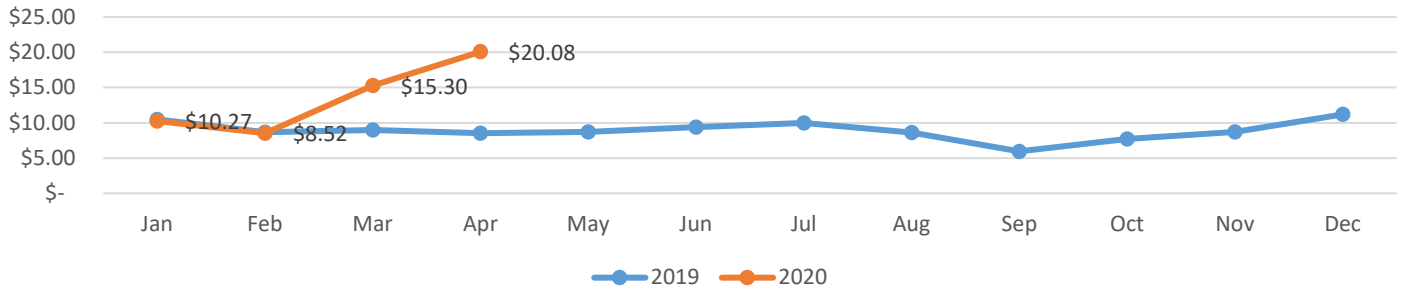
Planning / Marketing / Rail — Key Performance Indicators



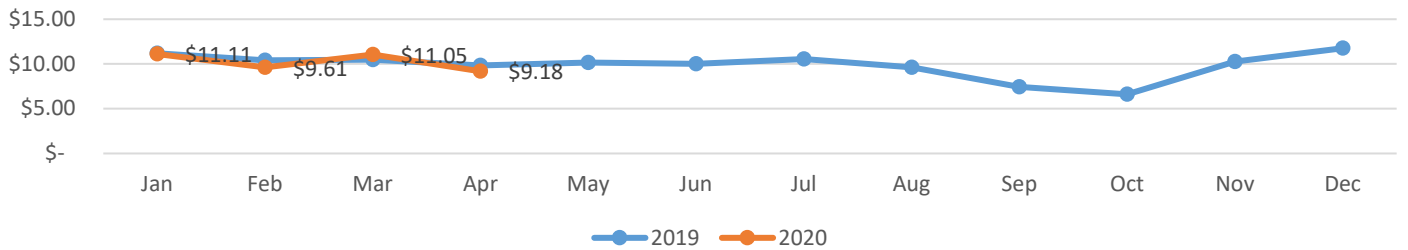
Total Ridership (Combined Demand Response and Line-Service)



Cost Per Passenger



Cost Per Revenue Mile - Line-Service



**March 2020
Performance Reports
Combined Service**

Current Month

Year to Date

2020 2019 Percentage
 Changed

2020 2019 Percentage
 Changed

Service Day Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
22	21	4.76%	Weekdays Operated	64	63	1.59%
4	5	-20.00%	Saturdays Operated	13	13	0.00%
5	5	0.00%	Sundays Operated	13	13	0.00%

Passenger Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
272,028	420,260	-35.27%	Total Passengers	1,065,726	1,211,714	-12.05%
10,513	16,978	-38.08%	Average Weekday Passengers	14,381	16,651	-13.63%
5,131	7,405	-30.72%	Average Saturday Passengers	6,218	7,251	-14.25%
3,143	3,978	-20.99%	Average Sunday Passengers	3,667	3,925	-6.57%

Service Level Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
575,467	601,814	-4.38%	Total Vehicle Miles	1,766,724	1,746,519	1.16%
477,086	502,996	-5.15%	Total Vehicle Revenue Miles	1,493,702	1,468,981	1.68%
0.5702	0.8355	-31.76%	Average Passengers per Vehicle Revenue Mile	0.7135	0.8249	-13.50%
42,252	41,708	1.31%	Total Vehicle Hours	126,555	122,337	3.45%
36,082	37,182	-2.96%	Total Vehicle Revenue Hours	111,186	108,986	2.02%
7.5391	11.3028	-33.30%	Average Passengers per Vehicle Revenue Hour	9.5851	11.1181	-13.79%

Financial Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
\$98,813	\$190,464	-48.12%	Cash Fares	\$416,573	\$491,320	-15.21%
\$86,278	\$137,290	-37.16%	Ticket and Pass Revenue	\$342,145	\$366,793	-6.72%
\$130,372	\$80,144	62.67%	Other Fare Related Revenue	\$386,377	\$321,576	20.15%
3.5%	4.6%	-22.98%	Percentage Total Farebox Recovery	8.4%	8.9%	-5.87%
\$10.04	\$8.78	14.43%	Average Cost per Vehicle Revenue Mile	\$9.16	\$9.04	1.41%
\$132.81	\$118.75	11.84%	Average Cost per Vehicle Revenue Hour	\$123.10	\$121.78	1.08%
\$17.62	\$10.51	67.67%	Average Cost per Passenger	\$12.84	\$10.95	17.24%

Safety Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
4	5	-20.00%	Preventable Accidents	15	13	15.38%
2	4	-50.00%	Nonpreventable Accidents	15	21	-28.57%
6	9	-33.33%	Total Accidents	30	34	-11.76%

**March 2020
Performance Reports
SCAT/ADA Paratransit Service**

Current Month

Year to Date

2020 2019 Percentage
 Changed

2020 2019 Percentage
 Changed

Service Day Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
22	21	4.76%	Weekdays Operated	64	63	1.59%
4	5	-20.00%	Saturdays Operated	13	13	0.00%
5	5	0.00%	Sundays Operated	13	13	0.00%

Passenger Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
16,517	23,049	-28.34%	Total Passengers	62,795	64,682	-2.92%
533	744	-28.34%	Average Passengers per Day	698	727	-4.00%
45.75	85.60	-46.55%	Average Saturday ADA Passengers	62.8	81.23	-22.63%
23.40	39.80	-41.21%	Average Sunday ADA Passengers	36.8	32.62	12.97%
35.35	62.35	-43.30%	Average Total ADA Passengers	51.01	56.89	-10.33%
4,214	5,628	-25.12%	Total Purchased Transportation Pass.	16,647	16,120	3.27%

Service Level Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
114,881	143,759	-20.09%	Total METRO Vehicle Miles	395,922	412,417	-4.00%
44,760	56,465	-20.73%	Total Purchased Trans. Vehicle Miles	171,774	163,238	5.23%
159,641	200,224	-20.27%	Total Vehicle Miles	567,696	575,655	-1.38%
123,325	162,693	-24.20%	Total Revenue Miles	462,881	466,065	-0.68%
0.13393	0.14167	-5.46%	Average Pass. per Revenue Vehicle Mile	0.1357	0.1388	-2.25%
12,966	13,321	-2.66%	Total Vehicle Hours	41,300	38,883	6.22%
8,819	10,715	-17.69%	Total Vehicle Revenue Hours	31,727	31,106	2.00%
1.8729	2.1511	-12.93%	Average Pass. per Vehicle Revenue Hour	1.9792	2.0794	-4.82%
94%	92%	2.17%	On-time Performance - METRO	93%	91%	2.20%
93%	93%	0.00%	On-time Performance - Purchased Transportation	91%	93%	-1.44%

Financial Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
\$33,582	\$47,065	-28.65%	Cash Fares	\$127,886	\$131,896	-3.04%
\$4,525	\$6,079	-25.56%	Ticket and Pass Revenue	\$15,089	\$16,053	-6.00%
\$81,622	\$58,826	38.75%	Other Fare Related Revenue	\$240,127	\$166,101	44.57%
13.6%	13.1%	3.28%	Percentage Total Farebox Recovery	14.0%	12.4%	12.71%
\$8.90	\$6.07	46.74%	Average Cost per Vehicle Revenue Mile - METRO	\$7.13	\$6.34	12.39%
\$3.30	\$3.31	-0.27%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.43	\$3.39	1.23%
\$116.79	\$87.70	33.18%	Average Cost per Vehicle Revenue Hour - METRO	\$97.80	\$90.30	8.31%
\$54.05	\$56.98	-5.13%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$57.68	\$57.66	0.03%
\$61.35	\$39.59	54.98%	Average Cost per Passenger - METRO	\$48.35	\$42.33	14.23%
\$30.22	\$28.86	4.70%	Average Cost per Passenger - Purchased Transportation	\$30.88	\$29.85	3.47%
4.4	3.0	46.67%	Average Small Bus Age	4.4	3.0	46.67%

Safety Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
0	2	-100.00%	Preventable Accidents	3	5	-40.00%
0	1	-100.00%	Nonpreventable Accidents	3	4	-25.00%
0	3	-100.00%	Total Accidents	6	9	-33.33%

**March 2020
Performance Reports
Line-Service**

Current Month

Year to Date

2020 2019 Percentage
 Changed

2020 2019 Percentage
 Changed

Service Day Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
22	21	4.76%	Weekdays Operated	64	63	1.59%
4	5	-20.00%	Saturdays Operated	13	13	0.00%
5	5	0.00%	Sundays Operated	13	13	0.00%

Passenger Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
255,511	397,211	-35.67%	Total Passengers	1,002,931	1,147,032	-12.56%
9,981	16,234	-38.52%	Average Weekday Passengers	13,683	15,924	-14.07%
5,085	7,320	-30.53%	Average Saturday Passengers	6,156	7,170	-14.15%
3,119	3,938	-20.79%	Average Sunday Passengers	3,631	3,893	-6.73%

Service Level Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
415,826	401,590	3.54%	Total Vehicle Miles	1,199,028	1,170,864	2.41%
353,761	340,303	3.95%	Total Vehicle Revenue Miles	1,030,821	1,002,916	2.78%
355,932	343,013	3.77%	Total Scheduled Vehicle Revenue Miles	1,037,188	1,011,160	2.57%
0.7223	1.1672	-38.12%	Average Passenger per Revenue Vehicle Mile	0.9729	1.1437	-14.93%
29,286	28,387	3.17%	Total Vehicle Hours	85,255	83,454	2.16%
27,263	26,467	3.01%	Total Vehicle Revenue Hours	79,459	77,880	2.03%
27,263	26,467	3.01%	Total Scheduled Vehicle Revenue Hours	79,459	77,880	2.03%
9.3720	15.0078	-37.55%	Average Passenger per Vehicle Revenue Hour	12.6220	14.7283	-14.30%
77%	81%	-4.80%	On-time Performance	79%	80%	-0.92%

Financial Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
\$65,231	\$143,399	-54.51%	Cash Fares	\$288,687	\$359,424	-19.68%
\$81,753	\$131,211	-37.69%	Ticket and Pass Revenue	\$327,056	\$350,741	-6.75%
\$48,750	\$21,318	128.68%	Other Fare Related Revenue	\$146,250	\$155,475	-5.93%
5.0%	8.3%	-39.72%	Percentage Total FareBox Recovery	7.0%	8.1%	-13.62%
\$11.05	\$10.47	5.55%	Average Cost per Vehicle Revenue Mile	\$10.61	\$10.70	-0.85%
\$143.41	\$134.63	6.52%	Average Cost per Vehicle Revenue Hour	\$137.70	\$137.86	-0.12%
\$15.30	\$8.97	70.58%	Average Cost per Passenger	\$10.91	\$9.36	16.55%
6.0	4.9	22.45%	Average Big Bus Age	6.0	4.9	22.45%

Safety Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
4	3	33.33%	Preventable Accidents	12	8	50.00%
2	3	-33.33%	Nonpreventable Accidents	12	17	-29.41%
6	6	0.00%	Total Accidents	24	25	-4.00%

March 2020

Current Month

Line-Service Categories

Year to Date

2020		2019		Percentage Changed	URBAN (1 - 34)	2020		2019		Percentage Changed
232,766	359,761	-35.30%	Total Monthly Passengers			896,746	1,031,205	-13.04%		
31	31	0.00%	Service Days			90	89	1.12%		
7,508.6	11,605.2	-35.30%	Average Daily Passengers			9,963.8	11,586.6	-14.01%		
11.3832	18.0702	-37.01%	Passengers per Vehicle Hour			15.0425	17.6995	-15.01%		
0.9796	1.5653	-37.42%	Passengers per Vehicle Mile			1.2941	1.5337	-15.63%		
\$11.56	\$6.91	67.15%	Total Operating Cost Per Passenger			\$8.45	\$7.22	17.04%		
SUBURBAN (101-104, 110)										
7,435	11,574	-35.76%	Total Monthly Passengers			30,455	33,506	-9.11%		
22	21	4.76%	Service Days			64	63	1.59%		
338.0	551.1	-38.67%	Average Daily Passengers			475.9	531.8	-10.51%		
2.89	4.71	-38.68%	Passengers per Vehicle Hour			4.0707	4.5495	-10.53%		
0.12	0.20	-38.68%	Passengers per Vehicle Mile			0.1704	0.1905	-15.63%		
\$54.29	\$32.19	68.65%	Total Operating Cost Per Passenger			\$37.71	\$33.60	12.22%		
EXPRESS (60 & 61)										
3,185	7,182	-55.65%	Total Monthly Passengers			16,949	20,664	-17.98%		
22	21	4.76%	Service Days			64	63	1.59%		
144.8	342.0	-57.66%	Average Daily Passengers			264.8	328.0	-19.27%		
3.3525	7.9197	-57.67%	Passengers per Vehicle Hour			6.1326	7.5955	-19.26%		
0.1321	0.3122	-57.71%	Passengers per Vehicle Mile			0.2416	0.2995	-19.33%		
\$55.13	\$21.92	151.50%	Total Operating Cost Per Passenger			\$28.97	\$23.16	25.08%		
CIRCULATOR (50, 51, 53, & 59)										
4,044	6,482	-37.61%	Total Monthly Passengers			15,389	17,778	-13.44%		
31	31	0.00%	Service Days			90	89	1.12%		
130.5	209.1	-37.59%	Average Daily Passengers			171.0	199.8	-14.41%		
2.3791	3.8888	-38.82%	Passengers per Vehicle Hour			3.1054	3.6002	-13.74%		
0.1725	0.2856	-39.59%	Passengers per Vehicle Mile			0.2253	0.2641	-14.68%		
\$62.34	\$35.37	76.27%	Total Operating Cost Per Passenger			\$45.67	\$39.12	16.76%		
DASH (54)										
5,083	8,109	-37.32%	Total Monthly Passengers			32,279	32,160	0.37%		
22	21	4.76%	Service Days			64	63	1.59%		
231.0	386.1	-40.17%	Average Daily Passengers			504.4	510.5	-1.20%		
5.2411	8.7594	-40.17%	Passengers per Vehicle Hour			11.4410	11.5798	-1.20%		
0.7074	1.1823	-40.17%	Passengers per Vehicle Mile			1.5443	1.5630	-1.20%		
\$13.39	\$7.21	85.78%	Total Operating Cost Per Passenger			\$5.94	\$5.60	5.93%		
GROCERY (91 - 95)										
1,465	1,900	-22.89%	Total Monthly Passengers			4,772	5,907	-19.21%		
22	21	4.76%	Service Days			64	63	1.59%		
66.60	90.50	-26.41%	Average Daily Passengers			74.6	93.8	-20.47%		
5.7260	7.7525	-26.14%	Passengers per Vehicle Hour			6.3394	7.8516	-19.26%		
0.9566	1.3370	-28.45%	Passengers per Vehicle Mile			1.0869	1.3766	-21.04%		
\$83.60	\$49.41	69.20%	Total Operating Cost Per Passenger			\$65.39	\$50.48	29.55%		
Sunday Line Service										
15,597	19,690	-20.79%	Total Monthly Passengers			47,197	50,603	-6.73%		
5	5	0.00%	Service Days			13	13	0.00%		
3,119.4	3,938.0	-20.79%	Average Daily Passengers			3,630.5	3,892.5	-6.73%		
10.04	12.69	-20.90%	Passengers per Vehicle Hour			11.68	12.54	-6.86%		
0.8715	1.1014	-20.87%	Passengers per Vehicle Mile			1.0143	1.0887	-6.83%		
\$11.90	\$8.49	40.09%	Total Operating Cost Per Passenger			\$9.89	\$8.81	12.29%		
Saturday Line Service										
20,340	36,599	-44.42%	Total Monthly Passengers			80,023	93,213	-14.15%		
4	5	-20.00%	Service Days			13	13	0.00%		
5,085.0	7,319.8	-30.53%	Average Daily Passengers			6,155.6	7,170.2	-14.15%		
11.2013	16.1336	-30.57%	Passengers per Vehicle Hour			13.5596	15.8039	-14.20%		
0.9439	1.3612	-30.65%	Passengers per Vehicle Mile			1.1427	1.3334	-14.30%		
\$10.64	\$6.65	60.07%	Total Operating Cost Per Passenger			\$8.41	\$6.95	20.93%		
Call-A-Bus										
107	117	-8.55%	Total Monthly Passengers			356	348	2.30%		
U of A ZipCard										
5,170	17,315	-70.14%	Total Monthly Passengers			37,107	48,918	-24.14%		
Akron Public Schools ID Cards										
15,441	43,014	-64.10%	Total Monthly Passengers			97,253	113,555	-14.36%		

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
March 2020

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	GENERS	HOURS	MILES	VEHICLES	REV HOUR	REV MILE	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model	
1	West Market	\$ 4,450	\$ 8,199	\$ 12,649	\$ 274,934	\$ 237,884	\$ 228,175	25,620	1,917	21,524	6	13.4	1.19	\$ 10.24	\$ 8.79	\$ 8.41	4.6%	5.3%	5.5%
2	Arlington	\$ 5,785	\$ 9,393	\$ 15,178	\$ 244,625	\$ 228,303	\$ 211,970	29,350	1,706	20,657	6	17.2	1.42	\$ 7.82	\$ 7.26	\$ 6.71	6.2%	6.6%	7.2%
3	Copley/Hawkins	\$ 3,070	\$ 5,261	\$ 8,330	\$ 171,585	\$ 138,643	\$ 152,376	16,438	1,196	12,545	5	13.7	1.31	\$ 9.93	\$ 7.93	\$ 8.76	4.9%	6.0%	5.5%
4	Delia/N Hawkins	\$ 999	\$ 1,889	\$ 2,889	\$ 79,539	\$ 73,489	\$ 87,788	5,904	555	6,649	4	10.6	0.89	\$ 12.98	\$ 11.96	\$ 14.38	3.6%	3.9%	3.3%
5	East Market/Ellet	\$ 934	\$ 1,733	\$ 2,667	\$ 86,915	\$ 98,969	\$ 86,384	5,415	606	8,955	3	8.9	0.60	\$ 15.56	\$ 17.78	\$ 15.46	3.1%	2.7%	3.1%
6	E. Market/Lakemore	\$ 2,097	\$ 4,698	\$ 6,795	\$ 149,620	\$ 157,014	\$ 144,920	14,680	1,043	14,207	5	14.1	1.03	\$ 9.73	\$ 10.23	\$ 9.41	4.5%	4.3%	4.7%
7	Cuyahoga Falls Ave	\$ 1,206	\$ 2,552	\$ 3,759	\$ 119,511	\$ 96,764	\$ 110,961	7,975	833	8,755	4	9.6	0.91	\$ 14.51	\$ 11.66	\$ 13.44	3.1%	3.9%	3.4%
8	Kenmore/Barberton	\$ 2,985	\$ 4,192	\$ 7,177	\$ 146,572	\$ 142,056	\$ 131,652	13,098	1,022	12,853	4	12.8	1.02	\$ 10.64	\$ 10.30	\$ 9.50	4.9%	5.1%	5.5%
9	Wooster/East Ave	\$ 1,860	\$ 3,072	\$ 4,932	\$ 106,086	\$ 91,331	\$ 94,313	9,600	740	8,264	3	13.0	1.16	\$ 10.54	\$ 9.00	\$ 9.31	4.6%	5.4%	5.2%
10	Howard/Portage Tr	\$ 2,414	\$ 3,822	\$ 6,237	\$ 155,619	\$ 150,604	\$ 146,720	11,944	1,085	13,627	5	11.0	0.88	\$ 12.51	\$ 12.09	\$ 11.76	4.0%	4.1%	4.3%
11	South Akron	\$ 239	\$ 460	\$ 700	\$ 35,178	\$ 29,882	\$ 31,254	1,438	245	2,704	1	5.9	0.53	\$ 23.98	\$ 20.29	\$ 21.25	2.0%	2.3%	2.2%
12	Tallmadge Hill	\$ 1,305	\$ 2,622	\$ 3,927	\$ 134,299	\$ 98,910	\$ 127,707	8,193	936	8,950	5	8.7	0.92	\$ 15.91	\$ 11.59	\$ 15.11	2.9%	4.0%	3.1%
13	Grant/Firestone	\$ 1,658	\$ 3,327	\$ 4,985	\$ 117,778	\$ 85,812	\$ 108,272	10,395	821	7,764	4	12.7	1.34	\$ 10.85	\$ 7.78	\$ 9.94	4.2%	5.8%	4.6%
14	Euclid/Barberton	\$ 3,072	\$ 4,794	\$ 7,866	\$ 232,468	\$ 217,466	\$ 195,018	14,981	1,621	19,677	5	9.2	0.76	\$ 14.99	\$ 13.99	\$ 12.49	3.4%	3.6%	4.0%
17	Brown/Inman	\$ 1,906	\$ 3,370	\$ 5,275	\$ 129,619	\$ 116,294	\$ 128,400	10,529	904	10,522	5	11.6	1.00	\$ 11.81	\$ 10.54	\$ 11.69	4.1%	4.5%	4.1%
18	Thornton/Manchester	\$ 1,975	\$ 2,914	\$ 4,889	\$ 110,902	\$ 116,625	\$ 110,183	9,105	773	10,552	4	11.8	0.86	\$ 11.64	\$ 12.27	\$ 11.56	4.4%	4.2%	4.4%
19	Eastland	\$ 1,705	\$ 2,955	\$ 4,660	\$ 123,799	\$ 93,672	\$ 112,500	9,234	863	8,476	4	10.7	1.09	\$ 12.90	\$ 9.64	\$ 11.68	3.8%	5.0%	4.1%
21	South Main	\$ 232	\$ 554	\$ 786	\$ 28,921	\$ 21,640	\$ 26,848	1,731	202	1,958	1	8.6	0.88	\$ 16.25	\$ 12.05	\$ 15.06	2.7%	3.6%	2.9%
24	Lakeshore	\$ 381	\$ 747	\$ 1,128	\$ 36,650	\$ 25,696	\$ 40,522	2,335	256	2,325	2	9.1	1.00	\$ 15.21	\$ 10.52	\$ 16.87	3.1%	4.4%	2.8%
26	Exchange/Whitepond	\$ 730	\$ 1,164	\$ 1,894	\$ 74,519	\$ 67,090	\$ 65,752	3,637	520	6,070	2	7.0	0.60	\$ 19.97	\$ 17.93	\$ 17.56	2.5%	2.8%	2.9%
28	Merriman Valley	\$ 219	\$ 760	\$ 979	\$ 56,842	\$ 51,328	\$ 63,846	2,375	396	4,644	3	6.0	0.51	\$ 23.52	\$ 21.20	\$ 26.47	1.7%	1.9%	1.5%
30	Goodyear/Darrow	\$ 1,188	\$ 2,063	\$ 3,251	\$ 106,014	\$ 96,671	\$ 95,183	6,445	739	8,747	3	8.7	0.74	\$ 15.94	\$ 14.50	\$ 14.26	3.1%	3.4%	3.4%
33	State Rd/Wyoga Lake	\$ 489	\$ 1,310	\$ 1,799	\$ 53,577	\$ 57,921	\$ 54,124	4,092	374	5,241	2	11.0	0.78	\$ 12.65	\$ 13.72	\$ 12.79	3.4%	3.1%	3.3%
34	Cascade Village/Uhler	\$ 1,308	\$ 2,641	\$ 3,949	\$ 156,869	\$ 132,087	\$ 134,917	8,252	1,094	11,951	4	7.5	0.69	\$ 18.53	\$ 15.53	\$ 15.87	2.5%	3.0%	2.9%
50	Montrose Circulator	\$ 193	\$ 395	\$ 588	\$ 69,787	\$ 65,567	\$ 72,486	1,233	487	5,933	3	2.5	0.21	\$ 56.12	\$ 52.70	\$ 58.31	0.8%	0.9%	0.8%
51	Stow Circulator	\$ 158	\$ 308	\$ 466	\$ 64,151	\$ 85,271	\$ 63,843	962	447	7,715	2	2.2	0.12	\$ 66.20	\$ 88.15	\$ 65.88	0.7%	0.5%	0.7%
53	Portage/Graham	\$ 375	\$ 398	\$ 773	\$ 62,784	\$ 69,272	\$ 69,744	1,245	438	6,268	3	2.8	0.20	\$ 49.81	\$ 55.02	\$ 55.40	1.2%	1.1%	1.1%
54	DASH Downtown	\$ -	\$ -	\$ -	\$ 139,081	\$ 79,411	\$ 117,437	5,083	970	7,185	4	5.2	0.71	\$ 27.36	\$ 15.62	\$ 23.10	0.0%	0.0%	0.0%
59	Chapel Hill Circulator	\$ 206	\$ 193	\$ 400	\$ 43,486	\$ 38,740	\$ 46,020	604	303	3,505	2	2.0	0.17	\$ 71.34	\$ 63.48	\$ 75.53	0.9%	1.0%	0.9%
60	NC Express Chapel Hill	\$ 113	\$ 117	\$ 230	\$ 23,925	\$ 51,109	\$ 38,704	367	167	4,624	2	2.2	0.08	\$ 64.56	\$ 138.64	\$ 104.84	1.0%	0.4%	0.6%
61	NC Express Montrose	\$ 1,951	\$ 902	\$ 2,853	\$ 112,317	\$ 215,451	\$ 136,872	2,818	783	19,494	5	3.6	0.14	\$ 38.84	\$ 75.44	\$ 47.56	2.5%	1.3%	2.1%
101	Richfield/Bath	\$ 57	\$ 154	\$ 211	\$ 46,431	\$ 85,271	\$ 64,587	482	324	7,715	3	1.5	0.06	\$ 95.89	\$ 176.47	\$ 133.56	0.5%	0.2%	0.3%
102	Northfield Express	\$ 14	\$ 540	\$ 553	\$ 107,795	\$ 231,547	\$ 109,617	1,687	752	20,951	2	2.2	0.08	\$ 63.57	\$ 136.93	\$ 64.65	0.5%	0.2%	0.5%
103	Stow/Hudson	\$ 83	\$ 733	\$ 816	\$ 64,204	\$ 119,190	\$ 69,614	2,291	448	10,784	2	5.1	0.21	\$ 22.67	\$ 51.67	\$ 30.03	1.3%	0.7%	1.2%
104	Twinsburg Creekside	\$ 67	\$ 520	\$ 587	\$ 96,174	\$ 170,128	\$ 102,891	1,625	671	15,393	3	2.4	0.11	\$ 58.82	\$ 104.33	\$ 62.96	0.6%	0.3%	0.6%
110	Green/Springfield	\$ 35	\$ 432	\$ 467	\$ 54,213	\$ 72,822	\$ 56,954	1,350	378	6,589	2	3.6	0.20	\$ 39.81	\$ 53.60	\$ 41.84	0.9%	0.6%	0.8%
91	Monday Grocery	\$ 45	\$ 128	\$ 173	\$ 8,604	\$ 6,034	\$ 23,699	401	60	546	2	6.7	0.73	\$ 21.03	\$ 14.62	\$ 58.67	2.0%	2.9%	0.7%
92	Tuesday Grocery	\$ 366	\$ 60	\$ 427	\$ 6,489	\$ 2,885	\$ 22,148	189	45	261	2	4.2	0.72	\$ 32.08	\$ 13.00	\$ 114.92	6.6%	14.8%	1.9%
93	Wednesday Grocery	\$ 330	\$ 98	\$ 428	\$ 5,937	\$ 2,750	\$ 21,859	306	41	249	2	7.4	1.23	\$ 18.00	\$ 7.59	\$ 70.04	7.2%	15.6%	2.0%
94	Thursday Grocery	\$ 228	\$ 92	\$ 320	\$ 9,761	\$ 2,997	\$ 33,010	289	68	271	3	4.2	1.07	\$ 32.67	\$ 9.26	\$ 113.11	3.3%	10.7%	1.0%
95	Friday Grocery	\$ 357	\$ 90	\$ 446	\$ 5,899	\$ 2,259	\$ 21,758	280	41	204	2	6.8	1.37	\$ 19.47	\$ 6.47	\$ 76.11	7.6%	19.8%	2.1%
	JARC	\$ -	\$ 157	\$ 157	\$ 3,681	\$ 6,565	\$ 21,420	490	26	594	2	19.1	0.82	\$ 7.19	\$ 13.08	\$ 43.39	4.3%	2.4%	0.7%
	ZONE	\$ 47	\$ 316	\$ 363	\$ 49,060	\$ 146	\$ 125,582	988	342	13	11	2.9	74.85	\$ 49.29	\$ (0.22)	\$ 126.74	0.7%	248.7%	0.3%
	SCAT	\$ 33,582	\$ 3,937	\$ 37,519	\$ 926,843	\$ 937,113	\$ 842,410	12,303	6,463	84,791	35	1.9	0.15	\$ 72.29	\$ 73.12	\$ 65.42	4.0%	4.0%	4.5%
TOTALS:	Line Service	\$ 46,832	\$ 80,126	\$ 126,958	\$ 3,906,217	\$ 3,933,567	\$ 3,908,028	255,456	27,239	355,913	147	9.4	0.72	\$ 14.79	\$ 10.62	\$ 14.80	3.3%	3.2%	3.2%
TOTALS:	SCAT	\$ 33,582	\$ 3,937	\$ 37,519	\$ 926,843	\$ 937,113	\$ 842,410	12,303	6,463	84,791	35	1.9	0.15	\$ 72.29	\$ 73.12	\$ 65.42	4.0%	4.0%	4.5%

**April 2020
Performance Reports
Combined Service**

Current Month

Year to Date

2020 2019 Percentage
 Changed

2020 2019 Percentage
 Changed

Service Day Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
22	22	0.00%	Weekdays Operated	86	85	1.18%
4	4	0.00%	Saturdays Operated	17	17	0.00%
1	4	-75.00%	Sundays Operated	14	17	-17.65%

Passenger Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
169,614	428,340	-60.40%	Total Passengers	1,235,340	1,640,054	-24.68%
6,674	17,149	-61.08%	Average Weekday Passengers	12,419	16,779	-25.99%
4,620	7,588	-39.12%	Average Saturday Passengers	5,842	7,331	-20.30%
2,872	3,715	-22.69%	Average Sunday Passengers	3,611	3,876	-6.84%

Service Level Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
384,609	608,768	-36.82%	Total Vehicle Miles	2,151,333	2,355,287	-8.66%
412,924	518,786	-20.41%	Total Vehicle Revenue Miles	1,906,626	1,987,767	-4.08%
0.4108	0.8257	-50.25%	Average Passengers per Vehicle Revenue Mile	0.6479	0.8251	-21.47%
36,643	43,049	-14.88%	Total Vehicle Hours	163,198	165,386	-1.32%
31,554	38,396	-17.82%	Total Vehicle Revenue Hours	142,740	147,381	-3.15%
5.3754	11.1559	-51.82%	Average Passengers per Vehicle Revenue Hour	8.6545	11.1280	-22.23%

Financial Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
\$2,906	\$175,472	-98.34%	Cash Fares	\$419,479	\$666,791	-37.09%
\$22,125	\$165,342	-86.62%	Ticket and Pass Revenue	\$364,270	\$532,135	-31.55%
\$107,149	\$67,918	57.76%	Other Fare Related Revenue	\$493,526	\$389,494	26.71%
1.5%	4.6%	-67.80%	Percentage Total Farebox Recovery	7.3%	9.0%	-19.28%
\$9.25	\$8.29	11.60%	Average Cost per Vehicle Revenue Mile	\$9.18	\$8.84	3.86%
\$121.08	\$112.02	8.09%	Average Cost per Vehicle Revenue Hour	\$122.65	\$119.24	2.86%
\$22.52	\$10.04	124.32%	Average Cost per Passenger	\$14.17	\$10.72	32.26%

Safety Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
2	2	0.00%	Preventable Accidents	17	15	13.33%
3	8	-62.50%	Nonpreventable Accidents	18	29	-37.93%
5	10	-50.00%	Total Accidents	35	44	-20.45%

April 2020
Performance Reports
SCAT/ADA Paratransit Service

Current Month

Year to Date

2020 2019 Percentage
 Changed

2020 2019 Percentage
 Changed

Service Day Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
22	22	0.00%	Weekdays Operated	86	85	1.18%
4	4	0.00%	Saturdays Operated	17	17	0.00%
1	4	-75.00%	Sundays Operated	14	17	-17.65%

Passenger Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
8,605	23,885	-63.97%	Total Passengers	71,400	88,567	-19.38%
319	796	-59.97%	Average Passengers per Day	610	744	-18.00%
38.00	88.00	-56.82%	Average Saturday ADA Passengers	57.0	82.82	-31.18%
2.00	41.25	-95.15%	Average Sunday ADA Passengers	34.4	34.65	-0.84%
24.52	66.57	-63.17%	Average Total ADA Passengers	44.90	59.33	-24.32%
3,280	5,800	-43.45%	Total Purchased Transportation Pass.	19,927	21,920	-9.09%

Service Level Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
43,178	150,310	-71.27%	Total METRO Vehicle Miles	439,100	562,727	-21.97%
35,667	56,617	-37.00%	Total Purchased Trans. Vehicle Miles	207,441	219,855	-5.65%
78,845	206,927	-61.90%	Total Vehicle Miles	646,541	782,582	-17.38%
71,477	169,084	-57.73%	Total Revenue Miles	534,358	635,149	-15.87%
0.12039	0.14126	-14.78%	Average Pass. per Revenue Vehicle Mile	0.1336	0.1394	-4.18%
8,885	14,135	-37.14%	Total Vehicle Hours	50,185	53,018	-5.34%
5,527	11,447	-51.72%	Total Vehicle Revenue Hours	37,254	42,553	-12.45%
1.5569	2.0866	-25.38%	Average Pass. per Vehicle Revenue Hour	1.9166	2.0813	-7.92%
98%	90%	8.89%	On-time Performance - METRO	94%	91%	3.86%
96%	94%	2.13%	On-time Performance - Purchased Transportation	93%	93%	-0.54%

Financial Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
\$2,906	\$48,769	-94.04%	Cash Fares	\$130,792	\$180,665	-27.61%
\$1,481	\$5,392	-72.53%	Ticket and Pass Revenue	\$16,571	\$21,444	-22.73%
\$66,732	\$59,584	12.00%	Other Fare Related Revenue	\$306,859	\$225,686	35.97%
12.1%	13.3%	-8.95%	Percentage Total Farebox Recovery	13.6%	12.6%	8.07%
\$12.51	\$5.74	117.94%	Average Cost per Vehicle Revenue Mile - METRO	\$7.75	\$6.18	25.43%
\$2.46	\$3.41	-27.93%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.27	\$3.39	-3.80%
\$145.93	\$81.48	79.10%	Average Cost per Vehicle Revenue Hour - METRO	\$104.23	\$87.92	18.56%
\$37.29	\$56.02	-33.43%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$53.92	\$57.23	-5.77%
\$96.33	\$38.04	153.21%	Average Cost per Passenger - METRO	\$53.31	\$41.16	29.51%
\$22.87	\$29.00	-21.14%	Average Cost per Passenger - Purchased Transportation	\$29.56	\$29.62	-0.20%
4.4	3.0	46.67%	Average Small Bus Age	4.4	3.0	46.67%

Safety Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
0	0	100.00%	Preventable Accidents	3	5	-40.00%
0	1	-100.00%	Nonpreventable Accidents	3	5	-40.00%
0	1	-100.00%	Total Accidents	6	10	-40.00%

**April 2020
Performance Reports
Line-Service**

Current Month

Year to Date

2020 2019 Percentage
 Changed

2020 2019 Percentage
 Changed

Service Day Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
22	22	0.00%	Weekdays Operated	86	85	1.18%
4	4	0.00%	Saturdays Operated	17	17	0.00%
1	4	-75.00%	Sundays Operated	14	17	-17.65%

Passenger Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
161,009	404,455	-60.19%	Total Passengers	1,163,940	1,551,487	-24.98%
6,355	16,353	-61.14%	Average Weekday Passengers	11,808	16,035	-26.36%
4,582	7,500	-38.91%	Average Saturday Passengers	5,785	7,248	-20.18%
2,870	3,674	-21.88%	Average Sunday Passengers	3,576	3,841	-6.90%

Service Level Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
305,764	401,841	-23.91%	Total Vehicle Miles	1,504,792	1,572,705	-4.32%
341,447	349,702	-2.36%	Total Vehicle Revenue Miles	1,372,268	1,352,618	1.45%
341,584	351,672	-2.87%	Total Scheduled Vehicle Revenue Miles	1,378,771	1,362,832	1.17%
0.4715	1.1566	-59.23%	Average Passenger per Revenue Vehicle Mile	0.8482	1.1470	-26.05%
27,758	28,914	-4.00%	Total Vehicle Hours	113,013	112,368	0.57%
26,027	26,949	-3.42%	Total Vehicle Revenue Hours	105,486	104,828	0.63%
26,027	26,949	-3.42%	Total Scheduled Vehicle Revenue Hours	105,486	104,828	0.63%
6.1863	15.0083	-58.78%	Average Passenger per Vehicle Revenue Hour	11.0341	14.8003	-25.45%
78%	79%	-1.89%	On-time Performance	79%	80%	-1.16%

Financial Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
\$0	\$126,703	-100.00%	Cash Fares	\$288,687	\$486,127	-40.61%
\$20,643	\$159,950	-87.09%	Ticket and Pass Revenue	\$347,699	\$510,691	-31.92%
\$40,417	\$8,333	385.00%	Other Fare Related Revenue	\$186,667	\$163,808	13.95%
1.9%	8.6%	-77.94%	Percentage Total FareBox Recovery	5.8%	8.2%	-29.05%
\$9.47	\$9.85	-3.90%	Average Cost per Vehicle Revenue Mile	\$10.33	\$10.48	-1.48%
\$124.20	\$127.83	-2.84%	Average Cost per Vehicle Revenue Hour	\$134.37	\$135.28	-0.67%
\$20.08	\$8.52	135.72%	Average Cost per Passenger	\$12.18	\$9.14	33.23%
6.0	4.9	22.45%	Average Big Bus Age	6.0	4.9	22.45%

Safety Data

2020	2019	Percentage Changed		2020	2019	Percentage Changed
2	2	0.00%	Preventable Accidents	14	10	40.00%
3	7	-57.14%	Nonpreventable Accidents	15	24	-37.50%
5	9	-44.44%	Total Accidents	29	34	-14.71%

April 2020

Current Month

Line-Service Categories

Year to Date

2020		2019		Percentage Changed	URBAN (1 - 34)	2020		2019		Percentage Changed
152,983	358,784			-57.36%	Total Monthly Passengers	1,049,729	1,389,989			-24.48%
27	30			-10.00%	Service Days	117	119			-1.68%
5,666.0	11,959.5			-52.62%	Average Daily Passengers	8,972.0	11,680.6			-23.19%
7.9475	17.8289			-55.42%	Passengers per Vehicle Hour	13.3108	17.7328			-24.94%
0.6834	1.5364			-55.52%	Passengers per Vehicle Mile	1.1450	1.5344			-25.38%
\$14.37	\$6.64			116.59%	Total Operating Cost Per Passenger	\$9.31	\$7.07			31.75%
SUBURBAN (101-104, 110)										
3,905	12,168			-67.91%	Total Monthly Passengers	34,360	45,674			-24.77%
22	22			0.00%	Service Days	86	85			1.18%
177.5	553.1			-67.91%	Average Daily Passengers	399.5	537.3			-25.65%
1.52	4.73			-67.91%	Passengers per Vehicle Hour	3.4177	4.5966			-25.65%
0.06	0.20			-67.91%	Passengers per Vehicle Mile	0.1431	0.1924			-25.65%
\$88.51	\$30.28			192.29%	Total Operating Cost Per Passenger	\$43.48	\$32.72			32.90%
EXPRESS (60 & 61)										
997	7,293			-86.33%	Total Monthly Passengers	17,946	27,957			-35.81%
22	22			0.00%	Service Days	86	85			1.18%
45.3	331.5			-86.33%	Average Daily Passengers	208.7	328.9			-36.55%
1.0494	7.6766			-86.33%	Passengers per Vehicle Hour	4.8323	7.6165			-36.55%
0.0413	0.3027			-86.34%	Passengers per Vehicle Mile	0.1903	0.3003			-36.61%
\$150.26	\$21.44			600.70%	Total Operating Cost Per Passenger	\$35.71	\$22.71			57.21%
CIRCULATOR (50, 51, 53, & 59)										
2,585	6,877			-62.41%	Total Monthly Passengers	17,974	24,655			-27.10%
27	30			-10.00%	Service Days	117	119			-1.68%
95.7	229.2			-58.25%	Average Daily Passengers	153.6	207.2			-25.87%
1.5611	4.0405			-61.36%	Passengers per Vehicle Hour	2.7186	3.7131			-26.78%
0.1130	0.2951			-61.71%	Passengers per Vehicle Mile	0.1971	0.2721			-27.54%
\$81.64	\$32.41			151.86%	Total Operating Cost Per Passenger	\$50.85	\$37.25			36.51%
DASH (54)										
0	14,737			-100.00%	Total Monthly Passengers	32,279	46,897			-31.17%
22	22			0.00%	Service Days	86	85			1.18%
0.0	669.9			-100.00%	Average Daily Passengers	375.3	551.7			-31.97%
0.0000	15.1954			-100.00%	Passengers per Vehicle Hour	8.5143	12.5156			-31.97%
0.0000	2.0510			-100.00%	Passengers per Vehicle Mile	1.1492	1.6893			-31.97%
#DIV/0!	\$4.00			#DIV/0!	Total Operating Cost Per Passenger	\$8.35	\$5.10			63.79%
GROCERY (91 - 95)										
30	1,906			-98.43%	Total Monthly Passengers	4,802	7,813			-38.54%
22	22			0.00%	Service Days	86	85			1.18%
1.40	86.60			-98.38%	Average Daily Passengers	55.8	91.9			-39.28%
0.1144	7.4497			-98.46%	Passengers per Vehicle Hour	4.7314	7.7496			-38.95%
0.0200	1.2446			-98.39%	Passengers per Vehicle Mile	0.8152	1.3419			-39.25%
\$3,423.58	\$49.84			6768.67%	Total Operating Cost Per Passenger	\$86.37	\$50.32			71.64%
Sunday Line Service										
2,870	14,695			-80.47%	Total Monthly Passengers	50,067	65,298			-23.33%
1	4			-75.00%	Service Days	14	17			-17.65%
2,870.0	3,673.8			-21.88%	Average Daily Passengers	3,576.2	3,841.1			-6.90%
9.24	11.84			-21.99%	Passengers per Vehicle Hour	11.51	12.38			-7.02%
0.8019	1.0270			-21.92%	Passengers per Vehicle Mile	0.9992	1.0742			-6.98%
\$14.83	\$8.77			69.05%	Total Operating Cost Per Passenger	\$10.17	\$8.80			15.61%
Saturday Line Service										
18,327	30,000			-38.91%	Total Monthly Passengers	98,350	123,213			-20.18%
4	4			0.00%	Service Days	17	17			0.00%
4,581.8	7,500.0			-38.91%	Average Daily Passengers	5,785.3	7,247.8			-20.18%
10.0927	16.5307			-38.95%	Passengers per Vehicle Hour	12.7439	15.9749			-20.23%
0.8505	1.3941			-38.99%	Passengers per Vehicle Mile	1.0739	1.3477			-20.31%
\$13.54	\$6.25			116.63%	Total Operating Cost Per Passenger	\$9.36	\$6.78			38.09%
Call-A-Bus										
38	143			-73.43%	Total Monthly Passengers	394	491			-19.76%
U of A ZipCard										
-	18,185			-100.00%	Total Monthly Passengers	37,107	67,103			-44.70%
Akron Public Schools ID Cards										
6	39,763			-99.98%	Total Monthly Passengers	97,259	153,318			-36.56%

**METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
March 2020**

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	\$ 1	\$ 2,250	\$ 2,250	\$ 223,656	\$ 191,989	\$ 185,979	17,511	1,801	20,280	6	9.7	0.86	\$ 12.64	\$ 10.84	\$ 10.49	1.0%	1.2%	1.2%
2	Arlington	\$ 1	\$ 2,843	\$ 2,843	\$ 199,535	\$ 184,210	\$ 173,162	22,126	1,607	19,458	6	13.8	1.14	\$ 8.89	\$ 8.20	\$ 7.70	1.4%	1.5%	1.6%
3	Copley/Hawkins	\$ 0	\$ 1,456	\$ 1,456	\$ 137,066	\$ 109,125	\$ 122,682	11,330	1,104	11,527	5	10.3	0.98	\$ 11.97	\$ 9.50	\$ 10.70	1.1%	1.3%	1.2%
4	Delia/N Hawkins	\$ -	\$ 363	\$ 363	\$ 63,916	\$ 58,458	\$ 71,385	2,826	515	6,175	4	5.5	0.46	\$ 22.49	\$ 20.56	\$ 25.13	0.6%	0.6%	0.5%
5	East Market/Ellet	\$ -	\$ 362	\$ 362	\$ 75,272	\$ 84,774	\$ 73,663	2,816	606	8,955	3	4.6	0.31	\$ 26.60	\$ 29.98	\$ 26.03	0.5%	0.4%	0.5%
6	E. Market/Lakemore	\$ 0	\$ 1,277	\$ 1,277	\$ 121,190	\$ 126,088	\$ 118,096	9,937	976	13,319	5	10.2	0.75	\$ 12.07	\$ 12.56	\$ 11.76	1.1%	1.0%	1.1%
7	Cuyahoga Falls Ave	\$ 1	\$ 668	\$ 668	\$ 94,957	\$ 76,043	\$ 89,200	5,198	765	8,033	4	6.8	0.65	\$ 18.14	\$ 14.50	\$ 17.03	0.7%	0.9%	0.7%
8	Kenmore/Barberton	\$ -	\$ 1,323	\$ 1,323	\$ 116,638	\$ 111,730	\$ 105,724	10,294	939	11,802	4	11.0	0.87	\$ 11.20	\$ 10.73	\$ 10.14	1.1%	1.2%	1.3%
9	Wooster/East Ave	\$ 0	\$ 710	\$ 710	\$ 85,375	\$ 72,532	\$ 76,330	5,525	687	7,662	3	8.0	0.72	\$ 15.32	\$ 13.00	\$ 13.69	0.8%	1.0%	0.9%
10	Howard/Portage Tr	\$ -	\$ 1,128	\$ 1,128	\$ 125,574	\$ 119,529	\$ 119,035	8,780	1,011	12,626	5	8.7	0.70	\$ 14.17	\$ 13.49	\$ 13.43	0.9%	0.9%	0.9%
11	South Akron	\$ 0	\$ 122	\$ 122	\$ 30,466	\$ 25,597	\$ 26,644	953	245	2,704	1	3.9	0.35	\$ 31.84	\$ 26.73	\$ 27.83	0.4%	0.5%	0.5%
12	Tallmadge Hill	\$ -	\$ 606	\$ 606	\$ 108,584	\$ 78,866	\$ 103,873	4,715	874	8,331	5	5.4	0.57	\$ 22.90	\$ 16.60	\$ 21.90	0.6%	0.8%	0.6%
13	Grant/Firestone	\$ 1	\$ 876	\$ 877	\$ 94,972	\$ 68,711	\$ 87,929	6,822	765	7,258	4	8.9	0.94	\$ 13.79	\$ 9.94	\$ 12.76	0.9%	1.3%	1.0%
14	Euclid/Barberton	\$ 0	\$ 1,333	\$ 1,334	\$ 187,699	\$ 174,340	\$ 158,111	10,379	1,511	18,416	5	6.9	0.56	\$ 17.96	\$ 16.67	\$ 15.11	0.7%	0.8%	0.8%
17	Brown/Inman	\$ -	\$ 810	\$ 810	\$ 106,104	\$ 94,404	\$ 105,403	6,302	854	9,972	5	7.4	0.63	\$ 16.71	\$ 14.85	\$ 16.60	0.8%	0.9%	0.8%
18	Thornton/Manchester	\$ 0	\$ 766	\$ 766	\$ 90,498	\$ 94,241	\$ 90,254	5,964	729	9,955	4	8.2	0.60	\$ 15.05	\$ 15.67	\$ 15.00	0.8%	0.8%	0.8%
19	Eastland	\$ 0	\$ 780	\$ 780	\$ 100,956	\$ 75,469	\$ 91,950	6,069	813	7,972	4	7.5	0.76	\$ 16.51	\$ 12.31	\$ 15.02	0.8%	1.0%	0.8%
21	South Main	\$ -	\$ 119	\$ 119	\$ 25,046	\$ 18,536	\$ 22,838	928	202	1,958	1	4.6	0.47	\$ 26.86	\$ 19.85	\$ 24.48	0.5%	0.6%	0.5%
24	Lakeshore	\$ -	\$ 167	\$ 167	\$ 31,741	\$ 22,011	\$ 34,330	1,301	256	2,325	2	5.1	0.56	\$ 24.27	\$ 16.79	\$ 26.26	0.5%	0.8%	0.5%
26	Exchange/Whitepond	\$ -	\$ 219	\$ 219	\$ 64,537	\$ 57,468	\$ 56,096	1,707	520	6,070	2	3.3	0.28	\$ 37.68	\$ 33.54	\$ 32.73	0.3%	0.4%	0.4%
28	Merriman Valley	\$ -	\$ 85	\$ 85	\$ 49,228	\$ 43,966	\$ 54,173	658	396	4,644	3	1.7	0.14	\$ 74.69	\$ 66.69	\$ 82.20	0.2%	0.2%	0.2%
30	Goodyear/Darrow	\$ -	\$ 513	\$ 513	\$ 84,717	\$ 76,652	\$ 76,735	3,992	682	8,097	3	5.9	0.49	\$ 21.09	\$ 19.07	\$ 19.09	0.6%	0.7%	0.7%
33	State Rd/Wyoga Lake	\$ -	\$ 312	\$ 312	\$ 46,400	\$ 49,614	\$ 46,109	2,426	374	5,241	2	6.5	0.46	\$ 19.00	\$ 20.32	\$ 18.88	0.7%	0.6%	0.7%
34	Cascade Village/Uhler	\$ -	\$ 568	\$ 568	\$ 126,565	\$ 104,971	\$ 109,263	4,424	1,019	11,088	4	4.3	0.40	\$ 28.48	\$ 23.60	\$ 24.57	0.4%	0.5%	0.5%
50	Montrose Circulator	\$ -	\$ 123	\$ 123	\$ 54,990	\$ 50,801	\$ 58,103	958	443	5,366	3	2.2	0.18	\$ 57.27	\$ 52.90	\$ 60.52	0.2%	0.2%	0.2%
51	Stow Circulator	\$ -	\$ 93	\$ 93	\$ 55,558	\$ 73,041	\$ 54,544	726	447	7,715	2	1.6	0.09	\$ 76.40	\$ 100.48	\$ 75.00	0.2%	0.1%	0.2%
53	Portage/Graham	\$ -	\$ 74	\$ 74	\$ 54,374	\$ 59,337	\$ 59,298	573	438	6,268	3	1.3	0.09	\$ 94.76	\$ 103.43	\$ 103.36	0.1%	0.1%	0.1%
54	DASH Downtown	\$ -	\$ -	\$ -	\$ 120,451	\$ 68,022	\$ 99,915	-	970	7,185	4	-	-	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
59	Chapel Hill Circulator	\$ -	\$ 42	\$ 42	\$ 37,661	\$ 33,183	\$ 39,091	328	303	3,505	2	1.1	0.09	\$ 114.69	\$ 101.04	\$ 119.05	0.1%	0.1%	0.1%
60	NC Express Chapel Hill	\$ -	\$ 1	\$ 1	\$ 20,720	\$ 43,779	\$ 32,889	8	167	4,624	2	0.0	0.00	\$ 2,589.90	\$ 5,472.21	\$ 4,111.02	0.0%	0.0%	0.0%
61	NC Express Montrose	\$ -	\$ 127	\$ 127	\$ 97,271	\$ 184,550	\$ 116,923	989	783	19,494	5	1.3	0.05	\$ 98.22	\$ 186.47	\$ 118.10	0.1%	0.1%	0.1%
101	Richfield/Bath	\$ -	\$ 40	\$ 40	\$ 40,211	\$ 73,041	\$ 54,958	313	324	7,715	3	1.0	0.04	\$ 128.34	\$ 233.23	\$ 175.46	0.1%	0.1%	0.1%
102	Northfield Express	\$ -	\$ 87	\$ 87	\$ 93,355	\$ 198,337	\$ 94,350	678	752	20,951	2	0.9	0.03	\$ 137.56	\$ 292.40	\$ 139.03	0.1%	0.0%	0.1%
103	Stow/Hudson	\$ -	\$ 115	\$ 115	\$ 55,603	\$ 102,095	\$ 59,632	893	448	10,784	2	2.0	0.08	\$ 62.14	\$ 114.20	\$ 66.65	0.2%	0.1%	0.2%
104	Twinsburg Creekside	\$ -	\$ 138	\$ 138	\$ 83,291	\$ 145,728	\$ 88,101	1,074	671	15,393	3	1.6	0.07	\$ 77.42	\$ 135.56	\$ 81.90	0.2%	0.1%	0.2%
110	Green/Springfield	\$ -	\$ 122	\$ 122	\$ 46,951	\$ 62,377	\$ 48,596	947	378	6,589	2	2.5	0.14	\$ 49.45	\$ 65.74	\$ 51.19	0.3%	0.2%	0.3%
91	Monday Grocery	\$ -	\$ -	\$ -	\$ 5,961	\$ 4,135	\$ 18,965	-	48	437	2	-	-	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
92	Tuesday Grocery	\$ 0	\$ -	\$ 0	\$ 4,496	\$ 1,977	\$ 17,892	-	36	209	2	-	-	\$ -	\$ -	\$ -	0.0%	0.0%	0.0%
93	Wednesday Grocery	\$ -	\$ 1	\$ 1	\$ 6,427	\$ 2,944	\$ 18,978	11	52	311	2	0.2	0.04	\$ 584.16	\$ 267.53	\$ 1,725.16	0.0%	0.0%	0.0%
94	Thursday Grocery	\$ -	\$ 1	\$ 1	\$ 10,567	\$ 3,209	\$ 28,697	7	85	339	3	0.1	0.02	\$ 1,509.46	\$ 458.34	\$ 4,099.44	0.0%	0.0%	0.0%
95	Friday Grocery	\$ 0	\$ 2	\$ 2	\$ 5,109	\$ 1,935	\$ 18,176	12	41	204	2	0.3	0.06	\$ 425.57	\$ 161.10	\$ 1,514.49	0.0%	0.1%	0.0%
	JARC	\$ -	\$ 8	\$ 8	\$ 3,188	\$ 5,623	\$ 17,906	66	26	594	2	2.6	0.11	\$ 48.17	\$ 85.07	\$ 271.17	0.3%	0.2%	0.0%
	ZONE	\$ -	\$ 15	\$ 15	\$ 42,488	\$ 125	\$ 104,971	117	342	13	11	0.3	8.86	\$ 363.02	\$ 0.94	\$ 897.06	0.0%	12.0%	0.0%
	SCAT	\$ 2,906	\$ 684	\$ 3,590	\$ 436,553	\$ 388,057	\$ 556,849	5,325	3,515	40,991	35	1.5	0.13	\$ 81.31	\$ 72.20	\$ 103.90	0.8%	0.9%	0.6%
TOTALS:	Line Service	\$ 4	\$ 20,643	\$ 20,647	\$ 3,229,362	\$ 3,233,561	\$ 3,230,948	160,683	26,002	341,565	147	6.2	0.47	\$ 19.97	\$ 9.39	\$ 19.98	0.6%	0.6%	0.6%
TOTALS:	SCAT	\$ 2,906	\$ 684	\$ 3,590	\$ 436,553	\$ 388,057	\$ 556,849	5,325	3,515	40,991	35	1.5	0.13	\$ 81.31	\$ 72.20	\$ 103.90	0.8%	0.9%	0.6%

**METRO RTA
PLANNING / MARKETING / RAIL
COMMITTEE MEETING MINUTES
416 KENMORE BOULEVARD BOARDROOM
WEDNESDAY, MAY 20, 2020
10:30 A.M.**

ITEM 1: CALL TO ORDER

Mr. Donald Christian called the meeting to order at 10:30 a.m.

Board members present: Donald Christian, Renee Greene, Gary Spring, Vincent Rubino

Staff present: Dawn Distler, Valerie Shea, Claire Merrick, Halee Gerenday, Angela Neeley, Shawn Metcalf, De Havilland McCall, Jarrod Hampshire, PJ Lehman, Jason Popik, Robin Stevens, Tim Smith, Emily Baarson, Matthew Mullen

ITEM 2: APPROVAL OF MINUTES FROM APRIL MEETING

Mr. Christian moved to approve the April minutes. Mr. Vincent Rubino second.

ITEM 3: SUB-COMMITTEE REPORTS

Planning Report | Valerie Shea

- COVID-19 Ridership and Service Updates
 - A presentation on the contingency service plans was provided including a description of the reduced service that went into place on April 6th and the new service plan going into place on June 8th.
- CARES Grant Approval
 - The CARES Act grant was applied for and approved making nearly \$20M available to help offset reduced revenues and increased costs due to COVID-19.
- Strategic Plan Update
 - The consultant team continues to work on the development of recommendations. More information will be presented at the June Committee meeting.
- March Performance Report
 - The March performance report was provided in draft form. Due to an issue resulting from an update to the farebox software, ridership data was not available at the time of the meeting. A revised March report will be included with the April report for the June meeting.

- KPIs
 - KPIs were presented and discussed.

Marketing Report | Claire Merrick

- Quarterly Report/Infographic
- Akron Life Magazine
 - A Vehicle Services employee is featured on the cover of the May issue as part of local photographer Autumn Bland's Portraits of a Pandemic series.
- #IAMEssential Campaign & Video
 - We're continuing to highlight METRO employees on Facebook and Twitter.
- Pandemic Information Binder
 - Includes timeline of the pandemic, notices to employees, notices to passengers. This will help us identify lessons learned and best practices for the future.
- Reopening of Transit Center: Banners/Rules
 - Updating the Transit Center rules and rules for riding. The banners that hang from the Transit Center will also be updated.
- KPIs

Mr. Christian thanked Molly and her team for getting information out on the changes surrounding COVID-19 to the public.

Rail Report | Valerie Shea

- State Route 8 bridge project update and resolution
 - ODOT is replacing the State Route 8 bridge and METRO has two rail lines that go under the bridge. No current rail traffic from METRO. Temporary construction easements and permanent areal easements to construct and maintain the bridge. Has been reviewed by our rail engineer project.
- Akron Secondary line update
 - Rail line from Akron to Hudson. Multiple interest in trails. Working with Summit Metro Parks to discuss potential of trail and the municipalities along the line.

ITEM 4: RESOLUTIONS FOR CONSIDERATION

- **2020-05:** Authorizing the Chief Executive Officer to execute and deliver all documents required for the conveyance of parcel from METRO RTA to the State of Ohio for the State Route 8 Bridge Replacement project (SUM-8-1.75)

Motion by Mr. Christian to present resolution to full Board. Moved by Ms. Greene. Second by Mr. Rubino.

ITEM 5: OTHER BUSINESS

ITEM 6: CALL FOR ADJOURNMENT

Ms. Greene moved to adjourn. Mr. Spring second. Meeting concluded at 11:16 a.m.