

2021 **FACT** **SHEET**

METRO FLEET

METRO's overall revenue-producing fleet totals 231 vehicles: 140 large buses and 91 smaller paratransit vehicles. Some passenger vehicles are equipped with a hydraulic lift to accommodate scooters or wheelchairs; others kneel by lowering the front passenger corner of the vehicle to curb level so passengers can roll aboard on a slide-out ramp.

METRO's fleet is 100 percent accessible for mobility devices measuring a maximum of 30"x48" with a combined maximum weight of 800 pounds for passenger and chair or scooter.

The average age of large buses is 5.6 years. For small buses, the average age is 3.34 years. All fixed-route buses are equipped with bike racks.

FUNDING

*The COVID-19 pandemic had a significant impact on public transportation. 2020 statistics do not accurately reflect typical travel patterns and financial status. *As such, 2019 numbers are provided in parenthesis for comparison purposes.*

METRO's 2020 total expenses were \$59.8 million (*\$61 million*) and total revenues were \$85.5 million (*\$61.9 million*). Labor accounted for 38.6% of total operating expenses. Other expenses included fringe benefits at 24%, materials and supplies were 6.5%, purchased transportation was 2.2%, and casualty and liability insurance was 1.7%.

METRO's total 2020 income included 28.2% (*11.4%*) from federal revenue, an increase attributed to CARES ACT funding due to COVID-19; state revenue was 4%, and fare box and ticket sales amounted to 2% (*8%*), a decrease attributed to free fares offered during the COVID-19 health emergency. Sales tax generated \$50.6 million, or 59.2% percent of total revenue.

EMPLOYEE ENGAGEMENT

METRO is governed by a 12-member Board of Trustees: six are appointed by the City of Akron, three by Summit County, and one each from the cities of Barberton, Cuyahoga Falls, and Stow.

METRO's Employee Engagement Center performs the following job functions: staffing, drug and alcohol program, employee and labor relations, training, benefits, workers compensation, and unemployment.

In 2020, employees received 9,848.05 hours of employee training through a combination of hands-on and classroom settings in such diverse areas as operator training, safety, wellness, diversity, and compliance trainings.

CUSTOMER CARE

In 2020, METRO's Customer Care staff responded to 266,533 inquiries about fixed-route and demand response service, with an average of 31,854 calls per month. Eight of those calls utilized Language Line, a system that provides language access in more than 240 languages through spoken interpretation and written translation. This tool enhances METRO's ability to interact with customers who do not speak English.

Other diverse requests for information are related to such topics as lost and found, school field trips and group trips, ticket orders, and schedule requests. Customer Care also provides travel training for passengers, teaching them how to read bus schedules and use the METRO transit system.

MAINTENANCE

METRO's Maintenance Department consists of 32 mechanics plus 17 vehicle services employees who wash and fuel the entire METRO fleet on a daily basis. Four vehicle detailers joined the team in 2020 to perform extra scrubs on buses at the Robert K. Pfaff Transit Center in response to COVID-19. The department covers 24 hours a day, seven days a week.

FIXED-ROUTE

Fixed-Route service consists of buses traveling along predetermined routes on a set schedule, including:

- 36 local routes
- Neighborhood circulator routes (these buses do not travel into downtown Akron)
- Grocery Bus service
- Two Northcoast Express routes to downtown Cleveland, making limited stops in order to help passengers reach their destinations in the shortest reasonable time
- Current per-ride fare on fixed-route within Summit County is \$1.25 for adults and children age six and over. The fare is \$.50 for passengers age 62 or older, or with a disability, within the Akron-Summit County area. To be eligible for the \$.50 fare, a passenger must show the operator proof of age, a Medicare card, SCAT I.D. or Disability and Senior (D&S) card.

Also available:

- \$2.50 / 1-Day general fare pass
- \$15.00 / 7-Day general fare pass
- \$50.00 / 31-Day general fare pass
- \$30.00 / 31-Day D&S pass
- \$5.00 / Northcoast Express one-ride fare
- \$40.00 / Northcoast Express 10-ride ticket

DEMAND RESPONSE

METRO SCAT is an origin-to-destination, shared ride service designed for older adults and persons with disabilities. METRO SCAT transports individuals to and from medical appointments, higher educational institutions, and work throughout Summit County during designated hours of operation.

The service is broken down into two categories: SCAT Temporary and SCAT Senior.

- 1) SCAT Temporary Service is designed for eligible Summit County residents who cannot utilize fixed-route service and may not be able to utilize ADA service due to unavailability of fixed-routes for ADA routing purposes.
- 2) SCAT Senior Service is available for eligible Summit County residents who are age 62 and older. SCAT Senior is available for one round trip per day. Grocery trips within a six mile radius from the passenger's home and nursing home visits are offered.

METRO SCAT operates Monday through Friday and hours vary based on location. SCAT fare is \$2.00 per ride. A companion may accompany the primary SCAT passenger for an additional \$2.00 per ride.

ADA COMPLEMENTARY PARATRANSIT

Americans with Disabilities Act (ADA) Complementary Paratransit is transportation for qualified persons with disabilities, complementing regular fixed-route service. ADA Complimentary Paratransit service is available during the hours METRO's fixed routes operate, and when the origin and destination of all ADA trips are within $\frac{3}{4}$ mile of an active fixed-route bus stop.

The fare for ADA Complementary Paratransit is \$2.50 each way, and a pre-registered personal care attendant may also ride along at no extra charge. There are no limits on a passenger's daily trips, but travel must be scheduled at least one to three days in advance. ADA service is dependent upon completion of an application and a functional assessment to determine the applicant's ability to ride fixed-routes.

This service ensures persons with disabilities have equal access to public transportation. All METRO revenue vehicles are fully accessible in accordance with ADA law.

CALL-A-BUS SERVICE

Call-A-Bus is a demand response, call-ahead, shared ride service transporting riders within specific regions in Summit County to their destination, or to a regular fixed-route bus stop, within that region. In August 2013, the service debuted in Northern Summit County and operates Monday through Friday, 7 a.m. to 5 p.m., in the areas of Macedonia, Twinsburg, Townships of Sagamore Hills, Twinsburg, and Northfield Center, and the Villages of Northfield and Reminderville. In August 2015, the service was expanded to riders traveling within the City of Green and operates Monday through Friday, 8 a.m. to 4 p.m. The fare is \$4.00 each way and rides can be scheduled by calling METRO Customer Care.

METRO DASH

In August 2016, METRO introduced DASH, downtown Akron's free weekday shuttle service. The DASH runs every 10 minutes from 7 a.m. to 7 p.m. and every 15 minutes from 7 p.m. to 11 p.m. It is a loop route that travels in a circle from the Transit Center, around downtown, and to The University of Akron. DASH is a result of a partnership between METRO, the City of Akron, Downtown Akron Partnership, GPD Group, and The University of Akron.

METROZIP

In 2014, METRO introduced the METROZip program. Students, faculty, and staff of The University of Akron can ride METRO fixed routes free with their Zip Card.

AKRON PUBLIC SCHOOLS PROGRAM

In November 2016, METRO partnered with Akron Public Schools to issue high school students a METRO ID that allows them to ride free on fixed-routes.

EZFARE MOBILE TICKETING

In August 2019, METRO launched the EZfare mobile ticketing app on its Northcoast Express service and expanded the payment feature system-wide in October 2019. In 2019-2020*, about 5% of boardings utilized the mobile application.

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COMMUNITY OUTREACH

METRO offers free travel training for groups, individuals, and organizations. The program offers bus familiarization and teaches skills such as reading a bus schedule, purchasing mobile tickets, using the bike rack, and more.

Prearranged group tours of METRO's Transit Center as well as its Kenmore Blvd. bus garages and maintenance area are available to teach guests about METRO and employment opportunities in public transit.

METRO also provides speakers for meetings, civic organizations or classrooms. METRO develops informative, entertaining, customized presentations for groups and organizations featuring METRO's evolution from mule-drawn carriages to the complex system serving Summit County today. Speakers educate organizations about METRO's supporting role in Akron/Summit County's economic development, providing transportation for over 5.4 million passengers annually. Employees traveling to/from work, shoppers, students, patients in need of medical care... all of these and more look to METRO for safe, efficient travel throughout Summit County.

ROBERT K. PFAFF TRANSIT CENTER

The October 22, 2007 ground-breaking ceremony, January 5, 2009 dedication, and May 16, 2012 renaming of the Robert K. Pfaff Transit Center at 631 S. Broadway Street in downtown Akron launched METRO into a new level of service.

METRO fixed-route service from the facility began January 18, 2009. Greyhound Bus Lines began operating from the Transit Center in late January 2009.

The Wi-Fi enabled Transit Center features travel amenities and improved security with more than 90 cameras and a METRO Transit Police substation. METRO Customer Care representatives are on-site to assist passengers with their travel plans and additional office space was added for METRO staff to work closer to the front line operation. Public restroom facilities, indoor and outdoor seating areas, a climate-controlled environment, cafe, ATM, and vending machines for food and beverages are available to passengers. Two community rooms for meeting space are available for METRO functions as well as nonprofit organizations.

The Transit Center was certified as a Gold LEED building in 2010. The Transit Center uses geothermal energy for heating and cooling, gets electricity from its solar-paneled roof, and recycles rainwater, among other environmentally-friendly features.

STATS IN BRIEF FOR 2020

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	2020*	2019	Percentage Difference
Demand Response Revenue Miles	1,367,520	1,988,763	-31%
Demand Response Passengers	171,317	276,328	-38%
Demand Response On-Time Performance	95%	91%	+5%
Fixed-Route Passengers	3,069,708	5,298,230	-42%
Fixed-Route Revenue Miles	3,907,123	4,117,861	-18%
METROZip Passengers	70,212	196,962	-64%
Akron Public Schools Passengers	121,237	411,261	-71%
Grocery Bus Passengers	4,802	21,080	-77%
Call-A-Bus Passengers	1,763	1,476	+19.24%

*No in-person school

*No in-person school

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*Suspended April 2020

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METRO Regional Transit Authority enhances the quality of life for our community by providing innovative transportation that is safe, dependable, cost-effective and customer-focused, now and into the future.

For more information, visit akronmetro.org.

